



Coverity Services

World-class professional services, technical support and training from the Coverity development testing experts

Coverity has helped over 1,100 customers around the globe assure the quality, security and safety of their software through development testing. By finding and fixing defects early in the development lifecycle, we've helped our customers lower their costs and risk, accelerate time to market and improve developer productivity.

To help our customers achieve the highest levels of success, Coverity offers a comprehensive set of services and support offerings designed to optimize deployments and ensure superior results from your development testing efforts.

Coverity Professional Services

Coverity Professional Services is dedicated to helping you maximize the return on your investment. Our team of experts, all former developers utilizing their knowledge gained by implementing solutions for our customers worldwide, are able to assist with the software development lifecycle (waterfall and Agile methodologies), identify how Coverity best fits into your organization's development lifecycle without disrupting the day-to-day operations of your development and QA teams, and provide actionable results leading to higher productivity within your company.

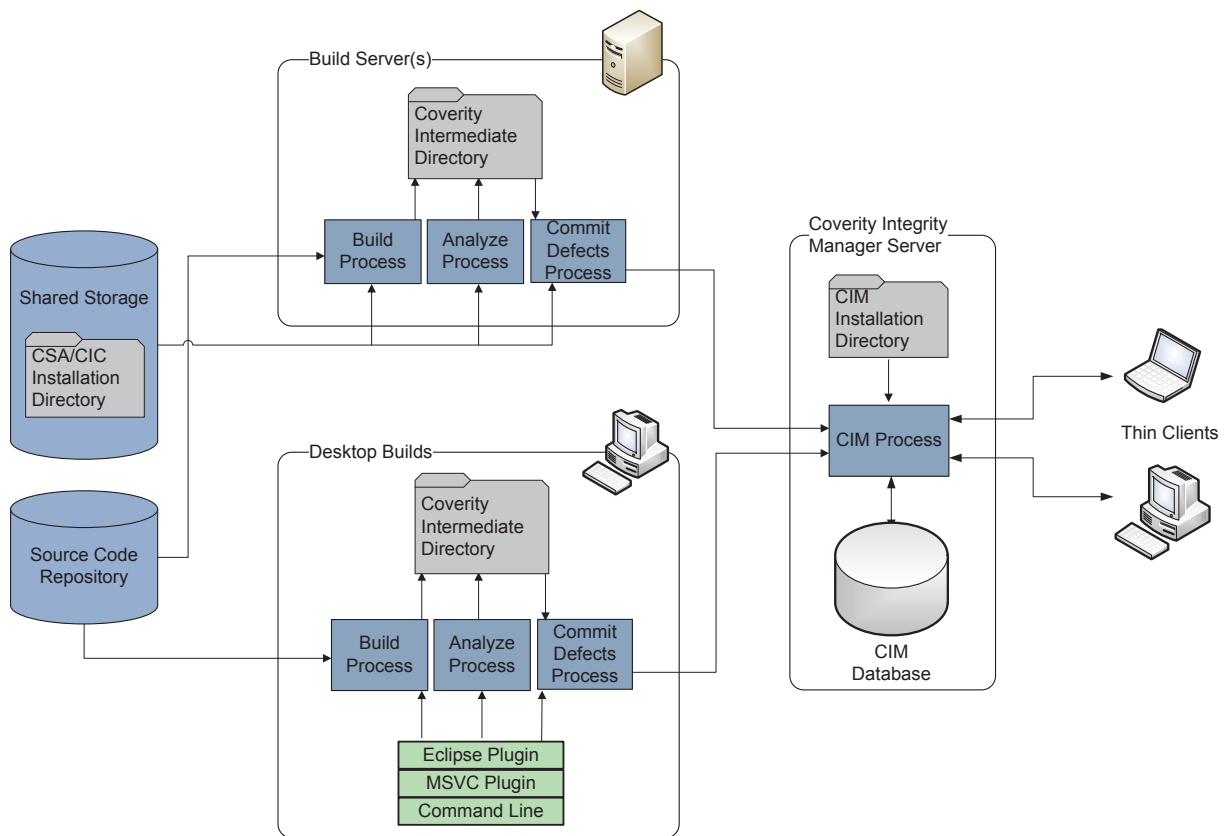
Beginning with a comprehensive understanding of your business goals, use cases and technical environment, we will create a deployment plan that aligns with your organizational objectives.

