



Xilinx Global Services

Extend your technical capabilities and accelerate your time to market with Xilinx Global Services. Our portfolio of education, support, and design services, along with our award-winning website (support.xilinx.com), will give you the expert help you need to stay ahead of your competition and be the first to market with the most efficient and cost effective designs. We can reduce your learning curve, speed up your design time, jump-start your product development cycle, and get your products to market faster than ever before.

Education Services

Move to the head of the class



Xilinx Education Services keep your technical skills sharp. A broad range of classes are available for designers of all levels, from the novice to the most experienced. Hands-on training classes, led by instructors who are experienced designers themselves, are conducted at the Xilinx headquarters in San Jose and at other sites worldwide throughout the year. The classes cover a wide range of topics, including:

- Using cores
- Using high level design languages
- System and configuration design issues
- Migration from ASIC to FPGA.

support.xilinx.com

Knowledge at your fingertips



Support.xilinx.com is our online solution for resolving your design issues. Here, you'll find:

- Our Answers Database which contains more than 4,000 proven design solutions.
- Problem Solvers to help you troubleshoot device configuration, software installation, and JTAG issues.

"I HAVE TAKEN A NUMBER OF COURSES OFFERED BY XILINX EDUCATION SERVICES AND HAVE BENEFITED FROM THEIR INSTRUCTORS' HIGH LEVELS OF EXPERTISE, PROFESSIONAL PRESENTATION AND MATERIALS. THE SAN JOSÉ FACILITIES ARE SUPERB. I HIGHLY RECOMMEND XILINX EDUCATION SERVICES TO ANYONE WHO CHOOSES TO DESIGN WITH XILINX FPGAS."

- Jeffrey E. Journey,
Image Capture Development, IBM

- Discussion forums that let you share ideas and questions with other designers.
- A Web support interface that allows you to easily submit a problem, and can get your answer quickly.

Support.xilinx.com is always available to you, 24 hours a day.

**Support Services
Experts on Call**

Our Gold and Platinum Technical Services improve your productivity and accelerate your design process by reducing your design and troubleshooting time. As a Platinum customer, you receive access to a dedicated toll-free number (in North America only) so you can get quick assistance with any design problem; you have first priority to our dedicated team of skilled senior application engineers - the best in the business. You also get ten education credits for Xilinx training courses to improve your skills. As a Gold customer, you receive our standard level of service, at

no charge. With either Platinum or Gold service, our team of professionals is ready to help you use the tools and techniques that have made Xilinx the market leader in FPGA technology.

Design Services

Your Virtual Project Team



With Xilinx Design Services you can take full advantage of our design expertise, so you're free to focus on what you do best. A Xilinx Design Services team - made up of best-in-class designers, silicon experts, and software specialists - becomes your virtual in-house project team, so you can immediately extend your technical staff's bandwidth and eliminate ramp-up time. The Xilinx Design Services team gives you our unique expertise with Xilinx tools and techniques, and the fruits of our extensive R&D investment.

See www.support.xilinx.com for more information on all of our services.

Features	Platinum	Gold**
Senior Application Engineers	✓	
Dedicated Toll-Free Number	✓	
Proactive Status Updates	✓	
Priority Case Resolution	✓	
Ten Education Credits	✓	
Service Packs and Software Updates	✓	✓
Application Engineer/Customer Ratio*	2X Gold Level	Standard

*Applicable in North America Only

** Gold is the standard level of service we provide.