



COTS Technical Support Services

Service Programs that Fit Your Business Requirements

DATA SHEET

Available with committed response and resolution times

- Basic Support covers routine hardware and firmware support
- Premium Support provides additional service requests and support for SMART EC Basic Blade Services software
- Optional services include Longevity of Support for products beyond their Last Ship Date as well as Hardware Revision Management and Software Release Stream Management

As a long-time embedded computing provider, SMART Embedded Computing has a deep knowledge of our customers, their diverse markets, product applications and environments. SMART EC Technical Support Services provide the peace of mind that your investment will remain reliable and productive throughout its life cycle.

We can also create specialized service offerings for your specific product or industry requirements. Our engineers, technicians and consultants are ready to tackle your toughest challenges, allowing you to focus on what will really add value to your business.

TECHNICAL DOCUMENTATION AND KNOWLEDGE DATABASE

Our support engineers can provide detailed product documentation and they have access to a comprehensive knowledge database of product related information.

COMMITTED RESPONSE AND RESOLUTION TIMES

Our Technical Support team is dedicated to resolving your technical issues as quickly as possible. All Technical Support Services include committed elapsed times for Response and Resolution.

CHANGE NOTIFICATION

Technical Support Services include options for Non-proactive (Pull) or Proactive (Push) Product Change Notification.

SOFTWARE UPDATES

Download software updates via the SMART EC Software Online Distribution System (SWORDS).





Technical Support Service Programs

BASIC SUPPORT

SMART Embedded Computing’s Basic Support program is offered for customers that primarily require hardware and firmware support.

- Hardware and firmware support
- Up to five (5) Service Requests per year
- Support available 8:00 AM to 5:00 PM MST (excluding published SMART EC holidays)
- Proactive Change Notifications
- Software updates available via SWORDS online software distribution system
- Optional services for Hardware Revision Management and Longevity of Support and Software Release Stream Management

PREMIUM SUPPORT

SMART Embedded Computing’s Premium Support program is designed to assist customers with more complex hardware and software platforms. Premium Support extends the features in Basic Support, adding SMART EC Basic Blade Services support, 10 Service Requests, more aggressive response and resolution times, and escalation management. SMART EC Basic Blade Services (BBS) support includes:

- Up to ten (10) Service Requests per year
- Quicker response and resolution times
- Issue escalation management

Optional Support Services

HARDWARE REVISION MANAGEMENT

Hardware Revision Management is an annual service designed to identify, characterize and manage the SMART EC product hardware changes to minimize the impact on customer’s products and business process. This service provides customers the ability to manage component changes.

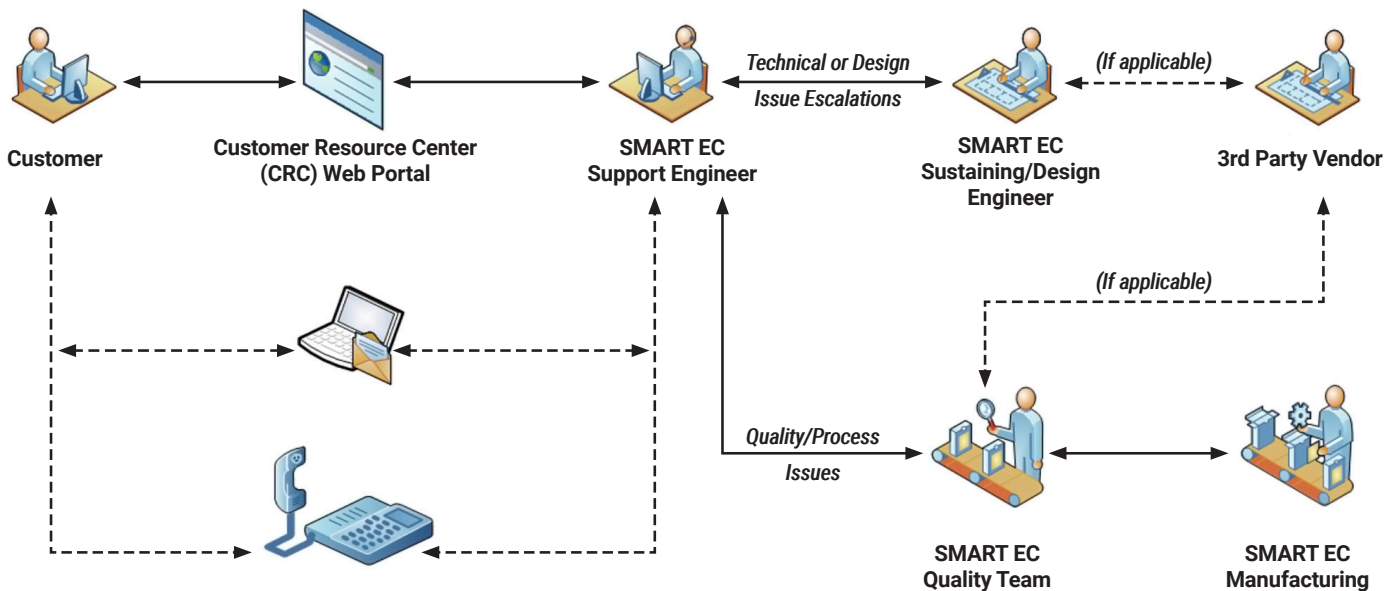
LONGEVITY OF SUPPORT

- When the Last Ship Date (LSD) for a product has passed, additional fees will apply for support.
- Longevity of Support will be subject to approval prior to renewal.

**SOFTWARE RELEASE STREAM MANAGEMENT
(Optional For Premium Support Only)**

A release stream is a unique customer software code branch in its own software repository managed and validated independently from the SMART EC standard product software. This service provides customers with a controlled software stream with only customer-approved fixes from both SMART EC and the customer, incorporated at customer-approved intervals.

Technical Support Work Flow





Technical Support Program Features

Service Program	Self-Support	Basic	Premium
Order Number for Single Product Model	N/A	OEM-TS-BASE-S	OEM-TS-PREM-S
Order Number for Multiple Product Models	N/A	OEM-TS-BASE-M	OEM-TS-PREM-M
Technical Documentation	●	●	●
Non-proactive Product Change Notification (Pull)	●		
Proactive Product Change Notification (Push)		●	●
Software Downloads	●	●	●
Firmware Support		●	●
Web Access to Create Service Requests (SRs)		●	●
Allowable Number of Service Request Per Annum		5	10
Basic Board Services (BBS) Support			●
Escalation Management			●
Initial Response – Critical Severity		4 Business Hours	2 Business Hours
Initial Response – Major Severity		8 Business Hours	4 Business Hours
Initial Response – Minor Severity		Next Business Day	8 Business Hours
Final Resolution – Critical Severity		Next Release	30 Business Days
Final Resolution – Major Severity		Next Release	60 Business Days
Final Resolution – Minor Severity		Future Release	Next Release
Hardware Revision Management		○	○
Longevity of Support		○	○
Software Release Stream Management			○

- Included
- Optional Included

SOLUTION SERVICES

SMART Embedded Computing provides a portfolio of solution services optimized to meet your needs throughout the product lifecycle. Design Services help speed time-to-market. Deployment Services include worldwide technical support. Renewal Services enable product longevity and technology refresh. Contact your sales person for more information.

CONTACT DETAILS

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