RAMTERA

PRODUCT DOCUMENTATION · PHYSICAL IMPLEMENTATION (PRE)

RAMTERA-PRE-SUP

Support and Maintenance Policy

Same severity targets and trains as LVR — one vendor process

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PRE Support and Maintenance Policy

Identical structure to the LVR policy — one vendor, one support process — restated here so the PRE document set stands alone.

4	N, N–1	hotfix	IST + US
severity classes with targets	supported release trains	path for blocking defects	coverage overlap

Severity classes and response targets

Severity	Definition	First response	Path
S1	production blocked: crash, hang, or wrong results with no workaround	next business day	hotfix or workaround on the current train
S2	significant function impaired; workaround exists	2 business days	next maintenance release
S3	minor defect or documentation gap	5 business days	queued by impact
S4	enhancement request	acknowledged; planning review	roadmap consideration

Releases, versions, and flow assistance

Item	Policy
Maintenance releases	regular cadence; release notes enumerate every behavior change, and results-affecting changes are called out for requalification
Hotfixes	S1 fixes ship on the current train
Support window	current and previous trains (N, N–1); older versions get S1 assistance and an upgrade path
Flow assistance	script-migration questions and acknowledgement-log review are support; porting proprietary flows and custom integrations are scoped services
Combined accounts	LVR + PRE customers have one support channel and one escalation path for both products

ESCALATION — Escalation reaches the people who wrote the code — any S1 past target, or any misclassification concern, goes directly to engineering leadership.

About Ramtera

Ramtera Inc. (Delaware, USA), with R&D at Ramtera Design Automation India Pvt Ltd (Bangalore), builds electronic design automation software for physical verification and physical implementation. LVR is Ramtera's physical verification engine (DRC, LVS, ERC, XOR, parasitic extraction); PRE is Ramtera's physical implementation environment (floorplanning, placement, clock tree synthesis, routing, timing analysis and optimization), built on industry-standard command conventions so existing flow scripts and operator skills transfer directly. The company holds granted patents and registered copyrights covering its engines.

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This document reports measurements from Ramtera's engineering environment (Ubuntu 24.04, GCC 13.3, Tcl 8.6) unless stated otherwise. Product behavior and figures are subject to change; no compatibility, certification, or endorsement by any third party is stated or implied.