TELECOM OR DATACOM EQUIPMENT RESELLERS
Product Test Pain Points

* Excessive product testing times
* Incoming product test backlog
* Lack of test data visibility for management
* Underutilization of existing test IP
* Complex test creation
* Tester training requirements/scripting
* Excessive manual intervention
* Limited remote and unattended test

A year to year comparison of product test before and after a basic implementation of TestShell from TSI. Specific customer references available upon serious inquiry.

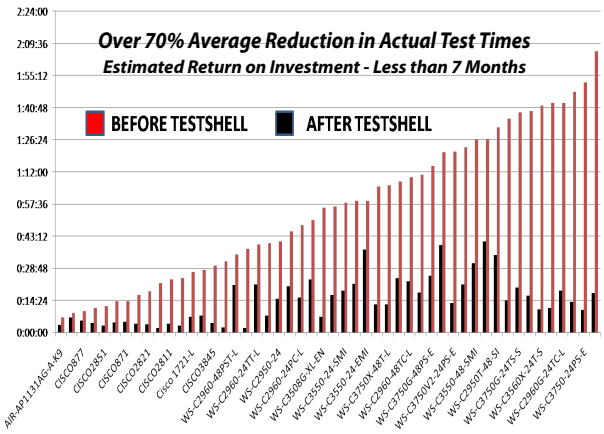
Customer: * Established ($50M + inventory) new and certified pre-owned datacom and storage solutions.

Problems:
* Three plus weeks backlog of purchased but untested pre-owned equipment
  - configuration and operation tests being performed manually with some scripting
  - required product and basic computer knowledge to perform
* Short lead times for payment on incoming equipment - need to test quicker
* Not utilizing existing test hardware (Spirent TestCenter)
  - requires scripting expertise or consulting services
  - technology overkill for most basic tests
* Delays caused by lack of test repeatability and no single source for test and analysis data
* No significant real time visibility at managment level of product quality and department performance

TSI Solution Focus:
* Eliminate repetitive time consuming tasks that required human intervention
* Create 'easy to run' test environment with built in reporting for business intelligence
* Incorporate existing IP (scripts and other test equipment) into the drag and drop GUI
* Provide startup training and jump start consulting to ensure a fast and complete ROI

RESULTS

* Product test times reduced by an average of 70% year to year
* Higher test quality results achieved
* Incoming product test backlog reduced to zero days
* Tests can now be run by non-technical employees - even temps
* Existing scripts utilized and existing testing hardware now has value without costly scripting
* TSI support provided assistance when necessary but customer was able to own implementation in a few short months
* Obvious next steps became apparent once basic test issues were solved



NEXT STEPS:

* Continue to add testing stations manned by non-technical personnel
* Expand to remote and overnight unattended testing
* Further reduce actual testing time by reducing cabling and configuration requirements (layer 1 switch, etc.)
* Continue to expand real time integration with company purchasing and business management systems

TestShell FROM TSI

TEST AUTOMATION AND LAB RESOURCE MANAGEMENT

Want to learn more?
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