

Xilinx Global Services

In the race to market,
make the most of
your time and resources.

by Jannis McReynolds
Business Development Manager
Xilinx, Global Services Division
jannis.mcreynolds@xilinx.com

It's a fact of life—the market waits for no one. Your new product idea won't be nearly as successful if your competitors get to market first. But success is not just about moving quickly; design methodologies are getting more and more complex with each new advance in technology, so you must also move *intelligently*.

Xilinx Global Services is a portfolio of services, and tools designed to keep you on the fast track. From technical support to education to design consulting, Xilinx Global

"DESIGNERS FACE A MULTITUDE OF CHALLENGES IN THEIR EFFORTS TO STAY AHEAD OF THE MARKET," SAID DAVE DEMARINIS, BUSINESS DEVELOPMENT MANAGER, GLOBAL SERVICES DIVISION. "WE DEVELOPED XILINX GLOBAL SERVICES TO HELP THEM WORK FASTER AND SMARTER."

Services compress your learning curve and accelerate your design time. The Xilinx Global Services portfolio consists of Product Services, Education Services, Design Services, and the highly acclaimed support.xilinx.com.

It's Okay To Cut In Line

Our Platinum Technical Service, which costs \$1,295.00 per seat per year, is a remote technical support service developed to help you reduce the time you spend troubleshooting and accelerate your design schedule—it gives you rapid access to our Senior Application Engineers. When you call or log-on to the website, your call automatically moves to the head of the queue.

In addition, you receive eight Xilinx education credits you can use to further reduce design time.

Of course, our free services already give you access to a wealth of technical support, service packs, and software updates, but our Platinum Technical Service gives you top priority and is always available when you are: in North America between 7 a.m. and 5 p.m. Pacific Standard Time (PST), In Europe, service is available 9 a.m. to 5:30 p.m. Greenwich Mean Time (GMT). Xilinx Platinum Technical Service is a powerful tool to help you get your product to market before your competitors.

Move to the Head of the Class

Our Education Services are a flexible, comprehensive collection of courses and venues targeted at keeping you and your designers' technical skills sharp, so you get increased design productivity and therefore reduced time to market.

We offer a broad range of classes at training centers worldwide or we'll bring the classroom to your place of business. We even have portable classrooms complete with computers, software training materials, and instructor set-up, so all you have to do is show up ready to learn.

If you're looking to expand your skills with the ultimate in convenience and cost savings, check out Xilinx e-Learning. "Live" e-Learning is a virtual, real-time classroom which allows you to interact with our instructors and chat with other engineers over the Internet. Live e-Learning is also an excellent way to collaborate, particularly if your design team is spread out around the world, and we offer over 70 live e-Learning modules.

"THE XILINX DESIGN SERVICES TEAMS BRING A LOT TO THE TABLE — UNIQUE EXPERTISE, EXPERIENCE WITH XILINX TOOLS AND DEVELOPMENT, AND THE FRUITS OF INVESTMENTS XILINX CONTINUOUSLY MAKES IN R&D," SAID DAVE DEMARINIS, THE BUSINESS DEVELOPMENT MANAGER FOR GLOBAL SERVICES. "WITH OUR TEAM, YOU PAY FOR RESULTS, NOT FOR A CONSULTANT'S TIME."

Recorded e-Learning allows you to log-in from anywhere, listen to recorded education sessions and learn at your own pace. The e-Learning modules can be accessed anytime, day or night, and are less expensive than the live e-Learning classes.

All of our Education Services provide excellent, hands-on training, suitable for all skill levels, from the novice to the expert. Classes are led by instructors who are themselves experienced designers. With our flexible and always available courses, you can

choose the instructional method that keeps you on the technical cutting edge, without sacrificing your productivity.

Stack the Deck in Your Favor

Our Design Services give you the advantage of experienced engineers, who are dedicated to your design. In the rush to market, it makes good business sense to take advantage of every resource you can, whether in-house or outside your company. Now you can outsource your design to an experienced Xilinx team, made up of best-in-class designers, silicon experts, and software specialists who become your virtual in-house design team.

You can immediately extend your project bandwidth and eliminate ramp-up time by using Xilinx design Services. The benefit is that you're free to focus on tasks of the highest priority to you, and you can feel confident that your programmable logic design is in the most capable hands.

Go Ahead... Ask Us Anything

Our free support.xilinx.com website is recognized as the industry leader for online solutions to programmable logic design issues; it has received rave reviews from industry insiders.

At support.xilinx.com you'll find:

- The Answers Database, with over 4,000 proven design solutions.
- Problem Solvers, to troubleshoot device configuration, software installation, and JTAG issues.
- A Web support interface, which allows you to open a Platinum priority case.
- Discussion forums through which you can interact with other designers.

As you might expect, support.xilinx.com is available seven days a week, 24 hours a day, 365 days a year, so you can troubleshoot your design when it's convenient for you—anytime, anywhere, support.xilinx.com has your answers.

"WHEN COMPARED AGAINST THE COMPETITION IN CUSTOMER SURVEYS, XILINX (SUPPORT.XILINX.COM) OUTSCORED EVERY OTHER PLD VENDOR'S WEBSITE IN CONTENT, ACCESSIBILITY, AND EASE OF USE," WROTE GARTNER GROUP IN THEIR 1999 CORPORATE CUSTOMER SATISFACTION STUDY.

Conclusion

Xilinx Global Services can increase your productivity, reduce your design time, and improve your return on investment when designing programmable logic solutions. The Xilinx Global Services portfolio of education, product, and design services, along with the support.xilinx.com online resources will extend your technical capabilities and accelerate your time to market.

For more information, contact your Xilinx sales representative. You can find the Xilinx sales office nearest you at: <http://www.xilinx.com/company/sales/offices.htm>.