

# Global Services

Full life cycle professional services



*Full life cycle value for embedded and real-time development and deployment*

LynuxWorks' commitment to customer success is a reflection of our leadership in the embedded software market. LynuxWorks' expertise and understanding of embedded technology and market demands is unrivaled in the industry. You can draw on this expertise, as well as on our ISO 9001 compliance, to expedite your product development and move to market faster than your competition. And once deployed, you can count on LynuxWorks' support to cover your products extended life cycle—up to an unprecedented 15 years.

## Customized expert services, worldwide

LynuxWorks' software is deployed in some of the world's most challenging long-term applications—including critical military/aerospace and demanding telecommunication infrastructure applications. This means we have encountered and worked through many sophisticated environments that involve the use of our products. All this accumulated expertise is of great value to customers as they move to meet today's shrinking development and deployment schedules.

You can call on LynuxWorks' experts to augment your in-house efforts, or to provide customized outsourced services that free you to focus on your core competencies. Services available worldwide include:

- OS Porting—complete and rapid ports of LynxOS® and BlueCat® Linux to custom CPU boards on any of the currently supported hardware architectures, such as IA-32, PowerPC, MPC860, MIPS, ARM, and Hitachi SH
- Device Drivers—accelerated development of LynxOS and BlueCat Linux device drivers for custom hardware or daughter boards; this includes development of drivers for serial and parallel devices, Ethernet, ATM, STREAMS, Standard SCSI and SCSI RAID adapters, plus providing CD-ROM extensions, ISO 9660 support, and DOS file system support

- High Availability Solutions—maximizing the availability of telecommunications and other mission-critical applications; this includes collaborating to design high-availability systems that support hot swap of peripherals, CPU failover and system redundancy
- Complete Application Design and Implementation—end-to-end development of embedded applications, from requirements specification through design, implementation and testing
- System Design Recommendation—recommending LynxOS and BlueCat Linux features that will result in the most suitable solution based on system requirements; includes consulting on the different approaches necessary to ensure that a design is optimized
- Migration Paths—recommending migration paths from other operating systems to LynxOS or BlueCat Linux to maximize reusability of existing software; includes identifying potential bottlenecks and determining the path for the most efficient development
- Performance Improvements—reviewing software applications and suggesting ways of improving performance
- On-site Consulting—deploying LynuxWorks expert resources at your sites to help debug specific problems with drivers or applications and to work with customer engineers to resolve software problems and consult on design changes
- Software Certification Support—aiding in cost-effectively creating certifiable applications and gaining certification for customer solutions; this program is designed to address a wide range of certification standards, starting with DO178-B and extending to other standards required by U.S. and international transportation, food and drug, and defense organizations

## Global Services Advantages

- Commitment to long-term customer satisfaction —professional services and support tailored to your unique needs and long-term product strategies
- Wide-ranging expertise —leverage LynuxWorks expertise for accelerated time-to-market
- ISO 9001 certification —adherence to stringent ISO 9001 quality processes

## Tailored technical support across the product life cycle

LynuxWorks' tailored technical support programs cover LynxOS, BlueCat Linux, and LynuxWorks development tools—throughout the embedded life cycle. The programs include the following options:

- Basic Support—fundamental support of LynxOS and BlueCat Linux development seats and tools
- Priority Support—comprehensive support for LynxOS and BlueCat Linux development seats and tools; designed for customers who need fast response and immediate fixes for critical problems
- Long-Term Support—the embedded industry's longest term support for specific releases of LynxOS and BlueCat Linux—up to 15 years

LynuxWorks also offers a series of focused technical support options, including:

- 24x7 Support Upgrades—providing around-the-clock support of LynxOS and BlueCat Linux
- Porting Kit Support—providing support for customers porting LynxOS or BlueCat Linux to custom-embedded computer boards in their product
- Source Code Support—providing support for customers working directly with the source code of licensed LynuxWorks products

## Leveraging ISO 9001 certification

LynuxWorks' commitment to quality ensures that customers possess a solid software foundation for their products. Our adherence to ISO 9001-standard practices—which increase quality through accountability and well-defined procedures—reinforces this commitment.

LynuxWorks is the only ISO 9001-registered company providing embedded Linux, and one of less than a handful in the total embedded software market. By adhering to ISO 9001 practices in our day-to-day operations, we can effectively extend support for these mechanisms into projects we undertake for our customers. This approach adds to the cost-effectiveness of our services and the quality of results.

Finally, the accountability inherent to ISO 9001 policies is invaluable in helping customers meet key certification ratings with LynuxWorks' products.

## Accelerated learning programs

LynuxWorks offers a contingent of training classes, labs and workshops, held throughout the year and available around the world. The emphasis is on prompt and thorough knowledge delivery and hands-on experience to speed the development of effective embedded and real-time solutions. LynuxWorks' trainers are highly skilled educators and experienced developers themselves, with vast experience in their subject matter.

Classes are conducted at LynuxWorks training facilities in the US and Europe or can be conducted on-site at customer premises. The curriculum includes:

- LynuxOS Real-Time Programming Workshop—delivers a solid foundation in real-time programming for developing sophisticated real-time applications
- LynxOS Device Driver Workshop—covers all issues involved in writing and debugging device drivers and entails writing several actual drivers
- LynxOS Internals Workshop—source code customers interested in internal algorithms, data structures, and performance are exposed to such topics as the scheduler, memory management, system calls, interrupt handling and device management
- Building Embedded Systems with BlueCat Linux—includes hands-on practice configuring a RedHat Linux development host, installing the BlueCat Linux cross development environment, configuring a kernel and root file system for the target, and booting the kernel using various methods: from flash, remote server, floppy, or hard disk

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