



BUSINESS ANALYTICS

Services designed to optimize your solution while minimizing vulnerabilities and risk

UNICOM Engineering purposely captures critical data points throughout the build and deployment process and post sales to better manage solutions. This data is delivered via our easy to use dashboards providing the business analytics required to make informed decisions reducing your risk and increasing end user satisfaction.



Design Engineering



System Integration



Logistics & Compliance



Global Support



Business Analytics



Improve repeatability and reduce vulnerabilities of your solution with business analytics services

Product Lifecycle Management Report

UNICOM Engineering takes a holistic approach to Product Lifecycle Management (PLM) enabling you to strategically manage each phase of your solution. The basis of the system is the data that relates to the design, production, support, end of life and potential transition plans to new technology. Along with a proactive and comprehensive approach that ensures predictable, repeatable builds and reduces the many risks and costs associated with change.



A key tool to our Product Lifecycle Management system is the Product Lifecycle Management (PLM) Report which combines data from various infrastructure tools and databases including Agile to provide a complete picture of component PLM information and activities. The report is designed to provide a timeline view of changes associated with each component used in a solution allowing the customer to collect information and react accordingly to prevent shipping delays. Sometimes, supply chain issues may arise for components such as (second source) manufacturer parts for applicable items.

Lifecycle Management Report provides a comprehensive snapshot of the solution lifecycle to the component level.

- A** Where used data provides detailed visibility to component usage across platforms for quick reference and change control.
- B** Business Intelligence provided through lead time and EOL data enables accurate supply and transition planning of existing and next gen solutions.
- C** The Product Change Notification (PCN) portion of the report serves as a repository of technology partner notifications regarding updates and lifecycle changes to components.

Where Used	Item Number	Lead Time Canton (days)	Lead Time Plano (days)	Lead Time Galway (days)	Plan of Record EOL Date
	HDD-G-ABC-2-1T	42.0	42.0	21.0	01/01/2018
	HDD-G-ABC-2-1T-FRU				
	HDD-G-ABC-2-2T				

Customer:	Platform:	Component	Item Number	Description	Lead Time Canton (days)	Lead Time Plano (days)	Lead Time Galway (days)	Plan of Record EOL Date		
ABC Company (ABC)	ABC 2222	212-XXXX-00		DRIVE CARRIER, 3.5" HOT-SWAP, INTEL FX35H5ADPB	42.0	42.0	21.0	01/01/2018		
Supplier	Manufacturer	Mfr Part Number			Preferred Status	Mfr P/N Lifecycle Phase				
INTEL		612771			Preferred	Active and RAID Compliant				
Where Used	Item Number	Item Description	Lead Time	Plan of Record						
HDD-G-ABC-2-1T	ABC 2222-5555-5400-30	HDD CARRIER WITH 3.5 DISK DRIVE	42.0	01/01/2018						
HDD-G-ABC-2-1T-FRU	ABC 2222-5555-5400-30	HDD CARRIER WITH 3.5 DISK DRIVE FRU	42.0	01/01/2018						
HDD-G-ABC-2-2T	ABC 2222-5555-5400-30	HDD CARRIER WITH 3.5 DISK DRIVE CRU	42.0	01/01/2018						
HDD-G-ABC-2-3T	ABC 5555	DISK DRIVE CARRIER/SLD WITH 3TB DISK DRIVE	21.0	01/01/2018						
HDD-G-ABC-2-3T-FRU	ABC 5555	DISK DRIVE CARRIER/SLD WITH 3TB DISK DRIVE FRU	21.0	01/01/2018						
SYS-G-ABC-2222-101	ABC 2222	BASE SYSTEM	21.0	01/01/2018						
SYS-G-ABC-2222-101-NFR	ABC 2222	BASE SYSTEM, NFR	21.0	01/01/2018						
SYS-G-ABC-2222-101-TB	ABC 2222	BASE SYSTEM, TB	21.0	01/01/2018						
SYS-G-ABC-2222-102	ABC 2222	FBIRE CHANNEL ENABLED SYSTEM	21.0	01/01/2018						
SYS-G-ABC-2222-102-NFR	ABC 2222	FBIRE CHANNEL ENABLED SYSTEM, NFR	21.0	01/01/2018						
SYS-G-ABC-2222-102-TB	ABC 2222	FBIRE CHANNEL ENABLED SYSTEM, TB	21.0	01/01/2018						
PCNs	PCN Number	PCN Description	PCN Status	Last Time Buy	No Longer Available	NFRD Replacement(s)	Replacement Manuf Part	Qual Schedule	Second Source Qual Schedule	Notes
	P01263.1	Intel released firmw... flash package 16 affecting R2158008 RAID controllers... This firmware is designed to address... Intel will implement these changes in the factory as soon as possible; this factory change notification will be made via the standard Intel Product Change Notification (PCN) process. Customers are encouraged to review the advisory and qualify the firmware with their applications. Intel has indicated that the recommendation is to use the firmw-ave with the latest RAID controller firmware (V23.28.0015). All RAID card kits have been appropriately updated. See MR 2017.	Notification / Review							
	P01343	Intel released a new SUP for 5205022 (E-1600 R3, E-2000 R3). The SUP contains the following firmw-ave versions: System BIOS - 02.04.0003 ME Firmw-ave - 02.01.07.338 EMC Firmw-ave - 01.22.6890 FRUSOR - 1.13	Notification / Review							

