

DATASHEET

RTI Success-Plan Services

TAILORED SERVICES FOR THE ENTIRE PROJECT JOURNEY

Ready To Accelerate Project Success?

RTI Success-Plan Services guide the project journey. We separate this journey into four phases: guiding customers from the start; laying the project foundation; training and assisting in the implementation process; and offering on-demand expertise for mature projects addressing challenges and seeking to capitalize on emerging opportunities.

HIGHLIGHTS

- Expert assistance for architecture guidance, customized support, proof of concepts, and more
- Tailored services that fit each phase of the project life cycle
- System optimization that maximizes the value of using RTI Connext
- Simple pricing that eliminates administrative delays and unplanned budget expense

Committed to Customer Success

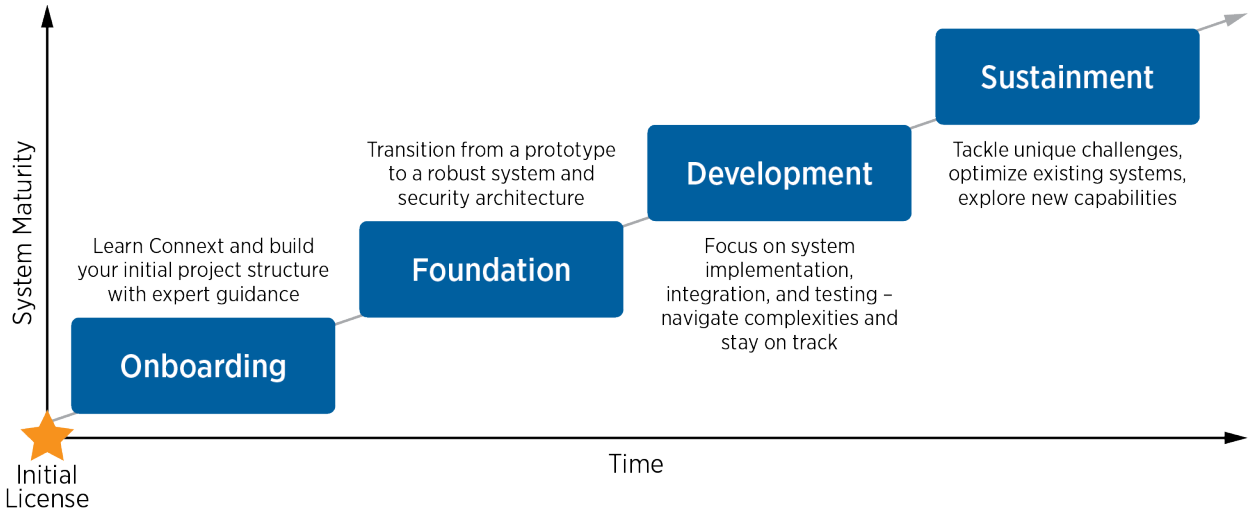
RTI delivers and supports the mission-critical infrastructure that enables customers to deploy intelligent systems. These systems are often complex, presenting challenges that can slow down development. RTI has extensive and unique real-world experience with thousands of smart-world applications and is therefore able to help customers navigate this complexity and accelerate project success through RTI Success-Plan Services that go far beyond the basic Support included with our products.

Our Success-Plan Services offer design guidance, training, consulting, data modeling advice, performance tuning, security reviews, and more. Unique in the industry, our Success Plan does not limit hours or effort for individual customers. RTI simply provides the expert guidance and help that customers need at a single fixed cost. Thus, Success-Plan Services offer architecture and development teams precisely the support they need, when they need it, without any pricing uncertainty.

Benefits

The RTI Professional Services team handles the world's most challenging connectivity assignments. Working with hundreds of customer projects over many years gives us a unique perspective and deep expertise in the design, development and deployment of mission-critical systems. Our highly-skilled engineers help to reduce project risk, increase team productivity, keep critical systems running, and ensure quality project results.

