

We Can Help You More



KONTRON MODULAR COMPUTERS S.A.S. SERVICES & SUPPORT

- ▶ Technology Evaluation
- ▶ Application and System Design
- ▶ System Qualification
- ▶ Deployment and Maintenance

POSSIBILITIES START HERE



OUR GOAL: MATCH YOUR PROGRAM NEEDS

WE CAN HELP YOU MORE

Because we have been in this market for more than 30 years and learned a lot from real-life issues, our services and support have evolved with the way COTS are used in your domain. Our customers recognize our approach to be truly innovative in many ways. There are key concepts that are used throughout this catalog to provide the extensions to our basic COTS commitment policy. You will understand how our unique added value can help you sail through the complex issues associated with the use of COTS in long term programs.

Although our first contact with customers is usually the sale of off-the-shelf hardware (covered by our COTS commitment policy), most of their concern about computers revolve around programs.

Understanding how a program lifecycle is organized is the key to offering the best in service and support.

- ▶ 1- Technology Evaluation
- ▶ 2- Application and System Design
- ▶ 3- System Qualification
- ▶ 4- Deployment and Maintenance

Each phase needs a dedicated approach for support and specific services.

▶ 1- TECHNOLOGY EVALUATION

Ease of use is key in this phase where each technology concept must be validated. When needed, we provide evaluation products and expert technical assistance from our Field Application Engineering (FAE) team. If you share your concerns with us, we can also coordinate with our software partners to help you quickly assemble the best solution. Our turnkey systems (EASY systems) are the foundation on which you can build efficient evaluation work.

Hotline Support is the main channel for us to help you with technical issues even at this early stage. Questions raised during the presales process are recorded in our knowledge base and become the foundation for personalized support in the future. Of course, all our products are covered by our Standard Warranty, covering returns and repairs, that you may wish to extend over time with our Warranty Extensions.

▶ 2- APPLICATION AND SYSTEM DESIGN

During this phase, efficiency is of the essence. You know about your requirements, we know about our products. We need to hear from you about the challenge you face. Chances are that we came across the same issues already with other customers. Through Hotline Support, you benefit from our vast knowledge base. We work hand in hand with hardware and software vendor partners to help you get across the critical phases of application design. Our experts can help in the tuning of key elements of your system hardware and base software. RTOS (VxWorks, LynxOS, INTEGRITY) or Linux (Red Hat, WindRiver, LynuxWorks, Sysgo) we know them all and have extended their

features far beyond the typical minimal BSP software you get from other vendors. For the past 15 years, we have extended all OS technologies to cover multi-processor board and are eager to team with you in the coming wave of multi-core processor based products through On-Site Assistance

▶ 3- SYSTEM QUALIFICATION

Upon Final Acceptance with their customer, program managers need to freeze a stable version of the computer validated with the application. This includes hardware, OS, and third party software.

With Tailored Deliveries, you define the complete computer baseline and it becomes the reference for future deliveries and long term support. At this stage, custom acceptance tests can be defined jointly and used throughout the program lifetime. Amongst the Global Program Support services, software deliveries are proposed in the form of Base Software Suites. This can save hours of software configuration hassle at the program level. We maintain a program-specific software reference tree for you and deliver updates according to your own policy (on-demand release, single patch, jumbo patches).

▶ 4- DEPLOYMENT AND MAINTENANCE

The majority of your costs associated with the deployment and maintenance of COTS in programs lie in this domain. See how we can help you control your long term cost of ownership.

CONFIGURATION CONTROL:

Thanks to a prior Platform Definition part of our Tailored Deliveries, your hardware is pre-configured and delivered ready for direct integration on your assembly line. As your acceptance tests are part of our final inspection package and are run prior to delivery, your integration is hassle-free.

ASSET MANAGEMENT:

As we maintain configuration information at the board, LRU and system level in our support databases, we can track the life cycle of each delivered products in your program for you. WATCH service covers program specific obsolescence management.

LONG TERM DELIVERIES PROTECTION:

Dedicated Schedule and Protect policies are available in the frame of a contract to secure your deliveries over time (up to 20 years or longer if necessary) to implement a true "build to print" policy.

SOFTWARE SUPPORT:

Adding to our long-term delivery protection, the software is also included in service extensions. We have agreements with our OS vendor partners to extend the support coverage. At Platform Definition time, we create a dedicated source tree for your program in our servers.

