SUPPORT FOR DEVELOPERS:

BUILDING DEVICES WITH THE LINUX TARGET IMAGE BUILDER (LTIB)

D A T A S H E E T

Unleash the full power of your Linux-based design with expert support from Mentor Graphics

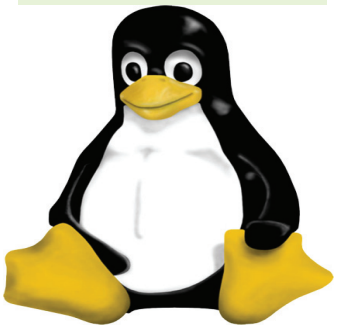
Mentor Graphics brings unmatched expertise in optimizing open source with our team of qualified Mentor Customer Application Engineers (CAEs). Our engineers have a long history of working with a variety of developers in Linux, Android, and Open Source – and serve today as trusted consultants, developers, maintainers, and active participants within the Open Source community.

The Linux Target Image Builder (LTIB) open source project provides a tool that can be used to develop and deploy board support packages (BSPs) on select Freescale platforms.

As you take your code to the next level – and ultimately to final end-device, you may need additional technical support. Mentor Support is qualified to assist you in all phases of LTIB development. We are an award-winning global customer support organization leading the way in Open Source support and the only 5-time recipient of the Software Technical Assistance Recognition (STAR) Award for technical support excellence.

STAR AWARD SERVICE EXCELLENCE HALL OF FAME

Linux Target Image Builder



So how does Mentor Support work? First, decide which support option is best for you (see below). Once enrolled, a Mentor CAE will work with you to gain early understanding and insight into common technical problems that may occur. Mentor CAEs are available to offer recommendations and assistance on a multitude of issues. Gaining access to a Mentor CAE also helps design teams across the globe accelerate product development and increase product quality.

In addition to CAE access, Mentor Support integrates the delivery of technical support through SupportNet, our comprehensive 24x7 online support site, and Mentor Communities allowing you to learn, share, and network with your peers.

SUPPORT OPTIONS	Gold Level	Platinum Level
Term (Months)	12	12
SupportNet Access 24x7	Yes	Yes
Direct Contact with Mentor Support Engineers	Yes	Yes
On-line Service Request Management & Tracking	Yes	Yes
Multi-level Escalation Process	Yes	Yes
Customer Named Contacts	1	2
Maximum Initial Response Time (Hours)	2	2
Number of Hours of Support per Year	40	140

The deep and broad expertise of a Mentor CAE is available under both options.

Also Available:

Mentor Embedded Professional Services

In addition to Mentor's CAE support, Mentor Embedded offers highly specialized expert professional services. The Mentor Embedded services team has direct experience developing Open Source software.

(See back for details.)

Contact your Mentor Graphics representative, or call toll-free 1-800-547-3000 for more information.

mentor embedded

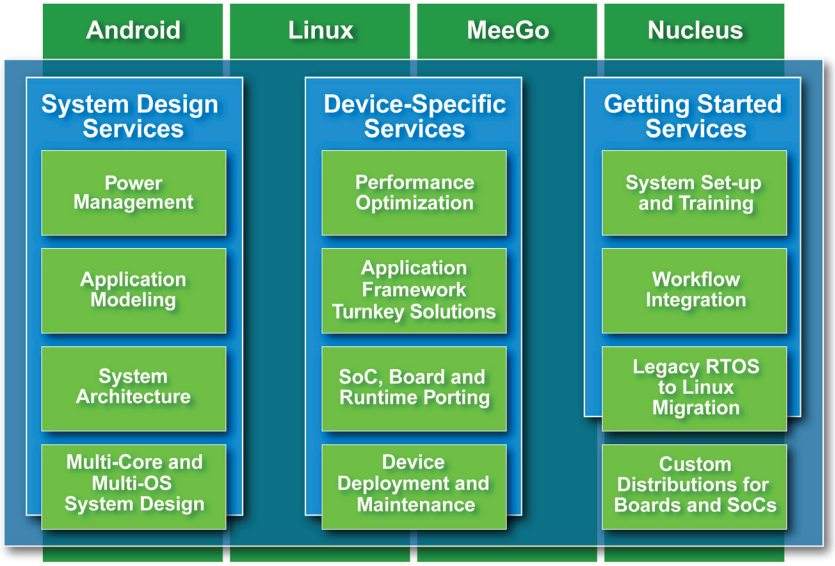
MENTOR EMBEDDED PROFESSIONAL SERVICES

D A T A S H E E T

In addition to Mentor Support (reverse side), Mentor Embedded offers a dedicated group of Open Source developers with direct experience in the Open Source community and specific expertise in Linux development for Freescale processors.

Mentor Embedded Professional Services embraces the Open Source model through the collaboration and sharing of resources. In addition to over 20 years experience in real-time operating systems, Embedded Services offers a depth of knowledge in Linux on embedded processor platforms. With the utmost respect for deadlines and device time-to-market schedules, Embedded Services works with its customers to consult, advise, and assist in the actual development and deployment of an embedded device.

Embedded Services for every device – in every design phase



Embedded Services brings a comprehensive approach to the requirements of product planning, development, and deployment to enhance, speed, and optimize performance in every phase.

Working closely with customers around the world, Embedded Services provides customized solutions to technical challenges on real projects with very tight schedules. By helping customers successfully integrate technologies and methodologies into their workflows, Embedded Services helps to ensure that both design and business objectives are reached or exceeded.

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Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Program Benefits:

Design beyond your core competencies - With decades of expertise in real-time operating systems, Open Source, and device development, Embedded Services is always ahead of the curve, oftentimes delivering key value beyond a device manufacturer's core competencies.

Reduce development and deployment risks - Mentor project managers and embedded software experts have deep experience in a variety of platforms and technologies ensuring that all of your projects stay on track and meet established time lines.

Built-in design quality ensures a successful product - Embedded Services builds for quality from the onset and tests to validate throughout the development cycle. Coding and integration are always to the highest standards with clear processes and innovative test suite designs.

Proactive project management avoids surprises - Project managers combine a breadth of technical knowledge with respect for deadlines and time-to-market considerations. Proactive risk identification means problems are found early and resolved ahead of time, keeping device development on schedule and on budget.

For additional information please visit us at mentor.com/embedded

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