On-Site Mentoring: Environment Deployment Services

Mentor Graphics
Customer Support Division

DATASHEET

Senior Customer Support Application Engineers do more than install, setup or convert your working environment. They develop plans for future implementation and transfer the knowledge to your team.

Our senior level technologists will:

- Provide proactive environment-related deployment services to eliminate barriers to successful tool adoption
- Offer plans for future enhancements based on best practices
- Continue to support your team for up to 90 days after the project
- Give your team the knowledge and skills needed to continue successful management

Take advantage of our Environment Management Expertise to help you be successful in

- ***UNIX to Windows/Linux Conversions***
- ***License Environment Planning***
- ***New Customer/Product Install & Setup***
- ***System Administration Training***
- ***Projects customized to your requirements***

Our multinational teams can address local projects as well as those spanning continents. Our knowledge is not limited to Mentor Graphics products and licenses. We can help you in multi-vendor projects as well.

Ask about PASSBOOKS

Environment Deployment Services can be part of an Annual Training Plan.

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Deployment Offering
Unix->Windows/Linux Conversions

- **Components of Offering:**
  - Site Assessment (may be remote or Onsite)
  - *2-3 Day Onsite implementation
  - H/W Recommendations
  - Supported O/S (recommendations for long term stability)
  - File Sharing/Optimization
  - License Server Migration
  - Print/Plot Setup and Configuration
  - User environment configuration
  - Data Migration
  - Library Migration
  - Userware Conversion
  - Knowledge Transfer
  - Single Point of Contact for 90 day period after onsite engagement

*Based on site assessment and overall deployment needs, additional days may be required.

Deployment Offering
License Environment Planning

- **Components of Offering:**
  - Site Assessment (may be remote or Onsite)
  - *1-2 Day Onsite implementation
  - Environment Assessment/Recommendation
  - Best Practices Documented
  - Decentralized – to – Centralized Licensing
    - Use Case Development
    - Implementation
      - Application Testing
      - License Load and Distribution Planning
      - Network Mapping
  - Asset Review/Utilization report out/ Recommendations
  - Integration of other vendor daemons
  - Single Point of Contact for 90 day period after onsite engagement

*Based on site assessment and overall deployment needs, additional days may be required

Deployment Offering
New Customer/Product Install & Setup

- **Components of Offering:**
  - 1-2 Day Onsite Setup
  - Enterprise Deployments
  - Best Practice Knowledge Transfer
  - Remote deployment recommendations
  - Single Point of Contact for 90 day period after onsite engagement

Deployment Offering
System Administration Training

- **Components of Offering:**
  - 1-2 Day course
  - Training Center or Onsite
  - May be customized for customer need
  - Modular
  - Customized to product/flow
  - High Level Areas of course:
    - Product Flow Methodology (Directory Structure, Switching between flows, other considerations)
    - MSI Install (Basic and Advanced concepts)
    - For SDD Flows: Understanding and Utilizing the Configurator
    - Installation and Setup of XVision/Nutcracker
    - Installation and Setup of Cygwin/MWE
    - Fonts
    - License Configuration and Administration
    - Print/Plot Configuration and Administration
    - Online Help Configuration and Administration

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