PCNs	PCN Number	PCN Description
	P01263.1	Intel released firmw controllers that address...

Customer Web Portal

UNICOM Engineering’s customer portal provides visibility and control of your business online through a secure web portal that reports status of inventory, tracks orders and shipments, manages forecasts and produces reports. The portal serves as a primary access point to information and to view the status of products and orders in real time.

The portal shows the status of current shippable products, finished goods and Work in Progress (WIP) by location—enabling customers to plan and execute location-based distribution. Having this information at your disposal allows you to respond to sales demand in a more timely manner.

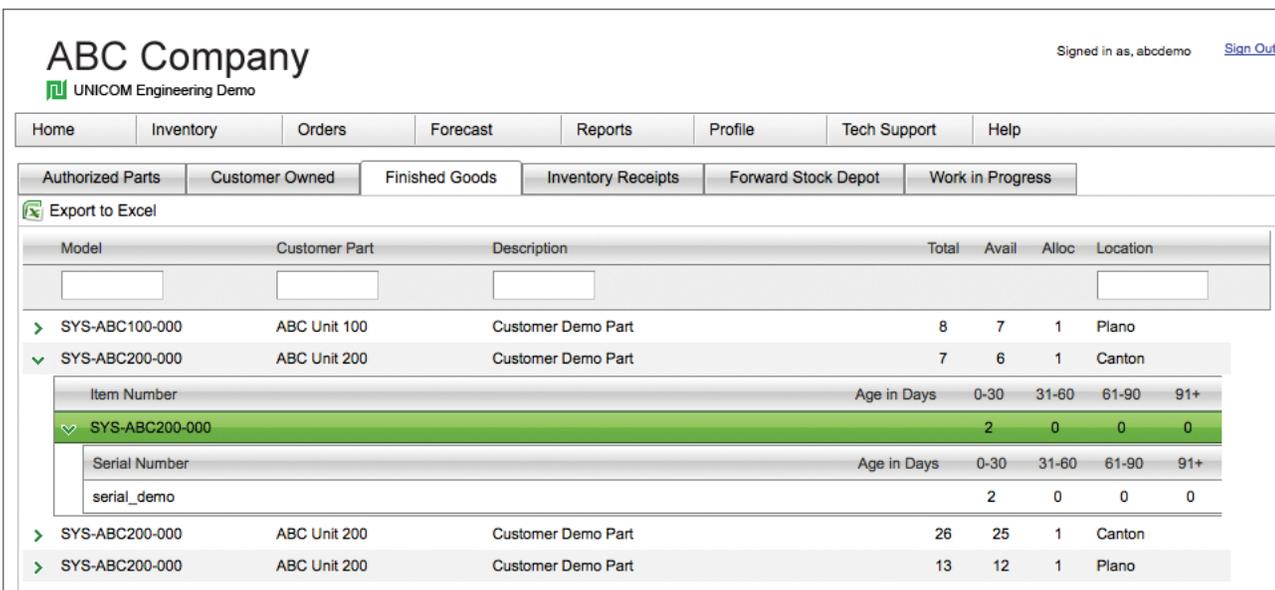
The portal offers multiple ways to view your business information. You can view information by PO, ship date or serial number. You can request and generate reports that include information on RMAs, open orders, WIP, shipments, and evaluation equipment.

