

# Intel Premium Solution Support

July 2023

Rev 01

intel®





# Intel Premium Solution support

## Overview

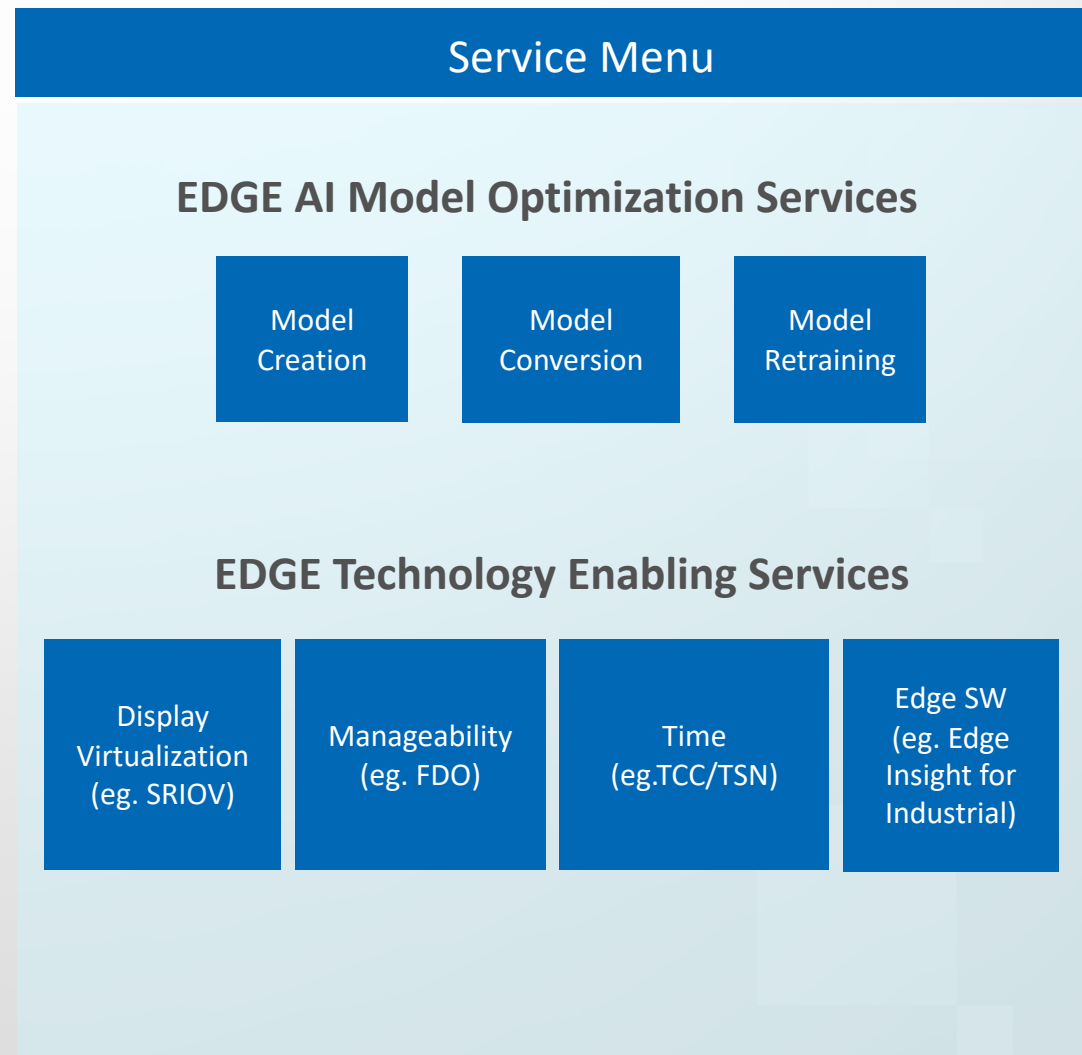
A fee based professional solution enabling support offered to enable customer in accomplishing targeted performance using Intel technologies & software

