



manufacturing partner
to innovators



Post-Production Case Study After Market Services

Computing/Electronics

Global leading OEM of control and automation systems for the ultimate technology lifestyle experience.

QUALITY
INNOVATION
FLEXIBILITY
COST

PRODUCTS

- Control and Automation Systems
- Audio Systems
- Video Systems
- Control Systems
- Educational Products
- Lighting Control
- User Interfaces (Keypads / Remotes / Touch Panels)

SCOPE

This global OEM partnered with SMTC to leverage their expertise as a world class EMS provider in offering flexible After-Market solutions in Repair and Refurbishment services.

End customer returned units are consolidated at the customer's headquarters and then shipped back to SMTC's facility on a pre-scheduled weekly basis which is supported by SMTC's supply chain management.

On completion the initially Repaired / Refurbished units are shipped back to the customer's distribution center in the US. The second phase of this After-Market Service program will see repaired units shipped directly back to the end Customer.

SOLUTION

SMTC is positioned to provide After-Market Services for over 350 different products for the customer with flexible resources to handle the ever changing demands and challenges of the customer's returns and priorities.

RESULT

SMTC provided a world class After-Market Service solutions that were both flexible & reliable and offers the capacity to upgrade and refurbish units that have been on the field for more than a year.



Quality Assurance & SMTC Solution Highlights:

- Service Solutions:**
- Returns & Repair Services, RMA and reverse logistics support.

- Relationship Highlights:**
- SMTC builds a wide range of assemblies, from single PCB assemblies to integrated product enclosures
 - Provided NPI services to launch new products
 - Global Supply Chain Management support

SMTC is a global contract manufacturer that specializing in offering complete solutions for design, engineering, and manufacturing services to OEM customers in the computing, industrial, communications, consumer, security, computing/electronics and medical markets. With facilities in Canada, US, Mexico and China, SMTC are manufacturing partners to innovators around the world.