



Technology Obsolescence Protection Service (TOPS) - Guaranteed Long-Term Support (GLTS)

LONG-TERM SUPPORT OPTIONS

Commercial "commodity" computing products (COTS) provide many technological benefits, but rapidly changing specifications present serious support challenges. Typical government programs, with decade-long life cycles and upgrade/spares purchases distributed over several years, may find it impossible to obtain COTS products matching the original configurations. Motherboards become obsolete, disk drives change I/O methods, and peripheral standards evolve.

This complicates configuration management, creates software incompatibilities, and may make repairs impossible. Compro understands this challenge, and offers two long-term support options to address your needs:

- Technology Obsolescence Protection Service (TOPS)
- Guaranteed Long-Term Support (GLTS)

FEATURES

- Subassemblies Remain Supportable after Manufacturer's End-of-Life
- Parts Available until End of Program

BENEFITS

- Integration Services and Support
- Upgraded Replacement System Assemblies

Technology Obsolescence Protection Service (TOPS)

TOPS guarantees that all major system subassemblies will remain supportable as long as the TOPS program is in effect.

Here is how TOPS works:

1. Systems are purchased from Compro and include an annual fee-per-node TOPS contract.
2. When any major system assembly is designated "end-of-life" by the original equipment manufacturer, and spare parts are in demonstrably short supply, Compro will identify a freely interchangeable and readily available ("fungible") replacement.
3. Compro will deliver the upgraded replacement system assembly upon a mutually agreeable schedule. The assembly price will be based upon prevailing market rates.
4. At no additional charge, Compro will provide remote integration services and support when necessary to assure compatibility with the customer's application and existing 3rd party I/O.
5. Compro will be the final designator of assembly obsolescence. TOPS may be added to any standard Compro remote or on-site maintenance plan.

NOTE: TOPS is available only with contiguous service, and any service lapse may invalidate TOPS availability.





Tomorrow's Success Belongs to Those with the Vision to Redefine the Possible

Prerequisites

- Systems purchased from Compro
- System audit and certification
- System in good state of repair
- Designated point of contact
- Hardware at current minimum mandatory revision levels (revision updates are available for an additional charge)

Guaranteed Long-Term Support (GLTS)

In addition to TOPS, Compro offers GLTS for three to 10 years. To qualify, simply pre-pay a TOPS-enhanced maintenance program for a period of three years (minimum) to ten years (maximum), and Compro will procure and warehouse spare parts based upon engineering analysis or available manufacturer's MTBF statistics. This assures parts availability well into typical program life cycles.

GLTS works in conjunction with TOPS, meaning that any TOPS-qualified end-of-life replacements will be procured and warehoused for the duration of the GLTS period.



About Us

Compro is an international supplier to flight simulation, data acquisition, transportation and energy markets, including original equipment manufacturers and integrators (Boeing, Lockheed, Thales, EADS, etc.) serving those markets. Compro develops interfaces and integrates Commercial-off-the-Shelf (COTS) hardware and software demanded by today's most challenging real time applications.

Compro continues the tradition of long-term product support by offering replacement solutions (e.g., the Legacy Computer Replacement System, or LCRS) that emphasize backward-compatibility coupled with future-proofing. Our Real-Time Environment (RTE) is the world's fastest, most deterministic, lowest-latency real time computing solution available. Compro's Technology Obsolescence Protection (TOP) and Guaranteed Long-Term Support (GLTS) services assure that COTS solutions remain viable throughout decades-long program life cycles.

Pricing and Order Information

Item Description

Model Number: TOPS-00

Description: Technology Obsolescence Protection Service

Price: Home Office Quote (HOQ) –
Dependent upon configuration

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