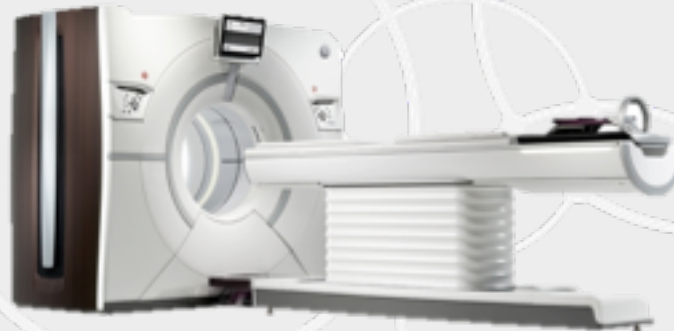


Accelerating Customer Success

Mark A. Hamilton
VP Services
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RTI Excels At Operational Systems



Our Mission Is Your Success

- Our goal is to help our customers
 - Maximize the value they realize from RTI technology
 - Succeed and achieve their goals
 - Design/develop it right the first time
 - Deliver to their end customers
 - More value
 - In less time
- We believe in our technology
 - We want you to do the same



Why RTI Professional Services?

- We're global, technically proven, and experienced
- 350+ years of combined field proven distributed system design experience
- 130+ years of combined DDS experience
- Worked on hundreds of projects
 - Learned many valuable lessons in what to do, and
 - More importantly what not to do
- Will increase your team's efficiency, and reduce project risk/cost
- Provide deep expertise in architecting OMG DDS enabled distributed systems

Professional Services Team



Professional Services Team



Our Team Values

- Be passionate about customer success
- Build trust, 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

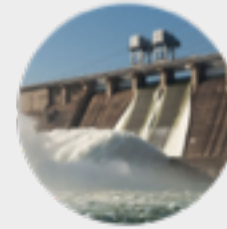
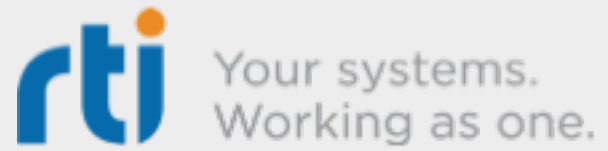


