

FAQ: Professional Services

Q: What types of data can SiliconExpert Professional Services acquire?

A: SiliconExpert Professional Services could acquire data like Regulatory Compliance, Obsolescence Management, Electrical specification Data, Price and Inventory, Manufacturing Data, Design Support Data, Alternatives, Qualification & Reliability, Trade and Export control.

Q: What does SiliconExpert Professional Services do with my data?

A: Typically, Customer would maintain ownership of their data and SiliconExpert is not allowed to do anything with the data unless explicitly specified by the customer.

Q: How can SiliconExpert Professional Services improve my company's workflow?

A: Professional Services from SiliconExpert is a custom solution outside of standard subscription offerings that integrates with your existing compliance strategy. Using custom data collection and intuitive software, data is analyzed unique to the problems your company faces on a regular basis. It's a custom service designed to save you time and money by providing insights and ongoing updates that improve and direct your data initiatives. Professional Services from SiliconExpert caters to the information your teams need, whether privately or publicly available. Our Professional Services package comes complete with a massive, robust contacts database for parts and manufacturer information. Plus, it's all managed and curated by the expert engineers behind our Supplier Engagement Team who collect data points from every manufacturer.

Q: What are the industries that can benefit from SiliconExpert Professional Services?

A: Consumer Electronics, Medical, Automotive, Transportation, Aerospace/Defense, Data Processing, Energy, Software.

Q: What is the frequency with which my data will be reported?

A: Upon customer needs: Daily, Weekly, Bi-weekly and others.

Q: How will SiliconExpert Professional Services use my current data?

A: SiliconExpert Professional Services will process all the customer documents for the information either published or not published on suppliers' websites. Then SiliconExpert configures a solution that can extract a customer's Manufacturer Parts Number (MPN) from a variety of document types and display them in a correct and easy to read format. SiliconExpert Professional Services will process the data extracted from the documents and compare it against SiliconExpert Latest database and make sure that the customer will have the latest and up to date data.

Q: Who will be responsible for gathering and reporting my data?

A: You will receive a dedicated Project Manager and scheduled review meetings to ensure you are getting the most out of your tools. Your dedicated support team will help you implement best practices and custom solutions. Also, you'll receive unmatched support from more than 400 engineers who are dedicated to saving you weeks and even months of data analysis. Our data collection covers every public piece of information about manufacturers or parts with assurance levels up to 99.8%; allowing you to see project completion by specific date.

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Q: Tell me about the tool capabilities of SiliconExpert Professional Services.

A: SiliconExpert Professional Services Project Manager uses project management software that is a suite of tools that helps improve production teams' efficiency. This includes software engineers who support the project needs by building custom tools and integrations with the customer environment.

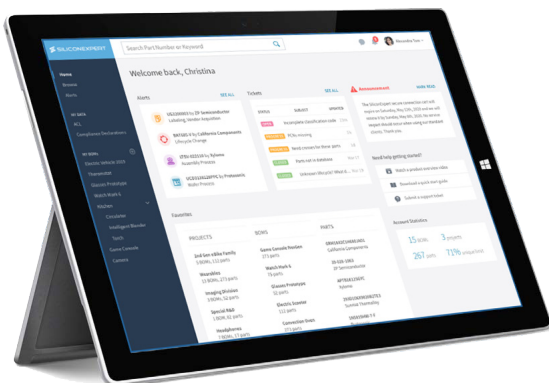
Q: Who can access my information?

A: Typically, a customer would maintain ownership of their data and SiliconExpert is not allowed to do anything with the data unless explicitly specified by the customer.

Full scale implementation,
enhanced data services
and dedicated support
solutions for your business.

Q: In which document formats does SiliconExpert Professional Services work?

A: Microsoft Word, Excel, PDF, CSV, and others—master parts lists come in many document formats. However, since the data comes from many sources, the result is a manual process of data entry that is timely and sometimes unreadable by different software. Unfortunately, not all customers have an efficient software to manage their documents and a massive amount of compliance procedures to follow can be overwhelming. An effective data partner can make all the difference to make the document extraction process more reliable. In cases of clients with needs on an international scale, SiliconExpert Professional Services will process all the customer documents for the information either published or not published on suppliers' websites. Then SiliconExpert configures a solution that can extract a customer's Manufacturer Parts Number (MPN) from a variety of document types and display them in a correct and easy to read format.



Premium services
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sales@siliconexpert.com