

Customer Success Story Epson Singapore

Company: Epson Singapore Pte Ltd

Industry: Consumer Electronics

Founded: 1982

Location: Singapore



The challenge: Epson's Singapore office does business in 11 countries and needed to efficiently keep track of changing safety, electromagnetic compatibility (EMC), wireless and energy efficiency regulations for each of its product lines. Numerous requirements could change between product launches.

The solution: Outsource the job of tracking regulatory changes to UL.

The result: Epson, a global leader in multifunctional printers, point of sale (POS) printers, and data and home theater projectors, started work with us in Singapore in 2018.

We worked with Epson to identify the full range of products that needed to comply with the safety, EMC, wireless and energy efficiency regulations of our target market countries. Our Global Market Access team provided regular updates and impact analyses of impending regulation changes to the Singapore

office, its headquarters in Japan and sales subsidiaries. Our engineers and Global Market Access team worked together to provide quick project management updates and solutions for these changes to help Epson proactively address them and help avoid costly delays. Our partnership helped Epson stay ahead of regulatory changes by considering the solutions we provided for their market access requirements, promoting time and cost efficiencies.

Today, Epson has expanded its Global Market Access work with us to include environmental and chemical safety.

"We have been receiving good expert advice that enables Epson to make important decisions and mitigate risks on market access. This is especially critical in new territories such as Indochina countries where local regulations need to be interpreted correctly, too."

— Alvin Tan

Epson Singapore Pte Ltd, Regional Director

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