Your Project Is A Journey
Our Focus Is Getting You To Your Destination



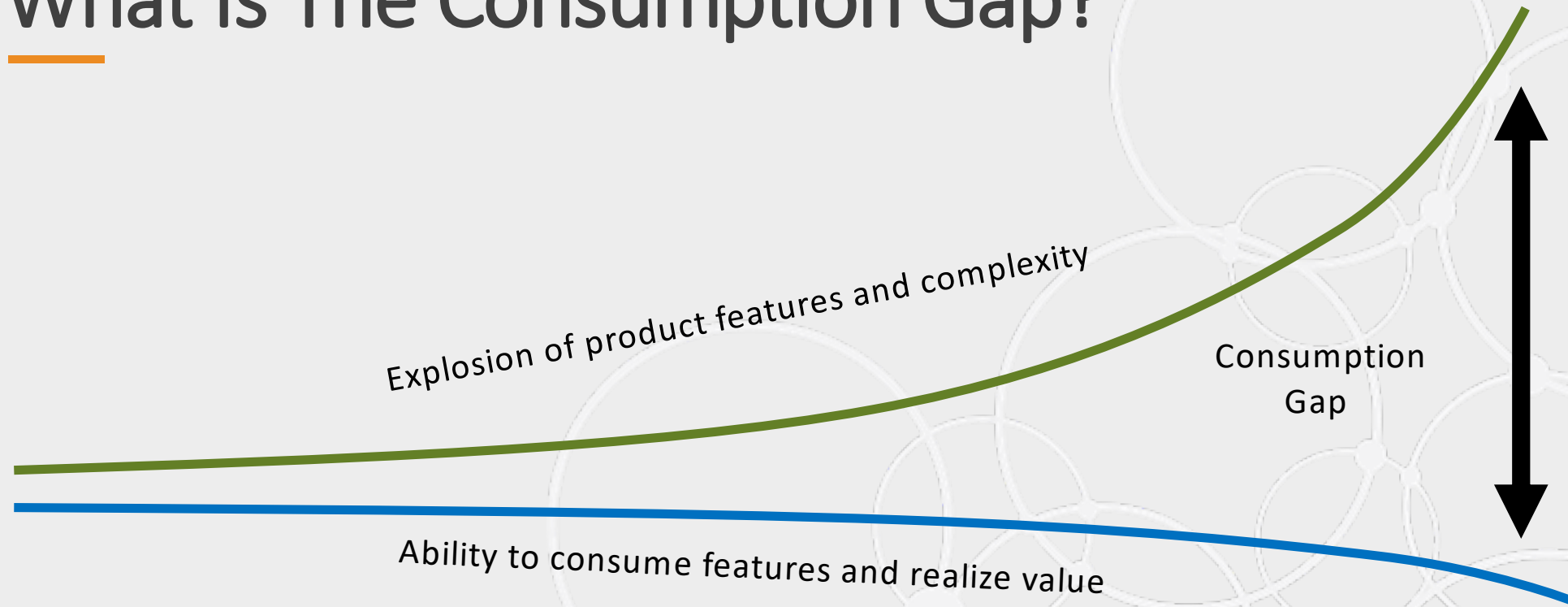
We Live On The Mountain





Driving Customer Success

What Is The Consumption Gap?

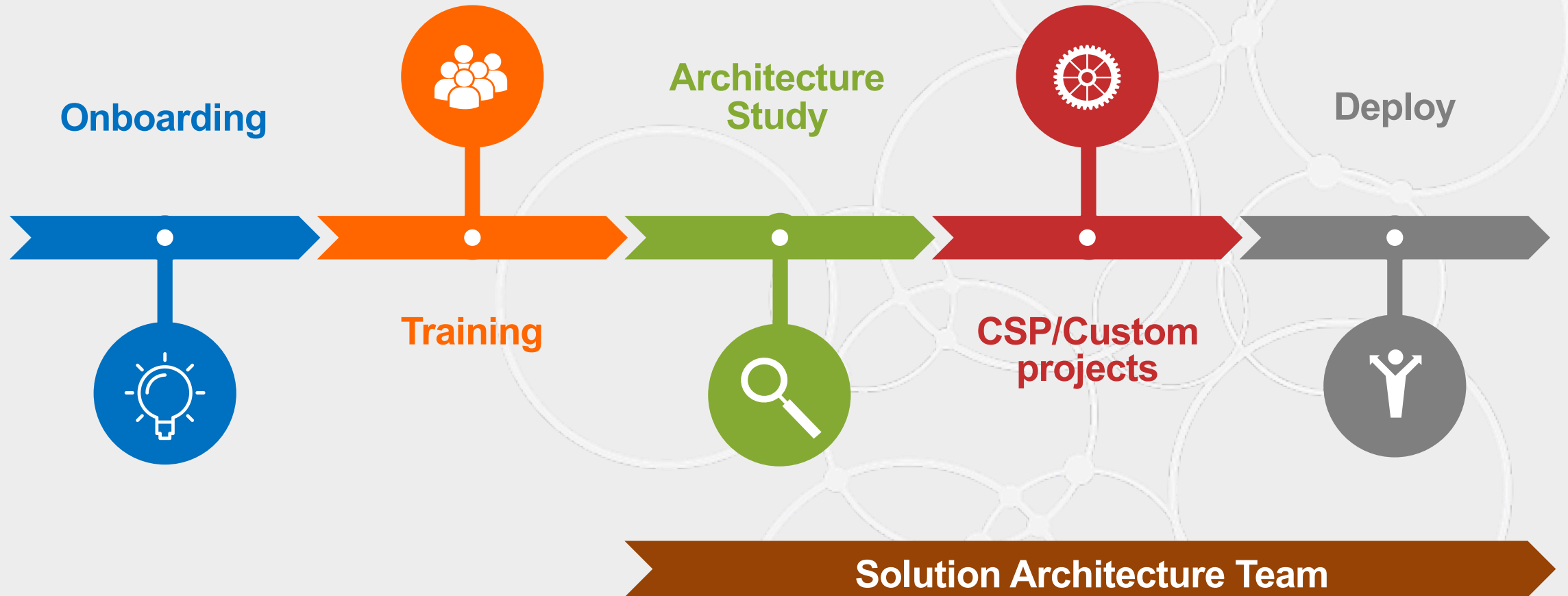


The difference between the value a product *could* provide to the customer and the value it *actually does* provide.

Accelerating Your Journey To Success



Customer Success Engagement Lifecycle



The Customer Onboarding Experience

Discovery and
Architecture
Guidance

DDS Intro
Training

Customized
Training

Onboarding Benefits

- 3 two-hour remote/WebEx sessions with an RTI engineer
- Quickly learn how to leverage all of the available RTI resources
- Get started on solid footing with initial guidance/training
- Achieve much more efficiency enabling teams to hit their initial milestones more quickly

When Should Onboarding Occur?



