

DATASHEET

Customer Onboarding

RTI PROFESSIONAL SERVICES

HIGHLIGHTS

Free onboarding service that is tailored to fast-track project success

Expert guidance from the beginning to help you hit early milestones faster

Targeted guidance to integrate Connex DDS into your system for optimal performance

Upfront knowledge of time-saving resources to boost developer productivity

Three, two-hour sessions with an RTI Professional Services engineer to rapidly learn best practices for your use case

Make the most of your investment in Connex DDS by jump-starting your project with free expert guidance. RTI puts you on the fast path to success early on. Experienced engineers provide recommendations and best practices tailored to your specific use cases to ensure your project is architected correctly from the project onset.

ACCELERATE PROJECT SUCCESS FROM DAY 1 WITH FREE ONBOARDING SERVICES

At RTI, we are committed to the success of every customer. That's why we offer free onboarding from our highly-skilled services team to ensure your system is developed correctly from the start of your project. The upfront guidance ensures that you establish the basis for the eventual realization of the full value of RTI Connex DDS – as well as helps you reach more immediate goals faster. In three sessions, we will determine the steps necessary to achieve project milestones and provide your team with individualized guidance on the productivity tools, community and support resources to expedite your project.

Three Complimentary Sessions

Over three sessions, an RTI Professional Services engineer will engage with your team to provide focused guidance on optimal system configuration and identify the development resources to keep you going. Each session lasts two hours and is conducted via video conferencing.

Session 1: Discovery and Architecture Review

In the first session, we do the listening as your team presents your project objectives, technical requirements and challenges. This helps us assess the project scope and challenges, make technical recommendations, and share specific development resources to address your specific use case.

Session 2: Connex DDS Introduction

In the next session, we provide a basic introduction to Connex DDS technology. An RTI engineer will show your team how to develop code correctly, how to realize common communication patterns and how to configure common Quality of Service (QoS) policies.

Session 3: Focused Product Guidance

The final session will help optimize your project through specific recommendations. Using what we learned in the first session, we share best practices and provide guidance for your use specific use case. We also cover the features you need as well as additional Connex DDS development resources available to you.

“The onboarding training was well above my expectations. We had been using DDS for several months prior, and I was surprised that we were able to get to a deeper level of detail. Not only were my questions answered very thoroughly, but we learned a lot of other new information that was very valuable and was presented in a very clear and concise manner.”

Ray Froehlich
Software Engineer, Plexus

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.

EDUCATIONAL SERVICES

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



PROFESSIONAL SERVICES

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

NEW CUSTOMER ONBOARDING

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

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