From then on, all updates and fixes are generated within your dedicated software environment and delivered in sync with your own system maintenance policy. Updated software is checked with the test suite on the program reference platform prior to be considered for delivery

COTS COMMITMENT POLICY

With each product purchase you are entitled to our COTS commitment policy: Standard Warranty, Product Life Cycle and Hotline Support Service.

This level of commitment already goes beyond what typical hardware vendors offer.

It can also be extended with our other support and services described in this document.

► STANDARD WARRANTY

All hardware products we design are covered by a two-year return-to-factory warranty. This period can be extended with Warranty Extensions.

► PRODUCT LIFE CYCLE

Our products have a guaranteed life cycle organized in successive periods named:

- General Availability,
- Restricted Availability,
- Repair Only.

For each period, a standard level of support and services is defined.

GA: GENERAL AVAILABILITY

Products can be purchased in any quantity at any time. The more up-to-date version of the product is used for each delivery.

Notification:

Six months before our products leave the General Availability status, a Notification letter is sent to all customers to announce the product status change to Restricted Availability. During this six-month period, we lay out the product manufacturing plan for the next 5 years and need to hear from you. To guarantee your procurement, you can purchase in advance or enter a dedicated long term contract.

RA: RESTRICTED AVAILABILITY

During this period, the products continues to be manufactured and delivered to customers with Long Term Supply services.

RO: REPAIR ONLY

After the RA period, we maintain the expertise, tools and asset management database for a further guaranteed 5-year period to service and repair.

► HOTLINE SUPPORT ACCESS

Delivery of each product entitles you to a basic hotline service. During the standard warranty period, you may call our hot line and receive advice on our product usage and features. We dig into our knowledge base and allow you to benefit from our past experience. To make us work specifically on your issues, reproduce your problems on reference platforms and provide a dedicated fix, standard Program Technical Support is available to extend this basic help up to dedicated assistance.

We can help more

Now you know about our level of commitment when you purchase equipment from our product catalog. The rest of this document includes all the other services and support we offer to match more program oriented requirements. We designed the offering around real life requirements you meet daily. We are convinced you will find them useful.

PROGRAM SUPPORT

LONG TERM DELIVERY,
INSURANCES, PROTECT

TAILORED DELIVERY,
INTEGRATION, CONFIGURATION,
CUSTOMIZATION

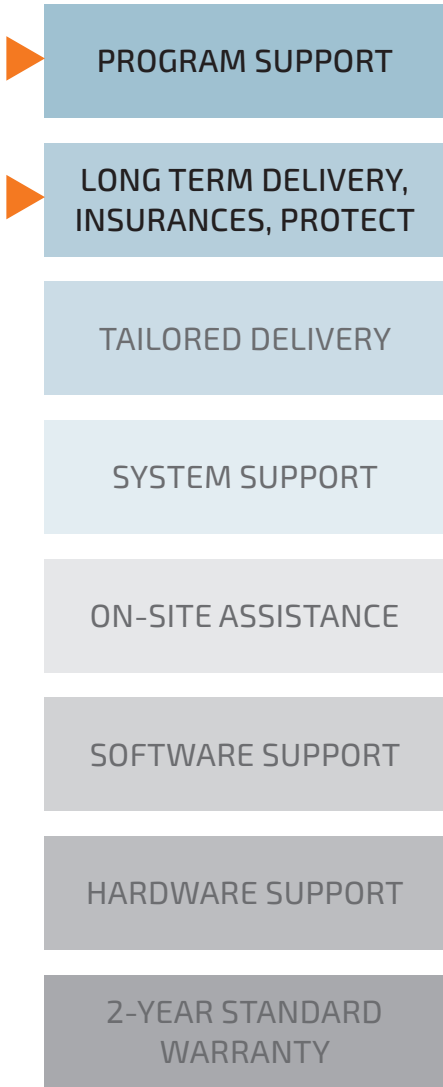
SYSTEM SUPPORT

ON-SITE ASSISTANCE

SOFTWARE SUPPORT

HARDWARE SUPPORT

2-YEAR STANDARD
WARRANTY



LONG-TERM DELIVERY INSURANCES

Obsolescence management is a key success factor and a tough challenge for COTS users. When critical components are no longer available and redesign is not an option, our insurances preserve your program integrity. Sail safely through End of Life notices with the long-term delivery insurances: LTS-PROTECT.

