

5. Where to Go From Here

Professional Services

NeXT provides training, consulting, and technical support for its customers. For more information on the programs described below, call 1-800-955-NEXT (U.S.), +1 415-780-2922 (elsewhere in North America), +44 181-565-0005 (Europe). You can also visit the Professional Services section of the NeXT website at <http://www.next.com/Services> for up-to-date information on current programs in technical education, consulting, and support.

Education

Courses offered by NeXT's Training department give developers of all backgrounds a strong foundation in the fundamentals of OpenStep application development. This background is critical to the successful implementation of OpenStep programs by development teams.

Customers can choose from three training formats:

- SquareBullet.eps ↪ Open enrollment classes, held at NeXT's training facilities in Redwood City, Washington, D.C., and Chicago
- 201495_SquareBullet.eps ↪ On-site classes at the customer's location
- 296602_SquareBullet.eps ↪ On-site Object Learning Solutions, which over periods of several weeks provide customers with training and tailored development of skills.

Object Expert Consulting

The Object Expert program assigns an expert in OpenStep development to assist customers in their projects on a full-time basis. The commitment can be from two months to as many months as necessary. The Object Expert can help with developing a prototype (including project planning, requirements, integration, and testing) or can provide analysis, design, planning, programming, integration, and testing expertise for full-fledged application-development projects.

Software Maintenance and Technical Support

With the Software Maintenance program customers can get one copy of each covered release of software and documentation as well as major and minor software upgrades. They can select from four levels of technical support and software maintenance offered by NeXT.

Support includes a range of offerings, from installation assistance to NeXTanswers. Developers receive debugging assistance and problem investigation, memory management and performance tuning, portability advice, and help with converting NEXTSTEP code to OpenStep. System administrators can obtain help with problems related to network connectivity, NetInfo domain requirements analysis and implementation, hardware selection and configuration questions, and other areas.

NeXTanswers

NeXTanswers is an automated retrieval system that gives customers access to the latest product information, technical documents, drivers, and other software. You can access NeXTanswers through NeXT's website (<http://www.next.com>) and by:

414908_SquareBullet.eps Electronic mail: Send requests to nextanswers@next.com with a subject line of HELP to receive instructions on how to proceed.

544342_SquareBullet.eps Fax: Call 415-780-3990 from a touch-tone phone and follow instructions (you'll need to know the ID numbers of the files you want).

678126_SquareBullet.eps ⇢ Anonymous FTP: Connect to FTP.NEXT.COM and read **pub/NeXTanswers/README** for further instructions.

802885_SquareBullet.eps ⇢ BBS: Call 415-780-2965, log in as ^aguest^o, and go to the Files section.
From there you can download NeXTanswer documents

Requests sent to NeXTanswers are answered electronically, and are not read or handled by a person. It does not answer your questions or forward your requests.