



## Case Study

# Defense Technology Manufacturer Reduces Calibration Disruption with SIMCO

### Overview:

For an advanced defense technology manufacturer, calibration reliability is essential to keeping engineering, production, and quality operations moving. Teams depend on calibrated equipment to validate performance, support production schedules, and maintain confidence in the accuracy of critical measurements.

As the company scaled its operations, its existing calibration process was no longer meeting the needs of the business. Turnaround times had grown too long, creating equipment downtime and operational disruption. The team needed a calibration partner that could provide faster service, support a broader range of assets, and offer onsite calibration where needed.

The company selected SIMCO to provide calibration and repair support, helping reduce downtime, improve service flexibility, and create a more reliable calibration model for a growing technical operation.

## The Challenge:

The customer was dissatisfied with its current calibration provider. Turnaround times had extended well beyond expectations, with some service timelines stretching up to a month. For teams relying on calibrated equipment to support production and engineering work, these delays created real disruption.

The customer also needed more flexibility than its existing provider could offer. Some equipment required onsite calibration, while other assets needed faster offsite service, broader capability coverage, and more competitive pricing compared with OEM alternatives.

### **The customer needed a calibration partner that could provide:**

- Shorter turnaround times
- Onsite calibration services for selected equipment
- Coverage across a wider range of asset types
- Calibration and repair support
- More flexibility than OEM service options
- Competitive pricing without sacrificing service reliability

The core issue was not simply cost. It was the operational impact of equipment being unavailable for too long.



## The Solution:

SIMCO worked with the customer to provide a more flexible calibration support model built around speed, coverage, and operational continuity.

The customer needed a partner that could handle a mix of onsite and offsite calibration needs while supporting a broad set of equipment types. SIMCO's service model helped address the customer's immediate concerns around downtime while creating a foundation for broader calibration support over time.

### **SIMCO's approach focused on three priorities:**

#### **1. Reduce Equipment Downtime**

The customer's biggest pain point was prolonged turnaround time. SIMCO provided a faster, more responsive calibration alternative designed to help teams get critical equipment back into service sooner.

#### **2. Provide Onsite Calibration Support**

For equipment that was difficult to move, needed to remain close to production, or created downtime when shipped out, SIMCO supported onsite calibration options. This helped reduce disruption and gave the customer more flexibility in how assets were serviced.

#### **3. Expand Coverage Across Asset Types**

The customer needed a provider that could support more than a narrow set of instruments. SIMCO's broad calibration and repair capabilities helped simplify vendor management and reduce dependence on multiple OEM service channels.



## Results:

By selecting SIMCO, the customer gained a more responsive calibration partner capable of supporting its operational needs with greater flexibility and speed.

### **The engagement helped the customer:**

- Reduce disruption caused by long calibration turnaround times
- Improve access to onsite calibration support
- Expand calibration coverage across a broader range of asset types
- Reduce reliance on slower or less flexible OEM service options
- Improve service flexibility for engineering, production, and quality teams
- Establish a stronger foundation for scalable calibration and repair support



We needed a calibration partner that could reduce downtime, support onsite service, and cover more of our equipment without the long delays we were experiencing.”

## Why It Matters:

For defense technology manufacturers, calibration delays can quickly affect production schedules, engineering workflows, and equipment availability. When assets are unavailable for weeks at a time, the impact extends beyond the metrology team and can create bottlenecks across the operation.

A reliable calibration partner helps reduce that risk by keeping equipment calibrated, available, and ready for use. With the right combination of onsite service, broad asset coverage, and responsive turnaround, teams can spend less time waiting on equipment and more time advancing critical work.

With SIMCO, the customer gained a calibration and repair partner built around faster service, broader capability, and reduced operational disruption.

Struggling with long calibration turnaround times or equipment downtime?

SIMCO helps aerospace, defense, and advanced manufacturing organizations keep critical equipment calibrated, documented, and ready for use.

Visit [www.SIMCO.com](http://www.SIMCO.com) to request a consultation today.



SIMCO is the leading provider of calibration and software services for technology organizations, bringing over 60 years of calibration industry leadership. Our experience enables us to develop exceptional solutions for service management.

Founded in 1962 to service NASA and high technology firms in Silicon Valley, SIMCO is committed to delivering life-saving quality leaner, by providing the highest level of quality and customer service.

Learn more at [www.simco.com](http://www.simco.com)  
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