WIND RIVER BSP SERVICES OFFERINGS

Developing and maintaining a board support package (BSP) requires dedicated embedded software staff with expertise in the hardware, operating system, and optional software stacks. Wind River® Professional Services has experts in BSP development and maintenance who can develop all or part of your BSP and provide long term maintenance. In addition, Wind River has a test framework for validating Wind River Linux and VxWorks® BSPs.

Wind River BSP Services Offerings provide a flexible business model that scales based on your needs. You can leverage Professional Services resources for development and maintenance only when you need it, rather than keeping resources on staff full-time. And you can dedicate your scarce resources to projects that truly differentiate your solutions, helping you grow market share with satisfied customers.

Wind River offers three options for assisting with development, support, and maintenance of your BSP. These options can be combined and customized to meet specific needs.

- Wind River BSP Development
- Wind River BSP Validation & Support
- Wind River BSP Maintenance

WIND RIVER BSP DEVELOPMENT

Our VxWorks and Wind River Linux experts can develop your BSP using the commercial-grade development and project methodology that has made Wind River the industry's leader. Backed by a dedicated project manager, our CMMI-based project management methodology ensures on-time, on-budget delivery with the quality you have come to expect from Wind River Professional Services. Wind River will develop acceptance tests for features that are specific to your hardware to supplement our existing suite of BSP validation tests.

After development, Professional Services will:

- Integrate the BSP with Wind River Workbench
- Verify the successful build of different images supported by the BSP
- Perform acceptance testing and resolve issues
- Deliver the BSP to your team

WIND RIVER BSP VALIDATION & SUPPORT

For our customers who need to supply a BSP to end users, Wind River can make your VxWorks or Wind River Linux BSP available for download to your end users via our Wind River Support Network website. If your team developed the BSP, Professional Services will perform validation testing and deliver the results to your team to address any issues found during test. After the BSP passes validation testing, Wind River will post the BSP to the Wind River Support Network.

As a licensed customer of VxWorks or Wind River Linux, your team or your end customer will receive support from the Wind River Customer Support organization for BSPs posted on the Wind River Support Network. Customer Support will triage issues with your BSP and then report any issues to your development team, making support seamless to our joint customers.

Alternatively, Wind River Professional Services can provide long-term maintenance for your BSP. In this case, instead of reporting the issues to your development team, Customer Support will report issues to Professional Services for resolution. If necessary, Professional Services will create a patch and post it to the Wind River Support Network for your end customers.

WIND RIVER BSP MAINTENANCE

Wind River Professional Services can provide long-term maintenance for a BSP. If Wind River did not develop the BSP, Professional Services will develop tests for features that are specific to your hardware to supplement our existing suite of BSP validation tests. After all testing is completed and your team has resolved all issues found in testing, Wind River will provide long-term maintenance for the BSP.

If your team finds an issue, they will report it directly to Professional Services for resolution. Professional Services will work with your team to triage the issue, then resolve the issue and deliver a solution directly to your team.

EXPERTISE

With our dedicated staff of BSP and device driver engineers, Wind River Professional Services offers both engineering capacity and capability. Our team delivers rapid BSP development to help you deliver solutions with the fastest time-to-market.

Our engineers have years of experience in BSP development and maintenance, with hundreds of BSP projects completed on time and on budget. You can be confident that Wind River will deliver a high quality BSP.

CONTACT WIND RIVER

Wind River Professional Services welcomes the opportunity to discuss Wind River BSP Service Offerings as they apply to specific customer needs. For further information, please contact your local Wind River sales representative by visiting www.windriver.com/company/contact/index.html, calling 800-545-WIND (9463), or sending an email to inquiries@windriver.com.