

DATASHEET

Tiered Support Plans

RTI PROFESSIONAL SERVICES

HIGHLIGHTS

Three levels of support packages for optimal flexibility

Pre-paid services eliminate administrative delays and unplanned budget expense

Expert assistance for customized support, system upgrades, proof of concepts and more

Comprehensive, flexible services designed for all phases of the project lifecycle

Training for optimized productivity

ACCELERATING YOUR PROJECT'S SUCCESS

Three levels of Support Plans are available to ensure RTI Connex[®] DDS is optimized for your demanding connected system environment. The Basic, Essential and Premium plans provide your team with the guidance and support needed to hit project milestones, on your terms and within your budget.

EXPERT SUPPORT WITHOUT DELAYS, WHEN YOU NEED IT

The RTI Professional Services team works on the world's most challenging connectivity assignments. We have over 350 years of combined engineering and distributed systems experience, and over 130 years of combined Data Distribution Service™ (DDS) experience. Working with hundreds of customer projects over many years gives us a unique perspective and deep expertise in the design, development and deployment of mission-critical systems. Our highly-skilled engineers help to mitigate project risk, increase team productivity, keep critical systems running and ensure quality project results. From prototypes to security assessments, from architectural guidance to troubleshooting, you can trust RTI Professional Services to deliver.

In addition to our standard world-class customer support, RTI Support Plans give your team access to deeply experienced Professional Services engineers when and where you need them. Pick the plan that's right for your business, then simply schedule the services throughout the project lifecycle. In the event of a critical issue, a Connex DDS expert can quickly troubleshoot without the need for costly paperwork delays.

BENEFITS

- Unlock business value with an RTI expert - scheduled when you need them.
- Reduce project risk and cost with customized support and relevant best practices throughout the project lifecycle.
- Proactively schedule expert assistance for system upgrades, proof of concepts, design/code reviews and more.
- Incorporate learnings from RTI's expanding industry, DDS and real-time embedded distributed systems expertise.
- Eliminate unplanned budget expense and remove administrative roadblocks to accessing services.
- Accelerate new hire productivity with multiple training options.

CHOOSE THE PLAN THAT'S RIGHT FOR YOU

Customized Support Plans Provide Maximum Flexibility Across the Project Lifecycle

RTI offers three levels of support to meet the needs of your project and budget. Pre-purchasing a support plan ensures that you can quickly mobilize advanced support services if an urgent situation arises, without the need to find new budget or open a separate purchase order.

Basic

The Basic plan offers remote support for one developer via phone, email and web. On-demand access to a library of documentation, Case + Code use case examples, how-to videos, the RTI Community site and other materials supplement these support services.

Essential

For more critical environments and projects with sensitive deadlines, the Essential support plan provides training plus consulting for system design or project troubleshooting. In addition to the benefits of the Basic plan, you receive three focused training days and two consulting days per year. Note that the three-day training can be converted to three days of consulting time if no additional training is required.

Premium

The Premium support plan provides more comprehensive support for your project. It includes all of the benefits of Essential support, plus customized reviews and additional expertise when you need it. The Premium package includes a four-day project review and an additional day of consulting. Note that the four-day review can be converted to four days of consulting time if no review is required.

WORKING TO ENSURE MAXIMUM SYSTEM PERFORMANCE

Experienced services engineers work to solve your specific technical and architecture design questions throughout the project lifecycle, such as:

- How do we best scale our design and overall architecture?
- We need help to ensure we're not missing something critical in our current data model. Can you review our approach?
- We're dropping samples. How do we determine what's causing this?
- What is the difference between message-centric and data-centric design?
- We've just added a few new applications to our system, and the behavior we're seeing in the lab is unstable. What's going on?
- Why is our system performance degrading over time?
- How can we more effectively use the tools we've licensed to help increase our debugging efficiency?

ABOUT RTI PROFESSIONAL SERVICES

The RTI Professional Services team helps organizations around the world optimize their high-performance DDS-based systems. Our services engineers deliver results ranging from architecture and design review to performance optimization to operational efficiency gains to locating problems in homegrown code. We provide training, deep-dive analysis, recommendations and code changes to ensure systems work as intended.

Through years of successful projects, we've accumulated deep knowledge about best practices, system optimization and the key tradeoffs to satisfy customer requirements. Working closely with RTI's growing customer base, we continually discover better, smarter, and more effective ways to help our customers succeed.

EACH YEAR YOU GET	BASIC SUPPORT	ESSENTIAL SUPPORT	PREMIUM SUPPORT
Phone, e-mail and web support for one developer	Yes	Yes	Yes
Tailored training days ¹	None	3	3
Consulting days	None	2	3
Project review days ²	None	None	4
Phone, e-mail and web support for additional developers	Additional supported developer		

RTI Tiered Support Plans provide customized support for project success

¹ Training days can be transferred to consulting days after year one.

² Project review can be exchanged for four additional consulting days after year one.

COMPREHENSIVE SERVICES FOR OPTIMAL PERFORMANCE

Three components of a services engagement are critical for ensuring your team's success. These include support, education and professional services. RTI provides the right mix of industry and technology expertise along with the training, tools and support needed to meet the specific needs of your business.

SUPPORT PLANS

Three customized plans – Basic, Essential and Premium – help to ensure your system is running at peak performance year-round, with rapid response to any incident.



PROFESSIONAL SERVICES

Comprehensive and flexible approach to providing the additional expertise customers need to increase efficiency, eliminate costly rework and drive project success.

EDUCATIONAL SERVICES

Custom educational services help to increase your team's productivity – from beginner to experienced users – with training for all RTI Connexx DDS products.

WHAT OUR CUSTOMERS ARE SAYING

"The RTI Services team delivers very high value, year after year. Their team has very high levels of engineering knowledge and creativity. As a result of their extensive experience and deep distributed system expertise, they've been instrumental in helping us meet our milestones and timelines."

Wayne Saari
Director of Software Engineering,
DocBox, Inc.

"The consulting team at RTI did in two weeks what takes most engineers months to complete. They managed to understand the system, write software for the system and integrate the software quickly and efficiently. They were determined to solve our problem within our timelines and make the software configurable so our team could pick up where they left off."

David J. Cannon
VP Research and Development,
Seicor International Corporation

"The RTI Services engineers quickly grasp the big picture architecturally. They listen well and work seamlessly with both our architects and developers to help us successfully develop our next generation energy conversion systems. They have shown time and time again that they are determined to help us solve our problems."

James Ethridge
Principal Software Engineer,
Alencon Systems

ABOUT RTI

Real-Time Innovations (RTI) is the largest software framework provider for smart machines and real-world systems. The company's RTI Connexx® product enables intelligent architecture by sharing information in real time, making large applications work together as one.

With over 1,500 deployments, RTI software runs the largest power plants in North America, connects perception to control in vehicles, coordinates combat management on US Navy ships, drives a new generation of medical robotics, controls hyperloop and flying cars, and provides 24/7 medical intelligence for hospital patients and emergency victims.

RTI is the best in the world at connecting intelligent, distributed systems. These systems improve medical care, make our roads safer, improve energy use, and protect our freedom.

RTI is the leading vendor of products compliant with the Object Management Group® (OMG) Data Distribution Service™ (DDS) standard. RTI is privately held and headquartered in Sunnyvale, California with regional headquarters in Spain and Singapore.

Download a free 30-day trial of the latest, fully-functional Connexx DDS software today: <https://www.rti.com/downloads>.

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