

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



Case Study

« PC-Doctor diagnostics reduced Out-Of-Box-Failure (OOBF) rates from 2.4% to nearly zero. »

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

PCMaker¹ had concerns about quality control in its internal manufacturing processes because OOBF rates were unacceptably high. PCMaker had no way to audit system quality in the manufacturing environment. In addition, the company wanted to outsource 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 outsource manufacturers, to reduce OOBF and audit system quality.

The Results

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

- PC-Doctor diagnostics were run as a final quality check on ready-to-ship systems on the factory floor.
- PC-Doctor software detected hundreds of failures that were not detected by other diagnostic tools and test processes.
- PC-Doctor diagnostics saved the PC manufacturer millions of dollars through the reduction of OOBF rates.

¹ A pseudonym for a major PC manufacturer

² 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.

The Savings

NTF rates were reduced for all component categories:

- During the 12 months following the introduction of PC-Doctor, OOBF rates were reduced dramatically.
- Support costs related to OOBF were reduced by 88%. The defects detected by PC-Doctor diagnostics saved PCMaker millions of dollars.
- PCMaker avoided thousands of support calls
- PCMaker significantly increased customer satisfaction
- PCMaker improved its brand value and quality.

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

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