LTS-PROTECT Long-Term Reservation Option

Protect your program from products obsolescence for up to 5 years after the General Availability period ends.

- ▶ Define maximum quantity and product version
 - ▶ Order products only when you really need them
 - ▶ Pre-paid yearly subscription fee
 - ▶ No penalty incurred in case of cancellation
 - ▶ Protect your program "build to print" strategy
- ▶ Subscribe before the end of General Availability period

LTS-Watch Long-Term xxx Watch

Receive alerts for significant evolution of monitored frozen configuration.

- ▶ Propose best strategies to protect the future
- ▶ Subscribe at Configuration Freeze Time

▶ LTS-PROTECT

When you are not ready to commit to buying products and facing situations where exact quantities are still unknown, this service guarantees that your program equipment requirements can still be managed as "build to print" by procuring the exact same parts from us.

LTS-PROTECT is an insurance contract to procure a maximum quantity of designated products. It allows you to order this product version during five more years after the Restriction Availability. With this contract we maintain for you the necessary expertise and goods inventory to be able to deliver the said product quantity. As long as you maintain the service, you may order the product at any time, up to the planned quantity. Products are invoiced at delivery

▶ LTS-WATCH

This service covers the handling of program-specific COTS configurations. These require special precautions to avoid situations when the COTS product evolves and the program-specific frozen configuration silently becomes obsolete (preventing further supply or fixes).

LTS-WATCH goes a step further by installing a regular dialogue with the programme and suggesting changes in order to keep the programme Computer baseline current. Through this service, the customer is kept aware of changes made to the COTS item. This allows the programme to make informed decisions to suit planned system technology refreshes with minimal effort. Use HTL-Plus to ask us to investigate obsolescence effects on your configuration, test second source alternatives and associated software.

▶ PRICING CONDITIONS

LTS-PROTECT:

Yearly insurance subscription fee, calculated from the product list price (at the date of the subscription). Products are invoiced at delivery time.

LTS-WATCH:

Flat yearly fee

▶ HOW TO ORDER

LTS-PROTECT-{D}

{D} duration in years: 1 to 5

LTS-WATCH-{D}

{D} duration in years: 1

PROGRAM SUPPORT

LONG TERM DELIVERY,
INSURANCES, PROTECT

▶ TAILORED DELIVERY

▶ SYSTEM SUPPORT

ON-SITE ASSISTANCE

SOFTWARE SUPPORT

HARDWARE SUPPORT

2-YEAR STANDARD
WARRANTY

TAILORED DELIVERIES

Beyond the traditional COTS approach, this service offers products specifically configured to fulfill your operational needs and screening requirements. Tailored deliveries range from simple products with component level requirements (frozen configurations) up to fully configured machines including your pick of OS software and drivers. We can also manage your choice of third party products.

CUST

Mission Ready System Fully Customized Selection Hardware, Software and Tests

Your assembled and tested system may include Hardware or Software you provide. Customized integration and screening process can also be considered. We deliver a mission-ready system. It may include specific I/O hardware, third party software and even your application code.

CONF

Hardware plus Software Configuration: Beyond hardware vendor ser- vice. We configure, test, deliver and maintain your hardware & software together.

Hardware sets are configured with our standard OS and device driver software. This customized software is used to test prior to delivery.

PLUG

Tailored Hardware With Integrated Delivery

Sets of COTS Hardware Products are assembled and configured according to your specifications.

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WARRANTY

SOFTWARE SUPPORT - ON-SITE ASSISTANCE

Computing efficiency can only be achieved with optimal integration of hardware and software. See how Kontron addresses your software issues at the best level. From Hotline to On-Site assistance, this guide helps you select the adequate level of service.

HTL-PTS Hotline and Knowledge Base Access

Speed up your development and leverage our knowledge base by letting our Help Desk manage your issues

- ▶ Access Kontron's product information and knowledge base
- ▶ Access Kontron software patches and updates databases
- ▶ Download hardware and software technical manuals
- ▶ Single point of contact for complete computer (hardware and software)

▶ Entered at Purchase time and renewed yearly

HTL-PLUS Prepaid Help

Purchase a quota of expert assistance days for a year.