As soon as you begin your relationship with RTI

When you start an evaluation

If no evaluation, when you license

Onboarding Feedback

After 2nd session: It's interesting, I guess I had low expectations for this section because of how much we'd already been using DDS. But the interesting thing is - ***I still learned a lot of new features and QoS that I think relieve us of writing a good deal of that logic at an application level.***

After 3rd session: 'My only regret is that ***we didn't fit this into our schedule earlier***'.

- Project Lead Engineer

Educational Services

01 QuickStart
Training



02 Secure
Training



03 Micro
Training



Tools Training

04



Advanced
Training

05



Customized
Training

06



QuickStart Training



- Up and running in less than one week
- 3 days onsite covering the main knowledge blocks of Connex DDS:
 - QoS, Keys and Instances, Reliability, Discovery, Publishing and Subscribing, Ecosystem
 - Graphical and command line tools
- Hands-on

Professional Services



Architecture Study Benefits



- Provide project specific architectural guidance
 - Aligned with your requirements
 - Addressing your challenges
- Focused on helping your team
 - Optimize your distributed system design
 - Exceed your performance and scalability goals
 - Address integration requirements (legacy, cloud, etc.)
 - Reduce project risk, eliminate costly rework
 - Ensure your architecture maximizes the full value of RTI technology

The Connex Support Package (CSP)

- A purchased block of professional services time
- **Benefits** - Extremely flexible
 - You drive the focus of the engagement
 - Tailored to your project
 - We support you both onsite and remotely
 - No SoW required, no IP created
- Not required to be consumed all at once



Representative CSP Activities

- Data-model design/review
- Provide source code and QoS review/tuning
- Performance testing on your equipment
- Debug issues in your lab
- Provide tailored onsite support
- Perform architecture reviews
- Develop and stand-up prototypes
- Provide design guidance
- And more...



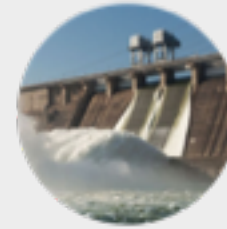
Customized Services

- Feature acceleration and bespoke functionality
 - Customized version of RTI products
 - Enhanced Limited-Bandwidth Endpoint-Discovery plugin
 - Wireshark dissectors
 - New feature implementation
 - Routing Service Adapters (Legacy integration)
 - Custom transports (PCIe, Infiniband, etc.)
 - Custom secure plugins
- All managed by time-proven PM process

Solution Architecture Teams

- Led by one of our Solution Architects
 - 15+ years of industry experience
 - 10+ years of Connex DDS experience
 - Vertical expertise (Healthcare, industrial control, security, etc.)
 - Extensive architecture and distributed systems experience
- Team comprised of one or more experienced engineers
 - Worked with hundreds of customers
 - With clearances if required
 - Industry expertise





Annual Support Plan Options

Annual Support Plan Benefits

- Phone, email and web support
- Use support funding for high value services
- Onsite support when support issues can't be reproduced remotely
- Get training and help with:
 - An upgrade,
 - Demo/PoC, or
 - Project design and source code review.
- You're prepared – when/if emergency strikes and deep expertise is required
 - Onsite or remotely delivered
 - Security clearance required



Choose The Support Plan That's Right For You

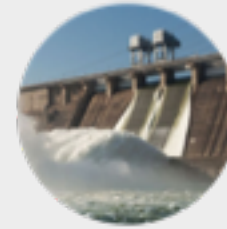
Each Year You Get	Basic Support	Essential Support	Premium Support
Phone, email and web support for one Developer	Yes	Yes	Yes
Free half-day annual checkup	Yes	Yes	Yes
Tailored training days ¹	None	3	3
Consulting days ²	None	2	3
Project Review days onsite ³	None	None	4
Included onsite visits ⁴	None	1	2

1 – Any number of training days may be transferred to consulting days after the first year.

2 – This is CSP time subject to the same constraints described in the price book description.

3 – Project Review may be exchanged for four additional consulting days after the first year.

4 – Additional travel will be charged separately.



