

## PGI Premier Service

### Support for PGI compilers and tools in mission critical environments

If you use PGI compilers and tools in a mission critical environment, you may benefit from priority turnaround on all technical support inquiries, custom software patches, interim PGI release upgrades, 24 hour access to the status of support inquiries, and PGI software support by telephone. For customers like you, The Portland Group offers *PGI Premier Service* with comprehensive interactive technical support directly from PGI compiler and application engineers. *PGI Premier Service* includes all of the following as a part of a comprehensive support package:

- *PGI Quick Start* onsite 1/2 day seminar
- A designated PGI technical contact
- PGI technical support by telephone
- Response to inquiries within 1 business day
- *PGI Tracker* online inquiry tracking system
- Weekly summary and status of all inquiries
- Conference calls with your PGI technical contact
- Custom software patches and workarounds
- Interim PGI releases to address critical issues
- Custom libraries for runtime debugging

*PGI Premier Service* is available for an additional annual fee to PGI customers with a *PGI Subscription Service* agreement. Detailed descriptions of some of these services are included below.

#### **PGI Tracker**

*PGI Tracker* is a web-based system that enables 24 hour submission and status tracking of technical inquiries. Using *PGI Tracker* you can:

- Submit PGI support requests via the web
- Track status of support requests from your site
- Prioritize support requests from your site
- Upload codes to demonstrate issues of concern
- Download patches when issues are resolved
- Shield inquiries from listing on PGI FAQ pages

#### **Designated Technical Contact**

*PGI Premier Service* customers are assigned a dedicated technical contact at The Portland Group. This contact responds to all inquiries from your site by e-mail and telephone. Your technical contact will manage and track technical inquiries from your site, send weekly reports detailing the status

of inquiries, hold regularly scheduled conference calls with users from your site, and build tests into the PGI regression test suite to ensure all bugs submitted by your site are specifically checked for correctness with each future release of the PGI compilers and tools.

#### **Custom Patches and Interim Releases**

*PGI Premier Service* customers have access to custom patches and interim releases of the PGI compilers and tools to resolve critical issues. These custom patches and releases are made available outside the standard PGI release cycle for bug fixes that are mutually agreed by you and The Portland Group to be critical. In addition to interim releases to resolve inquiries specific to your site, *PGI Premier Service* customers are notified of all available interim releases and have the option of downloading and installing those releases at any time.

#### **PGI Premier+ Service**

*PGI Premier+ Service* allows you to augment and customize *PGI Premier Service* to fit the unique requirements of your site. For an additional fee, you can bundle your choice of *three* units of the following to a *PGI Premier Service* agreement:

- 60 hours of PGI Professional Services for porting and tuning of critical applications
- *Introduction to PGI Compilers and Tools* comprehensive onsite 2 day training course
- *2 day onsite training that is customized to meet your specific site's needs*

Additional units can be added to a *PGI Premier+ Service* contract for sites with ongoing and extensive training, applications porting, and applications tuning requirements.

## PGI Support Services

### I Community Support

The PGI user community and The Portland Group offer several avenues of no cost technical support for PGI compilers and tools customers. These include:

- Interactive PGI user forums at [pgroup.com/userforum/index.php](http://pgroup.com/userforum/index.php)
- Answers to common questions at [pgroup.com/support/faq.htm](http://pgroup.com/support/faq.htm)
- Application porting & tuning guides at [pgroup.com/resources/apps.htm](http://pgroup.com/resources/apps.htm)
- PGI software patches downloads at [pgroup.com/support/download\\_release.php](http://pgroup.com/support/download_release.php)
- Seminars and invited talks at numerous conferences throughout the year

These services allow you to leverage the experience and expertise of The Portland Group's active worldwide user community.

### PGI Subscription Service

The Portland Group offers interactive technical support for PGI compilers and tools customers through the optional *PGI Subscription Service*. Benefits include:

- All PGI release upgrades at no additional cost
- Support by e-mail to [trs@pgroup.com](mailto:trs@pgroup.com)
- Support through the internet at [pgroup.com/support/support.php](http://pgroup.com/support/support.php)
- Support by FAX to +1-503-682-2637
- Subscriber-only *pgroup.com* services
- Credit for previous purchases on PGI upgrades
- License transfers to new hardware

These services are free of charge during the 60 day warranty period following the purchase of any PGI software perpetual license. The *PGI Subscription Service* can be extended on a yearly basis for an additional fee.

### PGI Professional Training

PGI customers can learn to make optimal use of PGI compilers and tools through *PGI Professional Training* courses. The Portland Group offers a comprehensive onsite 2 day *Introduction to PGI Compilers and Tools* training course with hands-on lab exercises, or half-day *PGI Quick Start* primer seminars. The 2 day course is presented onsite at the customer's workstation lab for up to 8 students who learn the following skills:

- Installation & license management
- Basic use, important compiler options
- Checking program correctness
- Performance analysis
- Optimization capabilities & strategies
- Using math libraries
- Porting applications to 64-bit CPUs
- Using the PGDBG debugger
- Tuning with the PGPROF profiler

Each student receives a CD-ROM containing PGI manuals and documentation, training materials, example programs, and tutorials.

### PGI Professional Services

PGI customers are experts in science and engineering. Applications Engineers at The Portland Group are experts in the use of PGI compilers and tools. Working together, we can port and optimize your applications for shared or distributed memory workstations, servers and clusters. *PGI Professional Services* are available on a fractional FTE fee-for-service basis for short or long-term porting and tuning projects. *PGI Professional Services* will help you optimize your hardware and software investment, and minimize the time to get applications running at maximum speed on the latest generation processors.

Support  
Services  
for your PGI  
compilers  
and tools



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