Get Top Priority Support with Platinum Technical Service

Time is money – and you'll gain time and money by signing up for Platinum Technical Service.

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In the rush to get your product to market, the last thing your designers need when they have a technical question is an earful of elevator music while they wait on hold. That won't happen when you sign up for Platinum Technical Service from the Xilinx Global Services Division. Your designers will get a dedicated toll-free number that puts them in direct contact with our senior application engineers so they can get the answers they need without having to wait.

With Xilinx Platinum Technical Service, your designers' calls get top priority. Furthermore, Platinum Technical Service calls are answered by skilled senior application engineers with a track record of successfully solving just about any complex problem your designers are likely to face. Platinum Technical Service has twice as many engineers for the same volume of customers as our standard Gold-level of service. Platinum Technical Service not only provides faster help, but we also deliver proactive status updates until your case is resolved.

How serious are we about fast problem resolution? With Platinum Technical Service you'll have a 65% shorter wait time, which means our senior application engineers waste no time getting started on a solution for your technical issue.

We make it easy to reach us either by calling or sending us e-mail:

- **North America:** Monday – Friday, 7 a.m. to 5 p.m. Pacific Standard Time.

  – Dedicated toll-free number is available in North America only.

  – In North America, hours of availability on Thursdays are 7 a.m. – 4 p.m. PST.

  – Hours of availability exclude published Xilinx holidays.

- **Europe:** Monday – Friday, 9 a.m. to 5:30 p.m. Greenwich Mean Time.

  – Local dedicated numbers are available across Europe.

  – In Europe, Platinum Technical Service customers have a zero wait time if they contact us by phone and a 1-2 hour reply if they use e-mail.

Regardless of where you are located, you can also pose your question online anytime, day or night, through our acclaimed website, *support.xilinx.com*. If you have an online technical question after hours, it will be addressed as soon as possible on the next business day.

In addition to a dedicated toll-free number and access to senior application engineers, Platinum Technical Service entitles you to 10 education credits. You can apply your designers' education credits to a two-day public class led by instructors who are experienced designers themselves, or your design team may take any of our 70 different Live e-Learning modules. For a complete list of available Education Services courses, go to *support.xilinx.com* and select the education tab.

Sign up for Platinum Technical Service right away and give your design team top priority status. Call us at 1-800-888-FPGA (3742), e-mail us at *fpga@xilinx.com*, or find the Xilinx sales office nearest you at *www.xilinx.com/company/sales/offices.htm.* Σ

Features	Platinum	Gold
Senior Applications Engineers	✓	
Dedicated Toll-Free Number	✓	
Priority Case Resolution	✓	
Proactive Status Updates	✓	Not Included
Ten Education Credits	✓	
Electronic Newsletter	✓	
Formal Escalation Process	✓	
Service Packs and Software Updates	✓	✓
Application Engineers/Customer Ratio	2X Gold	Standard

Figure 1 - Platinum Technical Service feature comparison