Customer Success Stories

Work in Harsh Environments



- **Joy Mining** is the world's largest mining equipment manufacturer
- RTI Connex DDS connects the controller, operator GUI, and historian
- Reliable, fast connectivity enables **control, debugging, and system health monitoring** for continuous mining

Combine Devices into Smart Systems

- RTI's largest single project
- Will bring smart systems technology to hospitals worldwide



GE Healthcare Clinical Care Systems

Manage Critical National Assets



- DDS controls the 6.8 GW Grand Coulee Dam
 - Largest power plant in North America
 - Fastest-responding major power source on the Western Grid
- RTI system live since Jan 2014



U.S. Army Corps
of Engineers®

Hydropower Nationwide



- USACE's 75 dams generate 20.5 GW, or 100 billion kilowatt-hours a year
- 20 more dams installing in 2017
 - Chief Joseph, #2 in NA
 - The entire Willamette basin, OR
 - Savannah River, GA



Large-Scale SCADA

- The NASA KSC launch control is the world's largest single-system SCADA
- It combines 300k points, at 400k msgs/sec
- RTI Connexx DDS powers launch control, in-flight monitoring, UAV reentry-tracking ground station, and the recovery ship



Connect Vehicle/Cloud/Infrastructure

**PHYSIO
CONTROL**



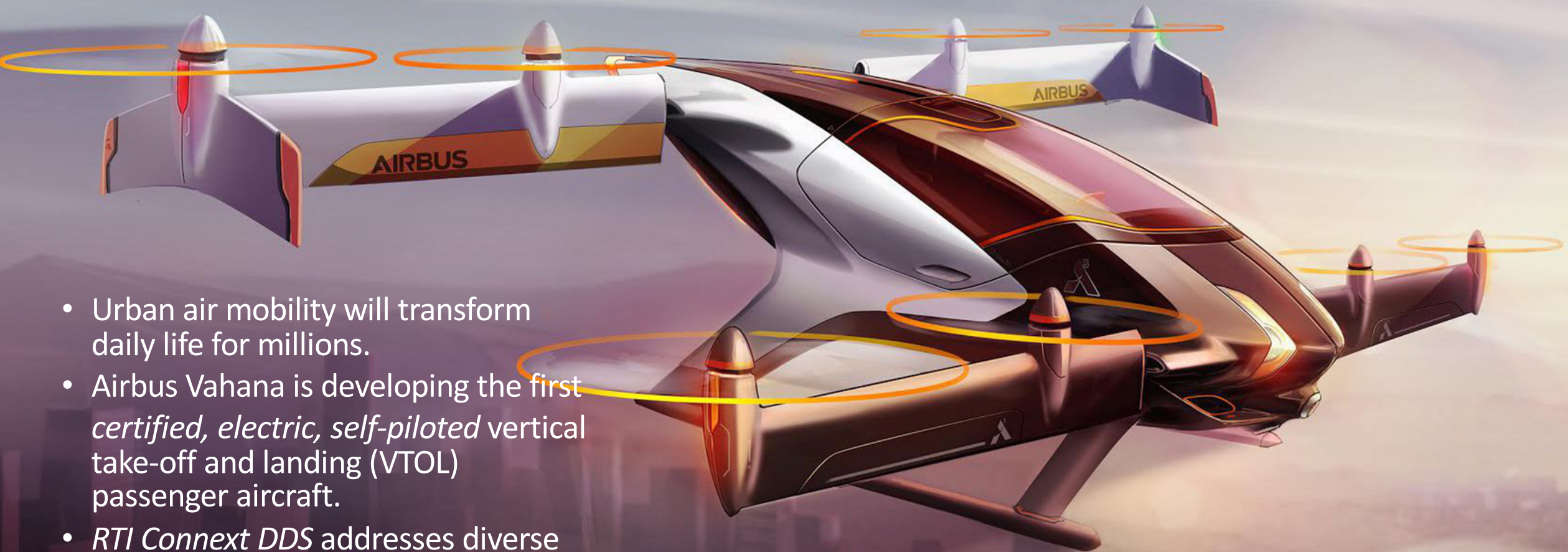
Physio-Control supplies emergency response medical equipment to 60% of the world's emergency vehicles

"Physio-Control is utilizing RTI Connex DDS to exchange critical patient care information throughout the system of care."

-- Dale Pearson, VP Data Solutions

We envision a society in which no person dies from acute, treatable medical events

Control a Safe Flying Car



- Urban air mobility will transform daily life for millions.
- Airbus Vahana is developing the first *certified, electric, self-piloted* vertical take-off and landing (VTOL) passenger aircraft.
- *RTI Connex DDS* addresses diverse systems with the same technology, greatly simplifying design integration and modularity.

