Global Support and Services
With you every step of the way
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Global Support and Services

Expertise from a team you can rely on

At Mentor we take great pride in the Support and Services we provide to our customers. Across the globe we offer peace of mind to thousands of engineers and developers who trust us to protect their investment in Mentor technology.

Our Global Support and Services are essential for extracting maximum value from your Mentor products. Delivered by a global team of technology and methodology experts, our award winning Services are underpinned by decades of real-world design experience, production and manufacturing knowledge. Coupled with a unique partnership with the product development teams inside Mentor, this ensures you are always in safe hands.

Always up-to-date
When you invest in a Mentor Support agreement you gain immediate access to the latest product knowledge, whenever and wherever you need it. Product enhancements and new releases keep you up-to-date and if you need specific assistance, we are here to help.

Services that make a difference
Our value added services drive your business forward and improve productivity. Our Consulting Services fast track the adoption, deployment, customization and optimization of Mentor products in the most complex design environments. Working across all industries and geographies, our production-proven methodologies and technical know-how deliver success.

Our Operations Services help you manage the daily operations and changing needs of your design and manufacturing environments. Whether through remote working or being on-site, our experts will help you stay focused on time-to-market goals, maximize uptime and productivity, and reduce risk.

To get the most out of your Mentor products, our Training Services provides the very best learning content, training courses and product insight. You can learn anytime, anywhere, at a pace that suits you, and in the training format of your choice. We offer one-to-one mentoring, and all courses are created by experienced instructors grounded in their particular product specialty.
Support Services

Providing the essential tools and expertise to maximize your investment with Mentor

With today’s compressed design and manufacturing cycles, we understand the importance of having the right resources available at the right time, to keep you productive.

A Support agreement ensures that you not only have access to the latest product enhancements and new versions, but also extensive online support resources that provide personalized and comprehensive product information. You can also engage with other Mentor users, submit product enhancement ideas and connect with our Support Engineers to help solve your most complex challenges.

Keeping you on schedule
By providing easy access to resources and answers when you need them, our Support agreement delivers a range of critical benefits to help keep you and your team on target:

➤ **Software updates:** including the latest releases and product enhancements to keep you up-to-date
➤ **Online support:** our support website gives you around-the-clock access to comprehensive technical resources and knowledgebase articles personalized to your products
➤ **Support forums:** where you can learn, share and connect with other Mentor users from around the world

➤ **Technical support:** direct from trusted and highly experienced Mentor Support Engineers when you need to solve the most complex design and manufacturing challenges

➤ **Timely communications:** tailored, regular updates on the latest knowledgebase articles and product announcements that keep you up-to-date on your Mentor products

➤ **Share product ideas:** submit product enhancement requests that can be voted on by other Mentor customers helping to ensure our products meet your needs
Support Services

Global reach with a local footprint
The strength of our Support Service is built around a worldwide network of Support Engineers and Customer Support Managers, each with detailed knowledge, experience and understanding of Mentor products and an absolute commitment to your success.

Located in 45 offices across 14 countries and with 23 languages spoken, our global reach enables all Support resources to be aligned with different timezones. This ensures familiarity with local customs and practices, which are all backed by central resources that work in partnership with product R&D teams.

We have amazing people
Our Support Engineers have advanced technical degrees and an exceptional capability to analyze problems and provide solutions. Their extensive Mentor product knowledge is the result of years of experience coupled with a continuous investment in training. With over 2,700 years of combined product experience, they are a team you can rely on:

- Troubleshooting issues and answering the most complex questions
- Developing our online knowledgebase by creating technical solutions, how-to’s and other content
- Delivering technical seminars and webinars
- Online Support Forum participation
- Channeling customer feedback to product development teams

For more information, please visit: mentor.com

Trusted experts who can help you solve your most complex challenges
Training Services

Flexible training from the world’s most experienced Mentor technology trainers

Developed by experienced instructors who work alongside customers and our product development teams, Mentor training provides everything you need to maximize success with our products.

