



**Allion USA**'s clients often have an established timeline for market launch of their products. One client in particular experienced unforeseen bugs in the testing phase, drastically threatening planned completion dates. The **Allion USA** team provided rapid results-reporting at their USA-based testing facility, allowing them to complete debugging in a single day and keep the product deployment on track.

### Connecting a Home Within a Tight Timeline

A global consumer electronics company developing connected home products approached **Allion USA** with a preproduction device seeking a real world testing solution. The company needed to perform thorough interoperability testing with a professional device library to guarantee that their product would smoothly integrate into customer homes and in tandem with other smart devices. Burdened with an aggressive product launch date and a fixed timeline for delivery, there was no room for error in the testing process.

### Challenges With Interfacing

At noon on the first day of testing, **Allion USA** was met with its first challenge when the connected device failed to interface with the display and access point on another connected device. **Allion USA** immediately alerted the company to the issue. After remote troubleshooting, they couldn't provide an appropriate patch, so the company decided to fly a team to **Allion USA**'s Beaverton, OR-based offices and collaborate face-to-face. As a result of **Allion USA**'s real-time results reporting, the company was able to book next day flights.

### Debugging in a Day

The company arrived at **Allion USA**'s domestically located testing facilities the next morning and the teams worked side-by-side to identify a solution. Together, the company and **Allion USA** found a protocol issue related to a specific access point in the real world test house. While the complication would rarely occur in products on the market, it would be a device breaking bug for customers who encountered it. The company would have been required to distribute an over the air update or even recall devices to solve the issue.

Routine Wi-Fi or HDMI testing would not have discovered the uncommon protocol problem. **Allion USA**, using its fully stocked device library and real world testing homes, was able to quickly identify the potential problem. **Allion USA**'s convenient location also allowed the team to develop a viable solution by noon the next day—exactly 24 hours after the bug emerged. **Allion USA**'s fast paced problem solving and clear client communication safeguarded the company's strict project timeline.

**Allion USA** is no stranger to a challenge. Our team of experts is ready to take on your testing predicaments and smooth the process to deployment just as we did for this client. Contact us today to learn more about the services **Allion USA** has to offer and how we can help you achieve success.