## Solution Enabling Support

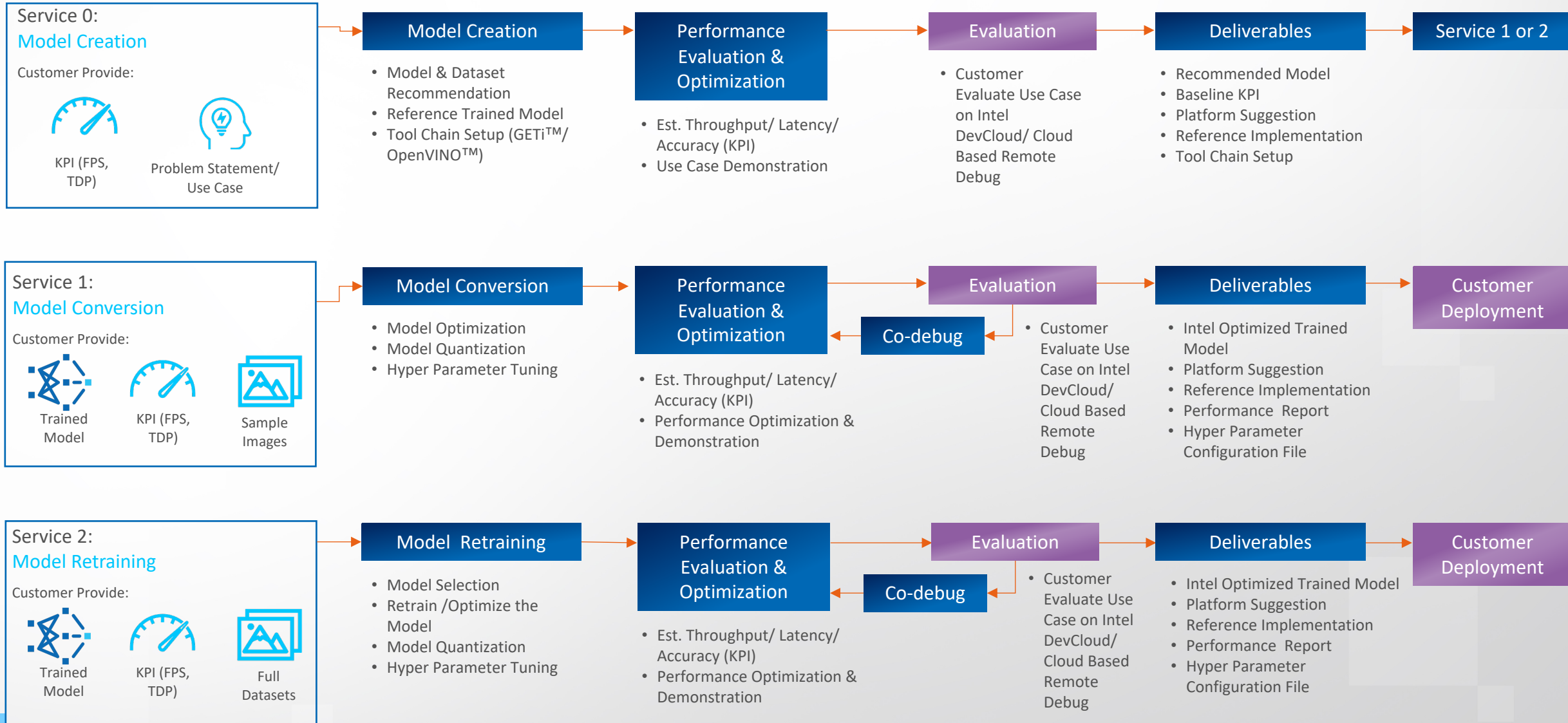
Customer subscribes to 25/50/100 service hours with high touch support SLA

## Value To Customer

- Dedicated Intel solution support resources
- Enable customer time to market in technology adoption
- Complement customer software skillset gap
- Enable customer application (eg. Demo/PoC) with Intel technologies
- Optimize performance using Intel Software (OpenVINO™, Edge Software, Intel® OneAPI)