Forecasting

As a vital step in securing inventory and driving manufacturing plans to address demand, our Account Managers work with our Program Managers to develop build forecasts (by SKU). Customer forecasts are accessible through the portal for review and evaluation.

Inventory Management

The Partner Portal is key to managing and tracking manufacturing cycles and inventory levels at UNICOM Engineering’s various plants and depots. The portal provides access to inventory sorted by customer owned, finished goods and Work in Progress (WIP) by location—better enabling customers to commit to sell/ship on time.



The screenshot shows the 'ABC Company' customer portal interface. At the top, it says 'UNICOM Engineering Demo' and 'Signed in as, abcdemo' with a 'Sign Out' link. A navigation menu includes Home, Inventory, Orders, Forecast, Reports, Profile, Tech Support, and Help. Below this, there are tabs for 'Authorized Parts', 'Customer Owned', 'Finished Goods', 'Inventory Receipts', 'Forward Stock Depot', and 'Work in Progress'. The 'Finished Goods' tab is active, and there is an 'Export to Excel' button. The main table displays inventory data with columns for Model, Customer Part, Description, Total, Avail, Alloc, and Location. A detailed view for 'SYS-ABC200-000' is expanded, showing 'Item Number', 'Serial Number', and 'Age in Days' (0-30, 31-60, 61-90, 91+).

Model	Customer Part	Description	Total	Avail	Alloc	Location												
> SYS-ABC100-000	ABC Unit 100	Customer Demo Part	8	7	1	Plano												
✓ SYS-ABC200-000	ABC Unit 200	Customer Demo Part	7	6	1	Canton												
<table border="1"> <thead> <tr> <th>Item Number</th> <th>Age in Days</th> <th>0-30</th> <th>31-60</th> <th>61-90</th> <th>91+</th> </tr> </thead> <tbody> <tr> <td>✓ SYS-ABC200-000</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Item Number	Age in Days	0-30	31-60	61-90	91+	✓ SYS-ABC200-000	2	0	0	0	0				
Item Number	Age in Days	0-30	31-60	61-90	91+													
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<table border="1"> <thead> <tr> <th>Serial Number</th> <th>Age in Days</th> <th>0-30</th> <th>31-60</th> <th>61-90</th> <th>91+</th> </tr> </thead> <tbody> <tr> <td>serial_demo</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Serial Number	Age in Days	0-30	31-60	61-90	91+	serial_demo	2	0	0	0	0				
Serial Number	Age in Days	0-30	31-60	61-90	91+													
serial_demo	2	0	0	0	0													
> SYS-ABC200-000	ABC Unit 200	Customer Demo Part	26	25	1	Canton												
> SYS-ABC200-000	ABC Unit 200	Customer Demo Part	13	12	1	Plano												

Figure 1: UNICOM Engineering’s finished goods provides customers with a snapshot of their inventory.

Order & Shipment Tracking

Once an order has been placed, customers can track and report the status of individual shipments. The portal provides valuable information including the carrier, tracking number(s) and associated freight charges. Information can be retrieved by ship date or PO number and results provide information down to the serial number of each part. This level of asset management is critical to customers who use serial numbers and MAC addresses to establish license keys for the software loaded on each device.

Order and shipment tracking enables customers to:

- Pro-actively monitor and share shipping information with their customers
- Plan the deployment of installation/ service technicians
- Obtain proof of shipment for regulatory and audit purposes
- Initiate invoice processes

ABC Company
UNICOM Engineering Demo

Signed in as, abodemo [Sign Out](#)

Home Inventory Orders Forecast Reports Profile Tech Support Help

Assets by Serial Number Blanket PO's EDI Transactions Orders Promise Date History

