



Calibration, Repair, and ESD Services

- One stop shop for all equipment manufacturers
- 100,000 models, 10,000 manufacturers supported
- Reliable, fast turnaround
- Meet 100% of on-site service needs
- Customized program to your specifications
- Leading life sciences provider

Management Solutions

- One system to manage all your records and services
- Zero hardware & software - all you need is a browser
- 100% visibility over your entire program
- Dashboards and reports for all management levels
- 21 CFR Parts 11 & 820 validated
- NRC 10 CFR Part 50 Appendix B compliant

Supporting Customers Worldwide for Nearly Half a Century

Local Service on a Global Scale

Nearly 50 years ago, SIMCO Electronics was founded in the heart of Silicon Valley in Northern California with a dedication to customer service and commitment to technical superiority. Our dedication has not changed. However, a few other things about us have.

Today, SIMCO Electronics operates a worldwide network of ISO/IEC 17025:2005 accredited laboratories and international field service teams that provide local service and support, and our program management software is second to none. Independent, and not affiliated with any OEM, we are committed to our customers' success. We partner with customers to understand needs and deliver custom tailored solutions, bringing our total SIMCO capability right to you. That partnership continues through real time visibility of key performance indicators and a structured process to drive continuous improvement. We offer a full suite of software to manage the calibration and maintenance of test, measurement, and manufacturing equipment, including ESD compliance verification.

Work Smart

Only SIMCO provides you real time access to an unparalleled wealth of information about the health of your quality program and the reliability and repair cost of equipment from over 10,000 OEMs to assist you in calibration interval, replacement and procurement decisions.

Industries Supported

Biotechnology and Medical Devices

SIMCO Electronics' services support the calibration, documentation accuracy, and repair needs of FDA regulated medical device, equipment instrumentation manufacturing, biotechnology drug discovery and pharmaceutical companies. SIMCO maintains GMP trained calibration technicians and offers a database management system that is CFR 21 Part 820 validated and Part 11 compliant.

RF and Fiber Optic Communications

SIMCO Electronics' Fiber Optic Association (FOA) certified Fiber technicians utilize the broadest range of communication calibration equipment to meet customer needs in this market. SIMCO's capabilities include fiber optics; T-1 to OC-192, power, wavelength, jitter, SONET analyzers and filters, and RF to 50GHZ. We offer frequency measurement and analysis in 1HZ increments between 1HZ and 120 HZ.

Semiconductor/Electronic Components

SIMCO Electronics employs industry-trained technicians with experience from leading test equipment manufacturers serving the semiconductor and electronic component markets. SIMCO's capability in serving this industry includes oscilloscopes, network analyzers, spectrum analyzers, mass flow instrumentation, particle counters, and high vacuum devices. We also have unique capability in wafer thickness, precision step height, and sheet resistance measurement and analysis.

Other industries in which SIMCO has extensive experience include Aerospace, Defense, Government, Automotive, Durable Goods, and Industrial Manufacturing.

Free Pick Up and Delivery

In addition to global on-site services, the SIMCO Electronics network of calibration and repair laboratories offers free local pickup and delivery.



Services

Field Service

To minimize customer equipment down time in production and maximize calibration turnaround time performance, SIMCO Electronics offers complete onsite Field Service calibration.

Total Program Management

SIMCO Electronics has extensive expertise in designing, implementing, and managing the full spectrum of calibration program outsourcing projects. Whether for one facility or multiple locations world-wide, SIMCO is a full-time onsite outsourcing solution resulting in cost control, improved quality, and service performance through vendor consolidation, overhead elimination, and comprehensive program management.

Instrument Repair Centers of Excellence

SIMCO performs more than 20,000 repairs on test and measurement instrumentation each year. Using dedicated repair technicians, and an approved network of parts suppliers, SIMCO delivers cost effective, efficient, and timely repair service.

Dedicated Customer Service Team

SIMCO Electronics' Customer Service organization is comprised of a local Account Manager, Laboratory Manager, and Customer Service Representatives, all dedicated to supporting our clients' needs. Achieving a customer satisfaction level that delights and exceeds expectations is SIMCO's primary objective.

