

The background of the top half of the page is a photograph of a satellite in space. The satellite is a complex structure with various instruments and solar panels, set against the backdrop of Earth's curved horizon and the blackness of space.

# IMPROVING EFFICIENCY IN TESTING OPERATIONS

An Electro Rent Customer Solution

## Leading Satellite Manufacturer Unlocks \$2M in One Year

### THE CHALLENGE

A leading satellite manufacturer faced numerous challenges tracking and managing its fleet of more than 10,000 test and measurement assets. A calibration process that should have taken days was taking weeks, resulting in delays on critical projects. The process also resulted in the acquisition of additional test assets to compensate for system inefficiencies.

Since there was no system for tracking calibration and repair history, there was no audit trail to support re-testing if an asset received an out-of-tolerance designation. Without an audit trail, testing was duplicated unnecessarily, reducing the productivity of the testing organization.

*A calibration process that should have taken days was taking weeks, resulting in delays and leading to the purchase of additional test assets to compensate for system inefficiencies.*



## **ELECTRO RENT ACTIONS**

With annual testing of more than 10,000 instruments and a lack of engineers to handle that volume, workflow in the group had slowed significantly. After an in-depth audit, several process bottlenecks were identified in the calibration and repair process workflow.

Electro Rent implemented an asset optimization solution that interfaced with existing legacy systems. Calibration and repair time could now be scheduled according to engineer availability, which enabled the team to manage workflow more efficiently.

Reliable calibration and repair downtime estimates were established, communicated across the organization, and included in service level agreements (SLA) for internal customers. These improvements resulted in a more balanced calibration and repair workflow, which led to more accurate and predictable asset availability.

## **RESULTS AND BENEFITS**

With the new process, equipment downtime was reduced 55% via improved workflow visibility and the resolution of process bottlenecks. Unplanned purchases and rentals declined by 70% due to a reliable internal SLA that ensured all timelines for projects and planned events could be met. The system also provided full asset history for auditing and out-of-tolerance tracking.

## **WE'RE READY TO HELP**

Our experts are available to assist with your asset optimization needs. Contact us:

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*The new process reduced equipment downtime 55%, and rentals declined by 70% due to a reliable internal SLA that ensured all timelines for projects and planned events could be met.*