PO# OR Start End Use Dates 30 days 60 days 90 days Search Reset Save Export

Additional search options

PO#	Cust PO#	Transaction #	Ship to	Status	Request Dt	Promise Dt	Ship Dt
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All			
> PO-12301	None	STDINV012345	Acme Auto	Shipped	28-Apr-2016	28-Apr-2016	28-Apr-2016
> PO-12302	None	STDINV012350	State Street Bank	Shipped	28-Apr-2016	28-Apr-2016	28-Apr-2016
> PO-12303	None	STDINV012375	British Airways	Shipped	06-Apr-2016	06-Apr-2016	06-Apr-2016
> PO-12306	None	STDINV012500	Acme Financial Services	Shipped	09-Apr-2016	09-Apr-2016	09-Apr-2016
> PO-12307	None	STDORD012700	Bunker Hill	Ordered	28-Apr-2016	01-Apr-2016	
> PO-12308	None	STDORD012800	Gymnastics	Ordered	16-Apr-2016	01-Apr-2016	
> PO-12309	None	STDORD012900	Transit	Ordered	24-Apr-2016	01-Apr-2016	

Figure 2: UNICOM Engineering’s Order & Shipment Tracking snapshot lists a detailed report of a placed order.

Operational Reports

A series of reports are available to customers via the portal, including Open Order Summary, Shipment Summary, RMA Activity and Detailed RMA Activity reports. In addition to viewing these via the portal, many of these reports are available to be received via an HTML email for users who choose to subscribe to such emails.

Technical Support

You can enter new support tickets, view open/closed tickets, and receive support help using this section of the portal.

Customers can quickly and easily:

- Place a new support request
- View open and closes requests
- View RMA activity
- Place and view customer SAT requests

ABC Company Signed in as, abcdemo [Sign Out](#)
UNICOM Engineering Demo

Home | Inventory | Orders | Forecast | Reports | Profile | Tech Support | Help

Open Support Requests | Closed Support Requests | **New Support Request**

Due to the time sensitive nature of Critical and Major issues those options are not available from this Portal. Please call 1-800-977-4002 or +1 972-673-1300 and speak with your technical support representative.

Name: ABC Demo **Request Type:** <Select>
Phone: 12345678901 **Priority:** Informational
Mobile: none **TLA Serial#:**
Email: abcdemo@unicomengineering.com **TLA Part#:**
Customer Ref#: **TLA Description:**
Eval/Beta: DOA: **Area:** <Select>
Call Subject: **Sub-area:**
100 Characters max (optional)

Support Request
These special characters will be removed upon submission: % & < >
Initial Description:

Attachments: no file selected 2MB max size

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Figure 3: UNICOM Engineering’s snapshot of the screen for entering a new support ticket.

Refurbishment Program

UNICOM Engineering offers a refurbishment program whereby used inventory can be returned to our facilities, refurbished and restocked for demonstration and evaluations, pilot programs, proof of concepts or other business needs. The portal provides visibility into this inventory as well, allowing customers to view quantities, locations and current condition of that inventory.

Customer Experience Reporting Service

Supporting solutions in the field can quickly erode profits and decrease end user satisfaction if you are unable to find rapid resolution to issues. UNICOM Engineering’s Customer Experience Reporting service provides the business analytics required to make informed decisions reducing your risk and increasing end user satisfaction. We follow a systematic approach to troubleshooting incidents in the field and capture vital data points throughout the process.

Our Customer Experience Reporting services aggregates the data into any easy to use dashboard providing early indicators of product issues in the field. It further provides a lifecycle view over time revealing potential trends and quality improvement opportunities. As components within the solution approach their end of life, this data can be used to predict necessary inventory and resources required to support contractual service levels. Track field performance based upon the age of the system or component in the field.

The Dashboard Defined

The Customer Experience Dashboard is the tool that enables visibility to incident and confirmed failure data. It tracks subcomponent and provides a visual and numeric representation of platform performance. Depending on the service level you choose, the dashboard can provide the following:

- Incident, Field Repair, Return, and Confirmed
- Failure Ratios by month
- Actual to predicted failure rates
- Visibility to overall portfolio or individual product line failures
- Failure reports for each phase of the product lifecycle

C (P) = Confirmed failures (Predicted Failures)				
P=0	C/P≤1	1<C/P≤1.25	1.25<C/P≤1.5	C/P>1.5



