

Helping our partners
reach their goals.



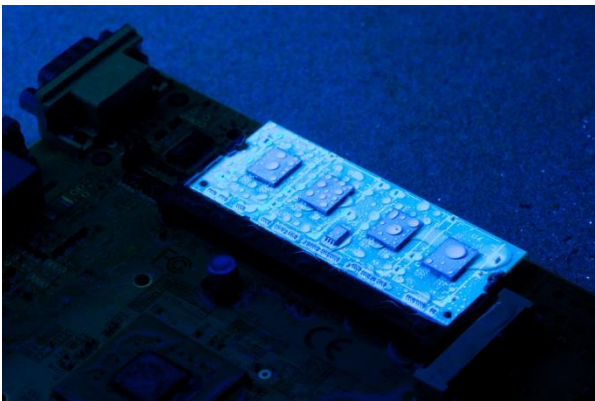
More than a DRAM Manufacturer: One-on-One Professional Service to Deliver Value-Added Coating DRAM

Our industrial customers are always in need of equipment that can sustain through harsh conditions, wear and tear, and rugged applications. Innodisk is proud to provide advanced in-house technical services, and acts as a trusted advisor to support our customers as they reach their goals. The Innodisk DRAM team is able to deliver **one-on-one, value-added services** to our customers, including DRAM coating for harsh conditions.

The situation

A world-class manufacturer of computer control machine tools, located in Japan, was looking for a robust memory solution that could withstand unique environmental challenges. Their CNC machine operates in a space with high levels of heat and a counter-active water cooling method. Extremely high temperature and instant cooling lead to mist and water droplets laced with acidic materials on their motherboard. These types of environmental impacts speed up the degradation of the entire system. System error occurs. They may lose lots of their end customers.

The customer was using standard DRAM modules, which only contributed to the issues.



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The solution

The customer ultimately sought Innodisk SO-DIMM with conformal coating to prevent moisture, mist, corrosion, and acidic materials. Our conformal coating enables the DRAM modules to stay in normal operation in extreme environments.

There were two additional reasons as to why they chose to work with Innodisk. First, our strong commitment to locking BOM for our products eased their manufacturing process. With locked BOM and unique part numbers, ease of support is inherently built in as component changes are needed.

The second reason is a point of pride for us: we are committed to **excellent technical support** from our on-staff engineers. As we built our relationship with the customer, we brought research on coating materials analysis, testing patterns, environments, and tools to the table. We provide our customer design-in support and quick response and feedback when in need. Our attention to detail and commitment to technical thought leadership earned our customers' trust and solidified the working relationship.

The payoff

Innodisk, a value-added service provider, provides complete DRAM product lines to meet strict industrial equipment requirements, including DRAM with conformal coating. The coating shields our DRAM modules from environmental factors and increase the life and reliability of the system. We also offer our tailored technical support for the entire process of design to build, including research of suitable coating materials and testing patterns, for our clients.

Our DRAM with conformal coating aids in reliability of our customer's system, providing non-stop operation in extreme environment, and thus avoiding interruption in equipment processes. This ultimately saves our customers a lot of money and time. And that is always our end goal.

Innodisk Products Used

[Conformal Coating DRAM](#)

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