WIND RIVER ACCELERATION PROGRAM

FAST-TRACK YOUR SUCCESS

YOUR SUCCESS IS OUR SUCCESS

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 significantly enhance your experience with Wind River. With our Gold and Platinum Plans, we expedite your success with proactive support, training, and experienced partners, ensuring that you reach your desired business goals faster. Your Customer Success Manager will work with you to accelerate the return on your software investment, making your success a priority.

Our vision at Wind River is to transform our customers' business to deliver the promise of a software-defined world, so your business outcomes are central to our own mission. The Acceleration Program is our commitment to your success—because your success is our success.

ACCELERATE YOUR PATH TO SUCCESS WITH OUR GOLD AND PLATINUM PLANS

PARTNERSHIP

- Designated Customer Success Manager
- Technology alignment planning

CUSTOMIZATION

- Personalized account reviews
- Product adoption planning
- Testing against your configuration

RISK MANAGEMENT

- Early identification of road-blocks; quick issue mitigation
- Designated support engineer
- Faster resolution on issues

EXPERTISE

- Success points for training, mentoring, or onsite support
- Subject matter experts
- Training

CHOOSE THE ACCELERATION PLAN THAT'S RIGHT FOR YOU

Whether you're building a small proof of concept, meeting a critical deadline for a major product release, or driving a new technology initiative across multiple sites, our Acceleration Plans help your team become productive quickly.

SILVER

Our Silver Acceleration Plan is automatically included for all Wind River customers. It provides self-service access to Wind River e-Support, including web-based case management, our extensive Knowledge Library of documentation and videos, and the latest software updates, releases, and maintenance. Customers entitled to Enterprise Support will also receive standard service level agreements and telephone support.

GOLD

For more critical projects with sensitive deadlines, you need a holistic solution combining proactive and personalized services, training, and our highest level of support. The Gold Acceleration Plan includes all the benefits of the Silver Acceleration Plan plus a designated support engineer, expedited service level agreements, and a virtual lab. A designated team, dedicated to your success, will partner with you to drive the outcomes you want to achieve. To help realize value quickly, your Customer Success Manager will collaboratively develop plans to reach your business goals and drive execution.

PLATINUM

For larger critical programs with multiple sites, our most comprehensive package offers an outcome-focused, high-touch strategic partnership between you and Wind River, enabling a successful long-term approach that aligns outcomes with your organization's needs and vision. The Platinum Acceleration Plan includes all the elements of the Gold Acceleration Plan, plus increased levels of support, education, and acceleration management.

WHAT YOU GET

ACCELERATION PLANS

		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)		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

WHAT IS A CUSTOMER SUCCESS MANAGER?

Central to the Acceleration Program is your designated Customer Success Manager, a subject matter expert whose job is to ensure your company's success with your Wind River product and help you achieve your overall business goals.

Your Customer Success Manager identifies your needs and works with you to create project-specific processes that reflect your goals. He or she will:

- Collaboratively develop plans to achieve goals and demonstrate return on investment

- Ensure the successful adoption and use of your Wind River technology

- Proactively monitor the health of your project, identifying and mitigating issues early

- Develop specific processes and plans based on in-depth knowledge of your operating environment and business goals

- Provide an expert resource for sharing best practices and collaborative strategizing

Ultimately, the Customer Success Manager drives time-to-value and helps you realize successful outcomes more quickly and with less risk.

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.

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.

Contact us at +1-800-WIND to learn more, or visit www.windriver.com/customer-success.

WIND™

AN INTEL COMPANY