



“Premio's focus and attention to detail allowed them to launch 35 server SKUs within 90 days, while integrating business tools for a seamless operation.”

Network Security Firm Reduces Customer Return Rates While Expanding Globally

Client Profile

This customer is one of the foremost cyber security solutions. As of 2013, they had 2,500 customers in 180+ countries, and was purchased for \$2.7 billion.

Challenge: Drastically Reducing Customer Returns

Over the years they spent working with their first manufacturer, the security solution provider saw server hardware returns from end-users on DOA systems balloon up to more than 50%. Gaps in the manufacturing and engineering change control process led to inconsistent workmanship and hardware configuration. Without product life-cycle management in place, there was a constant need to make updates to both the hardware and the software images. These inconsistencies became very difficult to maintain and support. Therefore, there was a need for more uniformity in hardware and software version control across the end systems being deployed to customers. The security solutions provider needed a partner with an efficient and effective quality management system in place that would be able to consistently deliver high-quality products. A higher quality of production would reduce all the avoidable returns that were constantly eating away at profits.

Expand Business Internationally

If the cyber security solutions provider could find an experienced B2B, computing technologies solutions partner with an established quality assurance system, they would be able to move into foreign markets. With high quality, consistent products they would be able to successfully serve multiple regions and fulfil their goal of global expansion (APAC / EMEA).

Client Requirements

- Reduction in overall field returned rate immediately.
- Install an effective Quality Assurance Management System with a focus on preventive measures.
- Improve quality and consistency of products.
- Improved reporting to catch issues before products are deployed.
- Meet go-to-market timelines and decrease total cost ownership.

Approach:

Collaborating with the Suppliers Early on to Establish Accountability

Lead by top executives and dedicated project managers, the Premio team focused on doing things the right way, right from the beginning. To better guarantee success, we also brought in the best members of our technical operations, quality assurance, customer service, and supply chain departments as well as extended suppliers that we partnered with. The vertical collaboration between supply chain partners, where the manufacturer involves the supplier at an early stage of the product development process, created alignment and accountability throughout the product launch and innovation processes.v

A Quality Assurance Management System to Ensure Consistency

Using real time quality data and analytics reporting, Premio was able to emphasize quality from the beginning of product design, through production, and to post-sales service. Every product went through a pre-planned process based on the customer's specific operational requirements, including: Incoming quality control (IQC), In-process quality control (IPQC), System testing (functional/burn-in tests), Final quality control (FQC), and Out-of-box audit (OBA).

Premio quality engineers would also continuously refine processes for better performance by participating with all functional departments, upstream suppliers and customers. With a quality process and a Quality Assurance Management System in place, the client could be comfortable knowing they would receive only the highest quality products.

The established engineering change control procedure minimized change by guaranteeing the hardware lifecycle span for a minimum of three years. This reduction in hardware changes provided greater control over the client's software version updates and allowed us to maintain software configurations as well. Additionally, all engineering changes are now centrally managed and controlled by Agile, an engineering change control software system.

Standard Processes Implemented Globally:

- Manufacturing quality assurance system governed by ISO 9001, ISO 13485, and ISO 14001 to focus on preventative measures.
- All facilities (globally) are ISO certified facilities.
- Globally consistent manufacturing and testing procedures (MPI & TPI) with no deviation.
- MPI and TPI tests managed centrally in real-time and can be accessed globally from any manufacturing site.
- Minor component changes to allow the use of each base generation with the same base image for use across all other departments
- System/PO/component barcoding to assist with inventory control, HIPAA compliance and security control/tracking

Results:

A 90% Improvement on Customer Returns

The client successfully launched 35 server skus in 90 days with Premio. The field returned rate improved to less than 5%, compared to systems that were previously delivered (roughly 30% of which we found were the result of user error that we were able to close the loop on). 96% of the hardware Skus maintained their configuration based on their pre-planned product life span.

Since the relationship began, the cyber security provider was able to expand market share internationally, increasing international sales by 77% in 2012 with an average 35% increase year over year. By 2013, their customer base grew to 2500+ customers in 180+ countries. Their solutions are currently deployed in nearly all Fortune 100 companies, 42% of the Fortune 500, and across US government and military agencies.

If you're interested in more projects like this one or would like to hear more about how Premio can solve your needs, please **[get in touch with us.](#)**