



SOLUTIONS AS **UNIQUE** AS
YOUR BUSINESS

ISO 9001
REGISTERED

Engagement Profile

Customer Industry:	A/V Products
Customer Revenues:	\$30M+
Volume Characteristics:	High Mix Low Volume
Services Provided:	Full Turnkey, PCA & Test
Activity Stages:	Prototype, NPI & Production

Customer’s Voice

“<Our company> works with outsourcing model and as the requirements for our video products changed over the last few years to include high definition (HD) formats, it became apparent that our requirements for a Contract Manufacturer also changed due to the added complexities to produce HD products.

We started working with BTW earlier this year to repair some of our non-operational prototype HD video boards made by a different contract manufacturer. This is a very intricate design and through working with BTW on this repair, it became very clear that BTW had the people, expertise, capability, equipment and interest in our product to successfully repair, as well as manufacture, the boards we brought to them.

We have since moved our HD video board project to BTW, received valuable feedback and design for manufacture (DFM) information and produced a second successful prototype video board...

Some of the key benefits that <our company> has received from the relationship with BTW over the last half year are as follows:

- **Quality:** BTW has a strong quality program that provides <us> with the peace of mind that if there is an issue, BTW will address it, take corrective action and communicate with us about it.
- **Feedback:** On several occasions BTW has given us valuable DFM information which we have used to improve our designs.
- **Local Facility:** It is a great advantage that BTW is in the Minneapolis area. Since <we> introduces products at a staggering rate, speed is essential, and the time and money saved by working with a local contract manufacturer has been a great benefit.
- **Scheduling and Delivery:** As stated earlier, BTW has the interest in our projects and capacity to quickly work us into their schedules and meet our challenging timelines. Overall, BTW has been very responsive to all of our needs.

I would highly recommend BTW as a Contract Manufacturer and as business partner.

Regards,

Director of Product Development”