



WIND RIVER CUSTOMER SUPPORT SERVICES

At Wind River®, we understand the challenges of developing leading-edge, reliable systems that leverage the latest hardware technology. Our award-winning team is here to assist you with support services that fit your needs and your budget.

WIND RIVER E-SUPPORT

Wind River e-Support provides continuous access to the Wind River Support Network, a single 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 on 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

WIND RIVER ENTERPRISE SUPPORT

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

- Live assistance from experts, with no limit on the number of issues raised
- Over 150 experienced engineers averaging more than 10 years of device software experience
- Six major support centers and 21 additional support hubs worldwide, providing access to people with the right knowledge in a convenient time zone
- A convenient online utility for submitting, tracking, and monitoring technical support requests
- All the benefits of Wind River e-Support

WIND RIVER PREMIUM PROJECT SUPPORT

For critical projects with sensitive deadlines, you need a support team who understands your unique environment, your application, and your hardware. You want a very senior engineer who is experienced with Wind River technology to be a virtual part of your development team. Premium Project Support provides our highest level of support, focused on minimizing time-to-resolution and offering the following benefits:

- A designated Enterprise support manager as a single point of contact
- Designated senior support engineers who understand your environment and project requirements, allowing you to interact promptly at a detailed technical level
- A dedicated private support portal where information, code samples, and patches can be efficiently exchanged
- Enhanced service level agreements
- Up to three days of support provided at your site by an experienced senior engineer
- The option to have Wind River host your device under development to quickly replicate issues and verify patches and upgrades before deploying

Support Levels at a Glance

Key Features	e-Support	Enterprise Support	Premium Project Support
Wind River Knowledge Library	✓	✓	✓
Wind River Knowledge Forum	✓	✓	✓
Updates, patches, and security fixes	✓	✓	✓
Live interaction and debug assistance with expert engineers (Web, email, support hotline)		✓	✓
Service level agreement		Standard	Enhanced
Wind River MySupport private support portal			✓
Designated support engineer and Enterprise support manager (Web, email, dedicated hotline)			✓

WIND RIVER LONG TERM SUPPORT

If your product has a long life cycle, past the end of maintenance for its embedded Wind River software, we can provide consultative assistance through our Long Term e-Support and Long Term Enterprise 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.

FOR MORE INFORMATION

Contact your local account team or wr-support-info@windriver.com.

