



DFI

The Meticulous Customized Service That Helps Customers To Upgrade End-Of-Life Medical Computers Seamlessly

All technological products will eventually stop supplying and end their life cycle. Even industrial computers are inevitable. For application fields such as medical laboratories that require consistent device specifications, when the products are discontinued, whether or not customers can seamlessly connect to the updated hardware platform and meet the new needs at the same time is all about whether the industrial computer manufacturers can provide customer retention. Relying on detailed business feedback and customized services, DFI has successfully allowed existing customer to continue to adopt new replacement products.

Region: **Europe (sales worldwide)**

Industry: **Medical industry**

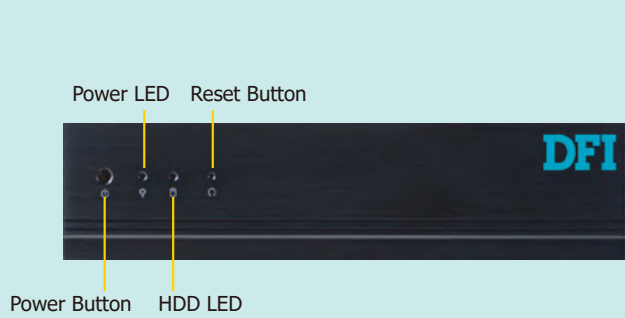
Application: **Bioreactor Management System**

Solution: **DFI's CS170-H310 industrial-grade motherboard and customized chassis from existing partners**

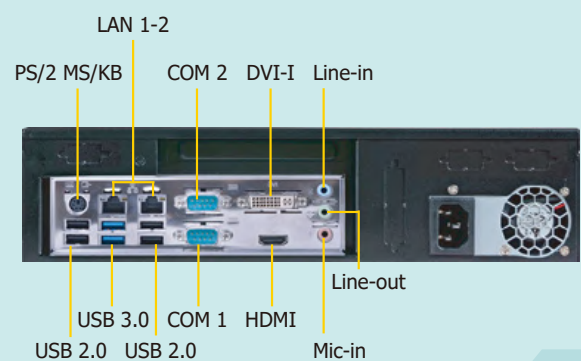


The product upgrade cycle in the application field of industrial computers can be described as "one time for a long time." However, when a long-used product is facing the end of its life cycle, the ability to quickly find a suitable replacement product is essential, and the hope that the supply period of the successor product can be extended. Still, at the same time, the past and future specifications requirements for all industrial computers are a big challenge for manufacturers.

DFI initially used the DT122-HD industrial barebones (HD100-H81 motherboard, DT122 chassis) of Intel's fourth-generation Core processor (code-named Haswell) platform in a medical industry customer for a series of related applications, such as a bioreactor management system. But in the third quarter of 2019, this processor will terminate its supply period.



Front View



Rear View

Therefore, this customer began to seek the next generation of models. In addition to the better performance and longer product life cycle, customers also generated two new requirements:

- | The front panel of the case requires a USB port.
- | 6-port COM is necessary at the rear.

In addition, the most important thing is: the price cannot be higher than the previous generation products.

