

Client Background: A leading supplier of Automatic Test Equipment and leading high performance interconnection products, along with total Systems Integration Services. Manufacturers of Semiconductors, Circuit Assemblies and Voice/Broadband telephone networks use the Client's products.

Objectives of the Engagement

- Improve Client's ROI and time-to-market
- Reduce test development time by partnering and participating in upcoming product development
- Cost benefit to Customers for maintenance, owning product sustenance and new developments from Offshore
- Support Client's end-customers for any software/hardware issues
- Implement a Disaster Recovery Plan
- Develop test application programs for different devices

Solution

- A Dedicated Center was established, with testers and workstations installed, and 1 MBPS link connectivity.
- Center has a lab area for Installation of testers under suitable environmental conditions – few of the Client's ATEs have been installed and are operational.
- Dedicated and trained resources engaged for efficient and faster response to Client's market demands
- Maintenance and sustenance work carried out via an exclusive secured network

- Proactively worked on training and knowledge transfer for quick response to urgent Customer needs
- Complete ownership and sustenance of certain products to serve the end user needs and help customer focus on new developments.
- Use the equipment for testing the software and also use the facility for writing Test Application Programs for better ROI.
- Providing trained and qualified resources Onsite and Offshore, yet maintain an optimum ratio for cost benefit.
- Disaster Recovery Plan formulated and a separate Disaster Recovery Site been identified.

Client Benefits

- Cost effective optimum mix of an onsite / offshore team
- Good in-depth knowledge base to ensure quick adaptation and facilitate product maintenance on a long-term basis

Customer satisfaction with quick and timely response through a trained pool of resources



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