



Services for Valor NPI and Valor Process Preparation

Your Path to Valor Productivity and Proficiency

Many of our customers are working to address several objectives in working with Valor — effective adoption or migration, compliance requirements, keeping their solution fully optimized, aligning processes with new tools, eliminating disruptions and down-time, and a host of other challenges and goals.

Valor Services are the fastest way to productivity and proficiency, including software installation and setup (server/client), customized deployment training, on-demand and instructor-led training, and ERF scripting and training (Valor NPI only) .

Adoption Services are the hands-on, personalized fast track to productivity — addressing people, processes and technology holistically.

Productivity Enhancement Services keep your design flow and processes fully optimized on the latest version of Valor software, within the unique requirements of your environment. Migration Services are also available for full implementations of the newest versions of Valor software, including database migrations.

Training Services keep your team proficient and can be accessed on-demand or through instructor-led settings for deep-dive learning.

Additional Services for Valor can be fully customized to meet a single or a set of objectives for your team and design environment. And multiple Services can be accessed easily and flexibly through a Training and Services pool or through Managed Support Services under the proactive guidance of a dedicated Mentor expert.

Key Benefits

- Reduce time to productivity with accelerated adoption and migrations
- Decrease risk of schedule delays by checking environment & software release updates
- Overcome resource limitations preventing on-time roll out
- Improve the proficiency and efficiency of users with latest functionality
- Customized implementations and Training programs

Key Features

- Practical, hands-on advice and know-how from experienced Valor experts
- Proven methodologies based on industry best practice
- Flexible step-by-step approaches and personalized coaching
- Configured to your environment
- Scalable training on-demand or instructor-led

For successful deployment and ongoing increases in proficiency and productivity with Valor, your Account representative can help put together a Services plan drawing from one or multiple Valor Services, managed in a way that best meets your organization's goals.



Valor Adoption Steps

1. Planning & Kick Off

- Introduction of basic tool or flow concepts
- Standard flow swim lane review

2. On-site Workshop

- Install Valor software and licensing
- Introductory product workshops
- Setup user, user permissions and projects
- Library creation, architecture guidance and verifying systems output data
- Review any programming and tooling configurations
- Best practices guidance

3. On-line Mentoring Workshops

- Just-in-time mentoring sessions for users
- Topics specific to each flow or tool
- Sequenced to accelerate proficiency

4. On-Demand Coaching

- Flexible time between user and Valor expert
- Answer questions and provide assistance as needed throughout the project

5. Wrap-up

- Review progress and lessons learned
- Discussion of production usage plans
- Final handover of knowledge and best practice

Valor Productivity Enhancement Steps

1. Assess/Design

- Methodically discover your environment and processes
- Assess existing infrastructure to determine scope and approach, including database migration or transition
- Review existing procedures
- Analysis can often be conducted remotely

2. On-site Consultation

After assessment, your CAE can schedule an on-site session to execute a predetermined approach and:

- Observe design process and flow
- Identify and discuss any areas of concern
- Work with your team to execute the efficiency changes to software configuration/updates and process design flow
- Facilitate accelerated, designated support for when live production begins
- Assess database environment and possible data migration needs

3. New Release Knowledge Transfer

- Review new features and functionality
- Updates on any applicable process changes
- Updates on issues addressed in the latest release
- Walk through online Support Center and Knowledge Base website
- Post-engagement follow-up to ensure effectiveness of changes

Valor Training

On-Demand Training

Your teams can access hundreds of hours of on-demand training, on their schedule, in short, topical lessons containing videos, knowledge assessments, and interactive virtual lab exercises.

Online Instructor-Led Training

The interactivity and depth of the traditional classroom, from the convenience of any computer with a broadband connection. These courses are taught by the same expert instructors who lead our classroom courses, via remote conferencing.

Classroom Training

Customized training in a hands-on environment. Our classroom or yours.

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Corporate Headquarters
Mentor Graphics Corporation
8005 SW Boeckman Road
Wilsonville, OR 97070-7777
Phone: 503.685.7000
Fax: 503.685.1204
Sales and Product Information
Phone: 800.547.3000

Silicon Valley Headquarters
Mentor Graphics Corporation
46871 Bayside Parkway
Fremont, California 94538 USA
Phone: 510.354.7400
Fax: 510.354.7467
North American Support Center
Phone: 800.547.4303

Europe Headquarters
Mentor Graphics Deutschland GmbH
Arnulfstrasse 201
80634 Munchen
Germany
Phone: 49 89-57096-0
Fax: 49 89-57096-400

Pacific Rim Headquarters
Mentor Graphics (Taiwan)
Room 1603, 16F
International Trade Building
No. 333, Section 1, Keelung Road
Taipei, Taiwan, ROC
Phone: 886.2.87252000
Fax: 886.2.27576027

Japan Headquarters
Mentor Graphics Japan Co., Ltd.
Gotenyama Hills
7-35, Kita-Shinagawa 4-chome
Shinagawa-Ku, Tokyo 140
Japan
Phone: 81.3.5488.3033
Fax: 81.3.5488.3021

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