# EDGE AI Model Optimization Services

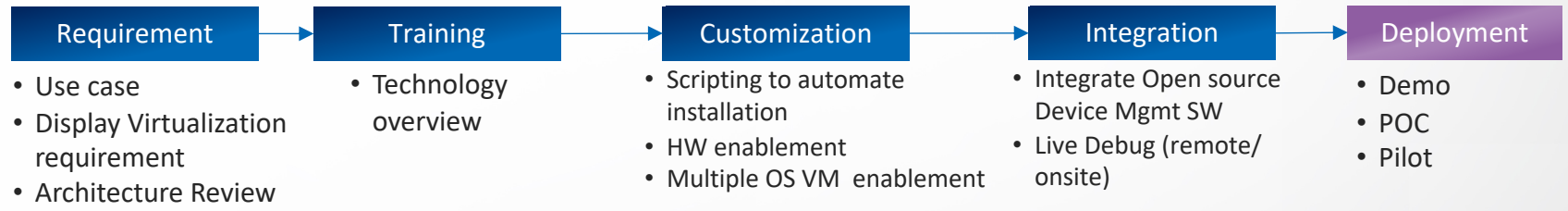


# EDGE Technology Enabling Services



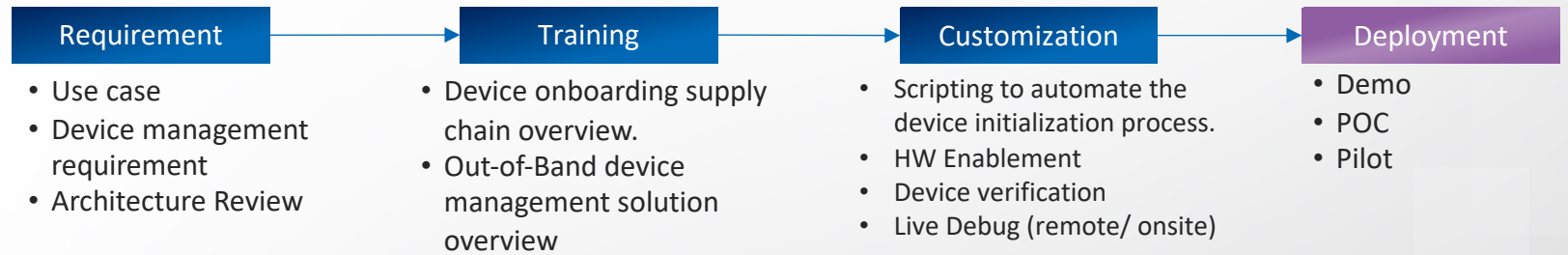
## Display Virtualization

- Intelligent Desktop Virtualization (IDV)
- GFX SR-IOV



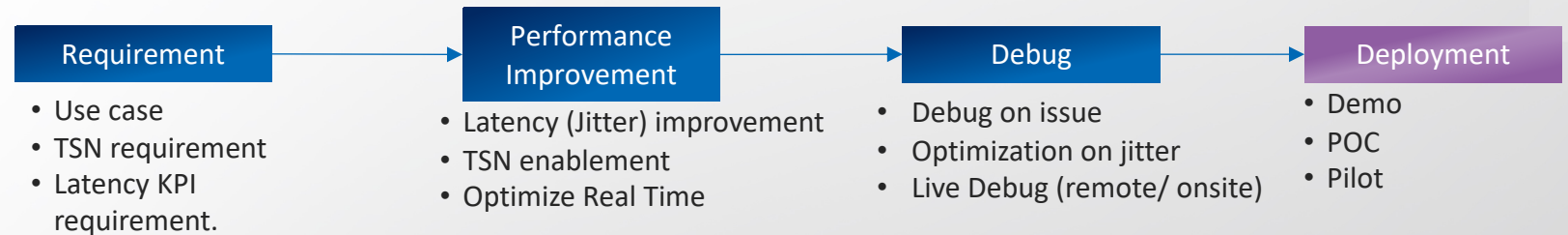

## Manageability

- Device Onboarding in Manufacturing using FDO
- OpenAMT



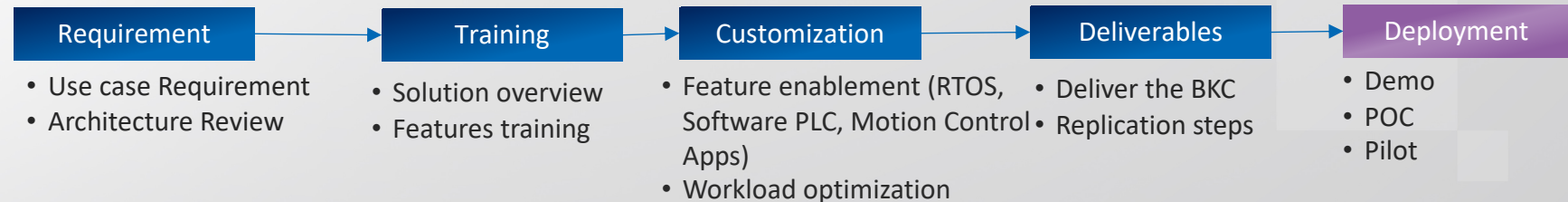

## Time

- Latency (Jitter) improvement
- Enable TSN stack
- Accelerate OPC UA




## Edge Software

- Edge Insights for Industrial (EII)
- Edge Controls for Industrial (ECI)
- Edge Insights for Vision



# Intel Standard Support vs Professional Solution Support

Type	Standard Intel Support	Professional Solution Enabling
Resource	<ul style="list-style-type: none"> <li>Intel Generic Support via Intel community support or IPS</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated Application Engineer</li> </ul>
Support Approach	<ul style="list-style-type: none"> <li>Standard Intel IPS reactive support / Community</li> </ul>	<ul style="list-style-type: none"> <li>Extended service post 6 months free High Touch Enabling Support</li> <li>Yearly renewal, SLA based</li> <li>Proactive support with regular meeting</li> <li>Email Support</li> <li>On site support if feasible</li> </ul>
Priority	<ul style="list-style-type: none"> <li>Post Launch</li> </ul>	<ul style="list-style-type: none"> <li>Early Access Program Priority</li> <li>Include Pre Launch Support</li> </ul>
Training	<ul style="list-style-type: none"> <li>Public Intel Training</li> </ul>	<ul style="list-style-type: none"> <li>Deep Dive architecture discussion</li> <li>Customized training</li> <li>Onsite training if feasible</li> </ul>
