

We can do that.



consilium1

## Resourcing & Managed Services: Digital Print Product Commercialization

**Launching** proprietary printing presses on a **global scale** was proving to be a challenge for our innovative **digital printing partner**. By joining the team, providing **QA process** expertise, engineering software **updates**, **monitoring** performance, and **implementing** customer satisfaction performance **metrics**, we made **sure** they were truly ready to launch.  
**| Problem solved.**

Our client is a leader in innovative print technologies and offers a wide variety of custom printing solutions.

### PROBLEM

Our client was facing unique challenges with the launch of their new presses:

- **Critical gaps in launch processes were adversely affecting successful tests.**
- **Significant lag in software cycle time.** Software updates were not performing to expected standards.
- **Launch defects were well above acceptable standards.** Testing and monitoring processes needed vast improvement.

### SOLUTION

consilium1 joined the team and executed a comprehensive solution:

- **Re-engineered launch processes.** Comprehensive approach filled critical gaps and created a solid platform for improvement.
- **Defined QA metrics for the new platform and improved testing and monitoring processes.** Renewed focus on customer satisfaction generated more successful tests.
- **Leveraged software expertise to decrease cycle time and improve overall performance.**

### RESULTS

This solution delivered for our client:

- **Rearchitected processes and program management expertise accelerated speed to market and new product introduction.**
- **Improved cycle time and reduced launch defects.**
- **Improved overall customer satisfaction to increase successful implementation and drive incremental sales.**

PARTNERS



For more information about c1, visit [consilium1.com](http://consilium1.com), call us 1-866-631-5494, or contact us at [sales@consilium1.com](mailto:sales@consilium1.com).