Product Lifecycle Management (PLM)

Product Lifecycle Management for Mission-Critical Electronics

Strategic or mission-critical embedded computing projects, whether in the Embedded computing projects in aerospace & defense, energy, telecommunications and other strategic and mission-critical sectors have lifetimes measurable in years or even decades. Throughout that time, there is a continuous requirement to maintain and improve the performance of the total system, ensure that It Is capable of being serviced and supported–at minimum cost and with minimum disruption.

Customers therefore need to be able to plan a strategy that mitigates, or even eliminates the problems caused by component obsolescence. Abaco Systems has the knowledge, relationships, infrastructure, facilities, and the commitment to ensure that, so far as possible, customers are protected from the impact of component obsolescence.

Product Lifecycle Management has been at the core of the company's business for many years and few, if any, other companies can boast similar experience and expertise in the field. As its name suggests, Product Lifecycle Management is designed to provide customer care for as long as a product is in service, giving rise to the key element within Product Lifecycle Management, which is long term support. Product Lifecycle Management encompasses a range of sophisticated and innovative, yet simple and flexible – services that are designed to provide customers with solutions precisely tailored to their needs, enabling long term support for programs long after the first installation.

Long-Term Support

Awareness of component obsolescence issues is critical to ensuring longevity of manufacture and support. The Abaco Systems approach to long-term support and obsolescence management is pro-active, ongoing evaluation of component obsolescence. This is the key to minimizing the impact of such events.

We have for many years provided to our customers a suite of services which together provide the security and assurance of long-term supply and/or service and the flexibility to customize those services to suit the needs and requirements of any given program scenario. Our approach is to provide simple, effective solutions, based on combinations of several services.

FEATURES:

- Health Check – obsolescence monitoring and reporting
- Component storage - safe, secure and for as long as required
- Repair & support capability
- Retention of knowledge and equipment

PLM *Product Lifecycle Management for Mission-Critical Electronics*

*Applications still in service after many years*

Health Checks

Abaco Systems offers a pioneering Product Health Check service as a pro-active means of identifying and managing risk. Bills of material are placed into background monitoring and full Health Check reports are provided, typically on a quarterly basis (though can be at a frequency determined by the program's needs and the customer's budgetary constraints) detailing all of the components that make up a particular product, along with their lifecycle status and availability.

In between reports, when a fresh obsolescence occurs, Health Check customers receive a prompt alert notification aimed at maximizing the time available to decide on the course of action to be taken. And before presenting the details to a customer, our component and design engineers will already have evaluated the possible options.

For example:

• A last time buy of the component(s) in question, or
• Identify an appropriate replacement part, or

• Re-design the original product to provide form, fit and function compatibility, or
• Go for technology insertion earlier than previously planned, or
• A lifetime purchase of the product(s) in question

Component Storage

If the customer elects to procure the necessary components then Abaco Systems is able to offer the option of storing them on their behalf. Abaco Systems has invested in secure and environmentally controlled storage facilities specifically and exclusively for the storage of customer components in support of long-term programs. Such components might be stored only for the support or repair of product or, if the customer so wishes, we have the capacity to store sufficient parts, whether obsolete or not, to cover an entire production schedule.

Repair and Support Capability

Retention of the capability to repair product over the long-term is clearly critical to long-term programs. Keeping test and diagnostic equipment maintained in working order requires increasingly pro-active intervention the older that

equipment becomes. Abaco Systems takes measures to ensure that such capability is retained and that skills and knowledge are maintained at source (wherever possible), as opposed to out-sourcing such capability to 3rd-party contractors.
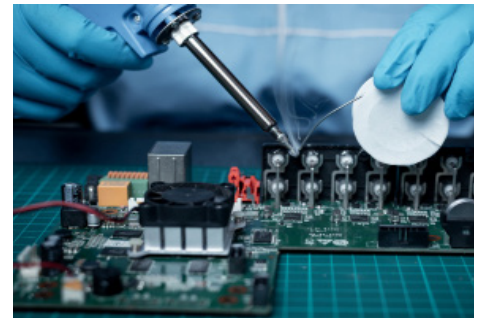
Summary

The problem of long term support, and especially of component obsolescence, is a shared problem that is best solved by combining a customer's understanding of the program's requirements with Abaco Systems' experience and expertise in managing support for extended deployment programs. This approach is designed to maximize the time available to make program-critical decisions.

It is characterized by its simplicity and, perhaps more importantly, its flexibility. It implicitly recognizes that no two programs are created the same. It is support that is still being provided in some cases for products that were first installed some twenty years ago.

WE INNOVATE. WE DELIVER. YOU SUCCEED.