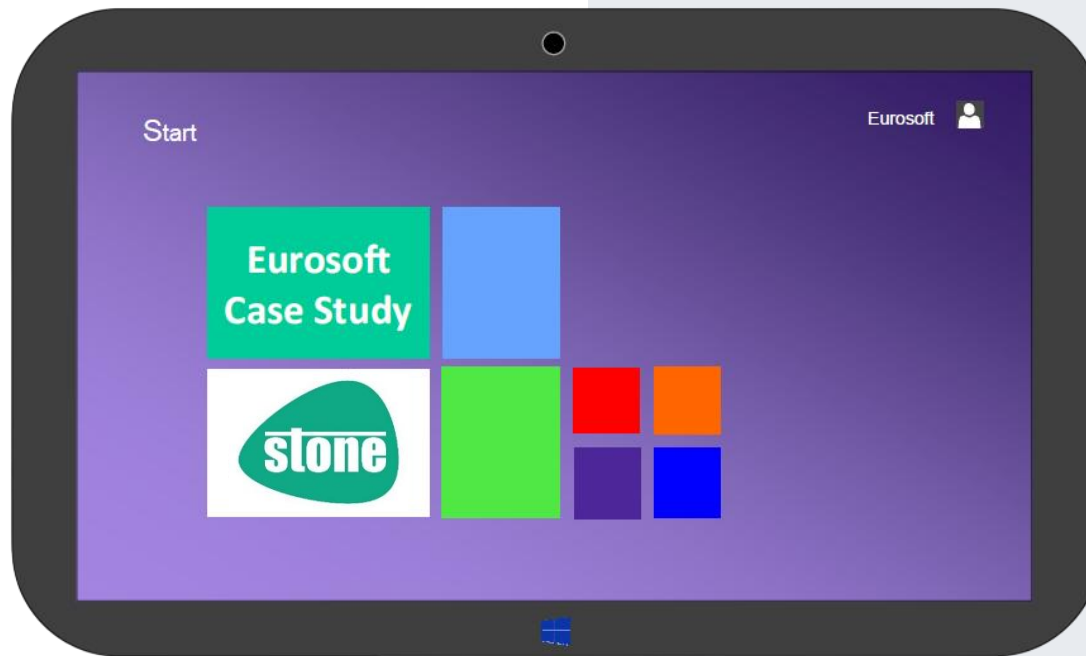


Converge Technology Solutions UK and Eurosoft (UK) Ltd:

Automating the Complete Device Lifecycle



...supports the entire lifecycle

Facts are, when Eurosoft's technology was first introduced into the Converge UK manufacturing operation more than 20 years ago, they reported a near immediate 43% improvement in 'Right First Time' performance. That initial improvement has developed into a highly mature and controlled production process, with more than 95% of devices today successfully completing their end-to-end manufacturing workflow "Right First Time".

At the heart of the operation is Eurosoft's PC Builder™ Manufacturing Test Management automation software platform. PC Builder manages the build, validation and testing process through a controlled workflow that reduces manual intervention while improving consistency and throughput. Every device begins its journey with automated configuration verification, where installed components are compared against customer orders and bill of materials (BOM). This immediately identifies incorrect hardware, preventing unsuitable systems from moving deeper into production.

The Converge success story with PC Builder is due to their detailed workflow.

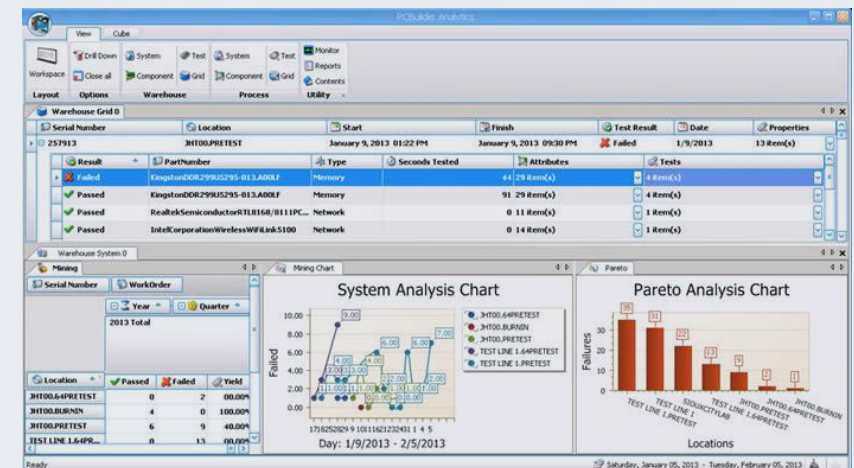
Following assembly, the platform automates BIOS firmware management. Approved firmware versions are deployed automatically, BIOS settings standardised, and configuration policies are applied consistently across production batches. This removes an often-complex manual task while ensuring every device conforms to manufacturing standards.

