



A Suite of Premier Training and Consulting Services

The Goal: Maximizing the manufacturable functionality on a single substrate in the shortest time. *Design Workshop Technologies* provides layout designers with best-in-class training, superb customer support and experienced professional consulting. These valuable complimentary services are designed to reduce software cost of ownership and accelerate your company's time to profit.

Our service offering is comprised of three components. First, our knowledgeable, domain-specific customer support group assists clientele at any phase of the layout, verification and manufacturing hand-off process. Second, our educational organization is highly adept at delivering customer training, ranging from initiating new users, to enhancing the power user's skill set. Third, our time tested professional services team is ready to meet and resolve customized consulting challenges.

Proven Professional Services

Companies frequently seek to accomplish invaluable tasks that are not supported by conventional software applications. *dw-2000's* open, adaptable architecture expedites rapid development and enhances the transfer of value. *Design Workshop Technologies* maintains all the resources required for successfully organizing a wide variety of design projects, and seeing them through to fruition.

A sample of recent service contracts

- Structure generation for X-ray lithography
- Wafer identification based upon die serialization
- Bar code generation
- Recovery of layout database and netlist for a defunct software product
- Specialized layout extraction for photonic simulation

Training Highlights:

- Comprehensive product training for microelectronics, MEMS, and Photonics
- Customized training development
- State-of-the-art training facilities
- On-site training services

"...I would recommend Design Workshop Technologies' training to other users because it greatly expedites the learning curve..."

James McCurdy
Lockheed Martin Missiles and Fire Control

Services Highlights:

- Proven professional services for microelectronics, unconventional structures, and preparation for manufacturing



Technical Support Highlights

- Multi-lingual support staff
- Technical skill set covers micro-electronics, analog, fabrication, MEMS and photonics

Technical Support

Whether the need is for an immediate confirmation about a product's usage or product feature validation, *Design Workshop Technologies'* world class technical support group is prepared to assist customers at any stage of their layout, verification and manufacturing data preparation processes.

Our support staff works closely with engineering experts and application engineers to ensure timely, accurate responses to customer queries. This excellent customer relationship enables us to develop software that is recognized by the industry as being of exceptional high quality.

Support hours: Monday – Thursdays: 9:00 to 19:30 Eastern Standard Time
 Fridays: 9:00 to 18:00 Eastern Standard Time

"... the technical support staff at Design Workshop Technologies is excellent.

They are knowledgeable, friendly, and quick to respond to all issues raised.

Their manner and expertise are appreciated..."

Dan Fritz
Cree Inc.

World Class Training

Design Workshop Technologies (DWT) develops comprehensive training programs that rapidly transfer key skills and knowledge to our trainees. Training is developed by our curriculum specialists for all skill levels, from jump start to advanced. Courses are delivered by education professionals.

DWT prepares every training session by evaluating participants' learning requirements and personalizing each track to maximize the transfer of relevant core competencies. Our experienced staff are knowledgeable in multiple product domains. We are always available to create fully customized classes, provide in-house educational solutions and supply practical productivity tips.

Our goal is simple – reduce the learning curve, so customers will be ready to accelerate their design process by tapping into the full power of their dw-2000™ physical layout software suite.