Phase 1 Centralized Analysis	Coverity consultants will assist you in installing, setting up and configuring your systems for daily and/or weekly automated analysis as part of your central build process
Phase 2 Integration	We will help you integrate development testing with existing SCM, bug tracking systems and code review tools to ensure successful adoption of your new investment
Phase 3 Developer Analysis	We will work with your developers on the proactive remediation of defects to achieve clean-before-checkin
Phase 4 Supply Chain	We will assist you in extending the capability to analyze all internally and externally supplied software components using Coverity™ Static Analysis

Phase 1 – Centralized Analysis

While implementing Coverity Static Analysis is a straightforward process, you may want to accelerate deployment to ensure your static analysis process is optimized in the fastest time possible. Our consultants will work with you to understand your business goals and technical environment in order to tailor the deployment plan to your specific needs.

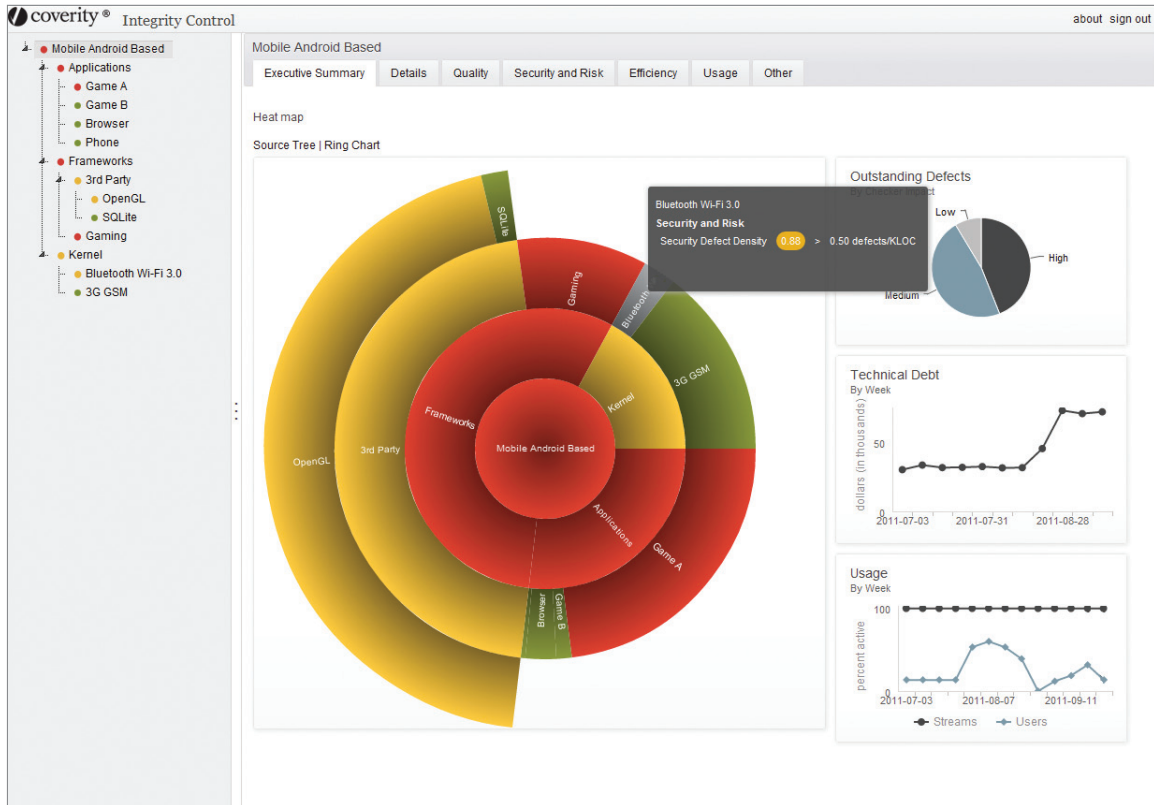
The following diagram shows a typical system architecture in which software may be installed:



Coverity System Architecture

Coverity Services Data Sheet

Once the tailored deployment plan has been created, a Coverity consultant will deliver on-site implementation services. Installation can include the complete Coverity development testing platform or select components such as Coverity™ Integrity Control.

