

Press Release

Ucamco launch new PCB CAM productivity enhancement service

Ucamco (formerly Barco ETS) report that their new online PCB CAM productivity service is increasing front-end engineering throughput up to 30%.

The new service is based around advanced remote-access software. This gives Ucamco's software support engineers in Ghent, Belgium, secure access to a customer's workstation anywhere in the world. The Ucamco engineer observes and records the complete data preparation process for 2 – 3 jobs. Working offline, he can then prepare a free report, based on his knowledge of UCAM software and industry best practice, recommending changes to the customer's process and itemizing the time savings which can be gained. If the customer agrees, the Ucamco engineer will prepare offline new set-ups, new software modules, targeted scripts, and/or a customer-specific training program. At a time convenient to the customer he will use the remote-access software to download the new features and provide the training fully online.

Filip Vermeire, Head of Software Customer Care, explains: "Our PCB CAM customers need continuous productivity increases to handle larger numbers of smaller orders, but they cannot interrupt production for extended training sessions. Our new online consulting allows us to analyse their data preparation process, develop improvements, and implement them with the minimum disruption to their production. Online roll-out and training can be fitted to their schedules and spread over a number of sessions if necessary."

Filip continues: "New investments today are tightly controlled. Our reports quantify the specific benefits to be gained before the customer commits his cash. The first audits we have done for customers have shown productivity increases up to 90% for specific operations and up to 30% overall."

Ucamco stress that online consulting is a eco-friendly solution. They can provide better customer support without the need for extensive travel. They gain more time to support more customers. Users save the cost of engineers' travel. And the environment gains from fewer journeys by car or plane."

For more information contact Filip at info@ucamco.com.

About Ucamco

UCAMCO is a market leader in the design and manufacturing of PCB CAM and laser photoplotting systems with more than 25 years continuous experience developing, supplying and supporting leading-edge front-end tooling solutions for the global PCB industry.