



## General Industries

### OUR PRODUCT DEVELOPMENT SERVICES:



Brainstorming and  
Concept Generation



Feasibility Studies and  
System Architecture



Detailed Product Design



Prototyping



Design for Manufacturing (DFM)



Verification Testing



Manufacturing Assembly  
and Test Equipment



Sustaining Engineering

# SUSTAINING ENGINEERING TEAM PACKAGE

## CLIENT

Global diagnostic and therapeutic cardiology  
products manufacturer

## OBJECTIVES

- Control sustaining engineering costs
- Increase revenue and longevity of installed base and existing portfolio
- Increase product-related service revenue and extend service life
- Improve end-user satisfaction

## APPROACH

- Assessed and evaluated backlog to determine appropriate plan of action
- Created an agile, diverse, and driven team of engineers who are focused on keeping the production lines up and running
- Developed new processes customized specifically to the needs of a global product offering and competing priorities

## RESULTS

- Cut lead time to complete high-priority projects by half
- Increased product and service revenue by \$15m
- Achieved savings of \$500k first year and increased output by 20% in future years
- Enabled client to release six new products, whereas company previously hadn't released a single new product in the prior five years
- Experienced zero line-down situations during contract's engagement



Sustaining engineering expenses were cut by 25% while accomplishing a higher volume of project completions.

### COMPLEX PROBLEMS

Prior to engaging with ALTEN Technology, our client needed help finding the time to innovate their product line. While the company had over 24 in-house engineers working on sustaining engineering activities, they struggled with accountability and actually driving activities to completion.

The engineering team, tasked with new product development programs, were constantly being distracted by 'emergencies' on legacy products and/or line down situations. These disruptions led to not a single new product being released by the group in five years. Additionally, several products came to the company through merger and acquisition, leading to inconsistencies in how engineering activities were accounted for, documented, and executed. Something needed to be done, and fast. The company looked to ALTEN Technology to bring stability, accountability, and efficiency to their sustaining engineering activities.



### INSPIRED SOLUTIONS

ALTEN Technology started by collecting, evaluating, and prioritizing the backlog of work across all eight product lines. Upon further review and collaboration, the appropriate solution was discovered. The client decided to streamline the existing internal team of 24 to a dedicated team of 12 ALTEN Technology FTEs. This team package and work package engagement garnered a more effective mix of resources and skills sets to address the backlog, and included activities ranging from component obsolescence/end of life to new feature development, and technical support.



ALTEN Technology took on complete ownership of the priority list and execution, including stress, telemetry, Holter, and ECG/Patient Monitoring, working directly with each product team, manufacturing, QA/RA, and executive management to complete tasks. The team worked remotely in Denver serving customer stakeholders in Seattle, California, and Wisconsin while working against an ever-growing backlog of sustaining engineering activities.

Monthly reviews were held to manage the backlog list, and performance was reviewed quarterly, including reporting how many activities were complete and which operations they supported. This data alone enabled the client to make better business decisions by seeing precise allocation of budget to each product line, including educated business decisions to end-of-life or invest in certain legacy product lines.



## ABOUT ALTEN TECHNOLOGY

ALTEN Technology is an engineering consulting company that provides innovative solutions for engineering, technology, and product development projects across the product life cycle. For decades, ALTEN Technology has been helping clients develop products that are changing the world, whether by shaping the future of space exploration, saving lives with medical devices that set new standards of care, or creating the fully autonomous electric taxi of tomorrow. We provide support across industries including aerospace, defense, medtech and life sciences, unmanned systems and robotics, automotive OEM and tier 1 suppliers, commercial vehicles, electric vehicles, energy and environment, rail and more.

## REAL RESULTS

In the end, ALTEN Technology had a tremendous impact financially and operationally for the client. Sustaining engineering expenses were cut by 25% while accomplishing a higher volume of project completions. The company also went from one line down every four to eight weeks to none in the five years ALTEN Technology served them. The work completed on the legacy devices also enabled the company to position itself for acquisition, which was successfully completed by the end of the engagement.

## ALTEN TECHNOLOGY

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