

## General Instrument

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General Instrument Corporation is the leading provider of integrated and interactive broadband access solutions, teaming with its business partners to lead the convergence of the Internet, telecommunications market and video entertainment industries.



General Instrument was acquired

### Solution at a glance...

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**Client: General Instrument**

**Industry: Electronics Manufacturing**

**Environment: Warranty Tracking System**

**Solution: Oracle**

**Devices: Intermec Trakker Antares 2425 Hand Helds**

### Solution Summary...

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General Instrument needed an accurate, real time solution for purposes of Warranty Tracking.

General Instrument's legacy system was slow and did not allow for universal or real time access. Additionally, the old system was implemented with batch scanners, then loaded into FoxPro, then sent to another location and downloaded manually.

RFGen and DataMAX were selected to convert their existing scripts to work within the RFGen Transaction Management environment by using a combination of Screen Mapping, ODBC connectivity and remote RPG access.

The new functionality required for this project was accomplished by using RFGen's native ADO connector to create a shared connection to Oracle and then by

using RFGen's integrated VBA environment to update the remote RPG.

RFGen provides General Instrument with the ability to perform financial analysis on warranty coverage liabilities on a real time, 24 X 7 basis. Because RFGen provides instantaneous data on which products are covered under warranty, General Instrument can better plan for its financial exposure to warranty claims and decrease errors in logging these claims.

General Instrument customer service now has access to up-to-date warranty information.

The decision to use the RFGen solution was based on reliability, ease-of-use, and on time implementation.