



### 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.

## Top-tier Telecom Service Provider

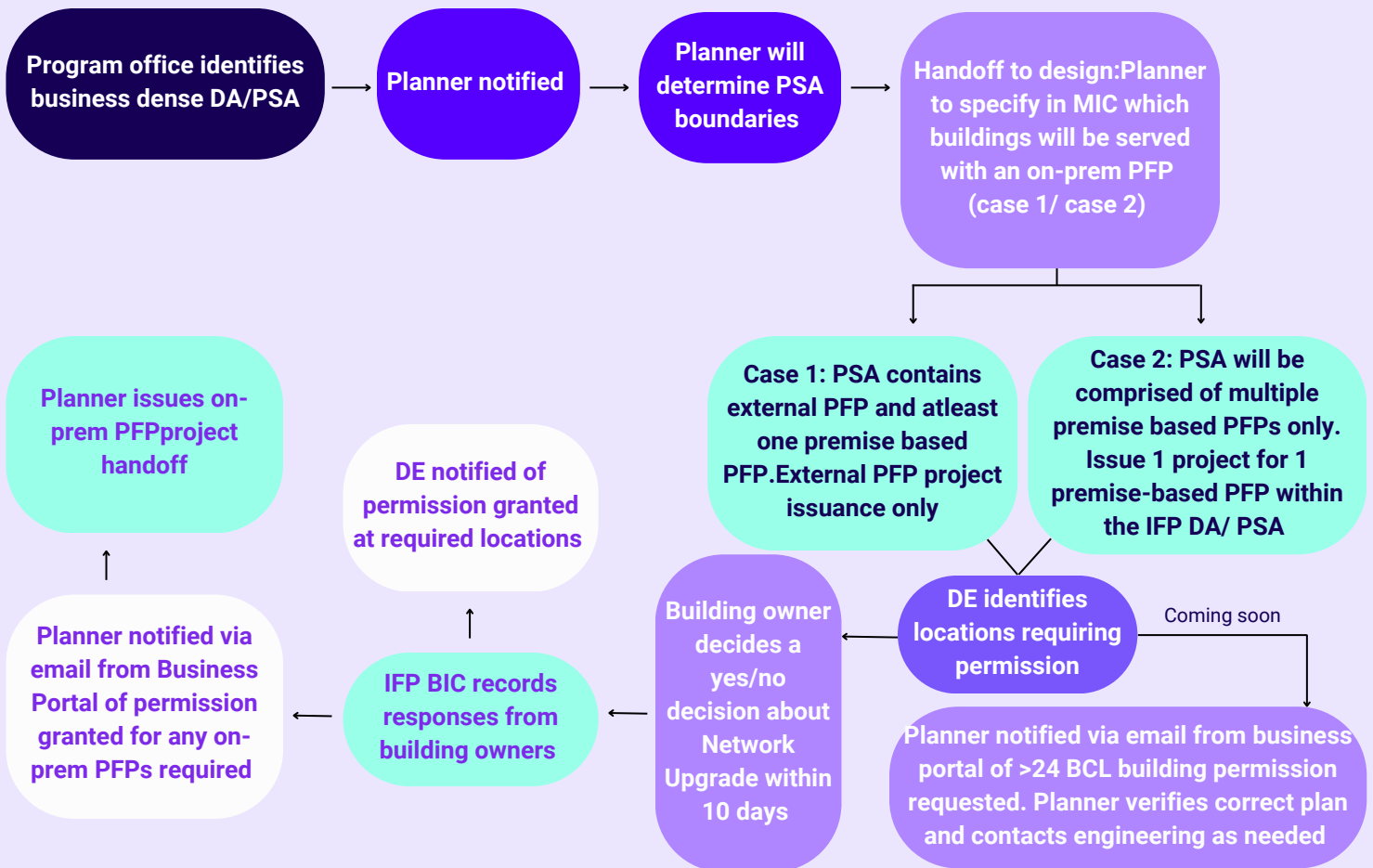
### About Client

The customer is a fiber optic service provider serving suburban and rural areas. As a pioneer and industry leader, the client develops (F1, HLD, F2, and ASE), builds, and administers open-source fiber optic connections for private houses, enterprises, and governmental organizations. In order to considerably improve AT&T's network, the client is striving towards national fiber optic expansion as the regional digital provider. Because of their cutting-edge planning and construction techniques, they are the technical leaders for speedy and inexpensive FTTH growth.

### Executive Overview

For more than 20 years, the client has continually provided the telecommunications sector with high-quality engineering and construction solutions. AT&T has partnered with the client for this undertaking. To support and uphold the quality of the designs of (F1, HLD, F2, and ASE), Techwave leveraged the skills of experienced telecom engineers. Techwave demonstrated a remarkable level of commitment and dedication towards responding to the customer's feedback and suggestions in order to facilitate the optimization and streamlining of various operational processes. The client faced various challenges that included monitoring the forecast of jobs and maintaining quality and deadlines.

The high-level process flow for Business Dense IFP PSAs (Integrated Fiber Plan) is shown in the graphic below. The DA (Distribution Area) chosen for the business PSA (PON Serving Area) overbuild was provided to the C&E teams by the program office. The PSA border was then established by the Planning team, who then provided PSA data to the Design engineers. The needed "ACTION" for each BCL (Business Customer Location) in the PSA would be determined by the Design Engineers using the procedures described.



## Client Challenges

- The project required coordination with multiple vendors to plan and design the desktop, conduct field surveys, perform pole analysis, and obtain permit approvals.
- The design process involved multiple iterations due to field conditions which posed challenges to the client.
- There was a lack of expertise in addressing road-widening jobs, which refers to planning and designing the fiber/copper network for situations such as road widening, damaged cables, and conduit conditions.

## Techwave's Strategy & Solution

Techwave provided end-to-end turnkey support for the project, including design, field survey, pole analysis, and permit approvals.

To streamline the design process and avoid multiple iterations, the team has provided a high-level design as an interim delivery for review and approval before proceeding with the final design.

Techwave has a pool of highly skilled and competent resources with expertise in FTTx & FTTH concepts. They provided cost-optimized designs and ensured the project is completed successfully within the specified timeframe.

## Business Impact

By focusing on providing timely query resolutions and deliveries, Techwave has demonstrated efficiency and effectiveness in the work. This has helped to build trust and confidence with their clients, which is crucial for maintaining long-term business relationships. By ensuring that tasks were done right the first time, there was less need for rework or corrections, which saved time and money. This, in turn, led to increased productivity, faster turnaround times, and more satisfied client.



## Why choose Techwave?

Techwave has a proven track record of providing on-time query resolutions and deliveries, which has helped in building trust and confidence with the clients. As shown above, Techwave adheres to strict timelines while providing tailored engineering solutions to unique client demands. Techwave's team is highly experienced and knowledgeable, and they are committed to providing excellent customer service by giving constant support.



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