

success



PEAK Technologies

- International systems integrator of identification and data collection systems
- Helps thousands of companies reduce costs and improve operational efficiencies in manufacturing, warehousing, logistics fulfillment, logistics management and field-based operations
- Headquartered in Columbia, Maryland
- Locations in United States, Canada, Mexico, Europe
- 850 employees



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Challenge

An innovative new system from PEAK Technologies allows one of its largest customers, Ford Automotive, to study the use and performance of its vehicles. The elegant, palm-size device allows service technicians to efficiently collect data from the onboard computers and upload it to a Ford server. The catch: ill-fitting connections created a faulty signal, and a cumbersome power supply did not match the quality of the data device or perform to Ford's quality standards.

Solution

Meeting expectations: Custom Cable recommended cable assembly and external AC power supply design changes. Exceeding expectations: We made suggestions to improve the customer's existing design for a second power supply to work with a vehicle's DC accessory outlet, eliminating the need for external AC power and increasing the flexibility of the data device.

Results

A new USB cable assembly and improved, lower-cost power supply options: increased performance, decreased costs and solid quality.