iron
SYSTEMS
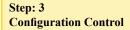Mission-Critical IT Infrastructures!

OEM Appliance Life-Cycle Management Services

Appliance Life-Cycle Management Services

Step: 1
Product Design & Specifications

Reference Platforms
Custom Designs
Expedited Prototyping
Product Testing & Reporting
First Article Acceptance
Custom Branding/Packaging
Compliance Testing & Certification
Product Marketing Assistance

Step: 2
Manufacturing Management

Vendor Management
Forecast Management
Inventory (and Pools) Management
Shop Floor (Build Plans) Management
Quality Control: ISO Certified Processes
Quality Reporting: ISO Certified Processes

Step: 3
Configuration Control

Drivers/Firmware Control
Software Image Management
Asset Management: Lic, S/N, MAC Tracking
Remote Access to Appliances Management

Partnership for Success:

A Successful Appliance Program requires that you select a partner who can help you with every aspect of Appliance's "Life-Cycle Management", is trained to offers complete solution and meets your long term objectives.

We understand that your primary business is software development, we provide you with a partnership where we take full responsiblity in helping through every phase, we guide our customer by planning and providing information before hand.

Advance Services:

Program Management: Dedicated Manager is responsbile to guide internal resources to meet objective sets by your team on ongoing basis. It helps your provide efficient interfaces with engineering, manfacturing, order desk, support and vendors.

Optional Management Tools and Softwares from IRON: Embedded/Hardened OS, Graphical LCD Management Software, Flash based Field Backup and Recovery Software, Web Based Appliance Manager, System Diagnostics.

Step: 6
Appliance Lifecycle Management

Price Management
Part List Research & Approvals
Failure Analysis and Reporting
BOM Revision, ECO, ECN Management
Documentation Control
Compliance Re-Certification
Component Roadmap Tracking
End-Of-Life Planning

Step: 5
Post Sales Support and Services

Standard Warranty Repairs
Extended Warranty Repairs
Advance Replacement Service
Product Refurbishment /Upgrade Services
Return Depot Management Services
Case Management and RMA Tracking
Help Desk Support

Step: 4
Order Fulfillment Services

Drop Shipments
Web Portals
Order Tracking
Shipment Logistics
Stocking Pool Agreements