



Solution Performance Analytics Service

Supporting solutions in the field can quickly erode profits and decrease end user satisfaction if you are unable to find rapid resolutions to issues. UNICOM Engineering’s Appliance Performance Dashboard Service provide 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 Appliance Performance Dashboard Service aggregates the data into easy to use dashboards providing early indicators of product issues in the field. It provides a view of the performance of products as they age and reveals 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.

The Dashboard Defined

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

- Incidents, field repairs, and confirmed failures by month
- Predictions based on component population in the field and years of confirmed data
- Actual to predicted ratios
- Visibility to overall portfolio or individual product line failures
- Dashboards for each product life-phase (early-life, mid-life, late-life)

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 (5.8)	3 (6.9)	9 (6.8)
NIC	2 (1.0)	0 (1.0)	2 (1.2)	1 (1.2)

Learn More

Contact UNICOM Engineering at 800-977-1010 or visit www.unicomengineering.com. Our team is ready to help you deliver your solutions faster, better and far more cost effectively.

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"> 1 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"> 1 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"> 2 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"> 3 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)

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