Component Type	2015-01	2015-02	2015-03	2015-04
BATT	-	-	-	-
BLADE	-	-	-	-
CHASSIS	3 (4.2)	1 (3.9)	4 (4.6)	6 (4.6)
CPU	0 (0.9)	1 (0.8)	0 (1.0)	0 (1.0)
DIMM	3 (20.0)	5 (18.5)	3 (22.4)	2 (22.2)
DSSD	-	-	-	-
FAN	0 (2.3)	0 (2.1)	0 (2.6)	0 (2.5)
FDD	-	-	-	-
FLASH	-	-	-	-
HBA	0 (0.1)	1 (0.1)	0 (0.1)	0 (0.1)
HDD	27 (151.4)	93 (139.6)	25 (169.9)	77 (167.7)
MEDIA	-	-	-	-
MOBO	3 (6.3)	3 (6.8)	3 (6.9)	9 (6.8)
NIC	2 (1.0)	0 (1.0)	2 (1.2)	1 (1.2)

Appliance Performance Dashboard Example
 The dashboard enables visibility to critical data while revealing trends

Service Level to Meet Your Needs

Each organization has different requirements for data and reporting. To ensure you are only investing in the data you require, the following service levels are available.

LEVEL	DESCRIPTION	SERVICES
BRONZE	Basic Failure Data	<ul style="list-style-type: none"> ■ One Dashboard for customer portfolio (bundle of all platforms subcomponents) ■ Every customer platform contained in one dashboard ■ Confirmed Failure Ratios compared to predictions by month ■ All components/assemblies of every life-phase are considered in the field population
SILVER	Advanced Failure Data	<ul style="list-style-type: none"> ■ One Dashboard for each customer platform ■ Confirmed Failure Ratios compared to predictions by month ■ All components/assemblies of every life-phase are considered in the field population
GOLD	Advanced Return and Failure Data	<ul style="list-style-type: none"> ■ Two Dashboards for each customer platform ■ Return Ratios compared to predictions by month ■ Confirmed Failure Ratios compared to predictions by month ■ All components/assemblies of every life-phase are considered in the field population
PLATINUM	Premiere Incident, Repair, Return and Failure Data	<ul style="list-style-type: none"> ■ Three Dashboards for each customer platform and life-phases ■ Incident Ratios compared to predictions by month ■ Return Ratios compared to predictions by month ■ Confirmed Failure Ratios compared to predictions by month ■ Components/assemblies considered in the field population are based on their life-phases ■ Typical life-phases are: <ul style="list-style-type: none"> ■ Early-Life (0 – 6 months) ■ Mid-Life (7 – 18 months) ■ Late-life (19+ months)

Why do leading technology companies trust UNICOM Engineering to deploy their solutions?

We have found that the following attributes are the things that create a sense of confidence in the minds of our customers as they partner with us to become an extension of their business.

- Comprehensive technology partner network including OEM affiliations with Dell, Intel, HPE, Supermicro and Lenovo
- Flexible engagement model with a proven ability to accelerate design, test, production and delivery
- Substantial engineering staff with deep technical expertise in purpose-built appliances, server platforms, and enterprise storage
- Multiple, global manufacturing sites designed to produce identical results regardless of location(s) utilized
- Quality and control systems throughout production process to ensure predictable, repeatable builds
- Full Lifecycle Management from initial development and product enhancements through end of life transition management
- Commitment to quality leadership backed by ISO 9001, TL 9000, ISO 13485 and ISO 14001 certifications
- Business analytics tools to provide real-time visibility, optimize performance and decrease risk
- Extended warranties and worry-free repair, refurbishment and replacement services
- Always on, direct technical support services (phone, web, onsite)



ABOUT UNICOM ENGINEERING

UNICOM Engineering is a leading provider of server-based application platforms and lifecycle support services for software developers and OEMs worldwide. Through its expertise and comprehensive suite of design engineering, system integration, global logistics, trade compliance, support and business analytics services, UNICOM Engineering is redefining application deployment solutions to provide customers with a sustainable competitive advantage. More than a decade of appliance innovation and strong technology partnerships make UNICOM Engineering one of the most trusted deployment partners in the industry. Founded in 1997, UNICOM Engineering has facilities in Canton, Massachusetts; Plano, Texas; and Galway, Ireland. For more information, visit www.unicomengineering.com.



Contact Us

UNICOM Engineering's broad range of appliance platforms or deployment services, please contact us by telephone +1 (800) 977-1010 or by email at info@unicomengineering.com.