Introduction

In today's rapidly changing world, IT product developers and solution providers require a design and manufacturing partner capable of delivering complete solutions. As product lifecycles grow shorter, OEMs must shrink product development cycles to remain competitive.

nAppliance Networks provides comprehensive OEM capabilities that enable OEMs to compress their time-to-market. nAppliance Networks' full scope of OEM appliance capabilities include design, project management, manufacturing, product lifecycle management, order management, configuration, logistics, warranty, and repair services.

Our comprehensive OEM capabilities are coupled with a customer-centric approach that ensures your success.

Whether you are an established solution provider with in-house design and support capabilities, or a new market entrant looking for complete design-manufacturing-support capabilities in an OEM partner, nAppliance Networks can provide exactly the set of services that you require.
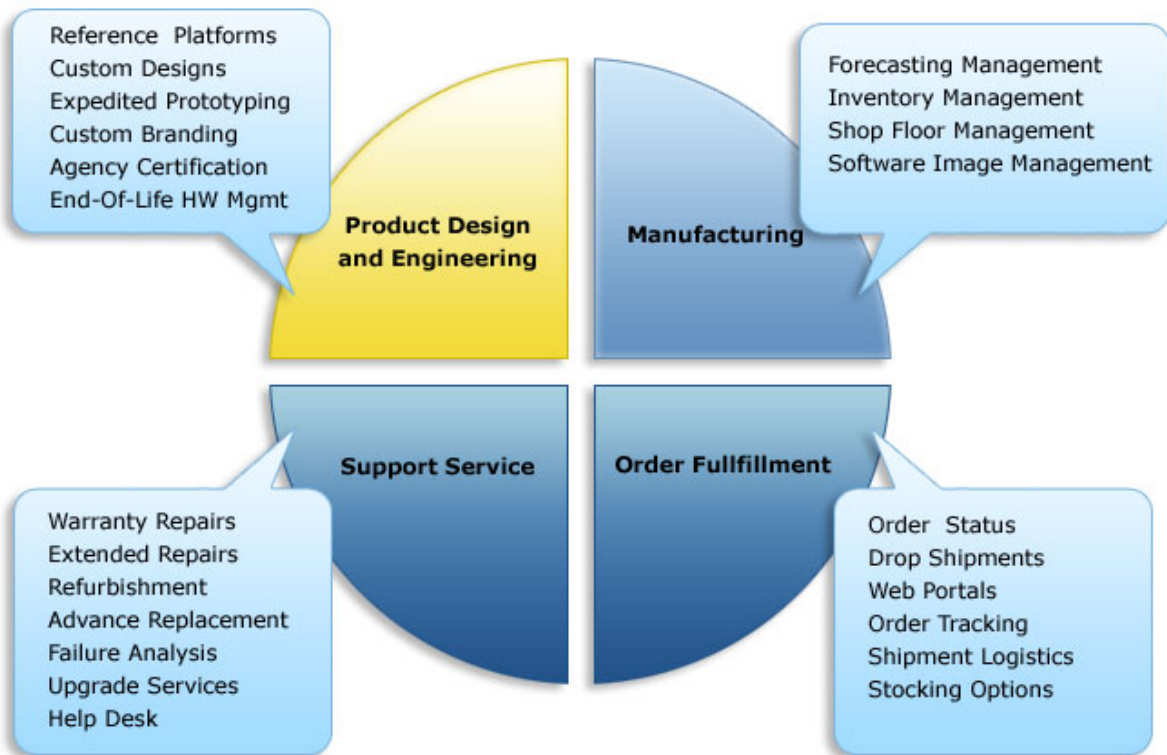
Design Capabilities

Winning platform designs require deep expertise, and a willingness to work with OEM's requirements. nAppliance Networks is continually developing and introducing new reference platform designs that OEM customers can leverage. In addition, nAppliance Networks will perform custom engineering and unique branding work on behalf of customers. Design work and customizations can include any aspect of the platform, including:

