

ENTERPRISE SERVICE & SUPPORT

INTRODUCTION

Xilinx's Enterprise Service and Support (ESS) delivers enterprise-class support services, including service level agreements (SLAs) suitable for deployment in Fortune 1000 data centers as well as high-frequency trading, cloud service providers and HPC environments.

PROGRAM BENEFITS

Enterprise Service and Support (ESS) is available with three levels of customer support:

- > **Premium** – 24x7 support accessible via telephone and email. Response times are less than 1 hour for severity one, and less than 4 hours for severity two.
- > **Standard** – phone and email support for response times similar to Premium, within normal business hours.
- > **Basic** – For customers that need responsive support via email within 24 to 48 hours.

Note: Normal business hours are 8:00- 17:00 UK time.

ESS provides flexible service levels for a broad range of customers, from small to multi-national corporations with mission-critical applications. Customers who need to comply with Sarbanes-Oxley or similar inter-national regulatory and legal requirements, that require 24x7 support, should choose the Premium level.

Please contact your Xilinx sales representative for more details.

SERVICE LEVEL AGREEMENTS (SLAs)

Based on the severity level of a technical problem (“Incident”) and the ESS service level purchased, Xilinx provides specific response times.

Response Time reflects the amount of time for Xilinx to acknowledge a new support incident, respond to the customer and begin its investigation.

Severity Level describes the priority that an incident is given based upon the impact of the problem on the customer’s operation.

	Basic	Standard	Premium
Severity 1	1 Business Day	1 Hour (during business day)	1 Hour
Severity 2	2 Business Days	4 Hours (during business day)	4 Hours
Severity 3	2 Business Days	1 Business Day	1 Business Day
Severity 4	2 Business Days	2 Business Days	2 Business Days

ESS PROGRAM SUMMARY

	Basic	Standard	Premium
Bug Fixes	Yes	Yes	Yes
Maintenance Releases	Yes	Yes	Yes
Support Delivery	Email	Email and Phone	Email and Phone
Contractual SLAs	Yes	Yes	Yes
Response Time Coverage	UK Business Hours 08:00 – 17:00 UK Time		24x7
Consulting Services	Yes, additional charges applicable.		Limited time included per agreement

Note: Normal business hours are 8:00- 17:00 (UK Time).

A minimum support coverage dollar amount is applicable per service level.

For more information on ESS support levels, please contact nic-sales@xilinx.com

