



CASE STUDY

Product Consulting and Certification Assistance

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The client had been trying to find the source of the problem for one and a half months and had had no luck with it. When we received all the necessary information and the sample, we were able to replicate the issue in a few hours using our climate chamber and the necessary instrumentation. Then a manufacturable solution was found in agreement with the client.

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Instrumentation Technologies Solutions Architect



OVERVIEW

We helped a customer pass certification of their telecommunication module and start production of their product. Our team identified the problem and implemented the solution.

CUSTOMER VISION

The customer, whose challenge we are presenting in this case study, provides a full range of intelligent, agile, flexible and open solutions for public transportation around the world. They have equipped numerous transport agencies and cities with transit management systems, automated fare collection systems, passenger information systems, better ETA, e-paper displays and intelligent transport cloud. They have now developed a product which presents the next generation information display platform.

THE CHALLENGE

We were presented with a challenge where the customer's product had failed certification in the pre-production phase. This meant that production would be delayed until the issue was resolved and certification passed. The main reason that the customer hired the Instrumentation Technologies team is the fact that they didn't have the specific knowledge and expertise to solve the issue. They also lacked the instruments required to investigate the cause of the problem. Furthermore, they had already spent several months trying to resolve the issue without success, and therefore needed help from a third party.

APPROACH

The customer's CEO explained their needs. They lacked a flexible engineering team with the right knowledge and the right equipment, and a reliable partner who could help them solve the problem. This is where our team comes in. We quickly established a team of hands-on experts and approached the problem holistically. With our equipment and expertise, we were able to detect the cause of the problem and find the solution, thereby covering two of our areas of expertise: product consulting and certification.

COMMUNICATION

As the delay in production meant numerous lost opportunities and a delay in the launching of the product, it was extremely important to move quickly and get to the root of the problem. Our engineering team worked with the customer to identify weaknesses in the process and correct them so that the product could pass certification.

CONCLUSION

After implementing our solution, the customer was able to pass certification and start production. This allowed them to minimize losses due to the delay and to successfully launch the product on the market.



ABOUT US

Instrumentation Technologies is a well-experienced, high-tech company, able to provide cutting-edge solutions for your needs. Our flexible team is comprised of curious and innovative, yet reliable and well-experienced, engineers, who work to excel at every solution they develop.

We started 20 years ago in the field of particle accelerators, where we now offer diverse high-performance instruments, under the name Libera. Utilizing the knowledge we have gained in the demanding field of particle accelerators, we are also able to offer consultation expertise in other technologically demanding fields, such as MedTech, IoT, smart cities, telecommunications, aerospace, and university research. Our solutions include hardware and embedded software design, rapid prototyping, product development, and certification assistance.