XILINX®

Xilinx
Global Services
Finish Faster

XILINX

Global Services Overview

The Xilinx Global Services team can put you on the product development fast track. Our portfolio of education, support and design services will extend your technical capabilities and **accelerate your time to market**.

Time and the market wait for no one. To stay ahead of your competition, and be the first to market, you need a proven, cost-effective, approach to programmable logic design. But, there is more to being successful than just being fast, because design methodologies are getting more complex with each new advance in technology.

The team of professionals with Xilinx Global Services is ready to help you open the door to new market opportunities. Using the tools and techniques that have made Xilinx the market leader in FPGA technology, we can reduce your learning curve, speed up your design time, jump-start your product development cycle, and get your products to market before the competition.

"...Xilinx Global Services are designed to compress your time to market and accelerate your return on investment."

support.xilinx.com –
Knowledge at your fingertips

Support.xilinx.com is our round-the-clock solution for resolving your design issues. The Answers Database contains over 4,000 proven design solutions. Problem Solvers helps you troubleshoot device configuration, software installation, and JTAG issues. A web support interface allows you to submit a webcase. Discussion forums let you to share ideas with other designers. And the best part of support.xilinx.com is that it is always available to you – anytime, anywhere.

Support Services –
Platinum Technical Service

Xilinx Platinum Technical Service improves productivity and accelerates the design process by reducing your time spent troubleshooting. As a Platinum level customer, your designers receive access to a dedicated toll-free number.* And, your case gets top priority from a separate team of skilled Senior Application Engineers (with a track record of successfully solving just about any complex problem your designers are likely to face). And if that's not enough, you get ten education credits for Xilinx training courses to improve your design team's knowledge base. With Platinum Technical Service, you're more likely to get your products to market ahead of your competitors.

Education Services –
Move to the head of the class

Xilinx Education Services keep your technical skills sharp. Broad ranges of classes are available for the novice to the most experienced programmable logic designer. Courses are available on a wide range of subjects including Cores, HDLs in PLDs, system and configuration design issues and migration from ASIC to FPGA. Hands-on training classes, led by instructors who are experienced designers themselves, are conducted at the Xilinx headquarters in San Jose, California, and at other sites worldwide throughout the year.
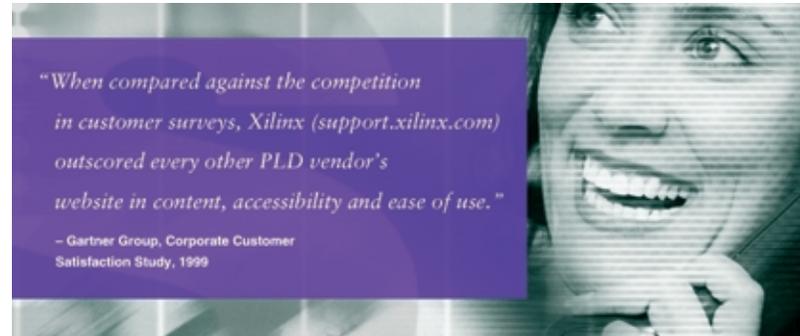
For your convenience, to keep your design team on the technical cutting edge without sacrificing productivity, we'll bring the classroom to you. Our portable classroom is complete with hardware, software, training materials, and instructor set-up. All you provide are the facility and the students.

Check out e-Learning for the ultimate convenience, with no productivity lost to travel time. Xilinx offers over 70 Live e-Learning modules, which allow your designers to interact with our instructor and chat with other engineers in a virtual real-time classroom.

Design Services –
Stack the deck in your favor

In the rush to market, it makes sense to leverage every resource you have. With Xilinx Design Services you take advantage of what we do best, 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. You immediately extend your technical staff's bandwidth and eliminate program ramp-up time. The Xilinx Design Services team brings unique expertise with Xilinx tools and techniques, and the fruits of our extensive R & D investment.

"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."

– Gartner Group, Corporate Customer Satisfaction Study, 1999

Helping you make the most of every opportunity

From technical support to education to design consulting, Xilinx Global Services are designed to compress your time to market and accelerate your return on investment.

*Available in North America only

support.xilinx.com

Available 24 hours/day, 7 days/week, 365 days/year
- **Answers Database**
  With over 4,000 problem solutions
- **Forums**
  Participate in discussion groups or browse our chat rooms
- **Problem Solvers**
  Troubleshoot your design issues with this interactive tool
- **Software Updates**
  Keep your software running at peak performance
- **Technical Tips and techXclusives**
  Expert Xilinx Application Engineers will keep you
  informed of the hottest issues and latest techniques
- **Agents**
  Receive timely information via e-mail on topics
  of interest to you

Support Services

- **Platinum Technical Service**
  For customers who need accelerated service levels,
  includes Gold-Standard support plus:
    Dedicated toll-free number (available in North America only)
    Priority case resolution
    Bundled education credits
- **Gold-Standard Technical Service**
  From the industry-recognized leader*
  in customer satisfaction (*1999 Gartner Group survey)
  Telephone technical help desk – Monday through Friday
    North America – 7 a.m. to 5 p.m. (PST)
    Europe – 9 a.m. to 5:30 p.m. (GMT)
    Japan – 9 a.m. to 5:30 p.m. (JST)

Education Services

- **Instructor-Led Classes**
    Worldwide Training Centers
    Private on-site classes
      Courseware designed for the novice to the expert
      Classes scheduled throughout the year

    Portable Classroom
      On-site classes at your convenience
      All courseware and computers provided
- **e-Learning**
    Live e-Learning – On-line 'virtual' classroom featuring
    interaction between instructor and other students

Design Services

- **Design from concept**
    Help customer define specification
    Partition system specification
- **IP Creation**
    Evaluate customer-supplied specification
    Develop IP to customer specification
- **IP Migration, Modification, and Integration**
- **Performance Optimization**

Xilinx Global Services

XILINX®
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