

TECHNICAL SUPPORT SERVICES

RadiSys has a history of delivering proven, tested embedded systems and solutions that help companies reduce development costs and deliver better products *faster*. RadiSys backs its products with long lifecycle support and a comprehensive range of technical support services, including extended warranty support and customized training, enabling customers to efficiently plan and deploy RadiSys products. Those who sign up for service programs gain access to the RadiSys Customer Interaction Center (CIC). The CIC is an online tool where customers can submit technical support requests, service requests, track and update open requests and view historical information at any time.

KEY FEATURES

SETUP AND INSTALLATION—

HIT THE GROUND RUNNING RadiSys technical support enhances your out-of-the-box experience by providing access to technical specialists that can help streamline the process.

CONFIGURATION AND PARAMETER

SETTING—TAKE GUESSWORK OUT OF THE EQUATION Our technical support professionals can help guide you when configuring your ATCA system so that it performs as you deem appropriate.

DIAGNOSTICS AND TROUBLESHOOTING—

KEEP DOWNTIME TO A MINIMUM RadiSys offers remote diagnostics, which allows us to directly link into your support environment to identify and resolve problems quickly.

SOFTWARE UPGRADES—

EFFICIENT, TIMELY UPGRADES As a RadiSys technical support customer, you directly influence the content of software updates, and have the option to receive client specific updates on a tailored schedule.

INTEGRATION CONSULTING—

FROM INDUSTRY LEADING TEAM Even if your hardware architecture includes products from multiple vendors, our technical support can help ensure that all hardware and software, across all platforms is functioning properly.

HARDWARE REPAIR RMA ASSISTANCE—

RAPID TURNAROUND TIME Customers can use the CIC to request hardware repairs and obtain a Return Materials Authorization (RMA), at the time of the repair request via online access.

CUSTOMIZABLE SUPPORT—

ADDRESSING YOUR SPECIFIC NEEDS We addresses specific support requirements that you may have, including hardware and software development engineering.

QUESTIONS AND ADVICE The seasoned technical support staff at RadiSys is readily available to answer questions and provide technical advice—quickly.



Collaborative lifecycle

RadiSys will provide you with our technical subject matter experts for advice and guide you to resolution—collaborating for success!

OUTSTANDING EXPERTISE

RadiSys technical support staff plays an active role throughout the lifecycle of your product, operating as an extension of your own design team. From the early engineering and design stages through end-of-life, the team provides lightning-fast, dependable service and issue resolution in these areas:

- **TECHNOLOGY INNOVATION:** From a leader in the embedded industry
- **PRODUCT DEVELOPMENT SUPPORT:** RadiSys technical support available during this critical time
- **PRODUCTION SUPPORT:** When you move into production, RadiSys is there
- **LIFECYCLE MANAGEMENT:** Commitment throughout the entire life of your product

IMPROVE ROI

With in-house technical resources and a proven infrastructure, we maintain the overhead allowing you to focus resources on meeting your customers' needs. You can rely on technical experts to quickly diagnose and resolve problems, which can reduce costly downtime. Putting these services to work can help you lower support costs and improve customer satisfaction.

OFFERING CHOICE

We realize customer's needs differ, which is why RadiSys provides three levels of technical support and maintains a call center to manage these services: Level 1 handles common problems and questions; Level 2 offers a staff of engineers trained on specific product configurations; Level 3 adds product development engineering support. All levels are supported by the CIC.

PROVEN EXPERIENCE

As a driving force in the embedded industry, we provide products and services to companies developing next generation telecommunications, medical, industrial automation and wireless equipment.

For more information about RadiSys Technical Services, contact your Regional Account Manager, call 800-950-0044 (Internationally 503-615-1100), or visit www.radisys.com/service



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