ESD Compliance Verification

SIMCO calibrates ESD test equipment and provides ANSI/ESD S20.20 compliance verification. ESDA Certified Program Managers support our team in assessing need and performing testing. We provide immediate, easily accessible electronic records of all test results to support program analysis for continual improvement of your ESD program.

Software

Used by some of the world's largest manufacturers to proactively manage their equipment and compliance programs, SIMCO's CERDAAC software helps you get the most out of your high-tech equipment. CERDAAC's suite of software is offered as a service (SaaS) and is easily tailored to support a wide range of solutions, including:



- **Calibration Management:** Ensure on-time calibration with CERDAAC's comprehensive calibration and repair management solution, developed by SIMCO's own metrology experts for the most demanding of programs.
- **Maintenance Management:** Maximize equipment and personnel productivity with CERDAAC's on-line Computerized Maintenance Management System (CMMS).
- **ESD Program Management:** Keep your production facility safe from electrostatic discharge (ESD) with the industry's first ESD Program Management solution.
- **Facilities Management:** Manage all your facility maintenance activities across multiple sites with CERDAAC's easy-to-use facilities management solution.
- **Asset Management:** Keep track of all your high-tech equipment and related service history (calibration, maintenance, repair, etc.) in one centralized database.

With SIMCO's Software as a Service (SaaS), there is no hardware or software to purchase and no need to worry about back-ups, upgrades or system validation. You simply access CERDAAC at any time from any Web browser. CERDAAC eliminates the IT burden so that you can focus on managing your high-tech equipment. And with CERDAAC's tailored interface, each individual, from technician to executive, has access to the tools and information that meet their needs.



Quality & Process Improvement

SIMCO is committed to customer satisfaction through continuous process improvements and quality initiatives. The key to this success is the partnerships that we develop with our customers to identify and comply with their specific quality, accreditation, and regulatory environment needs. This includes:

- Adherence to QSM and SOP requirements
- Consistent, repeatable and accurate documentation
- Chain of Command Compliance Dashboards
- Clean room policy experience (Class 10,000 – 100,000)
- Integration of biomedical regulatory system requirements into SIMCO's ISO 9001:2000 registered quality system

Automated Out of Tolerance Case Management - SIMCO provides Automated Out of Tolerance case management through our CERDAAC program management software. This tool ensures immediate Out of Tolerance notification. Case management is tracked in real time according to the customer's standard operating procedures, with automated escalation in the event of non compliance. A permanent electronic record of each closed case is stored and immediately accessible.

Closed Loop Customer Corrective Action - This functionality provides immediate notification of issues and opportunities identified by customers and SIMCO employees. All customer and SIMCO stakeholders, including SIMCO Quality Assurance and senior management, are immediately notified. Progress to resolution is visible, in real time, to all parties until closed, and a permanent record is stored.

Customer Satisfaction Survey - SIMCO seeks to delight our customers by anticipating needs and exceeding expectations in every aspect of the service we perform, and in every interaction that occurs. We consistently survey our customers electronically to ensure we are on the mark, and to solicit feedback and suggestions for improvement. Survey information is used to establish and confirm best practices. Individual customer comments are reviewed immediately and escalated to executive leadership.

- ISO 9001:2008 Registered
- ISO/IEC 17025-2005 Commercial Laboratories
- Accredited by A2LA
- ASQ certified technicians
- GMP trained technicians
- FOA certified technicians
- ESDA Certified Program Managers
- ESD Trained Technicians

22 Locations

US West

- Sunnyvale, CA
- Seattle, WA
- Los Angeles, CA
- San Diego, CA
- Salt Lake City, UT

US East

- Atlanta, GA
- Boston, MA
- Allentown, PA
- Washington, DC
- Newport News, VA
- Greensboro, NC
- Miami, FL

US Central

- Denver, CO
- Dallas, TX
- Austin, TX
- Minneapolis, MN
- Chicago, IL
- Dayton, OH

International

- Guangzhou, China
- Tijuana, Mexico
- Guadalajara, Mexico
- Bangalore, India

Call (866) 299-6029 for a solution custom tailored to your needs



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