CASE STUDIES

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Eurosoft replaces manual processes at IT hardware supplier with its SQL Server-based test management suite

Stone Computers supplies IT hardware to over 4,500 public sector organisations in the UK with business customers over 1,000. Building in excess of 200,000 computers each year, recycling has taken a greater role with over 50,000 computers managed at its facility. It manages the entire process of building, supplying and supporting a full range of PC s, notebooks and servers. The recent addition of refurbishing and recycling services has provided a significant repository, enabling a secondary market channel for disused and working computers.

By scaling Eurosoft's PC Builder Test Management Suite facility-wide, all the benefits Stone Computers depends on, such as automated, coordinated and repeatable testing, are now applied in refurbishing. It still equips technicians with Pc-Check – Eurosoft's self-booting, diagnostic program, to validate PCs' during service, and also bundles Virtual Pc-Check diagnostics, the user-support version of Pc-Check for remote testing.

Stone Computer's reputation for system reliability could not be compromised without a profound impact across its intricately linked operations of manufacturing, service, support and refurbishing – not without increased costs directly affecting the bottom line. Stone Computer's group technical manager, Micky Scott, accredits its lasting computer success to Eurosoft's range of diagnostics. "Previous test processes counted on skill and judgement from our technicians," says Scott. "As manufacturing and refurbishing volumes increase, it's impractical for technicians to test hardware manually."

PC Builder was scaled into the refurbishing and recycling areas, ensuring comprehensive diagnostics and tests are used consistently in all areas. Stone remains with Eurosoft because the test solution automatically verifies components to a bill of materials or sales order, provides a proven methodology for data capture and delivers results to the shop floor control system. The solution also uses predefined, repeatable testing, analysing data for process improvement, while managing new Microsoft license key requirements.

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> **Micky Scott**
> **Technical Manager**
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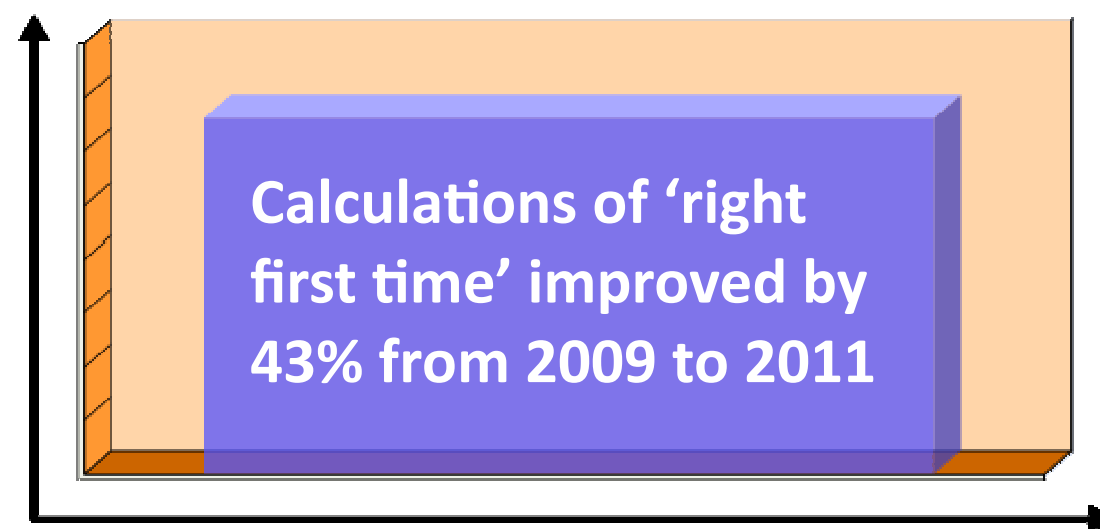
Compatible with Windows 7
Windows 8 Compatible

PC Builder leverages Microsoft SQ L Server 2008, taking advantage of virtualisation, added security, near infinite uptime, and super-fast data and network performance for communication between the host and the units under test.

Eurosoft's PC Builder is a powerful test process management and diagnostic deployment software suite, enabling Stone Computers to achieve quality goals without affecting productivity. "PC Builder's rigors help us to maintain the significant testing processes we adhere to at Stone," says Scott. "We are continually identifying problematic hardware, which helps us to manage vendor supplies before they impact our customers."

Stone continues to see reductions in configuration errors and component failures with PC Builder, effectively controlling return to base and return merchandise authorisations. Calculations of 'right first time' improved by 43 per cent from 2009 to 2011.

Eurosoft's and Stone Computer's united test plans ensure stringent quality practices and ultimately, satisfied customers. Stone is incorporating new Microsoft protocols with the aid of Eurosoft's PC Builder solution.

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Overview

Solution: Computer manufacturing test management

Benefits: Improved efficiency, reduced configuration errors

Technology: Microsoft SQL Server, PC Builder Test Management Suite

Partner: Eurosoft UK

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