



# Wistron Corporation Introduction

## Press Brief

### Introduction

As a leader in the ODM industry Wistron supports OEM customers with tailored product development and support services. Utilizing a strong engineering base and extensive product development experience, Wistron incorporates the latest technology platforms into product offerings for OEM customers. A broad range of related support services support customers overall product development plans. These services focus on ICT (information, communication and technology) products, including mobile systems, desktop systems, servers and storage, IA and networking and communications. Wistron's offices include over 30,000 personnel strategically located in North America, Europe and Asia to provide optimum support for customers' needs.

Wistron's dedicated DMS (Design, Manufacturing and Service) teams provide a broad range of in-depth services. Design teams cover all pre-manufacturing areas from initial product conceptualization and prototyping to design-for-manufacturing, test and service. Manufacturing teams assist with all aspects of product development from PCB layout to full system integration, including CTO. After-sales service teams collaborate with customers' service teams or customers' outsourced service partners to develop tailored service business models and related activities.

### Design services

Wistron pushes for the most comprehensive design phase as possible. During the design phase all pre-manufacturing processes and personnel are closely linked to provide comprehensive design for manufacturability, test and after-sales service. Wistron offers a suite of services, from electrical and mechanical design to structural and functional test development, as well as prototyping, qualification and agency approval. Our extensive labs include a comprehensive suite of industry standard and Wistron-developed design tools and testing equipment. From board design for small form factor PDAs to thermal issues in servers, our pre-manufacturing services are linked to our New Product Introduction (NPI) process, dedicated to shorten product-development cycles and optimize a product's design for manufacturing.

### Manufacturing services

With extensive electronics manufacturing experience, Wistron is a leader in the skills, technologies and methodologies used for ICT products. Wistron's various manufacturing plants support a complete set of services from PCB up to systems assembly, including CTO to meet the increasing needs of its customers. Wistron offers the ability to manufacture leading ICT products matching industry requirements for quality, packaging and functionality. Wistron and its customers can closely follow the production process through IT systems and processes that allow for constant monitoring and corrections. Throughout the manufacturing process, failure analysis and test capabilities ensure that that engineers discover and correct problems or defects with a range of tests using industry-leading testing, measuring, and analyzing instrumentation.

### Service services

In order meet customers' changing requirements, Wistron offers a variety of flexible service business models. Hub-to-hub FRU swap service, Hub-to-ASP, and CRU services complement the depot options and other contracted services. Wistron possesses extensive experience working with customer's own service/repair teams, as well as their outsourced service partners--business models and specific services are carefully integrated with our customers' current and planned service system. Wistron's repair centers are closely networked with regional hubs in North America, Europe, Asia and Japan. Wistron's Repair Control System allows customers to check RMA components and repair status, effectively observing quality control at each phase in the repair process.

#####