Microsoft Digital Product Key (DPK) provisioning is also automated. Licensing information is associated with the correct device, applied during production, and recorded for future traceability. Together, these automated processes establish a consistent baseline prior to testing, while avoiding DPK wastage. Thousands of DPK's are installed monthly.

FOR MORE THAN 22-YEARS

Converge Technology Solutions UK (Stone Technologies Ltd) has partnered with Eurosoft (UK) Ltd to automate their computer manufacturing, diagnostics, quality assurance, remanufacturing, and device lifecycle management processes.

What initially began as a program to replace manual testing methods, has evolved into a comprehensive manufacturing execution and automation platform that now supports the entire lifecycle of a device – from initial assembly through deployment, refurbishment, and eventual recycling.



Once configuration is complete, Pc-Check® Windows Diagnostics takes over. Diagnostic profiles are selected automatically based on the system configuration and production requirements. Hardware testing first checks Tested Platform Module (TPM) and Secure boot compliance, then covers processors, memory, storage devices, graphics, networking, thermal management, and peripheral interfaces. Each test is executed automatically without requiring technician involvement.

For additional quality assurance, systems undergo extended stress and burn-in testing designed to reveal intermittent component issues and early-life failures before devices reach customers. By identifying problems during production rather than after deployment, Converge reduces returns, rework and service costs while improving customer satisfaction.

One of the most powerful features of the solution is its rules-based quality control engine. Every test result is evaluated automatically against predefined acceptance criteria. Devices that pass all requirements move seamlessly through production and are approved for shipment. Devices that fail are automatically quarantined and routed for investigation. This exception-based workflow allows engineers to focus exclusively on fault resolution rather than manually reviewing every system. As a result, throughput increases while quality standards remain consistent.

All production activity is recorded within a Microsoft SQL Server environment, creating a complete audit trail for every device processed. Build configurations, BIOS revisions, licences, diagnostic outcomes, and production timestamps are stored centrally, enabling full lifecycle traceability and detailed operational reporting. Historical data also helps identify recurring component failures, supplier quality issues, and process improvement opportunities.

Not surprisingly, the same quality-driven methodology extends into Converge's refurbishment and re-manufacturing services.

Returned devices enter controlled PC Builder workflows where configurations are validated, diagnostics are executed and quality standards are enforced. By applying manufacturing-grade controls throughout refurbishment operations, Converge ensures remanufactured devices leave the facility with the same attention to quality and reliability as newly built systems.



The longevity of the relationship demonstrates the effectiveness of the approach. Through multiple generations of technology, changing manufacturing practices and the key addition of IT Refurbishment, Eurosoft's solutions have continued to evolve while remaining central to Converge UK's operational success.

The impact of the platform is best reflected by customer feedback.

Paul Watkins, Head of Product Development, at Converge Technology Solutions UK commented:

“Our Eurosoft PC Builder production workflow consistently delivers a first-time pass rate of over 95%. This is a true end-to-end measure, inclusive of all causes of failure which are flagged — from genuine hardware or software problems requiring rectification, BOM discrepancy or component picking errors, through to operator error. Achieving this level of first-time success with such a complex and fast paced product range demonstrates the reliability, repeatability and control we have across the complete manufacturing process.”

That sentiment is echoed by Paul Roberts, Lead Production Systems Engineer at Converge Technology Solutions UK:



“Eurosoft PC Builder is at the heart of our manufacturing process, helping us control the BOM, validate components and automate imaging, driver and firmware deployment, testing, and digital licence management. This gives us confidence that every system is built to the correct specification, while delivering the consistency, traceability, and efficiency we need at scale, without compromising on quality”



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