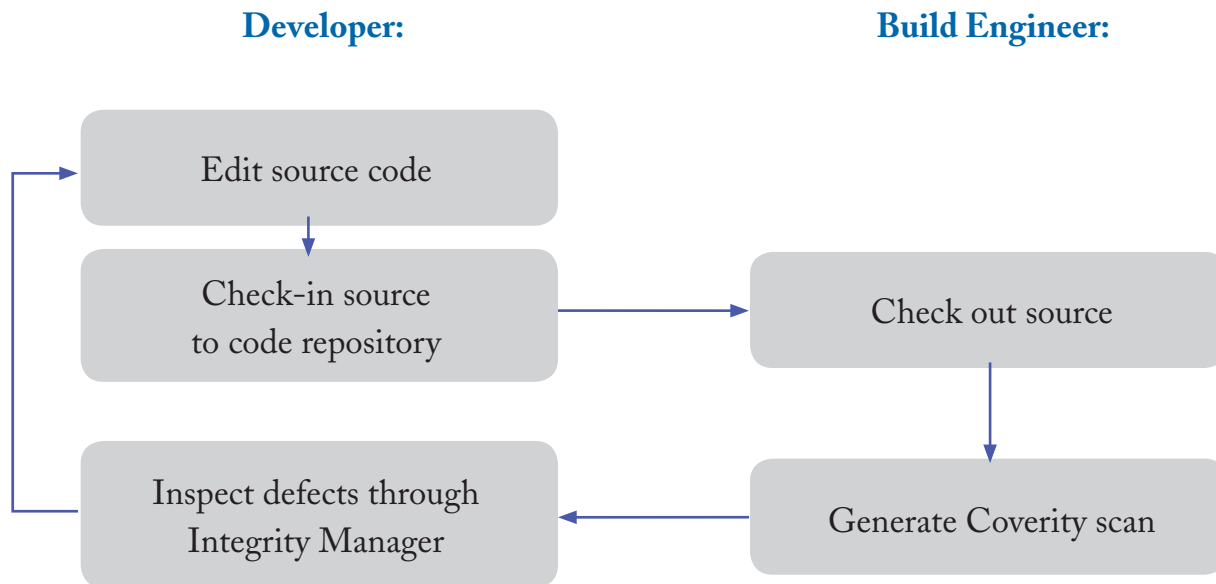


Coverity Integrity Control enables organizations to enforce consistent policies and gain visibility into areas of risk.

Automated Daily and Weekly Analysis

Regardless of the size or structure of a development team, an effective defect resolution process starts with an automated centralized analysis that is part of the developer's build process. Ideally the automated analysis should be performed on a daily basis, and at minimum, on a weekly basis. Coverity consultants can assist you in installing and configuring your development testing platform to create a successful defect resolution process.

The process to the right outlines a defect resolution workflow where the developer checks in source code to a central repository and the build is then run automatically either daily or weekly. The resulting analysis scan results are then inspected and fixed by the developer within Coverity™ Integrity Manager, which can be integrated within the developer's IDE.



Phase 2 – Integrations

At Coverity, we understand that our solutions must fit in seamlessly with other third-party tools that already exist within your environment. The best-in-class defect triage and defect merging features of Coverity Integrity Manager can be extended for use with external third party tools. Coverity Professional Services has helped our customers integrate our platform with the following developer tools to provide a unified interface for defect management and reporting.

Sample Integrations	
Source Control Management	Accurev, ClearCase, CVS, Perforce, SVN, MKS Integrity, Visual Source Safe, Visual Studio Team Systems
Issue Tracking Systems	Accuwork, Bugzilla, ClearQuest, CM Synergy, JIRA, Mantis, MKS Integrity, SourceForge Enterprise Edition (Collabnet), Remedy, Serena TeamTrack, Trac
Build Tools	ANT, Anthill, Bamboo, BuildForge, Buildr, Ccache, Clearmake, CruiseControl, Distcc, Electric Cloud, FinalBuilder, Jenkins, Icecream, Incredibuild, Maven, Visual BuildPro, VSBuild

Phase 3 – Developer Analysis

Analysis Tuning: A Coverity consultant will review your analysis results and identify opportunities to enhance defect detection. Advanced techniques will be applied to further improve the accuracy of analysis. With this tuning, more critical defects will be found and the false positive rate will be reduced. If desired, the Coverity consultant can update the installation to the most current version to ensure that you are taking advantage of recent product enhancements.

