

## LONG-TERM SUPPORT OPTIONS

### 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**

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)**

### Technology Obsolescence Protection Service (TOPS)

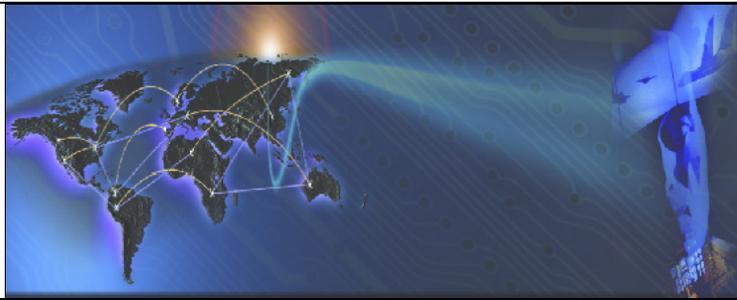
TOPS guarantees that all major system subassemblies will remain supportable as long as the TOPS program is in effect.

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.

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.



## LONG-TERM SUPPORT OPTIONS (Cont'd)

### 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)

### Pricing and Order Information

Item	Description
<b>Model Number:</b>	TOPS-00
<b>Description:</b>	Technology Obsolescence Protection Service
<b>Price:</b>	Home Office Quote (HOQ) – Dependent upon configuration

### Guaranteed Long-Term Support (GLTS)

In addition to TOPS, COMPRO offers Guaranteed Long-Term Support (GLTS) for three to ten 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.



COMPRO Computer Services, Inc.  
105 East Drive  
Melbourne, Florida U.S.A.  
Tel: (800) 936-2673  
www.compro.net



### INTERNATIONAL BUSINESS PARTNERS



**Brazil**  
Flight Simulator System, Ltda.  
Tel: +55 (12) 3322-0470  
www.fssbrasil.com.br

**Italy**  
Encore Real Time Computing S.r.l.  
Tel.: +39 0362 300433  
www.encore.it

**United Kingdom**  
COMPRO Services Ltd.  
Tel.: +44 (0) 1252 852228  
www.compro-uk.com

**Germany**  
Encore Real Time Computing GmbH  
Tel.: +49 21 31 92 43 32

**Spain**  
Encore Real Time España S.A.  
Tel.: +34-981-288404

**Japan**  
Japan Encore Computer, Inc.  
Tel.: +81-3-5791-4940