



Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

High-speed Internet Provider

Overview :

Our client is an American telecommunications company based in Kirkland, Washington. Their footprint covers the Pacific Northwest region, specifically the states of Washington, Oregon, Idaho, and Montana. The offerings include Fiber internet and phone for residential customers, Business Fiber Internet. Their networks span over 500,000 customers across the four states. Their core fiber network's design and operation with additional capacity operate continuously fast, 24/7, unlike traditional cable, which might slow down during peak hours.

Executive Summary :

The client designs its core and aggregation networks to be completely redundant, with a dual architecture that maintains customer connections even when problems occur. In contrast to other businesses that run their components at 80%+ capacity with little space to tolerate a breakdown, the client regulates its network to 40% of capacity during peak hours to provide effective redundancy.

The main services they provide include Home Phone over the internet and Business Fiber Internet for small businesses, internet and phone for residential clients, and a range of Internet, networking, and voice solutions for corporate customers.

The client faced various challenges in deploying networks to remote locations. Techwave, with extensive industry domain expertise, leveraged its resources in rendering pinnacle design solutions. Our unique approach made us create fast network designs to suit their distinctive demands.

Techwave's resources have provided the designs within the estimated timelines which slashed the client's additional costs. Using a variety of programs including AutoCAD, QGIS, and Google Earth, the design has been developed together with all the permissions necessary by the relevant authorities.

Current Status:

In the last two years, Techwave has developed designs and associated permits for around 60,000 LUs for the customer, taking into account all relevant geographic, technological, and budgetary factors. To suit the client's needs, we hired additional talents and trained them on the same technology platforms. We created a systematic process flow for each module's documentation in order to allow the resources to quickly adapt to the current streams of processes and be productive right away.

We have shortened the procedure and supplied all necessary requisites on schedule and by the rules.

CLIENT CHALLENGES:

- **Rural Connectivity:** Deploying network solutions to remote areas has been a bottleneck for the client. They envisioned a robust connectivity network across the four states that they operate in and the lack of solid designs for the areas located away from the central networks.
- **Address Validation:** All operations must include address validation and standardization to enable predictive analysis and customer interaction. Improper address validations pose risks of delivery failures which leads to higher operational costs. The client approached us for superlative planning and designing network solutions to have seamless deployment for their connections.



Techwave's Strategy and Solutions :

With the help of Techwave's tireless efforts, clear design solutions have been developed.

- The agile engineering team has developed many methods for resolving various problems faced by the client.
- The team has assessed the client's requirements and created a well-planned distribution network for the distribution FTTP network with several splitters. This enabled the client to deploy their networks in vast sections of remote areas.
- Despite the challenging weather, the professional survey team we engaged to gather the field data well exceeded our expectations. It took several rounds of discussions with the customers to resolve the core problems and come to an agreement.

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Business Impact :

The client's fiber footprint throughout the states of Washington, Idaho, Oregon, and Montana was improved with the assistance of Techwave's highly qualified experts. Along with Techwave, they quickly established fiber networks in the NW states. In the last two years, Techwave has offered connectivity solutions to more than 50,000 LUs and helped them accomplish their objectives.

We have added value to our client's presence by facilitating them with designs and permits which connect the remote regions of various states. Our ability to streamline processes seamlessly and adapt to uncertainties helped in cost-cutting outcomes.



Why Choose Techwave ?

Using our expertise in wireline engineering services, we strive to solve challenges by employing a thorough strategy that is consistent with the objectives of the client and our beliefs. With the help of Techwave's technologies, several network operators have been able to meet the growing demand for wireline services.



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