

Standard Customer Support Services

Device software development has never been more challenging. Converging technologies and more sophisticated customers mean devices must be more complex, while intense competition shrinks time-to-market and holds costs to razor-thin margins. To stay ahead in this demanding market, you need a reliable partner who delivers the support services you need, exactly when you need them.

Wind River, the industry leader in Device Software Optimization (DSO), is committed to helping our clients succeed. Wind River Customer Support is a global organization with more than 150 experienced engineers, with an average of 10+ years of device software experience. Our support services are delivered through six major support centers and 21 additional support hubs worldwide, making Wind River's customer support organization the largest in the device software industry.

Comprehensive Expertise

Wind River Customer Support has the DSO industry's widest range of expertise to help you tackle the most complex problems. We offer global support, delivered locally. Our advanced knowledge management system and 24/7 Online Support site speed development projects by providing detailed product information, sample code, and the collective knowledge of the Wind River community. Wind River understands the demands of your environment, and we have designed the industry's most robust support service to ensure your success.

Commitment to Quality

Wind River stands behind our promise of high quality with a detailed Service Level Agreement (SLA) that lets you know exactly what to expect at all times. Wind River is also well on the way to becoming the only DSO company that is Support Center Practices (SCP) certified. SCP certification measures the effectiveness of customer support against a stringent set of performance standards that represent industry best practices. Certified companies must continue to demonstrate their commitment to excellence and high performance standards through annual recertification audits. Wind River's processes have already been audited by third-party standards organizations, and we are dedicated to improving and fine-tuning them on an ongoing basis.

Online Support

Wind River Online Support is a 24-hour, interactive self-help service that acts as the first line of support for all Wind River customers. Online Support includes:

- Product-specific information, including FAQs, advisories, and configuration notes
- HTML or PDF versions of Wind River product manuals, searchable by keyword
- Downloadable software packages, such as board support packages and drivers
- A powerful knowledge management system that enables you to search by keyword, author, published date, document type, language, and solution category
- Discussion groups for device software developers
- What's New?, an updated list of the latest changes and additions to Online Support

In addition to online support, all Standard Support customers may access Wind River Customer Support by phone and email.

Maintenance Services

Customers under a current subscription agreement or maintenance contract can also take advantage of the following comprehensive Online Support features:

- Technical information, offering extensive links to:
 - Additional information about the entire Wind River product line, including the latest product news, FTP downloads of examples and utilities, release information, and application notes
 - User-rated technical tips on handling common problems
 - Software problem reports (SPRs), including fixed problems
 - Sample code
- Access to the full complement of Wind River patches for critical known problems
- Email and/or Web-based notification system for SPRs and patches
- Utility for submitting, tracking, and monitoring technical support requests (TSRs)
- Firmware and debugger updates for hardware-assisted tools

Service Requests

When a customer request is received, Wind River Customer Support creates a Service Request (SR). The SR is then immediately assigned to a product expert located in the same time zone as the customer. Our first technical response to each customer is based on the severity of the issue reported. If the customer's SR is not resolved with the first technical response, a status update is provided to keep the customer informed. For further details on Wind River Service Requests, please consult the Customer Support User's Guide at www.windriver.com/support/resources/csug.pdf.

Wind River Defect Resolution Model

Wind River Support and Wind River Product Engineering work in tandem to correct software defects. Our defect resolution process seeks to correct errors on a particular client's site, while also correcting the base software to benefit all clients. Once a software defect has been reported, Wind River's defect resolution process begins:

1. The defect is recreated by a support engineer.
2. An SPR is created.
3. The SPR is reviewed, prioritized, and assigned to Product Engineering for resolution.
4. The defect is corrected.
5. The correction is released through the appropriate channel.
6. Wind River uses the same software problem report model for all software we distribute—whether the defect or enhancement is in Wind River code or open-source code.

Contact Us

If you cannot find the information you need through Online Support, please contact our global Customer Support team for access to the industry's most knowledgeable and experienced support staff:

North America, South America, Asia/Pacific

Toll-free: 800-872-4977 (800-USA-4WRS)
Tel.: 510-748-4100
Fax: 510-749-2164
Hours: 6:00 a.m. to 5:00 p.m. (Pacific time)
support@windriver.com

Japan

Tel.: +(00)81-3-5778-6001
Fax: +(00)81-3-5778-6003
Hours: 10:00 a.m. to 5:00 p.m. (local time)
support-jp@windriver.com

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