SECURE CONNECTIONS FOR A SMARTER WORLD

PROFESSIONAL SUPPORT

For platform development with Kinetis®, i.MX RT, Layerscape®, LPC MCUs and i.MX applications processors



NXP offers professional platform development support for solutions built on Arm® technology, including our Kinetis, i.MX RT, Layerscape, LPC MCUs and i.MX applications processors.

OVERVIEW

Whether you are just getting started or are deep into your development project, it's easy to get the support you need, when you need it.

Professional support goes beyond NXP's complimentary standard support and provides you with a direct link to knowledgeable NXP specialists who are dedicated to accelerating your time-to-market.

FEATURES

Every Professional Support customer receives:

- Fast response time
- Accurate answers
- Complete resolution
- Friendly interaction
- An assigned support manager
- Access to a moderated, secure and confidential web portal for easy information exchange
- Prioritized response to your questions, usually within one business day
- Staffed by experienced, knowledgeable resources
- Hot fixes: Direct resolution whenever possible
- Optional driver development and board bring-up

ACCURATE ANSWERS AND ISSUE RESOLUTION

Your issues are addressed and resolved by identifying the source of the defect, providing updates and/or demonstrating how to avoid the defect with minimal effort. Support requests may also be resolved through:

- Error corrections
- Patches
- Bug fixes
- Workarounds
- Replacement deliveries
- Other types of software or documentation corrections or modifications

SECURE WEB PORTAL

We manage each of your support requests through a moderated, secure and confidential web portal. The portal's information exchange securely addresses your questions and issue resolutions and allows up to three customer participants.

To see an example web portal, go to **https://community.nxp.com/t5/NewCo-Labs-Private-Support/gh-p/51694**.

HELP ON YOUR PLATFORM

When it's impractical to replicate the issue on the NXP reference platform, we offer the option to provide support directly on your hardware, using your code. This is especially useful when your product is close to production or you need help with a unique feature.

HOW TO GET STARTED

1. Go to **www.nxp.com/prosupport** or contact your local distributor.
2. Purchase the plan that offers the amount of support hours you need.
3. The NXP Professional Support team will contact you to initiate your support contract.

OTHER SUPPORT AND SERVICES

NXP also offers other levels of support and services to meet your design needs.

- **NXP Professional Engineering Services** provides a comprehensive set of software life cycle development services. **www.nxp.com/engservices**
- **NXP Direct Support** provides standard support through online service requests. **www.nxp.com/support**
- **NXP Communities** allow you to connect and collaborate with product experts and design enthusiasts to bring your ideas to life. **www.nxp.com/community**

SUPPORT PACKAGES

Support Package Number	50	100	200
Part Number	**PS-SUPPORT-050**	**PS-SUPPORT-100**	**PRIORITY-SUPPORT**
Annual Contract	•	•	•
Private Support Portal	•	•	•
Dedicated Support Manager	•	•	•
Expert Technical Resources	•	•	•
One Business Day Response	•	•	•
Custom Features		•	•
Support on Customer HW/BSP		•	•
Board Bring-up Support		•	•
RTOS/Linux®/Android™ Support	•	•	•
Special Support Requests	•	•	•
Included Support Hours	50	100	200
Annual Fee ($ USD) (Cost per hour)	$11,500 ($230)	$20,125 ($201.25)	$34,500 ($172.50)

www.nxp.com

NXP, the NXP logo and NXP SECURE CONNECTIONS FOR A SMARTER WORLD are trademarks of NXP B.V. All other product or service names are the property of their respective owners. Android is a trademark of Google LLC. © 2022 NXP B.V.

Document Number: PROFSUPPFS REV 6