# PC-Doctor More Cost Effective Than Internal Diagnostics

PC-Doctor diagnostics and system tools are used everywhere hardware reliability, product quality, and service delivery cost reduction are essential to success. The company strives to exceed expectations of OEM manufacturers of PC notebooks, desktop, servers and embedded systems, as well as support organizations, service depots, and technical professionals.

The Problem

A top 5 PC OEM had developed and used its own internal diagnostic tools since the company entered the PC business. Different, independent teams designed and developed diagnostics for manufacturing, service, support and major product lines. There was little overall coordination, and significant duplication of effort.

Rising Costs
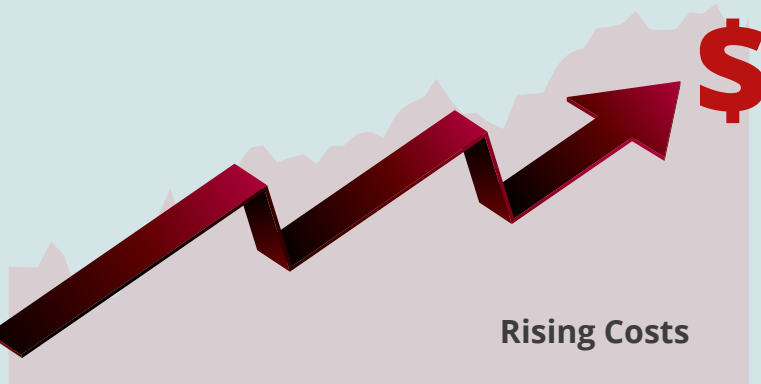
Despite ever-increasing investment in the OEM's internally developed diagnostic products, field engineers and support technicians seldom utilized these diagnostics due to poor performance and difficulty of use. No Trouble Found (NTF) rates for warranty return units were unacceptably high.

Due to ongoing market demands for ever-lower unit prices, the OEM was forced to choose between not providing diagnostics, dramatically reducing the capabilities of its diagnostic tools, or purchasing diagnostics from an outside source.

The Solution

The OEM standardized on PC-Doctor diagnostics, and used the same PC-Doctor software version for all product lines. PC-Doctor diagnostics were applied to manufacturing, bundled on systems, and used by field-service and depot maintenance. Development teams integrated custom diagnostic functionality into PC-Doctor tools. Software engineers were reassigned to other development projects, while others created and integrated custom diagnostic functionality into the PC-Doctor tools. This allowed the OEM to more efficiently use its internal resources towards other critical projects.

Technical support and field service engineers were trained extensively in the use and capabilities of the new PC-Doctor diagnostic solution, and they embraced the superior case of use and speed. PC-Doctor diagnostics had better functionality and were more accurate. Since a single version was used for all products, it was much easier to learn and use.

CASE STUDY

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52% Cost Savings

The Savings

50%+	**95%**	**~95%**	**52%**
NTF Reductions	**Team Reduction**	**Dev Cost Reduction**	**NTF Expenses**
Over 18 Months	Over 24 Months	Over 24 Months	Reduced

RESULTS

PC-Doctor diagnostics provided a 52% cost savings, better test coverage, and better functionality than a manufacturer's internally developed diagnostics.

1 **Increased Testing Breadth & Depth**
PC-Doctor tools increased depth and breadth of hardware diagnostic testing.

2 **Greatly Improved ROI**
PC-Doctor diagnostics were quickly accepted by technical support, to greatly improve the Return on Investment (ROI).

3 **95% Headcount Reduction**
PC-Doctor's products eliminated duplication of effort by internal diagnostic development teams to allow for a 95% reduction in headcount.

4 **Developers Freed to Improve Custom Diagnostics**
Internal diagnostics developers were freed to improve custom diagnostics.

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PC-Doctor, Inc.
The global leader in system health