



SOLUTIONS AS **UNIQUE** AS
YOUR BUSINESS

ISO 9001
REGISTERED

Engagement Profile

Customer Industry:	Network Communications
Customer Revenues:	\$25M
Volume Characteristics:	High Mix Low Volume
Services Provided:	Full Turnkey, PCA, Box Build, Test, 3PL
Activity Stages:	Prototype, NPI & Production
Awards:	BTW awarded “Supplier of the Year” 5 times

Customer’s Voice

“Dear <BTW>,

In over twenty years in the electronic manufacturing/procurement business, BTW is the only company I have found that shares the same values, principles & ethics as I do. It is these values that have allowed us to form a business relationship that allows us to work together in a *true partnership*.

<Our Company> has been doing business with BTW for over eight years. Over that period of time our business has evolved, driven by changes in the market, evolving technology and changing customer needs. There have also been many procurement and engineering challenges with component obsolescence, component allocations and overseas competition. Through all of these challenges, BTW has been there with suggestions and solutions. You have continued to support <us> in our challenge to keep product flowing and not just control costs, but working together we have jointly reduced product cost while increasing product quality. This joint effort has greatly aided in protecting both partners against the continued threat of overseas competition.

These improvements have been achieved by <our organization> and BTW working together in a partnership that is based on trust, sharing of information, and common goals with respect and understanding of each other’s business needs. Both organizations are committed to each other in the true definition of a partnership. In a market where some organizations are doing whatever they can to take advantage of their ‘so called partners’, BTW has proved again and again, that you will do whatever it takes to work with <us> in our ever changing market.

BTW has outstanding Sales, Engineering and Procurement support that works closely with us to understand and support our needs. As our manufacturing model evolved from consignment to turnkey, your organization changed to support us. This change was no small task and as always you not only met, but also exceeded our expectations. BTW is not always positioned to respond to <our> needs, but you are always willing to make the appropriate changes to support both our needs.

We have worked together to develop an improved ‘New Product Introduction’ model that involves BTW in the early stages of our design cycle. This model not only provides <us> with the speed and flexibility we need, but BTW with the controls you need. The end result, ‘faster to market, at a lower cost’, which means more business for both of us.

Whatever the situation is, it is always a pleasure dealing with you and your team. Thank you for being a part of *our team*.

Sincerely,

VP Operations”