



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

TOP and GLTS

Technology Obsolescence Protection (TOP)

Commercial "commodity" computing products (that is, COTS) provide many technological benefits, but rapidly change specifications. Typical government programs, with decade-long life cycles and upgrade/spares purchases distributed over several years, may find it impossible to obtain products matching original configuration specifications. This complicates configuration management, creates software incompatibilities, and may make repairs impossible.

Compro understands this challenge, and has created the Technology Obsolescence Protection (TOP) service. TOP guarantees that all major system subassemblies will remain supportable as long as the systems are supported under a TOP-enhanced maintenance contract with Compro.

Here's how TOP works:

1. Systems are purchased from Compro and placed under a TOP-enhanced maintenance contract with Compro.
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 and certify a freely interchangeable and readily available (that is, "fungible") replacement.
3. For a nominal fee, Compro will deliver and install the upgraded replacement system assembly upon a mutually agreeable schedule.
4. Compro also will include 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. TOP may be added to any standard Compro remote or on-site maintenance plan. TOP is available only with contiguous service, and any service lapse may invalidate TOP availability.



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GUARANTEED LONG-TERM SUPPORT (GLTS)

In addition to TOP, Compro offers Guaranteed Long-Term Support (GLTS) for up to ten years. To qualify, simply pre-pay a TOP-enhanced maintenance program for a period of three to ten years, and Compro will provision spare parts based upon engineering analysis or available manufacturer MTBF statistics. This assures parts availability well into typical program life cycles.

GLTS works in conjunction with TOP, meaning that any TOP-qualified end-of-life replacements also will be provisioned for the duration of the GLTS period.

International

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