

# CONCIERGE PROGRAM

## SCALABLE MANUFACTURING FOR EMERGING DEFENSE HARDWARE



### OVERVIEW

The Concierge program supports hardware-focused DoW aligned companies that have demonstrated a prototype by providing personalized expert guidance to assess their current operations and recommend tailored strategies for scaling manufacturing to meet mission partner demand. Funded by DIU, this one- to two-week effort, requires companies to share key design, manufacturing, cost, and supply chain data while retaining full control and ownership of their intellectual property. Ultimately, the program aims to equip companies with actionable plans that enhance production readiness, support sustainable growth, and improve long-term profitability.

### BENEFITS

Companies will gain valuable knowledge from experts who have supported the planning and manufacture of hardware at scale. Companies will be provided with a tailored development roadmap focused on the needs of the individual company based on current state and delivery targets.

### COMPANY REQUIREMENTS

- Commit to openly evaluating product and manufacturing operations
- Share key data on design, qualification, manufacturing, quality, supply chain, and contracts
- Identify actions to meet customer requirements and optimize costs
- Review costs to understand drivers, align design, and improve profitability
- Designate and empower representatives for each area to engage actively
- Participate in a hands-on support process to scale production

### OUTCOMES COMPANIES CAN EXPECT

- A documented set of recommended actions and mitigations
- A clearer understanding of manufacturing strengths and gaps
- Improved internal alignment around production strategy
- Cost visibility tools or models tailored to the product
- Increased readiness for government contracting or large-scale delivery

### HOW IT WORKS

The program follows a three-phase, outcome-driven process:

1. Initial Contact - Scoping goals and needs
2. Baseline & Planning - In-depth evaluation and roadmap creation
3. Follow-Up - Support and validation of scaling plans



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