From entry-level and getting started, through advanced topics for experienced users, we have everything you need to get the most out of your Mentor technology.

We provide training in the delivery format of your choice so you can choose when and how to learn. And with training centers all across the globe for more hands-on training, you’re never far away from enhancing your skill set and gaining valuable insights to help you progress further.

Training at a glance
Choose the training format that’s best for you:

- **On-Demand**: learn at a time, pace and place that suits you
- **Live Online**: convenient online training with an instructor
- **Instructor-Led**: face to face training at your office or one of our Training Centers
- **Customized**: tailored to your specific needs

All training is developed and delivered by Mentor experts, whatever format you choose.
Training Services

Whether you need a quick refresher on a specific topic or need something more comprehensive, we have the right training to develop your skills.

On-Demand Training
Access hundreds of hours of training delivered in short, topical lessons, containing videos, knowledge assessments, and interactive virtual lab exercises. This format gives you the ability to learn at a time, pace and place that suits you. All lessons are organized into task-oriented Learning Paths as part of a 12 month subscription, and you can easily track your progress through the Mentor Learning Center.

Live Online Training
To experience instructor-led training without having to incur travel expenses or leave the convenience of your desk, Mentor offers Live Online Training to thousands of students. This flexible learning format gives you access to a qualified instructor who is available online to answer questions and walk you through Virtual Labs running fully configured Mentor software.

Instructor-Led Training
This format allows dynamic, real-time engagement with the instructor and remains a popular choice for many companies. If travel is an issue, Mentor can bring the class to you by hosting the training at your offices. We also deliver classes from our global network of Mentor Training Centers equipped with all the necessary systems and software for a complete hands-on experience.

Need something more customized?
We can work with you through one-to-one mentoring or design a training solution that best fits you or your project teams’ specific needs or environment. On-Demand content and Learning Paths can be configured by role, technology or application, and different training formats can be deployed in a custom-fit program of integrated learning that’s unique to your needs. Contact us to begin developing the most effective training solution for your team.

To see a selection of available training solutions, visit: mentor.com

You choose when, how and where to learn
Consulting Services

Solutions expertise for the most complex technology and enterprise challenges

A unique blend of development experience, design know-how and technical expertise to help you extract maximum value from your investment in Mentor technology.

With over 20 years experience of getting the very best out of Mentor tools and technology, our Consulting Services can help you to adopt, deploy, customize and optimize your complex design and manufacturing environments. Working internationally and across a spectrum of industry segments, our specialist teams have a track record of improving productivity, managing project complexity and mitigating risk.

We benefit from direct access to Mentor’s engineering resources and product development teams, giving us unique technology insight, and the ability to tap into deep domain and subject matter expertise. Organized into 4 global Practices we are exclusively focused on delivering outstanding results and customer success.

**Systems Practice**
Underpinned by hundreds of man-years of experience and excellence, our expertise includes PCB Design, component engineering, data management, high-speed design, model based engineering and manufacturing.

We ensure value realization for your cost, quality, and cycle time performance goals by providing consulting with structured professional program management, professional software development practices and standards.

**Verification Practice**
We can help you define and implement improvements to your verification flows, expose more design flaws earlier in the development process, enable reuse of verification work products, and provide predictable schedules with an accurate measure of verification completeness at any point in time.

Our team of Verification experts offer a range of delivery options from embedding our experts in your design teams to delivering turnkey services for the independent verification and validation of safety/mission-critical designs.
Consulting Services

Yield Enhancement Services & DFT Practice
Our unique insight and capabilities accelerate your success with Mentor’s Tessent and Calibre technologies. We deliver methodology development, customization, configuration, and global program management in the areas of IC Design, IC Manufacturing, and Silicon Test and Yield Analysis. We also provide cloud computing services to customers requiring foundry signoff for DFM and PERC criteria.

