



Xilinx

**Platinum
Technical Service**


Get to market faster



Xilinx® Platinum Technical Service

In the rush to get your product to market, the last thing you need when you have a technical question is an earful of elevator music while you wait on hold.

In response to customer requests to pay for access to our Senior Application Engineers, Xilinx has developed Platinum Technical Service. Increase your engineering productivity and get your products to market faster with Xilinx Platinum Technical Service. Platinum Technical Service provides you with a dedicated toll-free number* and puts you in direct contact with our Senior Application Engineers so you get the answers you need without having to wait.



“Increase your engineering productivity and get your products to market faster with Xilinx Platinum Technical Service”



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 that is provided.*

Make Yourself A Priority

With Xilinx Platinum Technical Service, your call gets top priority. In fact, Platinum Technical Service calls are answered by skilled Senior Application Engineers with design experience and a track record of successfully solving just about any complex problem your designers are likely to face, such as JTAG configuration, timing and area constraints, high utilization implementation, 10M gate design methodologies, IP and LogiCores.™ Additionally, Platinum Technical Service has twice as many engineers for the same volume of customers as our Gold level of service, to help provide you with even faster resolutions. And you will receive 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. This is a serious time saver for you.

We also make it easy for you to reach us. In North America you can call us anytime Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific Standard Time.* In Europe, you can call us or email us Monday through Friday, 9:00 a.m. to 5:30 p.m. Greenwich Mean Time.* Regardless of where you're 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.

Stay Sharp

In addition to a dedicated toll-free number** and access to Senior Application Engineers, Platinum Technical Service entitles you to ten education credits for you to use whenever and however you choose.

Want to apply all of the credits to a two-day class? No problem. Maybe you'd prefer to sharpen your skills in a variety of areas. You can apply your education credits to any of our 70 different Live e-Learning modules.

Whether you're a novice or an experienced programmable logic designer, Xilinx Education Services provide you with top-notch, hands-on training led by instructors who are experienced designers themselves. You stay on the technical cutting edge without sacrificing design productivity.

For a complete list of available Education Services courses, go to support.xilinx.com and select the education tab.

Software Updates

As a Xilinx customer, you get easy access to bug fixes and software updates, either via our website (support.xilinx.com) or CD. Using keyword searches, you can research fixes or determine if your software is current. It's simple and easy, so you have more time to focus on getting your product to market.

A Total Solution. A Great Value.

Xilinx offers you a complete programmable logic solution – advanced integrated circuits, software design tools, and support services. You get everything you need from one source at a great value.



Go Platinum

Want to get your product to market faster? Go Platinum.

Xilinx Platinum Technical Service provides you access to skilled Senior Application Engineers via a toll-free dedicated phone number,** and you get ten education credits to keep your technical skills sharp.

To sign up, call us at 1-800-888-FPGA, email us at fpga@xilinx.com, or find the Xilinx sales office nearest you at: <http://www.xilinx.com/company/sales/offices.htm>



* Hours of availability exclude published Xilinx holidays. In North America, hours of availability on Thursdays are 7:00 a.m. – 4:00 p.m. PST.

** Dedicated toll-free # is available in North America only.
Local dedicated #s 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 email.



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