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

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