

# Wind River Long Term Support Services



If your product has a long lifecycle or safety certification requirements, you may have experienced challenges getting support for older or customized versions of your software. Will your vendor continue to provide assistance and updates, even years after deployment? If you customized a distribution, are you on your own? At Wind River®, our customers use our software for long-lived, reliable systems that are used for years – or decades. We offer specialized long term support and maintenance services to continue to provide assistance, long after devices have been shipped.

## WIND RIVER LONG TERM E-SUPPORT

Wind River Long Term e-Support provides continuous access to the Wind River Support Network, a single online source for interactive self-help that includes the following:

- 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

Wind River Long Term e-Support is our most cost-effective solution for customers who need access to information but do not require new patches.

## WIND RIVER LONG TERM ENTERPRISE SUPPORT

Not all challenges can be resolved with knowledge alone – sometimes you need one-on-one interactions with an expert who can consider your unique environment and help solve problems. Wind River Long Term Enterprise Support offers the following benefits:

- Live assistance from experts, with no limit on the number of issues raised
- Over 100 experienced engineers averaging more than 10 years of device software experience

- Six major support centers and a dozen additional support hubs worldwide, providing access to people with the right knowledge in a convenient time zone
- A convenient online utility for submitting and tracking technical support requests
- All the benefits of Wind River Long Term e-Support

Wind River Long Term Enterprise Support is a gateway to adding maintenance for products that are not eligible for standard maintenance.

## WIND RIVER LONG TERM MAINTENANCE

Does your configuration include an older distribution? To enable you to continue receiving the benefits of Wind River Engineering's professional security monitoring and patch development for your older version, Wind River offers the following maintenance options:

- **Long Term Security Shield:** Receive proactive monitoring and notification of security vulnerabilities affecting the designated software version. Receive unlimited fixes of high-priority and medium-priority security vulnerabilities.
- **Long Term Maintenance:** Receive unlimited fixes for critical and severe defects. Wind River will provide and test fixes against the latest generally available version of the product at the date of transition to Legacy status. Access software upgrades, updates, cumulative patches, and board support packages.
- **End-of-Life Maintenance:** Receive fixes for defects on request. Wind River will provide and test fixes against the version of the product that you specify.

## WIND RIVER FROZEN BRANCH MAINTENANCE

If you operate in a market requiring safety certification, you have special requirements to control the lifecycle and maintenance of your product. And if your product has a very long lifecycle, you need long-term support and maintenance from your suppliers. When you need to minimize revalidation costs, select only patches that are relevant to your application, and have a quality-assured version, Wind River Frozen Branch Maintenance offers solutions to fit your needs and your budget.

## 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. We stand behind our promise of high quality with detailed service level agreements that let you know exactly what to expect at all times.



## FOR MORE INFORMATION

Contact your local account team or [wr-support-info@windriver.com](mailto:wr-support-info@windriver.com).

WNDRVR

Wind River is a global leader of software for the intelligent edge. Its technology has been powering the safest, most secure devices since 1981 and is in billions of products. Wind River is accelerating the digital transformation of mission-critical intelligent systems that demand the highest levels of security, safety, and reliability.