



SILVER ACCELERATION PLAN

For more than 35 years, Wind River® has helped technology leaders power the safest, most secure devices in the world. More than just a software vendor, we work with our customers as a trusted partner to support their overall business objectives. Our Acceleration Program is designed to enhance customers' experience with Wind River.

The Silver Acceleration Plan provides self-service access to Wind River e-Support, including web-based case management, our extensive library of documentation and videos, and the latest software updates, releases, and maintenance—the resources you need to ensure that you can make the most of your software investment. The Silver Plan also includes a Customer Success Manager to ensure your project gets off on the right foot, and a Learning Subscription for three users to ensure your team has the training they need to be productive.

SUPPORT AND MAINTENANCE

Wind River e-Support provides continuous access to the Wind River Support Network, an online source for interactive self-help that includes:

- Wind River Knowledge Library
 - Wind River product documentation in PDF and searchable HTML versions
 - Product-specific information, including bug reports, FAQs, security advisories, and configuration notes
 - Application notes, technical tips, and sample code for handling common problems
- Wind River Knowledge Forum, an interactive question-and-answer forum providing help from Wind River experts
- Software upgrades, updates, cumulative patches, and board support packages
- An email and Web-based notification system for problem reports and patches

Customers entitled to Enterprise Support additionally receive standard service level agreements and live assistance from experts via telephone support.

EDUCATION SERVICES

The Silver Plan includes 24/7 online access to self-paced training, including our Getting Started videos and bite-sized micro-learning content designed to increase learner retention. With access anytime, anywhere, you can learn at your own pace, at the most convenient times, and take your performance to the next level.

FLEXIBILITY ACROSS YOUR LIFECYCLE

Understanding that your program may have specific needs, Wind River is here to partner with you across all phases of your lifecycle. Our Acceleration Plans are the foundation for your success, with flexibility where you need it via add-ons for products, training, services, and support. For more information about add-ons, contact your sales representative.

COMMITMENT TO QUALITY

Wind River has achieved Service Capability and Performance (SCP) certification, recognized as the gold standard for delivering world-class customer support. SCP certification measures the effectiveness of customer support against a stringent set of performance standards that represent industry best practices.



CHOOSING THE RIGHT PLAN FOR YOUR NEEDS

For critical projects with sensitive deadlines, you may benefit from more hands-on help. Our Gold Acceleration Plan offers personalized services, training, and our highest level of support, with a team of experts and a designated Customer Success Manager to proactively monitor the health of your project over its entire course. For larger critical programs across multiple sites, our Platinum Acceleration Plan offers an outcome-focused, high-touch strategic partnership with increased levels of support, education, and acceleration management. Contact your sales representative to learn more.

Table 1. Included Plan Features

	SILVER	GOLD	PLATINUM	
Support	e-Support and Maintenance			
	24x7 customer community/online portal	•	•	•
	Access to extensive knowledge base	•	•	•
	Alerts on defects, patches, and products	•	•	•
	Maintenance and release updates	•	•	•
	Web-based case management	•	•	•
	Enterprise Support			
	Telephone support	*	•	•
	Standard SLA	*	•	•
	Premium Support			
	Expedited SLA		•	•
	Named customer contacts		5	10
	Number of sites		1	2
Number of configurations		1	2	
Testing against your configuration		•	•	
Training	Education			
	Getting started videos	•	•	•
	eLearning (# of users)	3	12	30
Success Management	Success Team			
	Designated Customer Success Manager		•	•
	Designated support engineer		•	•
	Architect or subject matter expert			•
	Acceleration Management			
	Success points for training, mentoring, onsite support		100	250
	Product adoption planning	•	•	•
	Project management		•	•
	Ongoing health monitoring	•	•	•
	Escalation management		•	•
	Monthly program reviews		•	•
Quarterly business reviews		•	•	
Technology alignment planning			•	

* For customers entitled to Enterprise Support