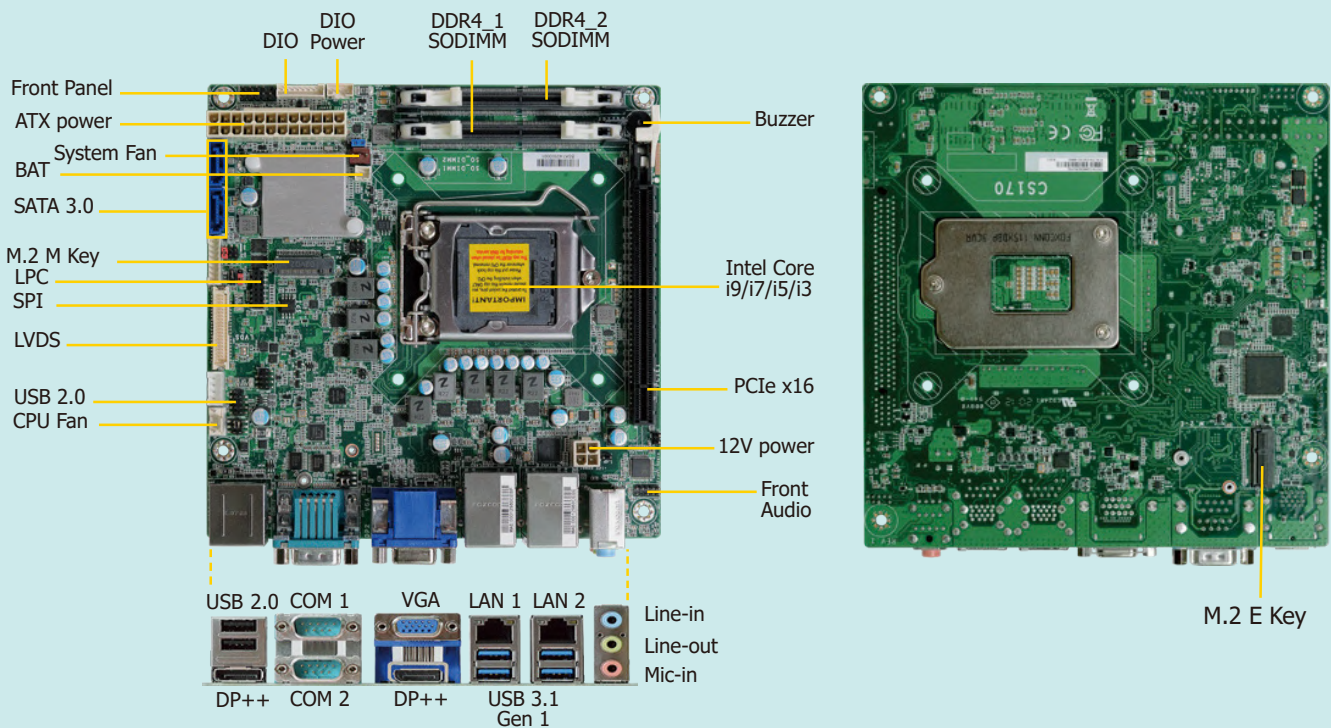
Therefore, DFI contacted its chassis partners in the shortest time, put forward multiple proposals for evaluation, therefore of taking full consideration of the sample delivery schedule, and prioritizing "products with the latest specifications in stock."

Finally, DFI satisfactorily satisfies the needs of customers.

| The case's front panel requires a USB port: the solution is to replace CS100-H310 with CS170-H310 because the former only has the USB pins on the board that can be pulled to the front panel.

| 6-port COM is required at the rear: it can be solved by installing a riser card.


| Because the customer does not need an optical disc drive, and it is a medical application scenario, DFI's partners have customized a case with white paint and no optical disc drive inlet and outlet holes for this purpose of being beautiful.



Therefore, this customer continues to be a partner of DFI and continues to sell this product to the world.

In addition to project customer service, DFI has also proposed a series of product transfer plans for Intel's fourth-generation products in recent years to enjoy effortless consistency and minimal transition costs, which proves that DFI is worthy of being the customers' trusted long-term partner.

Please click or scan the QR code to see our website if you would like us to contact you.



Topic	EOL	Language	URL
Product News Of EOL Transition		English Traditional Chinese Simplified Chinese Japanese German	https://www.dfi.com/pressroom/content/391
HU to KU / SU / WL series	2020 Q3		http://pages.dfi.com/please-take-action-to-transit-your-dfi-hu-series-system
HD to CS series	2019 Q3		http://pages.dfi.com/please-take-action-to-transit-your-dfi-hd-series-system
EC500-HD to EC500-SD/KH	2019 Q3		https://pages.dfi.com/please-take-action-to-transit-your-dfi-ec500-hd-series-system

DFI

Founded in 1981, DFI is a global leading provider of high-performance computing technology across multiple embedded industries. With its innovative design and premium quality management system, DFI's industrial-grade solutions enable customers to optimize their equipment and ensure high reliability, long-term life cycle, and 24/7 durability in a breadth of markets including factory automation, medical, gaming, transportation, smart energy, defense, and intelligent retail.

Website: www.dfi.com

eStore: estore.dfi.com



Copyright © 2021 DFI Inc. All rights reserved. DFI is a registered trademark of DFI Inc. All other trademarks are the property of their respective owners.

For more information, please contact your DFI regional sales representative or send us an email: inquiry@dfi.com