RTI Professional Services
EXPERTISE TO ACCELERATE SUCCESS

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Services Director

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Services Director
Your Success is Our Success

You’ve made an investment in RTI. We acknowledge this tremendous responsibility.

*We appreciate that our technology is sophisticated, which can be daunting for users focused on larger system needs.*

We want you to maximize the value from our software.

*Professional Services accelerates your success with Connext.*
Our Values

• Be passionate about our customer’s success
• Build trust to become Trusted Advisors
• Build long term customer relationships
• Take ownership, no excuses
• Do what we say we will do - we commit, then deliver
• Always seek new ways to do better
The Value of Experience

<table>
<thead>
<tr>
<th>Tapping the valve</th>
<th>$2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowing where to tap</td>
<td>$9,998</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$10,000</strong></td>
</tr>
</tbody>
</table>

Effort is important but having the *experience* to know how to *apply* that effort makes all the difference.
Our Experience

• 350+ years of combined field proven distributed system design experience
• 130+ years of combined DDS experience
• Hundreds of customer projects
• We provide deep expertise
  – Architecture
  – Application development
  – Deploying complex distributed systems

YIELDING 30 PERCENT REDUCTION IN MEMORY CONSUMPTION THROUGH A SIMPLE CODE CHANGE

DELIVERING 4X FASTER PERFORMANCE THROUGH QOS TUNING

ACHIEVING 40 PERCENT REDUCTION IN ENDPOINT DISCOVERY TRAFFIC

REMOVING REDUNDANCIES TO IMPROVE PERFORMANCE IN A CLIENT/SERVER ARCHITECTURE

CORRECTING CONFIGURATION ERRORS: SIMPLE CHANGES, RAPID RESULTS

DEVELOPING AN AWARD-WINNING ARCHITECTURE

Challenge
A large European company requested RTI assistance in developing a fully data-centric architecture for a multi-year, complex custom project.
How We Operate

• We **accelerate** product adoption and time-to-value
• We help our customers minimize
  – Costly architectural changes
  – Application development redesign
  – System integration re-testing
  – Risk
• We seek to understand
  – Understand, identify, and analyze requirements and trade-offs
Working with Services

Educational Services
Increasing your team’s development and test efficiency

Systems Architecture Guidance & Best Practices
Risk mitigation and driving project success

Mentoring & Onsite Expertise
Personalized onsite/remote guidance, review and debugging

Solution Services
Extending product capabilities, and bespoke projects
Support Plans – Accelerating Outcomes

- **Support**
  - Phone, email, and web support

- **Adoption Services**
  - Manage complexity of the technology

- **Operational Services**
  - Accelerate ROI

= **Support Plans**
  - Achieve Outcomes
Where in the World is the Services Team?
Today’s Virtual World

- **Virtual Instructor Led Training (VILT)**
  - Connext DDS Pro, Secure, or Micro
- Mentoring, Best Practices
- Solutions Architecture
- Prototypes, Proofs of Concept
Challenges Consuming a Support Plan

- Don’t know how Services can help
- Don’t know how to explain to stakeholders
- Thought of as insurance
- Don’t know how to reach out

Leads to project delays, sub-optimal system behavior, fragile architecture, ...
RTI Xcelerators

When You Need It
Deliver what you need when you need it

Targeted Results
Designed to help you achieve a targeted result on RTI infrastructure

Fast & Flexible
Drive productivity and expedite use cases in a fast, flexible service
RTI Xcelerators

- Now live on our website
- You can filter by project phase
- You can filter by Xcelerator type
  - Learn
  - Apply
  - Solve
RTI Xcelerators Description

• Summary
• What’s Involved
• Prerequisites
• Delivery options
  — May require scoping

Using RTI Routing Service to bridge domains, LANs, and data

The “ layered database” architecture pattern helps you design your system in a scalable and extensible manner. Each layer provides only relevant data while optimizing the resources used by the application for which it is intended. Use Routing Service to send data using RTI Routing Service. From scripts that have worked with hundreds of customers.

