



Overview

Business challenge

Reduce the time it takes to receive and process high volumes of supplier production yield data

Solution

IBM® Sterling File Gateway

Qualcomm Incorporated

Qualcomm improves production yields and positively impacts its bottom line.

Customer background

Qualcomm develops, designs, manufactures, and markets digital wireless telecommunications products and services. The company began creating satellite locating and messaging services used by long-haul trucking companies, had a central role in the growth of 3G and next-generation wireless around the world, and is now the world's leading provider of 3G and next-generation mobile technologies. Through innovation, Qualcomm continues to move the communications world forward; improving the way people communicate, work, and live.

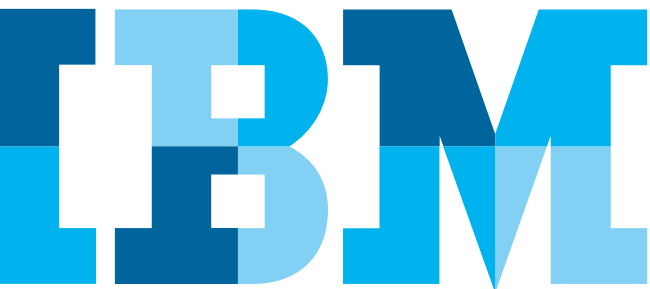
Business challenge

In order for Qualcomm to meet the demands and expectations of their customers, they must be able to handle their large volumes of orders and trading partners in a reliable and expedited fashion, as well as scale to their ever growing business needs in the future. They were looking for a solution to reduce the time to receive and process the high volumes of supplier production yield data.

Qualcomm was managing file transfer activity manually, using outdated technology to transfer data between business partners. Onboarding new suppliers would take months to complete due to the amount of manual work involved. The process was slow and offered limited visibility as the files moved through different support groups, making it time consuming to identify and address errors and failures. Qualcomm recognized the need to find a secure and fast way to manage file transfer activity among its suppliers.

Solution

By adopting a Smarter Commerce strategy focused on supplier integration and synchronization, Qualcomm is able to anticipate the



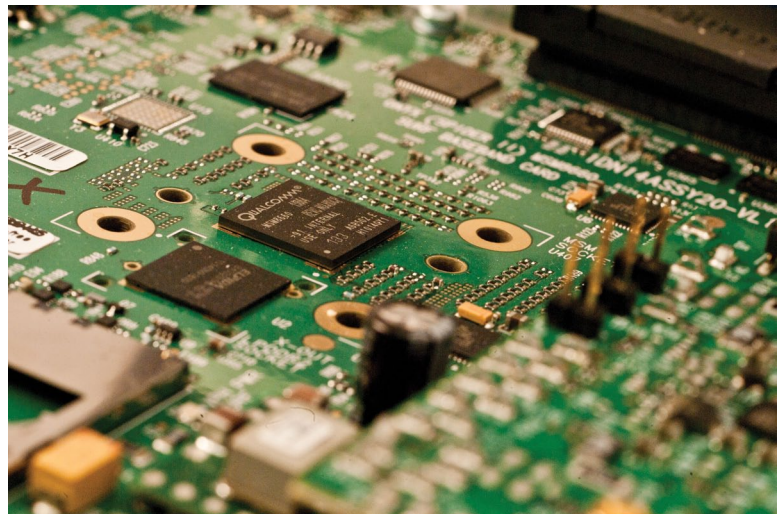
Business benefits:

- Improves reliability and timeliness of critical supplier production yield data
 - Reduces partner onboarding cycle time
 - Enhances ability to support increased file transfer volumes with existing staff
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needs of its suppliers and be in a position to proactively satisfy their integration requirements. Sterling File Gateway helps enable Qualcomm to reduce the time it takes to receive and process the high volumes of supplier production yield data, and optimize the operational processes used to monitor this data. The suppliers share time critical manufacturing production data with Qualcomm and Sterling File Gateway helps ensure that the data transfer is reliable, secure and timely; improving Qualcomm's ability to analyze the results and modify the production process. The end result is an improved bottom line at Qualcomm. The company's improved processes has enabled the company to increase the margin benefit on its chip manufacturing yield.

With the advanced features of Sterling File Gateway and the self-service portal, Qualcomm provides its business partners the opportunity for more rapid onboarding – turning months into hours – and comprehensive visibility into virtually the entire file transfer cycle. This helps enable Qualcomm's business partners to respond faster and address potential problems before they become service level issues.

The scalability of Sterling File Gateway also helps enable other departments within Qualcomm to take advantage of the file transfer capabilities without jeopardizing security.



“With the implementation of Sterling File Gateway, we have seen a direct impact on the bottom line – proof that this has been a successful endeavor for us.”

– Steve Bogdan, Staff Manager IT, Qualcomm

Key benefits

Improved the reliability and timeliness of critical supplier production yield data

Qualcomm improved the timeliness of the operational processes used to monitor the production yield data of its chip division suppliers. Improving production yields have a direct correlation to the bottom line at Qualcomm.

Reduced partner onboarding cycle time

Qualcomm’s partners can now go to production within a week of onboarding, with the use of Sterling File Gateway. The ability to delegate onboarding to its partners helps enable Qualcomm to increase the number of trading partners and volumes without increasing staff. With the increased visibility Sterling File Gateway offers, users can monitor the processes and address issues in a timely manner. File transfer issue resolution time was reduced from hours to approximately 15 minutes.

Scalability to support increased file transfer volumes with existing staff

Qualcomm can better scale to support the increasing number of trading partners and volumes without increasing its staff. Qualcomm now spends less time on operational management of the file transfer processes, and more time on increasing the volume of data transferred from suppliers, which now approaches 500 gigabytes every three hours.



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