

## Customer Engineering Services



At Microtec, customer support is the backbone of our business. We understand that an investment in software goes far beyond just purchasing quality products, but encompasses all the support services needed to help you bring your products to market, with the results you expect.

Microtec utilizes its proven expertise and unrivaled knowledge in embedded software development to bring its customers a wide range of support services including:

### **Educational Services:**

Whether you are a new or experienced developer, our structured education will save you time compared to what may otherwise takes months of learning on your own. You'll have the chance to study the unique advantages of each Microtec tool receive practical hands-on experience, and no-nonsense solutions that you can use the very next day. Our instructors are proven technical professionals who will help you become an experienced and satisfied user. Courses are conveniently available at your location or at the Microtec Research Campus in Santa Clara, Calif.

### **Applications Support:**

We staff with the best software support engineers who are both product and embedded systems experts. They receive extensive training and are readily able to provide accurate and timely responses to your standard product questions from installation forward. The technical staff is available to receive your call anytime between 6:00 a.m. and 6:00 p.m (pst) or via Internet. Plus, a Bulletin Board Service is available 24 hours a day.

### **Consulting:**

If you need design consultation, custom programming, tools expertise, or other types of support, Microtec Consulting Services is ready to give you expert advice and assistance. To complement our consulting network, we even maintain a registry of qualified independent consultants that are experienced in specific application areas.

### **Systems Engineering:**

Sometimes the magnitude of a strategic project is so great that it requires the combined resources of the customer and Microtec to pull it off. These are projects of longer duration that demand a true working partnership with a shared vision and shared resources. That's what Microtec's Systems Engineering is all about. We have the resources to work with you over the long haul and to become an integral part of your development team.

### **Your Support Future with Microtec:**

The Applied Customer Engineering Services group is backed by the extensive resources of Microtec Research. With more than 45,000 users, Microtec has set the standard in the industry by putting its customers first. Microtec uses its more than 20 years of experience to deliver the latest advances in compiler optimizations, innovative C++ language features, and tightly integrated tools and run-time environments to an expansive customer base.

These businesses have selected Microtec's XRAY Debugger, C/C++ compilers, and/or VRTX operating systems for development of their demanding embedded and real-time applications.

### **CONTACT:**

For a Customer Engineering Services Literature Package,  
Microtec Research  
Phone: (800) 517-TOOL

