GOLD 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 significantly enhance your experience with Wind River. We expedite your success with proactive training, support, and experienced partners, ensuring that you reach your desired business goals faster.

For critical projects with sensitive deadlines, the Gold Acceleration Plan offers a holistic solution combining proactive and personalized services, training, and our highest level of support. 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.

YOUR SUCCESS TEAM

Your designated team is headed by your 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
- Drive time-to-value and help you realize successful outcomes more quickly and with less risk

Your designated support engineer focuses on minimizing your issues' time-to-resolution and ensures that your support requests are handled efficiently, with no need for you to repeat the context of the issue or work through multiple levels of support.

SUPPORT AND MAINTENANCE

The Gold Plan combines the proactive assistance of your success team with our highest level of support, including:

- Expedited service level agreements for quick support request resolution
- A virtual lab that approximates your environment inside Wind River, allowing support engineers to quickly isolate and reproduce issues, validate configuration changes, and test patches and updates against your configuration

WHEN IT MATTERS, IT RUNS ON WIND RIVER

- Live interaction and debug assistance with expert engineers via a dedicated hotline for up to 5 named users
- Dedicated private support portal for efficiently exchanging information, code samples, and patches
- 24/7 access to the Wind River Support Network, an online source for interactive self-help that includes our extensive Knowledge Library of documentation and videos as well as the latest software updates, releases, and maintenance

EDUCATION SERVICES

The Gold 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.

ACCELERATION MANAGEMENT

With the Gold Plan, you have a strategic partner by your side to help you maximize the value of your investment and achieve your business goals. Your Customer Success Manager serves as the single point of contact to govern and drive outcomes through specific services, including:

- **Success points:** Our system of success points gives you the flexibility to schedule those services that most directly drive your goals, including Quick Starts, training, mentoring, and onsite support.
- **Success planning and execution:** Your Wind River team will collaboratively develop a tailored plan with actions vital to delivering accelerated value for your company, including best practices, product adoption strategies, and proactive recommendations.
- **Ongoing health monitoring:** Your team will continuously monitor the overall health of your project, including timelines and risks relating to key indicators such as product adoption and support performance, so that we can proactively ensure your success.
- **Escalation management:** Your Wind River advocate will coordinate resolution for complex issues across technologies and across partners.
- **Personalized reviews:** Regular checkpoints during monthly program and quarterly business reviews will ensure a close collaboration and alignment to drive rapid outcomes and greater results.

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.

WIND

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 larger critical programs across multiple sites, your company may benefit from the outcome-focused, high-touch strategic partnership offered by our Platinum Acceleration Plan. The Platinum Plan includes 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