Debug Support	<ul style="list-style-type: none"> <li>Debug via Intel support agent or Field Application Engineer or Intel community</li> </ul>	<ul style="list-style-type: none"> <li>Model optimization (Model Conversion/ Retraining/Creation)</li> <li>Performance Evaluation &amp; Optimization to meet KPI</li> <li>Root cause and co-debug with customer</li> </ul>
HW access	<ul style="list-style-type: none"> <li>Standard Intel DevCloud via field request</li> </ul>	<ul style="list-style-type: none"> <li>Remote access to Intel DevCloud</li> <li>HW customization where possible via CBRD</li> </ul>
Collateral Access	<ul style="list-style-type: none"> <li>Via Intel RDC (Resource Design Center)</li> </ul>	<ul style="list-style-type: none"> <li>RDC or via dedicated AE</li> </ul>

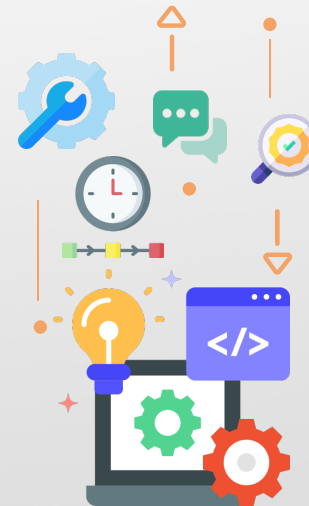
# Intel Premium Solution Support Package 2023 in summary

- **Subscribe to annual support service hours**
  - 25/ 50/ 100 hours available
- **16 hours (2-day) on-site\***
  - Part of the service hour
  - Travel time not included
- **Intel IPS support**
  - Direct communication via email, teleconferencing provided
- **1 year validity; no carry forward of balance hours**
  - Unless customer RENEW support package before expiry

## Package



## PREMIUM SUPPORT VALUES



- **Dedicated Support**
  - Execute based on SLA
  - In-Geo support resources
- **Cover All Solutions on Edge SW Hub (ESH)**
  - Provide help on all solutions on ESH
  - Time based, not solution based
- **Expedite Time to Market**
  - Premium Content for Customers
  - Onsite support\*
- **Expert Advice**
  - Solutions training
  - Advise on solution directions
- **Custom Support**
  - Help on customize PoC/Demo
  - Customer specific application support

\* Onsite support timeliness based on engineer availability and travel requirement and condition