



VMC SUCCESS STORY

## Environmental Testing Center

*A cost-effective, stable solution for regulatory compliance testing*

### Overview

**Country:** United States

**Industry:** Technology

**Service areas:** Hardware Testing

**Customer Profile:** Leading technology solutions provider.

**Business Challenge:** The client needed to reduce costs and in-house management at its environmental test facility.

**VMC Solution:** VMC provided a dependable team of technicians to determine whether the client's hardware products met rigorous industry standards.

#### Benefits:

- By outsourcing to VMC, the client significantly reduced the costs associated with a full-time team.
- Under VMC's management, the client's facility has had no employee turnover, eliminating additional recruiting and training costs.
- By providing a stable workforce, the client was able to use the test facility as another source of revenue by offering testing services to outside companies.

## Business Challenge

The client's environmental testing facility in Fort Collins, Colorado provides diverse hardware testing including vibration, magnetic interference, power consumption, and radiated/ conducted emissions testing. Regulatory bodies such as the American Association for Laboratory Accreditation (A2LA) and the National Institute of Standards and Technology (NIST) set standards that the client's hardware must meet before it can be released to market.

The client initially staffed this facility using permanent, full-time employees, but then began using temporary workers to reduce costs. However, the temporary workforce did not reduce all extraneous costs associated with the test operation. High turnover rates among temporary employees actually increased the costs to recruit and train new technicians. The client needed a partner who could deliver the cost savings and flexibility of a temporary workforce, without sacrificing stability and continuity.

## VMC Solution

In March 2001, VMC began work, leveraging its specialized staffing engine to recruit potential employees with existing technical skills so that training on the client's testing and documentation procedures could be adopted quickly and easily. VMC's contract workforce was trained in a variety of different testing practices, such as electrostatic discharge, magnetic immunity, shock, and humidity. All initial certification and equipment training was provided by the client; supplementary training sessions were conducted by both VMC and the client.

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## VMC Solution

With product testing, documentation is essential. Thus, each VMC team member was trained in the client's methods of reporting test results. Successful test results could then be easily submitted for certification to regulatory bodies.

Failure reports detailed where a fault in the hardware occurred, and why it did not meet with regulatory standards. With this information, product designers were able to see exactly where their product failed, determine how to correct the issue, and identify product improvement areas.

VMC's testing operation proved so successful that it was not isolated to the client's products. With a reliable, cost-effective workforce now in place, the client was able to offer testing services to outside companies. VMC technicians divided efforts between the client's product tests and industry standard tests for the client's customers. For example, radiated emissions' testing was performed for a variety of customer products, including computer-related devices, heart defibrillators, wheelchairs and cell phones.

With VMC support, the environmental testing center became an additional source of revenue for the client.

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## Results

This project is ongoing. In the two years that VMC employees have worked on-site at the client's environmental test facility, the client enjoyed the following results:

- There has been no VMC employee turnover, eliminating the costs of regularly recruiting and training new technicians.
- A constant workforce at the environmental test facility enabled the client to branch out and pursue revenue generation by taking on test projects for outside companies.
- With a reliable staff, the client processes have remained consistent for testing and reporting hardware for certification.
- With the experience they possess, the VMC team has become a cohesive unit flexible enough to respond to both the client's and their customers' timetables.

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