

DATASHEET

# Tiered Support and Service Plans

RTI PROFESSIONAL SERVICES

## HIGHLIGHTS

Expert assistance for architecture guidance, customized support, proof of concepts, and more

Comprehensive Premium support designed for all phases of the project lifecycle

Live and on-demand training options for flexible and targeted instruction

Maximizes the value of choosing RTI Connex<sup>®</sup> to optimize your system

Pre-paid services help eliminate administrative delays and unplanned budget impact

## READY TO ACCELERATE PROJECT SUCCESS?

Three levels of Support Plans are available to ensure RTI Connex<sup>®</sup> is optimized for your demanding distributed system. 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 GUIDANCE WITHOUT DELAYS, WHEN YOU NEED IT

The RTI Professional Services team works on the world's most challenging connectivity assignments. 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.

In addition to our standard world-class customer support, RTI Support plans give your team access to deeply experienced Professional Services engineers when and how you need them. Just pick the plan that's right for your business, then simply schedule the services throughout the project lifecycle. Pre-purchasing a support plan means no waiting for purchase orders or paperwork: RTI experts can mobilize quickly and deliver advanced support services when you need it most.

## BENEFITS

Relying on RTI Professional Services can help you reduce project risk and cost with customized support and relevant best practices throughout the project lifecycle. And when the heat is on, the ability to proactively schedule expert assistance can greatly simplify system upgrades, proof of concepts, design/code reviews, and more. Having the right support plan in place also means no budget surprises, and no administrative roadblocks to accessing services.

## CHOOSE THE PLAN THAT'S RIGHT FOR YOU

Figure 1 details the different support levels of our Basic, Essential and Premium plans. All plans include 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 and training services.

	SUPPORT LEVELS		
	BASIC	ESSENTIAL	PREMIUM
Days* available for training and mentoring Xcelerators		●●●●●● 6 days	●●●●●●●● 12 days**
RTI Academy Access	✓	✓	✓
Community Access and Support (best effort)***	✓	✓	✓
Online Telephone Support	✓	✓	✓
Self-Service Portal	✓	✓	✓
Assigned Customer Success Manager		✓	✓
Regularly-scheduled Progress Checks		✓	✓
Annual Health Check/Performance Review		✓	✓

Figure 1. General Overview of RTI Tiered Support Plans

## RTI ACADEMY

**RTI Academy** is an on-demand, virtual learning platform providing RTI customers flexible access to Connex product training. RTI Academy enables you to access training at the pace that works best for you, while being able to go back and reference the materials whenever needed.

## RTI XCELERATORS

**RTI Xcelerators** are training and mentoring services specifically designed to help customers accelerate success and achieve a targeted result with RTI technology in a matter of days or less. Xcelerators are short, scalable and focused to deliver value quickly, drive productivity and expedite use cases.

## WORKING TO ENSURE MAXIMUM SYSTEM PERFORMANCE

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

- Scaling your design and overall architecture
- Optimizing your data model
- Reducing time your team spends in debugging and troubleshooting
- Improving your system's stability and performance

## ABOUT RTI PROFESSIONAL SERVICES & CUSTOMER SUCCESS

RTI Professional Services is dedicated to delivering results that range from architecture and design review to performance optimization and operational efficiency gains.

RTI's Customer Success (CS) team then helps ensure that our customers get the most value from our products and services. The CS team works closely with customers to help plan and execute product training as well as customized mentoring to bridge the learning curve.

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

## 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.

\*Each one (1) day translates to eight (8) hours with the Professional Services team

\*\*Longer durations are available

\*\*\*Community Access and Support still available without a support plan

*"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 company for autonomous systems. RTI Connex<sup>®</sup> is the world's leading architecture for developing intelligent distributed systems. Uniquely, Connex shares data directly, connecting AI algorithms to real-time networks of devices to build autonomous systems.

RTI is the best in the world at ensuring our customers' success in deploying production systems. With over 2,000 designs, RTI software runs over 250 autonomous vehicle programs, controls the largest power plants in North America, coordinates combat management on U.S. Navy ships, drives a new generation of medical robotics, enables flying cars, and provides 24/7 intelligence for hospital and emergency medicine. RTI runs a smarter world.

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

Download a free 30-day trial of the latest, fully-functional Connex software today: [www.rti.com/downloads](http://www.rti.com/downloads).

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