

# Case Study: R&D Quality Assurance Support Services

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## R&D QUALITY ASSURANCE SUPPORT SERVICES

*Achieving growth and efficiency through flexibility.*



### Situation

A large, tier 1 hardware and software solutions company's handheld device research and development (R&D) organization develops state of the art consumer handheld products that are distributed worldwide. The development team is challenged with multiple technology initiatives to design and evolve products across various hardware and software architectures to remain competitive within their respective market spaces.

The customer needed a flexible support team that could adapt to the rapidly changing development environment and aggressive product launch schedules. VMC's specialized knowledge and skill sets were required to assist in accomplishing the business objectives while maintaining a high level of quality as these handheld products were refreshed.

### Solution

To support the handheld R&D organization, VMC provided program support to development and engineering teams, prototype support and allocation, along with Microsoft SharePoint consulting and administration services. The team also executed the calibration of R&D lab's prototype inventory as needed, and worked with digital imaging, image capture, color science, firmware testing, integration testing, and program management support during the project.

VMC delivered a scalable, cross trained team to meet the dynamic development requirements of the R&D lab. As a part of the project, VMC provide annual SharePoint training to the administrators and attended industry trade shows to ensure that knowledge of the industry was current and relevant. The size of the VMC team was also adjusted throughout the project to keep the project efficient, effective and cost conscious.

In addition, the team's personality matched with both the customer's culture and more specifically the handheld R&D organization's engineering and management teams. The team had to effectively work, interact and communicate with these parties to deliver the required services successfully.

Some of the tasks performed by the VMC team included:

- Validation of functions supplied across specialized chipsets
- Integration testing of sub-systems into final product
- Verification of functionality as features are ported across multiple hardware architectures
- Using automated testing suites to access firmware function sets (XML into C).

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## Success

The customer realized a high level of efficiency and flexibility throughout the entire product development lifecycle, which led to all products being released to the market on time with expected quality. This allowed the customer's revenue to steadily increase to over \$1.5M over a 3-year period. In addition, the VMC team received internal recognition from the customer through written surveys and verbal feedback.

## About VMC

VMC is a technology consulting company that provides flexible and scalable development and integration, IT outsourcing and customer care solutions to businesses, providing a competitive advantage through the effective application of people, process and technology. Using an integrated PMO methodology and world-class talent and resources, VMC delivers targeted solutions for the unique business needs of our customers.

By tailoring solutions to address specific business challenges, VMC becomes a true partner for reaching high performance business goals. VMC is positioned to help through both consulting and outsourcing that delivers results. Our value is in our blend of proven experience, skilled expertise and defined thought leadership.