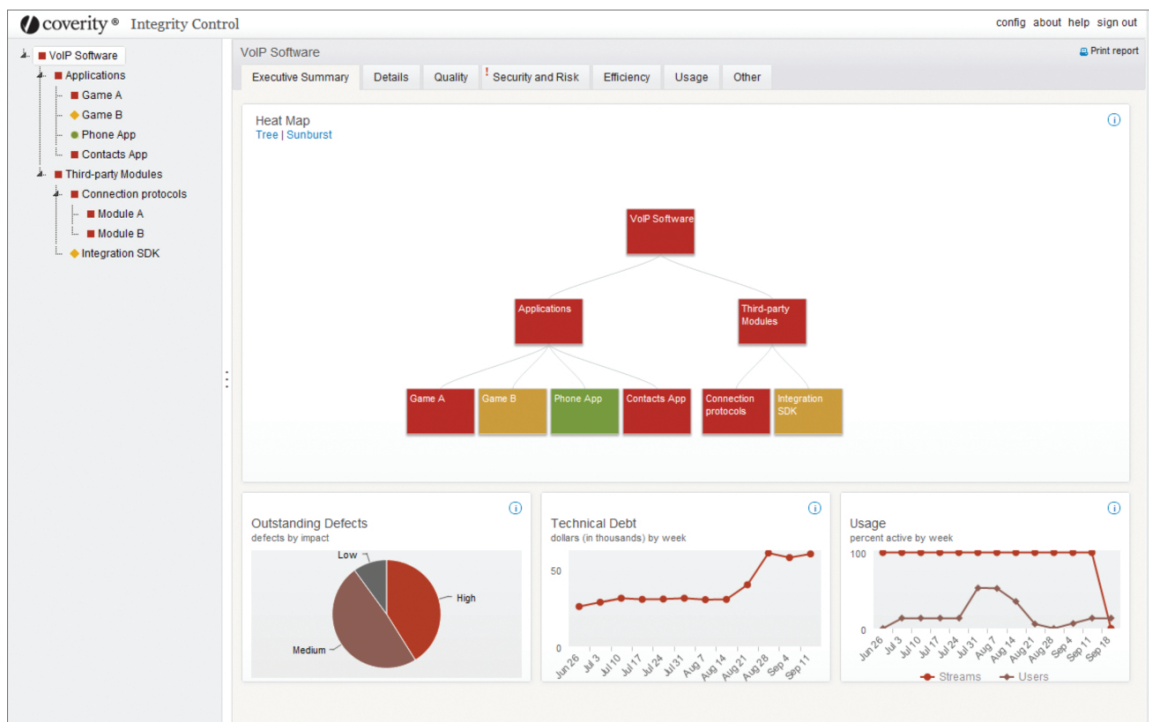
Custom Checker Development: To address your unique analysis needs, a Coverity consultant will build custom checkers for your organization. The custom checkers can help enforce coding standards within your organization.

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Phase 4 – Supply Chain

Organizations that deliver critical software must have a high level of confidence in the quality and integrity of their code – regardless of its origins. For many organizations, application code can originate from multiple teams, outsourcers, open sources and third-party suppliers. Achieving and maintaining code quality across this distributed ecosystem can be a challenge as software code governance cannot be achieved with the click of a button. It's a process which needs to be embraced by the organization and enforced across the internal and external supply chain. The process will vary by organization based upon whether you are trying to establish governance across internal teams, with outsourcers, offshore development teams, or partners.

Coverity Professional Services consultants can help you define user thresholds within Coverity Integrity Control that make it possible to implement “quality gates”. We can also help you implement SLA best practices with your supply chain vendors to effectively track tool usage and defect resolution over time.



Coverity Integrity Control provides executive level visibility of risk

Coverity Quick Start Program

At Coverity, we are committed to providing you the fastest time to value. The Quick Start program is a set of pre-packaged professional services solutions designed for small and medium-size enterprise customer deployments.

