Tiered Support Plans

RTI PROFESSIONAL SERVICES

HIGHLIGHTS

Three levels of support packages for optimal flexibility – onsite, when you need it

Pre-paid visits eliminate administrative delays and unplanned budget expense

Onsite expertise to resolve critical system issues that can't be reproduced remotely

Annual health system checkup to ensure peak performance

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

Onsite training for optimized productivity

ACCELERATING YOUR PROJECT'S SUCCESS

Three levels of Support Plans are available to ensure RTI Connext 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 AND WHERE 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 OMG 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 onsite 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 Connext DDS expert can be onsite quickly for troubleshooting without the need for costly paperwork delays.

BENEFITS

- Unlock business value through pre-paid onsite visits – scheduled when and where you need them.

- Reduce project risk and cost with customized support and relevant best practices throughout the project lifecycle.

- Receive onsite help for critical system issues that can't be reproduced remotely, without internal process delays.

- 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 onsite 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. It also includes an annual half-day Health Checkup to ensure you remain productive with RTI technology. 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 onsite training plus consulting for system design or project troubleshooting. In addition to the benefits of the Basic plan, you receive three focused training days, two consulting days and one onsite visit 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 onsite expertise when you need it. The Premium package includes a four-day onsite project review and an additional day of consulting, plus one additional onsite visit for troubleshooting or specific project queries. Note that the four-day review can be converted to four days of consulting time if no review is required.

ANNUAL HALF-DAY HEALTH CHECKUP

Each of our Support Plans includes an annual half-day Health Checkup, designed to help you remain productive with RTI technology. This checkup is four hours of remote consulting, providing direct access to a Professional Services engineer with deep expertise in distributed system design and extensive experience with the RTI Connext product suite. The Health Checkup is driven by your project's needs, whether it be a review to address an issue blocking progress, specific feature training, design guidance, or to simply answer questions.

The Health Checkup can be scheduled as a single four-hour session or broken into two separate two-hour sessions over the span of one year, delivered via web conferencing or conference call.

The Health Checkup can provide:

- Application guidance, best practices and answers to design-related questions

- System QoS policy and source code review to ensure RTI technology is properly configured for a specific use case or communication pattern

- Configuration guidance to address specific identified security threats

- Focused training specific to Connext DDS product line features or capabilities

- Performance testing assistance and guidance

- Debugging assistance and guidance

- Tools assistance and training

EACH YEAR YOU GET	BASIC SUPPORT	ESSENTIAL SUPPORT	PREMIUM SUPPORT
Phone, e-mail and web support for one developer	Yes	Yes	Yes
Half-day annual checkup	*Free*	*Free*	*Free*
Tailored training days[1]	None	3	3
Consulting days	None	2	3
Project review days onsite[2]	None	None	4
Included onsite visits[3]	None	1	2
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.
[3] Onsite visits may be up to one week each.

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

Our global team helps RTI customers take on the world's hardest problems in distributed, connected systems. Like the famed Sherpas, we take pride in navigating challenging obstacles and in our ability to expertly guide teams to peak system performance.

RTI has the most knowledgeable DDS professionals in the world, with 130+ years of combined DDS experience and over 350 years of combined experience in distributed system design.

Our deeply technical experts serve as trusted advisors to teams building next-generation military systems, autonomous vehicles, connected healthcare systems, energy production and other critical Industrial IoT environments. We also hold the necessary clearances to work onsite with your team in restricted facilities, if required.

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

COMPREHENSIVE SERVICES FOR OPTIMAL PERFORMANCE

Four components of a services engagement are critical for ensuring your team's success. These include onboarding, education, professional services and support plans. 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

Project-specific services, from architecture studies to security assessments, mitigate risk and help drive project success.

EDUCATIONAL SERVICES

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

NEW CUSTOMER ONBOARDING

Free services to explore your use case, introduce Connext DDS, provide focused guidance and best practices to accelerate value from your investment in RTI products.

WHAT OUR CUSTOMERS ARE SAYING

Companies around the world rely on RTI Professional Services to ensure their leading-edge, mission-critical systems achieve the highest level of performance. Discover what our customers are saying about their experience in teaming with RTI.

"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 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

"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

ABOUT RTI

Real-Time Innovations (RTI) is the Industrial Internet of Things (IIoT) connectivity company. The RTI Connext® Databus is a software framework that shares information in real time, making applications work together as one, integrated system. It connects across field, fog and cloud. Its reliability, security, performance and scalability are proven in the most demanding industrial systems. Deployed systems include medical devices and imaging; wind, hydro and solar power; autonomous planes, trains and cars; traffic control; Oil and Gas; robotics, ships, and defense.

RTI is the largest vendor of products based on the Object Management Group (OMG) Data Distribution Service™ (DDS) standard. RTI is privately held and headquartered in Sunnyvale, California.

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

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Working as one.

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