Calibre Consulting focuses on solutions for foundry and fabless customers, centered on the Calibre product line. For DFT we concentrate on the Tessent product line, typically working with fabless and design entities.

Capital Practice
With expertise in process re-engineering, Capital environment set-up and tool-flow integration, Mentor’s Capital Practice works with Mil-Aero, Automotive and Industrial customers to realize optimized time-to-productivity and on-budget deployment of Capital. In accelerating the de-risked deployment, adoption and environment optimization of Capital, our experts provide legacy data migration services enabling customers to move into the Capital environment and decommission legacy systems while preserving their investment in existing design data.

To learn more about our Consulting Services and how we can help you, please contact your local Mentor representative.

Direct access to Mentor’s engineering resources and product development teams
Operations Services

Dedicated resources that support the daily operations and changing needs of design teams

Whether working remotely or on-site, Mentor’s Operations Services help you stay focused on product and production goals by providing maximum environment uptime, productivity and reduced risk.

As design and manufacturing technologies become increasingly complex, it’s inevitable that management and administration tasks also rise.

Keeping systems up-to-date, and maintaining service levels and productivity can be challenging for teams who are working hard to meet demanding project schedules.

That’s why Mentor’s Operations Services allow you to tap into our decades of operations management experience enabling you to reduce your TCO as well as your operations risk. This results in better deployment of your design and manufacturing resources, keeping them focused on product and production goals, not systems management. Available on-site, remote, or in a hosted environment, we make sure you stay productive.

Our Operations Services can provide:

- A thorough understanding of your environment
- Efficient issue resolution, saving you and your team valuable time
- On the spot answers, enabling faster workarounds
- Real-time identification of barriers to streamline operations
- Proactive focus on highest priority issues to help team productivity
- Simplified communication with Mentor
- A dedicated point person to take ownership of issues

“Resources that solve complex problems and move issues to outcomes"
Managed Support Services
The need for absolute focus on product and production goals means that teams can often struggle to effectively manage and administer their design tools and manufacturing environments. Mentor’s Managed Support Services provide solutions for these challenges offering the proactive support needed to meet your unique business demands.

Our pooled team of expert resources allows us to deliver the right mix of experience and technology know-how across a broad range of Mentor design and production technologies. Our Managed Support Services are the easiest and fastest way to get specialized help from specific individuals who are familiar with your mix of products, technologies, and design and manufacturing flows.

Infrastructure Services
For a number of Mentor products, including our Emulation Platform solutions, Mentor offers a complete data center hosting service for complex design and verification. Hosting eliminates capital investment for facility and infrastructure, and dramatically reduces the time needed to bring-up and configure the environment. With support, monitoring and optimization handled by us, your engineering resources can remain focused on delivering the next great design.

We also offer a range of other infrastructure management services including flexible access to dedicated on-site or remote Helpdesk services and Managed IT. Whichever solution you need, our focus remains the same. To ensure you have the best infrastructure to get the most from your Mentor tools.

Operational Excellence
Operational Excellence lies at the interface of business and technology, and when environments need to be as agile as they are reliable, it’s a high impact function that can enable project success.

We help deliver Operational Excellence in your design, production or manufacturing environment by providing resources that solve your complex problems and move issues to outcomes. A Customer Success Manager is your advocate, bringing years of operations experience to guide support related activities across your organization. They understand your challenges and can fast track solutions.

And if it’s technology optimization that gives you the edge, a dedicated Technical Support Engineer (TSE) can manage a specific Mentor tool flow in your environment. Whether your team could benefit from quicker implementation of new tool features or the timely management of critical issues, a TSE will help make it happen.

For more details on all of our Operations Services please contact your local Mentor representative.

Keeping your team productive by streamlining operations and helping your business grow
We’re here to help

If you have questions or would like additional information about Mentor Support and Services, please get in touch:

mgc_gss@mentor.com

www.mentor.com