What’s Involved

An expert will introduce you to RTI Routing Service and guide you through the steps of configuring and deploying the service. This includes:

• RTI Routing Service basics
• RTI Routing Service use cases
• RTI Routing Service configuration and tuning
• RTI Routing Service best practices

Prerequisites

The following criteria must be met before you can schedule this service:

• You must have previous Connect DDS experience and/or training. You must be familiar with the fundamental DDS concepts such as DDS entities, publication/subscription DDS, DDS quality of service configuration, discovery, transport, and configuration files.

Expected Duration

This service typically is delivered in 4 hours.

Remote or Onsite

This activity can be delivered remote or onsite if bundled with other activities.
Learning is Not a One-Time Event

What if your requirements change?

What if you have new members on your team?

What if you need to refresh your knowledge?

What if you want to stay current on the latest features?

What if you can’t block multiple days/weeks for training?

What if we can’t travel to you?
Consumption Gap: The difference between the value a product *could* provide to the customer and the value it *actually does* provide.
RTI’s Learning Management System

• Start designing your system by learning the fundamentals of RTI Connext DDS
• Master topics that will be important for your project
• Stay updated on features and other technologies related to RTI Connext DDS
• You can use your browser or mobile app, with offline learning
# Learning Plans

## Fundamentals of RTI Connext

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DDS Introduction</strong></td>
<td>This course provides a very brief introduction to DDS concepts.</td>
</tr>
<tr>
<td><strong>Basic Data Modeling</strong></td>
<td>Learn the basic concepts of Data Modeling to properly design your DDS system.</td>
</tr>
<tr>
<td><strong>Publishing and Subscribing</strong></td>
<td>Learn the basics about Publishing and Subscribing to the data.</td>
</tr>
<tr>
<td><strong>QoS and Application Configuration</strong></td>
<td>Learn the basics about Quality of Service and how to configure your applications.</td>
</tr>
<tr>
<td><strong>Connectivity</strong></td>
<td>Learn the basics about how to connect your applications in your DDS system.</td>
</tr>
</tbody>
</table>

*About this Learning Plan*

Learn the fundamentals of RTI Connext and the basic concepts you need to get up and running building your system.
Components may use different programming languages.

DDS X-Types and IDL4 Specifications

<table>
<thead>
<tr>
<th>C/C++ Component $X_A$</th>
<th>Java Component $Y_1$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Struct ShapeType {</td>
<td>Public void {</td>
</tr>
<tr>
<td>@key string&lt;128&gt; color;</td>
<td>}</td>
</tr>
<tr>
<td>long x;</td>
<td>dynamicData</td>
</tr>
<tr>
<td>long y;</td>
<td>Lua Component $Y_{UA}$</td>
</tr>
<tr>
<td>double shapsize;</td>
<td></td>
</tr>
</tbody>
</table>

Native type representation generated and they’d be asked to manipulate them in memory.

Basic Data Modeling
ID: E-002WVX
2 / 9 lessons completed

Why do we need a Data Model?

DDS Data Types in a nutshell

- Datatypes supported by DDS: Consts, Typedefs, Modules
- Datatypes supported by DDS: Primitives, Strings, Enums
- Datatypes supported by DDS: Arrays, Sequences
- Datatypes supported by DDS: Unions, Structs
RTI Academy - Launch

Early Beta – Q4 2020
General Access – Q1 2021

Will be available to all supported users

Contact your Sales Representative to learn more
Wrapping Up
“I would like to take this opportunity to appreciate your Services engineer's effort on providing his expertise in DDS to our architecture. He did a great job in reviewing our requirements and existing architecture and providing his feedback on areas of concern. He then worked with us to find solutions that minimize risk and at the same time make progress on the safety certification tasks.

It was a pleasure to have him work with our team.”

- RTI Customer
# Expertise to Accelerate Your Success

- **Training on your schedule**
- **Targeted, flexible Xcelerators**
- **Proven Experience**
- **Trusted Advisors**
- **Accelerating your success**
- **Your Systems. Working as One.**
Try a full version of Connext DDS for 30 days

TRY CONNEXT AT RTI.COM/DOWNLOADS

Includes resources to get you up and running fast
Stay Connected

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Free trial of Connext DDS

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