



Silence and DigiProces work with a common goal: applying the most advanced technology to develop products that contribute to improving people's lives and the sustainability of the environment. In this sense, and exceeding our customers expectations, DigiProces is a reference as a competitive and reliable EMS provider. In this interview, we analyze the cooperation experience with one of our most valuable customers.

Eduardo Quesada
CTO Silence

How did the collaboration between Silence and DigiProces come about?

Silence has its own R&D department, but due to our high work volume, we needed a reliable partner that could help us develop a new project from start to finish. The DigiProces Technology Center was the perfect candidate for this mission thanks to its proven technological capabilities, its extensive background in the design of electronic products and its demonstrated problem-solving ability. We had already collaborated with DigiProces before and we knew that they would guarantee us not only an engineering service, but also would support us with an entire product creation ecosystem.

What does the project developed by DigiProces consist of?

At Silence we are working on a new generation of electric vehicles and DigiProces has helped us with the design and development of the electronics that control certain power elements, such as window operator, heating and air

conditioning, lights, handbrake, locking system... These are maximum complexity functionalities and we have achieved superior efficacy and safety.

What difficulties have been overcome thanks to the collaboration with DigiProces?

The current context conditioned by the lack of components has profoundly affected the development of this project, but the good coordination between DigiProces and Silence departments has speeded up the search for solutions. The connection between our engineering and purchasing teams has made it possible to obtain the necessary components, something very difficult considering the number of components in our electronics. The main difficulty has been the availability of microcontrollers, the most scarce part globally. This has forced us to make several changes according to market conditions, but thanks to the joint work with DigiProces we have been able to find alternatives and adapt the design without delaying the timings set.

What other challenges have been overcome at the design level?

This electronics required a particularly high level in terms of quality and safety, since mistakes cannot be allowed in the automotive sector and precision in all the elements of the car is essential. In this regard, rigor and solvency with which we have worked has made it easy to resolve the car's electrical supply and all its electronic functionalities with a certified guarantee.

Then, has DigiProces passed with flying colors crisis management?

The Start Of Production (SOP) always acts like a sword of Damocles and this pressure is quite obvious in the product development departments, which have to do the impossible to control time in the face of the uncertainty of certain parts of the project. In this case, whenever we have had that pressure, DigiProces and Silence have coordinated our response capacity, which has provided us with the most appropriate solutions not only at the best technical level, but also at a strategic level.

How was the cooperation between the Technology Center and Silence teams?

The work between the two companies has been totally fluent. We have created a common team and the project has progressed smoothly. With constant interaction and weekly follow-ups, DigiProces has kept us informed of all the news and when any inconvenience has arisen, we have established quick, easy and productive contacts to jointly approve solutions that the Technology Center has applied with flexibility and efficiency.

What other added value elements has DigiProces provided to you?

DigiProces owns state-of-the-art facilities and key services, such as its internal EMC laboratory, which has allowed us

to test the most critical points of the design in a very agile way. The lack of components and the high complexity of this electronics have forced us to make many redesigns and with each prototype and each new version, the laboratory has helped us to certify that the design complied with the corresponding homologation in record time. We have also collaborated in carrying out tests in our facilities, where we have launched the product and executed endurance tests to validate it.

On the other hand, the DigiProces test department has worked to certify the quality of the electronics, verifying that each manufactured board is correct. The mechanical department has also been involved, working on an easy-to-assemble design and ensuring product protection with an encapsulation process.

We can say that with the joint participation of Silence and DigiProces we have promoted the product design phase in our projects in a cost-effective, reliable and safe way, developing a perfectly easy and collaborative process.

Which were the key points that led you to choose DigiProces as your EMS provider?

We needed a team that was up to the task and DigiProces offered us a strong experience, integration flexibility and global project management. They gave us the confidence we needed and has worked internally as an extension of our own company actually, confirming they are a competent, trustworthy and accredited company.

We are convinced that this channel we have opened between Silence and DigiProces will last a long time. From design to manufacturing, we have generated a shared process to face any challenge with advanced technology, high speed and profitability, creating the ideal partnership to solve our electronic needs.

