

**ROHDE & SCHWARZ**

Make ideas real



## Case study

# FORCE TECHNOLOGY

Optimizing the availability and costs of test systems with a customized service agreement, without compromising on quality.

## CHALLENGE

- ▶ Maximize system availability
- ▶ Maintain high quality
- ▶ Optimize costs
- ▶ Minimize downtime for calibration
- ▶ Provide ISO/IEC 17025 accredited calibration
- ▶ Required services for four locations in two countries



## FORCE TECHNOLOGY

- ▶ Technological service company (GTS)
- ▶ Headquarters: Brøndby, Denmark
- ▶ Turnover 2019: EUR 169.1 million
- ▶ Employees, average 2019: 1.188

### At a glance

FORCE Technology is a leading test house specialist in the EMC and type approval industry. Its customers rely on high test quality and keeping schedules for using the test facilities. Therefore, it is extremely important to have a minimal downtime for calibration for the duration of the annual planned maintenance.

With a tailor-made service solution, FORCE Technology is able to optimize the availability of its test systems and overall annual spending for maintenance significantly, thus ensuring the highest quality and service to its customers. The service agreement covers more than a hundred high-end instruments from Rohde & Schwarz used in various EMC testing applications at different locations.

For further information visit  
[www.rohde-schwarz.com](http://www.rohde-schwarz.com)





**Finding the right solution for FORCE Technology:  
Onsite accredited calibration as key element**

FORCE Technology needed a service provider that could provide ISO/IEC 17025 accredited calibration for its four locations, three of which in Denmark and one in Sweden. The goal was to keep the turnaround time low, the quality high and the costs predictable and transparent.

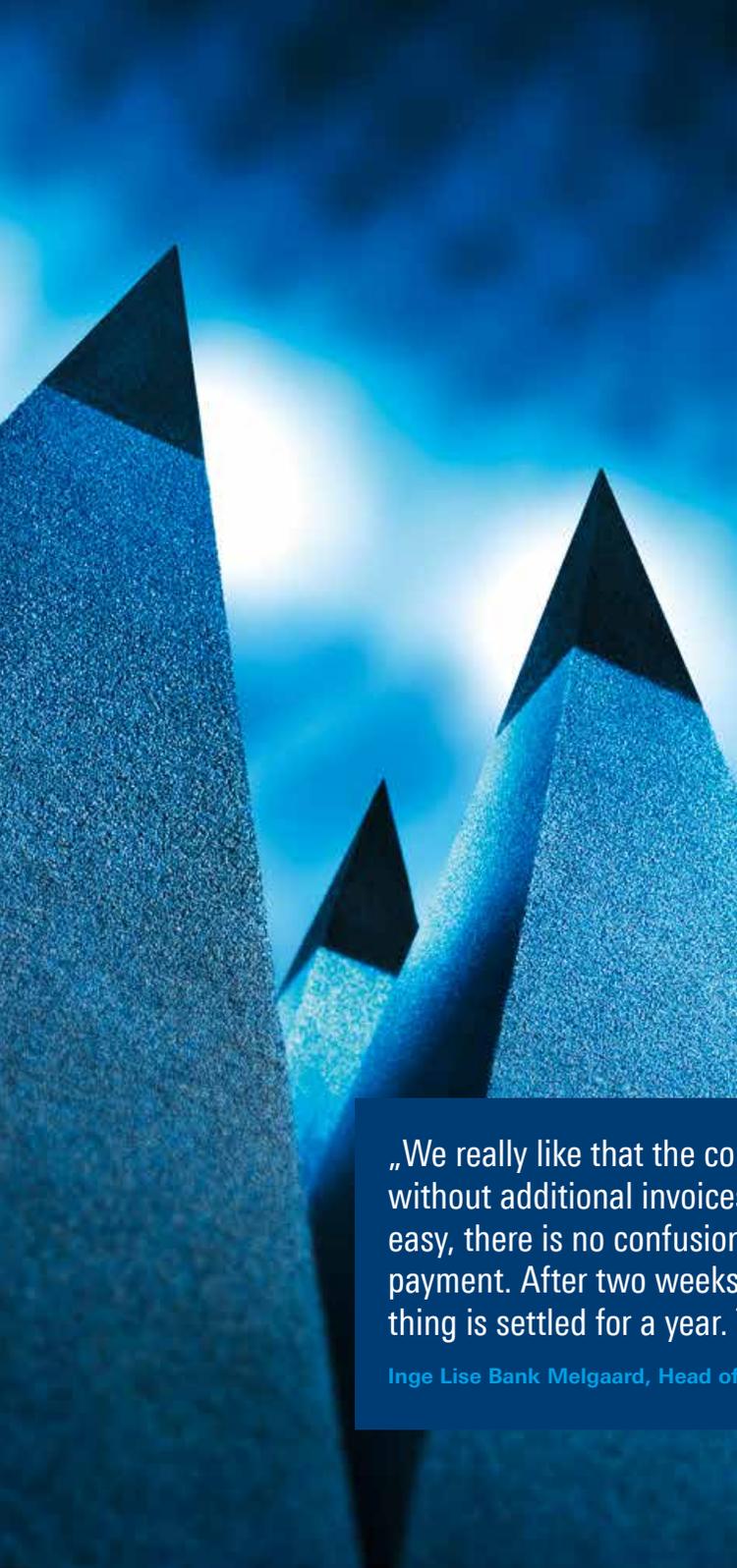
Previously, all units were sent in for calibration to a third party calibration provider, facing unpredictable total overall costs for calibration (verification), adjustments\* and repairs at the OEM (Rohde & Schwarz). Plus a longer turnaround time and always the uncertainty of whether all relevant parameters had been tested or not. Additional hours of manpower were needed to handle the campaign and to ensure high quality.

**„We are in need of an onsite and quick calibration, because this means money for us. The faster we get our equipment back and have the business up and running, the more revenue we can generate.“**

**Karsten Kretschmar, Site Manager at FORCE Technology**



\* Modern high end instruments have tight specifications. Therefore, sophisticated and complex automated algorithms are used for alignments which can be carried out only by an OEM.



Reduction  
of downtime



Manufacturer  
quality



Predictable total  
overall cost



Reliable  
partner

„We really like that the contract covers everything, without additional invoices. Invoicing is also very easy, there is no confusion about responsibilities or payment. After two weeks of onsite calibration, everything is settled for a year. That really means a lot.“

Inge Lise Bank Melgaard, Head of Procurement at FORCE Technology



### The benefit we created

The solution offered by Rohde & Schwarz provides FORCE Technology with ISO/IEC 17025 accredited calibration onsite of more than a hundred high-end test instruments from Rohde & Schwarz. This means a hassle-free solution for the campaign and over the course of three years.

Well trained calibration engineers from Rohde & Schwarz using standardized test systems and the same algorithms as in production ensures that all parameters are tested to be compliant to the datasheet specifications. This avoids false parameters from passing calibration, a scenario which might lead to liability issues or recalls for their customers afterwards.

The onsite provided, ISO/IEC 17025 accredited calibration includes adjustments and preventive maintenance to keep the customer's investments in shape.

With all instruments covered by the service contract, it keeps annual costs predictable and optimized. Within a two weeks timeframe, the onsite campaign is performed at specified locations covering all four FORCE Technology sites with professional project management.

In addition instruments are kept at the customer's premises, meaning that also the risk of damage during transport is removed.

Additionally in case of an unlikely event of an unplanned repair event the TAT is accelerated by ~50% back to Rohde & Schwarz.

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