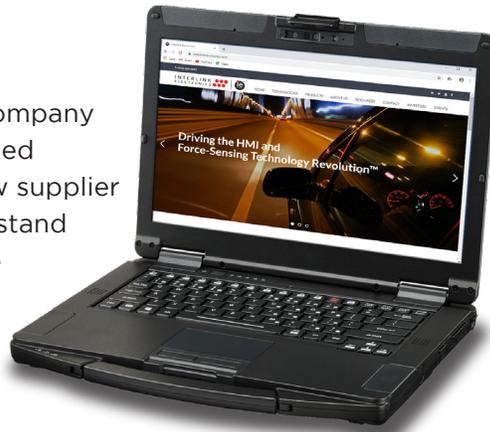


Interlink Electronics & Rugged Computing DIAMOND IN THE ROUGH

BACKGROUND

A multinational electronics company and leading producer of rugged laptops was looking for a new supplier of touchpads that could withstand the wet, dirty, dusty, extreme environments in which their customers operate.



CHALLENGES

Since the VersaPad touchpad was being considered for integration into a product series that had already gone to market, Interlink's resistive touchpad had to be customized precisely to accommodate the functionality and tolerances already established by the client.

EXECUTIVE SUMMARY

- A major electronics brand was searching for a replacement touchpad for its rugged line of laptops.
- Interlink successfully integrated its VersaPad into the preexisting line while meeting the requirements dictated by the client.
- Interlink wrote custom firmware to optimize the VersaPad's power consumption and usability.
- The integration was so successful that the laptop producer has continued to use VersaPad in its rugged products for the last eight years.
- Interlink continues to foster this important relationship by providing product updates and maintaining face-to-face communication.

One of Interlink's great strengths is its global footprint, so when one of our Japanese distributors learned that a major electronics conglomerate was unhappy with the supplier of touchpads for their line of rugged laptops, he was able to leverage his existing relationship with the company to introduce them to Interlink's VersaPad resistive touchpad. Standard capacitive touchpads are a satisfactory option for everyday consumer laptops, but in the rugged laptop category (those used by industrial workers, automotive technicians, military personnel, etc.) resistance to dust, grime, and extreme temperatures as well as support for gloved operation are of paramount importance—all conditions for which the VersaPad is ideally suited.

Despite the physical distance, Interlink's team was in regular contact with their engineers, working through design issues to ensure that the touchpad could be integrated into the existing laptop without affecting the manufacturing process while performing as well if not better than the device it replaced. The device's firmware also had to be tweaked to minimize power consumption and capture the tactile feel the client wanted.

Within six months, the VersaPad was ready to be included in the notebooks. But the process doesn't stop there; Interlink's team continues to stay in touch with the client to integrate the touchpad into new products and provide firmware updates. Even with the digital lines of communication open, there is no substitute for face time, which is why our CTO makes annual trips to Japan to check in with the company in person. The client was so satisfied with the performance of the product and personal attention that it has continued to use the VersaPad in its rugged laptops for 8 years.