**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 management 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

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**Over 70% Average Reduction in Actual Test Times**

**Estimated Return on Investment - Less than 7 Months**

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**TELECOM OR DATA COM 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.