



# CASE STUDY

## PC-Doctor Reduces Defects in Ready-to-Ship PCs

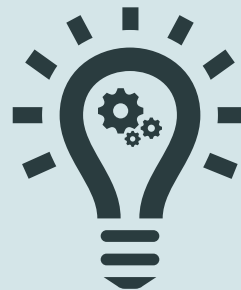
PC-Doctor is used everywhere hardware reliability and quality becomes a cost issue. We exceed the expectations of PC manufacturers, service centers, medical and industrial equipment manufacturers, corporate IT departments, component manufacturers, value added resellers and distributors, aerospace companies and end users.

### The Problem



PCMaker<sup>1</sup> had concerns about quality control in its internal manufacturing processes because Out-Of-Box Failures (OOBF) rates were unacceptably high. A system is an OOBF if it fails to work correctly when it is plugged in by an end user for the first time. This can be due to a hardware fault or because the system was not configured per order specification. PCMaker had no way to audit system quality in the manufacturing environment. In addition, the company wanted to out-source some of its manufacturing to a supplier that did not use a comprehensive diagnostics suite.

### The Solution



PCMaker conducted a test by running PC-Doctor diagnostics over a period of time on randomly sampled systems that had already been tested and packaged for shipment. PC-Doctor software found defects in hundreds of these systems (2.4% of the sample).

Following the test, PCMaker introduced PC-Doctor diagnostics into its manufacturing process for all systems, including systems built by out-source manufacturers, to reduce OOBF and audit system quality.

<sup>1</sup> A pseudonym for a major PC manufacturer

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~2.4% Reduction

## The Savings

NTF rates were reduced for all component categories during the 12 months following the introduction of PC-Doctor. OOB rates were dramatically reduced and PCMaker avoided thousands of support calls.



**Customer Satisfaction**  
Over 12 Months

**88%**

**Reduction in OOB Related Support Costs**  
Defects detected saved PCMaker millions of dollars



**Brand Value & Quality**  
Over 12 Months

## RESULTS

PC-Doctor diagnostics reduced Out-Of-Box- Failure (OOBF)<sup>2</sup> rates from 2.4% to nearly zero.

**1**

### Final Quality Check

PC-Doctor diagnostics were run as a final quality check on ready-to-ship systems on the factory floor.

**2**

### Failures Detected

PC-Doctor software detected hundreds of failures that were not detected by other diagnostic tools and test processes.

**3**

### Millions Saved

PC-Doctor diagnostics saved the PC manufacturer millions of dollars through the reduction of OOB rates.

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**PC-Doctor, Inc.**

*The global leader in system health*