

Reduced service cost by 35% and minimized product recalls

Eliminated sporadic and intermittent field issues in communication, high voltage and imaging sections of aging x-ray sub-system

Sustenance engineering for a Germany based customer's flagship product

- Reproducing and resolving field issues and validating the resolution identified for different functionality
- Designing an automated test framework to reproduce issues.
- Performing detailed technical analysis and fault trees for various field issues.
- Accordingly recommending design and implementation corrections in X-ray subsystem.
- Following the above approach, 16 critical fields were resolved and resolutions were provided after field change implementation.



Team Size

12

Model

T&M

Performance

Developed customizable automated test frameworks

Business Impact

Retained market share in respective sectors due to quickly resolved issues

Phases

3