



# SCO DEVELOPER SERVICES

SCO offers additional services to developers, ranging from 90-day unlimited email support to cover core development cycles, to five-email incident support, specifically for hardware developers.



## SCO DEVELOPER 90-DAY eSUPPORT

SCO's developer support is designed to ensure optimization of both current and emerging technologies. Access to quality technical support is essential to minimize your development cycle. As a SCO software or hardware developer, developing device drivers or porting applications to run on SCO's platforms requires a unique level of support expertise. An unsurpassed depth of technical knowledge is available through SCO's developer support services with direct access to a special developer submission alias.

The 90-day eSupport program allows you the flexibility to purchase support to cover your critical development periods, and offers the following features and benefits.

### Key Features

- Per project, unlimited incidents via email for 90 days
- Support for one operating system, product or platform on current product releases
- One business-day response
- One authorized contact
- Code debugging (of code snippets that display an issue)
- Questions on appropriate compiler options and compliance with API specs
- 50% discount on Tested and Certified Service (within 90 days of support contract expiration)

## ACCESS TO SCO'S ONLINE SERVICE MANAGER, WHICH INCLUDES:

- SCO's Knowledge Center for current products
- Automatic notification service of new technical articles, patches and product announcements
- Your support account information and activity

### Benefits

- Backup technical expertise for your staff
- Direct access to SCO developer support via a special email alias
- Special pricing for purchase of Tested and Certified services (to be completed within 90 days of support contract expiration)
- Access to Partner Online specially designed for SCO's developers
- Reduces development time

## ACCESS TO SCO'S KNOWLEDGE CENTER

Developer support allows you access to all technical articles and patches for current product releases through your online service manager.

## AUTOMATIC NOTIFICATION SERVICE

You will be automatically notified by email of all new technical articles, patches, product announcements and other information.

SCO GROWS YOUR BUSINESS

More on Reverse Side

## ONLINE ACCOUNT INFORMATION

Secure password protected access to your entitled support contract information and support activity status.

## SCO HARDWARE DEVELOPER SERVICES

### *For System and Peripheral Hardware Manufacturers*

The SCO Hardware Developer Services offer the Independent Hardware Vendor a means to quickly identify device driver issues. The development engineer is routed to the level of expertise necessary, whether the problem is with mass storage, networking, graphics, or other types of device drivers. This program offers professional hardware developers the expertise they need.

### *Key Features*

- Service allows for five incidents, via email, within six months
- Basic Developer Support
- Coding Standards
- System Calls and APIs
- Standards Conformance
- Advanced Developer Support
- Internals
- Device Driver Troubleshooting
- Algorithm Development
- Failure Mode Determination
- Debugger Tools and Usage
- Productizing Drivers
- Coding Issues Resolution
- Porting Assistance
- Code Debugging
- Performance Tuning
- Hardware Software problem isolation

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### *Benefits*

- Tiered approach enables maximum efficiency
- Provides access to SCO development engineers
- Reduces IHV's development time

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## ONLINE ACCOUNT INFORMATION

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## SCO LOCATIONS WORLDWIDE

### *CORPORATE OFFICES LINDON, UT*

Tel: +1 801 765 4999

1.800.SCO.UNIX

Fax: +1 801 765 1313

info@SCO.com www.SCO.com

Please visit [www.SCO.com/worldwide](http://www.SCO.com/worldwide) to see additional SCO locations around the world.

FOR MORE INFORMATION, contact your local SCO sales representative, or:

In the Americas, phone

1-800-SCO-UNIX (1-800-726-8649)

or 1-831-427-6722

In the rest of the world, phone

+353 (0)1 260 6333

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