Pre-purchase days for on-site expert assistance for:

- ▶ Software installation
- ▶ Platform maintenance
- ▶ Complex problem solving at the operating system level

▶ Anytime inside a Hotline Contract

▶ PROGRAM TECHNICAL SUPPORT: HTL-PTS

Unique Entry point:

support.KFR@kontron.com to open a hotline on the associated program.

Each hotline is reviewed on a weekly basis until it is closed:

- ▶ "Immediate" acknowledgement with a hotline number
- ▶ Full traceability on all email exchanges associated with the Hotline
- ▶ Support entry point always available (during company working hours) responding to a request for status or escalation of the resolution to meet the customer's changing requirements.

Hotline support includes :

- ▶ Fully understanding the customer's question or problem
- ▶ When necessary, direct contacts (phone conference calls for instance) with our best experts regarding your issue.
- ▶ Tests and investigations with a comparable configuration in order to reproduce the issue in our facilities. This may require complementary

testing by the customer in their own environment.

- ▶ Providing any additional information, help, fixes on software delivered for this program, that can solve or provide a workaround for the issue.

More complex hardware or software issues (requiring more than 4 hours of work) are completed under Service Plus.

▶ SERVICE PLUS: HTL-PLUS

USE AND COVERAGE

SERVICE PLUS covers all installation, maintenance or complex problem solving at the computer level. It is intended for all customers, even with large and/or complex system, sometimes including hardware and software components from multiple vendors.

SERVICE PLUS answers the need for swift response times when support is requested at critical phases of a program's development schedule.

SERVICE PLUS is offered as a quota of pre-purchased days of support expertise that can be allocated to issues at any time.

DETAILS AND PREREQUISITES

Access to SERVICE PLUS requires an active subscription to Kontron PROGRAM TECHNICAL SUPPORT (HTL-PTS) for the Customer's program.

SERVICE PLUS may be ordered at any time while HTL-PTS is active and is purchased in 5 day batches.

Purchased SERVICE PLUS days are allocated to the program/location/company point of contact and remain valid until:

- ▶ The purchased time was consumed by support tasks authorized by the customer
- ▶ The PTS subscription expired (PTS can be renewed as long as the customer needs it)

In the event that the quota of SERVICE PLUS pre-paid days is exhausted, an order for additional days, offered at the same terms and conditions as the initial order can be placed.

SERVICE PLUS can also be delivered on-site. Should the need for on-site support arise, the customer provides Kontron with the details.

PROGRAM SUPPORT

LONG TERM DELIVERY,
INSURANCES, PROTECT

TAILORED DELIVERY

SYSTEM SUPPORT

ON-SITE ASSISTANCE

SOFTWARE SUPPORT

 **HARDWARE SUPPORT**

 **2-YEAR STANDARD
WARRANTY**

WARRANTY EXTENSIONS & REPAIRS

When a two-year warranty is not enough, extensions are available
Purchasing them with the product is cost efficient.

XHW – Board Level Maximize Product Availability

- ▶ Extend the standard warranty for 1, 2 or 3 more years.
 - ▶ Purchased with the product
 - ▶ Eligibility on demand

LRU-XHW – LRU Level Extend the Warranty Umbrella to a Complete Hardware Assembly

- ▶ Extend the standard warranty for 1, 2 or 3 more years.
- ▶ We manage issues at the LRU level, so you do not have to worry about the building blocks individually.
 - ▶ Purchased with the product
 - ▶ Eligibility on demand

HWM Purchase Extra Years of Hardware Support

- ▶ Extend the maintenance period to match your Program Lifetime.
 - ▶ Purchased before the End of the Warranty Period
 - ▶ Eligibility on demand

REPAIR On-Demand One-Time Repair

- ▶ Individual product repairs over a 10-year period.
 - ▶ Purchased at Any Time
 - ▶ Eligibility on demand

About Kontron - An S&T Company

Kontron is a global leader in IoT/embedded computing technology (ECT). As a part of technology group S&T, Kontron offers a combined portfolio of secure hardware, middleware and services for Internet of Things (IoT) and Industry 4.0 applications. With its standard products and tailor-made solutions based on highly reliable state-of-the-art embedded technologies, Kontron provides secure and innovative applications for a variety of industries. As a result, customers benefit from accelerated time-to-market, reduced total cost of ownership, product longevity and the best fully integrated applications overall.

For more information, please visit: www.kontron.com

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