

Qualcomm

CASE STUDY

NPI Materials gained a competitive advantage with the Microsoft Surface Pro X with SQ[®] 1 processor powered by Qualcomm[®] Technologies.

PARTNERS



LINKSYS



RESULTS



10% increase in productivity



50% decrease in paper processing and documentation



Customer service response time **improved by 80%**



Service turnaround time **improved by 15%**



CHALLENGE

NPI Materials is an essential small business in Dallas, Texas that provides manufacturing support services to defense, medical, industrial, IT, telecommunication component and systems manufacturers.

Business was tracking nicely for NPI at the start of 2020. Then the pandemic hit and the company experienced a rare sales

decline. To make matters worse, NPI relied on an outdated paper-based processing system. They needed to switch to a digital and cloud-based operation but lacked the resources to get it done quickly. With the potential for long-term disruption due to the pandemic and needing assistance to upgrade their technology, NPI reached out to Qualcomm Technologies for help.

The **Qualcomm Small Business Accelerator Program** is designed to help small business owners transition to mobile-first and cloud-based operations that set them up for long-term success.

NPI Materials, Inc.

Industry: manufacturing
12 employees
18 years in business
Revenues: TBD

SOLUTION

NPI Materials leveraged devices enabled with solutions from Qualcomm Technologies to digitally reshape their business into a mobile-first operation.



Microsoft Surface Pro X —

NPI used the power of Qualcomm® Technologies™ Snapdragon compute platforms to digitize thousands of client specs and take product photos with the built-in camera to send to the cloud, all while maintaining their network security standards. The digitalization of thousands of client specs resulted in reduction in paper processing by 50%. Taking digital photos and being able to label, store and access them via the cloud rather than printing images and sorting through physical catalogues increased overall productivity by 10%

Linksys Velop Mesh Wi-Fi System —

Powered by Qualcomm® QCA9984 SoC to ensure consistent and optimized internet connectivity throughout the entire NPI office. The new, faster connection helped NPI improve service turnaround time by 15%.

Jabra BT headsets —

NPI upgraded their customer service line with crystal clear voice and audio from the latest Bluetooth chipset made by Qualcomm Technologies. As a result, NPI reduced their connectivity issues and improved their customer service response time by 80%.

“The Microsoft Surface Pro X was transformative to our company.”



– Nick Heggy
CEO, NPI Industries

LOOKING FORWARD

NPI plans to keep Qualcomm Technologies as the foundation of their new digital business model, as having the most advanced processing power gives them a competitive edge. They will not be returning to the pre-pandemic mode of operations and will instead shift to a mobile-first work environment while investing in technologies that enable their transition to a connected cloud.

Learn more at
Qualcomm.com/smallbusiness