Connect Open Architectures

"By replacing our previous messaging software with RTI Connex DDS, we were able to increase efficiency by 30% while providing a secure, open architecture that will make it easy for us to monitor the system remotely into the future. Together with RTI we are building locomotives that leverage the full power of the Industrial Internet."

— Tab Mong, System Architect at GE
Transportation



Support Common Platforms



"GE Healthcare chose RTI DDS because it can handle many classes of intelligent machines. DDS satisfies the demanding requirements of our devices and supports **standardization on a single communications platform across product lines.**"

-- J Gustavo Perez, General Manager for MI&CT Engineering

Implement Cross-Industry Interoperability



- RTI Connex DDS runs the Navy
 - Lockheed Aegis
 - Raytheon DDG 1000
 - Raytheon SSDS
 - LCS (Lockheed and GDAIS)
 - Raytheon LPD-17
 - Many more, US and allies
- Highly distributed systems include radar, weapons, displays, controls
- Standards-based, high-performance middleware breaks vendor lock-in, drives interoperability, and future-proofs the architectural design

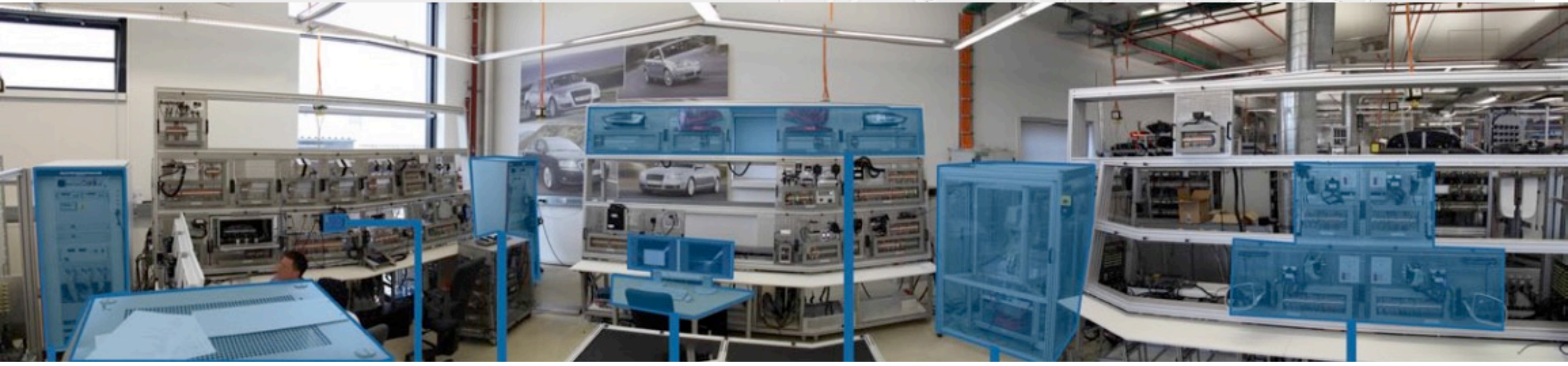
Drive Efficient Development

Audi – Functional Engineering Platform (FEP-SDK)

HiL Simulation for development and test across the Volkswagen Group



Audi



Control Distributed Generation

RTI-controlled wind
turbines today
generate ~14GW

SIEMENS Gamesa

RENEWABLE ENERGY

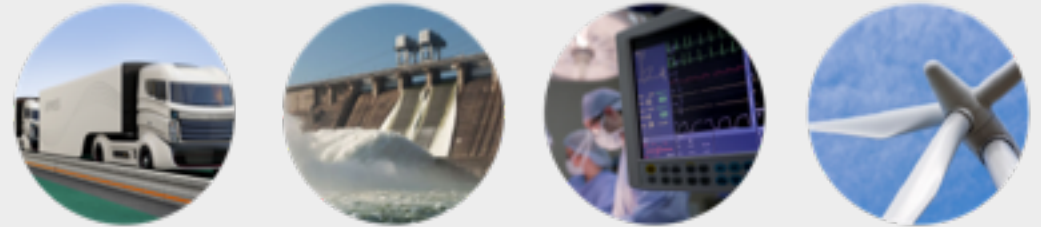
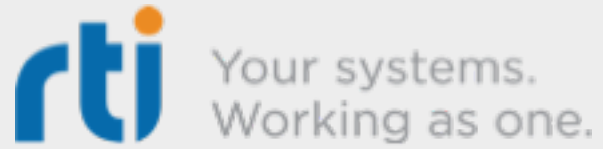
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Our Sustainable Competitive Advantage



We earn trust

nextcity
for tolling



Thank you!

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