Sustainment Engineering

Keep today's products performing. Free your engineers to build tomorrow's.

NovareSys, LLC

Projects

- Architecture, design and development of embedded and host software for printers, MFPs, scanners and cameras.
- Sustainment of existing hardware, embedded software and software products.
- Legacy product support, troubleshooting and lifecycle extension.
- Engineering support for products in production, deployed environments and customer use.
- Product updates and engineering changes that keep existing solutions fit for purpose.

Activities

Product familiarization & knowledge transfer

- Rapidly learn product architecture, operation, interfaces and known issues.
- Review design records, source code, test assets and support history to establish a repeatable support approach.

Engineering support & issue resolution

- Investigate reported defects, reproduce faults and identify root causes.
- Triage and resolve software, firmware and hardware issues; support corrective actions and verification.

Software, firmware & systems sustainment

- Maintain and update embedded software, applications and system components.
- Support integration, compatibility, configuration and regression testing.

Product lifecycle & reliability

- Support engineering changes, updates and product improvements.
- Identify obsolescence, technical debt and support risks; improve diagnostics and maintainability.

Customer, production & field support

- Provide engineering assistance for production, deployment and in-service products.
- Assist with field investigations, recurring problem trends and technical documentation.



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Above and Beyond

More than keeping the lights on. We help turn sustainment into an advantage.

Return engineering capacity to your core product team. Capture product knowledge and reduce reliance on a small number of specialists.

Identify recurring issues and opportunities to improve the product.

Provide a flexible extension to your engineering capability as demand changes.