



manufacturing partner  
to innovators



## Success Story

### Network Computer Products

## Computing/Electronics

Leading OEM provider of Web security and WAN optimization products and solutions.

### PRODUCTS

A complete visibility and control solution for today's Web-heavy traffic. This product lets you measure network application performance, categorize and manage Web traffic based on its content, guarantee quality-of-service (QoS) for preferred applications and content, and contain the impact of undesirable traffic.

### SCOPE

This leading OEM has been a customer with SMTC since 1999 at which time they partnered with SMTC to provide solutions for board level, final assembly integration as well as final functional test and burn-in. Additionally, they required a solution for configured to order (CTO), end customer distribution and fulfillment for both US and overseas customers. In order to support this requirement, a customized software solution was developed.

The customer also needed an return merchandise agreement (RMA) and refurbishment solution to support their customer base under special services packages. This required SMTC to develop an RMA process that required a 5 day maximum turn time. Additionally, SMTC needed to work with several suppliers to execute warranty returns for components replaced under their specific warranty.

The refurbishment needs established by the customer required further software customization needed to report what material was replaced on a given unit tied to a unique serial number. All this information was then needed to be transmitted to customer's refurbishment database.

As SMTC grew with the customer and their products, the SMTC supply chain team was tasked to help mitigate end of life (EOL) issues. This effort was key in extending product availability for the customers product line. The SMTC supply chain team also assisted in supplier localization for both US and Mexico based production which helped drive material cost reductions.

**QUALITY**  
**INNOVATION**  
**FLEXIBILITY**  
**COST**



#### Quality Assurance & SMTC Solution Highlights:

- PCBA Build
- System Assembly and Test
- Configure to Order
- BTO/CTO and Direct Fulfillment
- Fully certified with ISO 9001
- PCBA production transitioned to SMTC Mexico for cost reductions. Final assembly and test in San Jose
- Repair, RMA and reverse logistics support
- Customized software solutions to achieve automation of direct fulfillment orders as well as manufacturing data transfer

---

## CHALLENGES

1. Software customization to allow recording test results into both SMTC manufacturing systems as well as the customer's quality systems
2. Development of a streamlined box build production line. Requirements were to have a roller conveyor to simplify material handling (boxes weighed up to 50lbs).
3. RMA process development
4. Refurbish process development
5. Customized software solutions required to tie process information for RMA and Refurbishment services
6. Customized software development to allow end customer sales information required to complete the correct system configuration as well as transmit end shipping requirements.
7. Pricing challenges

## SOLUTION

- Implementation of a gravity roller conveyor to move product thru the assembly process
- Development of customized roller carts that included data and power hook up used for elevated product burn-in process
- Development of system functional test, burn-in monitor, and final configuration test programs.
- Development of a customized software solution to support both the RMA and refurbishment process. This included automated travelers generated that outlined the component and assembly upgrades required from a given product top level revision.
- Automate software system to download customer order details entered by the customer through out the day. This information was then integrated into SMTC systems for final configuration instructions. Then prompt the manufacturing team to execute against. All order received must be fulfilled on the same day. Additionally, all shipment documents were automatically printed including commercial invoices, packing slip, shipper's letter of instruction, and shipper export declaration for shipments out of the US.
- Pricing challenges allowed SMTC to provide a hybrid product assembly solution (which helped reduce product cost). The solution was to have SMTC's Mexico facility build the PCB assembly and SMTC's San Jose facility to perform the final assembly, test configuration and distribution services

## RESULT

By partnering with SMTC we were able to provide the customer a full range of services covering printed circuit assembly, box build, RMA and refurbishment services, build to order/configure to order and final end customer distribution.

---

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.



manufacturing partner  
to innovators