

**CUSTOMER SUCCESS STORY**

RAPID CUSTOMIZATION FOR MISSION-CRITICAL SYSTEMS

When a trusted customer needed it most, Galleon delivered a complete rugged data recording solution in just six months.

SUMMARY

When an existing customer's computer product support went obsolete and they urgently needed a replacement, real-time computing solution, Galleon Embedded Computing stepped in to deliver a complete custom solution. In just six months, our

team designed, built, and qualified a replacement product that maintained compatibility with the customer's existing third-party cards while providing a platform for future capabilities.

The Challenge

A long-standing customer came to Galleon with an urgent need. Their support for a mission-critical computer product had gone obsolete, but they needed new units to be manufactured quickly. The challenge was complex because:

KEY REQUIREMENTS

- The new system had to work with the same third-party cards the customer had already purchased
- The timeline was urgent—they needed a solution quickly
- The product needed to meet the same rugged, reliable standards they had come to expect from Galleon

The customer chose Galleon because of our proven track record with their operations—we had already delivered hundreds of rugged computing units to them over the years and developed a strong reputation for reliable design and fast turnaround on any technical issues they encountered. This established relationship and their confidence in our ability to deliver mission-critical computing solutions made us their trusted partner for this urgent customization project.

The Galleon Approach

Our team developed a two-phase solution that addressed both immediate needs and future requirements:

PHASE 1**IMMEDIATE REPLACEMENT**

We engineered a clean-sheet electronics and mechanical design, creating a complete replacement system that could use the same third-party cards the customer had previously used. The entire development process—from purchase order to delivery — was completed in approximately six months.

~6 Months
from purchase order
to delivery

The Challenge

PHASE 2

ENHANCED PLATFORM

The second phase focused on designing out those third-party cards and integrating similar functionality into an alternative design with growth capability for the future. This phase took another six months and will ultimately become the basis for a product that Galleon releases to the broader market.

OUR SUCCESS

WHAT MADE THIS POSSIBLE

This project leveraged Galleon's core expertise in high frequency design and rugged mechanical design. These are areas where suppliers often struggle, but they represent the foundation of what we do best: making reliable, rugged products that work in demanding environments.

Results & The Galleon Difference

The project delivered exactly what the customer needed: a reliable replacement system that maintained compatibility with their existing infrastructure while providing a foundation for future growth. Both phases were completed on schedule, demonstrating Galleon's ability to execute complex customization projects under tight timelines.



We tend to undersell our customization capability because we want customers who understand we work with quantities. But when the volumes are there, we can deliver exceptional results with the fast turnaround our customers have come to expect from Galleon.

WHY CUSTOMERS CHOOSE GALLEON FOR CUSTOMIZATION

This success story represents what Galleon does best: rapid, high-quality customization when our customers need it most. We have the capability to take on significant custom projects and deliver them successfully, both for our customers and for Galleon.

Our customization capability is one of the most underemphasized aspects of our business. While we focus on customers with sufficient quantities — we're a product company, not a consultancy — when there are volumes involved, we can execute complex customization projects efficiently and successfully.