

Lifecycle Management for M2M Communications Solutions

Realize the full potential of your business model and leverage the core competencies of your company without worrying about how to manage the lifecycle of your data communications solutions. Multi-Tech allows you to do this by offering an extensive portfolio of M2M (machine-to-machine) communications services covering engineering, design, development, manufacturing and support.

Multi-Tech understands that time-to-market is critical for companies looking to gain a competitive edge. Total cost of ownership and lifetime ROI are important considerations as well. And at the end of the day, businesses want to know they can depend on the solution. Yet most often companies do not have the resources and expertise on staff to handle all the complexities of bringing an M2M communications solution to market and the critical piece of managing its entire lifecycle.

With more than 40 years experience in the device networking world, Multi-Tech's products have earned a reputation for quality and reliability. As an innovative pioneer in this arena, we have also gained an unparalleled appreciation for what it takes to manage complete M2M communications solutions. Whether you require Professional Services, Manufacturing Services, Support Services or all three, Multi-Tech can deliver in the most cost-effective way.

Benefits

- Reduce time to market
- Reduce total cost-of-ownership
- Extend solution lifetime
- Maximize ROI

Professional Services

Multi-Tech partnered with Connected Development to provide a comprehensive Professional Services offering to our customers. Leveraging this service allows you to manage the complexities of bringing your solution to market in the quickest, most efficient and reliable way. Choose design services or launch services – or everything in between. You can optimize your company's resources and talent by selecting from a complete menu of services best suited to your needs. This allows you to focus on your core competencies, greatly expanding your ability to develop a robust, revenue-generating offering for your customer and gain an edge on the competition. You can rely on our partner and highly experienced technical professionals to give you the peace of mind that comes with getting it right and knowing it's right – the first time.

Benefits

- Quick time-to-market
- Cost-effective solution
- Internal resource optimization
- Quality assurance

Professional Services include:

- Design & Integration
- Pre-Certification & Product Validation Testing
- Certifications & Approvals
- Project Management



Manufacturing Services

Multi-Tech is an industry-leader in delivering quality products on time at its world class U.S.-based manufacturing facility with in-house EMI and homologation testing labs. We are flexible to meet your unique custom manufacturing needs. Since the expertise and comprehensive services are in one facility, we can quickly adapt to any changes you might need. Multi-Tech sets the bar high for quality, with 100% functional testing for every product and ISO 9001:2000, UL, CSA and CE certifications.

Benefits

- Maximum control and flexibility
- State-of-the-art facility offers on-site manufacturing and testing
- Quality control includes 100% functional testing for every product
- Track record of on-time delivery – average rate exceeds 99%
- Committed to environmentally responsible manufacturing practices

Manufacturing Services include:

- Custom Manufacturing
- Kitting, Packaging & Assembly
- Activation & Provisioning
- Custom Configurations
- Launch Services



Support Services

Multi-Tech's comprehensive Support Services programs offer a full array of options to suit your specific needs. These services are aimed at protecting your investment, extending the life of your solution or product, and reducing total cost of ownership. Our seasoned technical experts, with an average tenure of more than 10 years, can walk you through smooth installations, troubleshoot issues and help you with configuration. Warranties of up to 5 years are available via Multi-Tech's Extended Warranty program, which offers the convenience of overnight service* for optimal uptime.

Benefits

- Reduces total cost of ownership
- Extends investment protection
- Maximizes solution or product up-time and reliability
- Streamlines resolutions
- Provides up-to-date features and functions

Support Services include:

- Extended Warranty
- Overnight Services
- Installation Support
- Support Services



*Overnight replacement service is currently available for U.S. customers

Please contact us for more information about any Multi-Tech products and services.

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