Relying on RTI's Customer Success (CS) and Professional Services teams can help customers reduce project risk and cost with tailored guidance and best practices throughout the project life cycle. And when the heat is on, the ability to proactively schedule expert assistance can greatly simplify system upgrades, proof of concepts, design/code reviews, and more. Having the right plan in place means no budget surprises, and no administrative roadblocks to accessing services.



Expert Guidance Throughout the Project Life Cycle

Success-Plan Services offer targeted assistance at each stage of the project life cycle:

Project Onboarding

We guide your learning journey through our comprehensive RTI Academy online training. At each stage, a senior architect works with you to design your system basics. This includes a data model (what data to share), Quality of Service (when to share it), system applications (what components are in your system), and running and analyzing your system with our tools. Onboarding includes training and five specific mentoring sessions and is included with new Project licenses.

Project Foundation

Connext is a powerful architecture. Like chess, the moves are simple but the strategy is not. Importantly, the opening makes all the difference.

Start on the right path with Project Foundation. We will help you transition from your onboarding prototype to a robust and scalable architecture. We help you follow best practices to start with a strong architecture. The best path to a great journey is to start off in the right direction.

Project Development

After you establish a foundation, ongoing Project Development services help you through the journey. We will recommend when to address performance, security, scalability, integration, deployment preparation, and more. RTI helps you tune and align your architecture, anticipate challenges and implement best practices. We help ensure your project stays on track.

Project Sustainment

In the Project Sustainment phase, RTI offers expert assistance on an as-needed basis. We stand by to help you tackle challenges, optimize, or explore new capabilities. Project Sustainment is ideal when the product deploys or approaches maturity. RTI can identify Xcelerators or other tailored services for each project's specific needs.

> "The consulting team at RTI did in two weeks what takes most engineers months to complete. They managed to understand the system, write software for the system and integrate the software quickly and efficiently. They were determined to solve our problem within our timelines and make the software configurable so our team could pick up where they left off."
>
> **— David J. Cannon —**
> VP Research and Development,
> Seicor International Corporation

Project Onboarding Mentoring and Training Overview

Onboarding Planning Call: Kickoff & Use Case Discussion		Week 1
Part 1: Introduction to Connext	**Part 2:** Basic Data Modeling	Week 1
Workshop: Defining Your Data Model		Week 2
Part 3: Quality of Service (QoS)	**Part 4:** QoS Configuration in XML	Week 2
Workshop: Defining your QoS		Week 3
Part 5: Protocols: Discovery, Reliability	**Part 6:** Using Keyed Topics and Instances	Week 3
Workshop: Defining Your System Applications		Week 4
Part 7: Sending Data	**Part 8:** Receiving Data	Week 4
Workshop: Running and Analyzing Your Design with Admin Console		Week 5

■ Solution Architect Mentoring Session ■ Training Self-Study: RTI Academy Courses

Free Onboarding for New Projects

No-cost onboarding enables the customer to familiarize their team with the tools and expertise offered, setting the stage for more in-depth collaboration. Onboarding includes training, basic design and system definition to get the project started on the right path.

About RTI Professional Services & Customer Success

RTI Professional Services is dedicated to delivering results that range from architecture and design reviews to performance optimization and operational efficiency gains.

RTI's CS team then helps ensure that our customers get the most value from our products and services. The CS team works closely with customers to help plan and execute product training as well as customized mentoring to bridge the learning curve.

Through years of successful projects, we've accumulated deep knowledge about best practices, system optimization and the key trade-offs to satisfy evolving requirements. Working closely with RTI's growing customer base, we continually discover better, smarter and more effective ways to help our customers succeed.

ABOUT RTI

RTI is the real-time data streaming company for intelligent distributed systems. RTI Connext® software is the critical nervous system for over 2,000 designs across Aerospace and Defense, MedTech, Automotive, and Robotics.

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