

# Vendor Support Services Data Sheet

## Software Engineering Expertise

### OPERATING SYSTEM AND KERNAL DEVELOPMENT

- SVR4.x, BSD, Linux and MACH OS's, uni/multiprocessor
- Real-Time Operating Systems (VxWorks, LynxOS, etc.)
- Filesystems, Memory Management, Process control, I/O
- Major Feature Enhancements
- Performance Tuning/Enhancements
- Custom API's
- Hardware Platform Migrations
- POSIX compliance/conformance

### HARDWARE INTERFACE SOFTWARE

- Device Drivers (network, serial, graphic, bus bridges, etc.)
- Firmware, FPGA
- Diagnostic and Bootstrap Software
- HAL's and BSP's

### REHOSTING/PORTING/UPGRADING EXISTING SYSTEMS

- Rehosting applications to new hardware/OS platforms
- Upgrading software to support new systems, interfaces, connectivity, and devices
- Performance tuning to optimize throughput, response times and determinism
- Problem resolution at any stage from analysis/evaluation through final test and integration

### CUSTOMIZED PRODUCT DEVELOPMENT

- Develop customized versions of vendor's standard product.
- Support customized products on-site with customers and/or through vendor's support organization.
- Develop and support customized products across multiple CPU architectures, Operating Systems, and OS revisions.
- Expertise includes uniprocessor and multiprocessor systems
- Solutions consider technical, functional, performance and environmental requirements

### TECHNOLOGIES

- Linux, Solaris/SunOS, VxWorks, LynxOS, Windows CE/NT/NTE/2000/XP, IRIX, etc.
- Network Protocols (TCP, UDP, ATM, Frame Relay, SONET, STREAMS, etc.)
- Custom and Proprietary Interfaces

Dot4, Inc. is a software engineering services firm that focuses on applications that require real-time, deterministic performance and a systems level expertise.

This document provides a brief overview of Dot4's ability to deliver software engineering services to vendors of HW or SW products in the real-time industry.



For additional information contact us via the information provided at the conclusion of this document or visit our web site at [www.dot4.com](http://www.dot4.com)

## Vendor Services Overview

It is seemingly impossible for companies in the real-time and embedded marketplace to offer simply "shrink-wrapped" products. The complex and multifaceted nature of the industry creates an on-going need for vendors to provide customized versions of their products and respond to requests for custom solutions. Vendors of real-time and embedded products maintain Engineering Services organizations whose activities are vital to the company's success.

Dot4 creates close relationships with vendors of industry leading real-time and embedded hardware and software products, becoming the trusted partner who extends the capabilities of the vendor's internal Engineering Services organization. Dot4 enables vendors to offer a greater breadth of custom services, undertake a larger number of projects, and provide services to customers who are in geographically difficult locations.

The value of a "trusted partner" cannot be exaggerated when a vendor is faced with customers' mission-critical projects, while lacking the available internal resources to handle the task confidently. Dot4 earns the title of "trusted partner" by:

- Immersing ourselves in the vendor's products and technology,
- Maintaining a stable engineering staff that retains the knowledge of, and experience with, a vendor's people, products and technology,
- Maintaining an engineering staff with an average experience level that exceeds 15 years of professional work with real-time and embedded technologies,
- Accepting and completing projects that are in distress, behind schedule, or ill defined,
- Adding specialized engineering skills to our staff for a difficult or unique project,
- Remaining flexible in meeting the needs of our clients as they evolve,
- Working "behind the scenes", when desired, without advertising our presence to the vendor's customers.

Dot4 can place resources on-site with the vendor's staff, deliver projects outsourced to Dot4, and place resources on-site with the vendor's customers. Dot4 frequently provides a combination of on-site, off-site, and customer-site support as required.

## Vendor Support Clients

- WIND RIVER SYSTEMS
- XEROX
- SUN MICROSYSTEMS
- MERCURY COMPUTER SYSTEMS
- LINUXWORKS
- SCO
- SUPERSPEED.COM
- OCTAVE COMMUNICATIONS
- CONCURRENT COMPUTER CORP.
- AXCELIS TECHNOLOGIES
- VENTURCOM, INC.
- OPEN SOFTWARE FOUNDATION

## OFFICES

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