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The Coverity Quick Start program includes three core components:

- **Requirements Gathering**
Our consultant will work with you to understand your business goals and technical environment to tailor the deployment plan to your specific needs.
- **Infrastructure Deployment**
Our consultant will work on site with you to install and configure your development testing solution including:
 - Installation of Coverity Integrity Manager™ on one host server
 - Installation of Coverity Static Analysis™ binaries on one build server
 - One supported compiler will be configured
 - Analysis will be automated for a single code base up to 1 million lines of code
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- **Knowledge transfer and documentation**
Once the system has been deployed, our consultant will work with your team to enable them to administer and maintain the software, inspect and triage defects. Our consultants will also provide a document with all the implementation steps.

Coverity Technical Support

Coverity is committed to our customers' success. We lead the industry in R&D and support services investment so that we may provide our customers with continuous innovation and the highest levels of support.

Coverity offers Standard Support from 7am to 6pm local time for San Francisco, London and Japan. This enables us to "follow the sun" for Priority 1 incidents 24 hours a day, five days a week. Priority 2 and 3 incidents are handled during local business hours in each locale.

We offer our customers on-line and self-help support in addition to online case tracking tools for case submission, monitoring and updating, as well as a developer community and online knowledge base for our customers to look up their own answers and post questions to their peers.

We also offer DSE (Designated Support Engineer) programs that allow a customer to utilize up to 15 hours per week of a named support engineer. This engineer becomes an integral part of the customer's deployment team and offers guidance, planning and hands-on support during those hours. A DSE can only be assigned to a maximum of 3 DSE contracts to ensure continuity and essential access to his/her resources.

Coverity is committed to our customers' success and is proud of our average case closure survey rating of 4.6 out of 5.

Customer Testimonials

"This was a great support experience. The engineer was extremely knowledgeable and helpful, and my issue was solved 100%."

"His knowledge appears to be outstanding and his methodical approach and willingness to go the 'extra mile' has been very much appreciated."

"I came back from lunch and the new case I had just submitted had a detailed answer and a follow-up voice mail from your support engineer. I should go to lunch more often!"

Coverity Services Data Sheet

Coverity Training Courses

Course Description

Coverity's technology is highly customizable and has been shown to work effectively for more than 1,100 customers using a wide variety of development technologies and methodologies. However, to be successful the Coverity solution must remove barriers to developer adoption and scale to meet the needs of the enterprise. This four day hands on course provides the working knowledge needed to assess, plan, deploy, and support Coverity in different environments and development processes.

Who should attend?

This course is designed to train a Coverity Administrator – a person responsible for properly configuring, deploying, and maintaining Coverity Static Analysis. A working knowledge of your organization's build processes is required, and an understanding of compilers, programming languages, and familiarity with the other tools used by developers is highly recommended.

What will you learn?

You will learn how to properly plan and implement Coverity, including configuration options appropriate for a particular set of compilers, external tools, and internal development processes. We will cover common failure scenarios and appropriate remediation steps, as well as best practices to ensure maximum ROI and user adoption. You will also be given training and materials for a Coverity User course which you can distribute to your organization.

In particular, participants will learn how to:

- Configure Coverity Static Analysis to work with your build environment and compiler(s)
- Best practices to improve build performance, minimize build time, and ensure proper coverage of analysis
- Resolve Common build and analysis failure scenarios, including methods for resolving False Positives or missed defects (Function Modeling)
- The internals of the Coverity analysis engine including settings which provide appropriate Analysis Coverage for your coding language and development process
- Deployment considerations for the Coverity Integrity Manager (the common platform)
- Configuring Coverity for Developer Desktop Analysis, Continuous Integration, Management reporting and Third-party integrations

Moreover, this course enables you to improve user adoption and maximize return on Investment provided by your Coverity deployments.

About Coverity

Coverity (www.coverity.com), the development testing leader, is the trusted standard for companies that need to protect their brands and bottom lines from software failures. More than 1,100 Coverity customers use Coverity's development testing suite of products to automatically test source code for software defects that could lead to product crashes, unexpected behavior, security breaches, or catastrophic failure.

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