System architecture	Custom product packaging
Custom electronics and components	Custom documentation
Custom chassis, enclosures	BIOS modifications
Power supplies	Install standard applications
Custom cards	Custom applications
Custom bezels	Firmware upgrades

nAppliance Networks OEM Appliance Service Model

Appliance Life Cycle Management Services

Product Design and Engineering
- Reference Platforms
- Custom Designs
- Expedited Prototyping
- Custom Branding
- Agency Certification
- End-Of-Life HW Mgmt

Manufacturing
- Forecasting Management
- Inventory Management
- Shop Floor Management
- Software Image Management

Support Service
- Warranty Repairs
- Extended Repairs
- Refurbishment
- Advance Replacement
- Failure Analysis
- Upgrade Services
- Help Desk

Order Fullfillment
- Order Status
- Drop Shipments
- Web Portals
- Order Tracking
- Shipment Logistics
- Stocking Options

Dedicated Program Management Services

nAppliance Networks has years of proven design capabilities using Intel and AMD processor architectures. We maintain strategic relationships with these and other key suppliers, and we utilize the latest design tools. The result is proven OEM appliance platforms that are tailored to your unique requirements.

Project Management

nAppliance Networks provides project management capabilities to manage your OEM platform development and manufacturing from cradle to grave. Specific project management tasks can include managing the design effort, mock-ups, 1st article production, first customer shipment, release to volume manufacturing, and managing manufacturing schedules.

Manufacturing

nAppliance Networks is an ISO 9001:2000 certified manufacturer with a deep commitment to quality in manufacturing. nAppliance has the manufacturing capacity to handle your platform business whether you plan to ship tens of units per month, or thousands. And nAppliance Networks can provide forecasting, revision and software control, engineering change order/engineering change notification services, and custom configuration management and software builds and image loads for your OEM platforms. nAppliance can also manage your inventory of finished goods.

Product Lifecycle Management

Managing the lifecycle of hardware platforms is a challenge whether you do it in-house, or have your OEM supplier do it. nAppliance Networks provides complete lifecycle management services, including managing components, bill-of-materials, procurement, inventory, and end of life issues.

Order Management, Configuration, Logistics

nAppliance OEM customers are provided with an easy-to-use order management portal allowing the OEM customer to manage their inventory and product shipments directly. nAppliance provides complete shipment and logistics services, including drop-shipping to your end customers, providing tracking numbers and shipping information, and the ability to manage things such as Ethernet MAC address usage and shipment serial number capture.

Warranty and Repair Services

Tracking warranty status, and providing warranty and non-warranty repair services are challenges for many solution providers. nAppliance Networks provides a complete set of services in this area, including hardware and software failure analysis, warranty replacement services, depot repair, refurbishment programs, and system upgrade programs.

Additional Services

nAppliance Networks can tailor additional services to meet your requirements, including custom factory integration, deployment services, training services, and certification.

Benefits of Working with nAppliance Networks as your OEM Appliance Supplier

Builders of products have many choices today. nAppliance Networks is an ideal partner for your next OEM platform requirement. nAppliance Networks is:

- Highly cost-effective as a provider of design, manufacturing, and support services to OEM's
- Very flexible to work with, regardless of the unit volumes you anticipate
- A quality conscious, ISO-9001:2000 certified manufacturer
- Ready to provide solutions encompassing as much or as little of your supply chain as you require

In addition, nAppliance Networks maintains a dedicated OEM account team, including accounts managers, program managers, systems consultants, engineers, customer service professionals, and technical support staff. Our dedicated OEM account team ensures that you have ready access to the people who design, build, ship, and support your OEM solution.

Give nAppliance Networks a call to discuss your next OEM platform project. We're confident that we can provide a solution tailored to your exact requirements. We will deliver the solution on time, while providing you with the absolute best value in the OEM solutions market.

About nAppliance Networks

nAppliance Networks is an innovative, customer-focused provider of customized network infrastructure products such as network servers and nAppliance is a fully-owned subsidiary of Iron Systems, an innovative, customer-focused provider of customized network infrastructure products such as network servers and appliances services.