



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.

Premier Telecom Service Provider

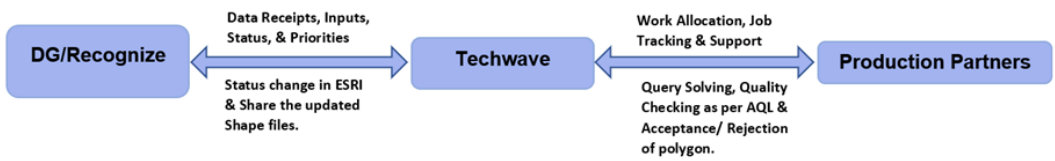
Overview :

The client is a German provider of fiber optics for suburban and rural regions. The client designs, constructs, and manages open-source fiber optic connections for private residences, businesses, and governmental organizations as a pioneer and industry leader. The client is working towards national fiber optic expansion as the regional digital provider, which significantly advances Germany's digital development. They are the technical leaders for quick and affordable FTTH expansion because of their cutting-edge planning and building methods.

Executive Summary :

With the experienced glass fiber investors EQT and OMERS, the client has a private investment volume of seven billion euros and is one of the financially strongest providers in the German market. Techwave acts as the bridge between the client and Production Lines to ensure diligent quality checks.

The client faced various challenges that included monitoring the forecast of jobs as they are highly fluctuating. Techwave has leveraged WFMS, an in-house developed tool, to categorically track the jobs. WFMS is Work Flow Management System that is also commonly termed as Dashboard among our resources and the client. Our challenge-specific approach made us deliver turnkey solutions that meet the client's demands. All trenches and CSV tasks between the DG and the other two Indian business partners are being managed by Techwave in terms of process management and quality assurance. Our comprehensive approach allowed us to effectively solve queries and manage quality checks in accordance with AQL using our tried-and-true best practices.



Client Challenges:

- The forecast for jobs will fluctuate between being high for a few months and low for another few months. They faced difficulties in monitoring and managing the team based on dynamic forecasts.
- The priority list of jobs keeps varying regularly and as the demand arises, we communicate with production lines to push the jobs according to the priority list.
- Periodically, the client will have to restart their servers, which is a hurdle for them. This acts as a challenge for the client which does not allow them to access the sites for brief periods of time.

Techwave's Solutions & Strategies:



- We continue to have a safety net of 1-2 workers to handle absence and provide extra assistance on busy days.



- For task allocation and tracking, we used WFMS. To enable the production lines to access all of the assigned polygons and tasks in their buckets, we have given them access to vendor user roles. To facilitate the client in prioritizing crucial polygons first, we move the work priority to the top. The client also had access to WFMS, so they could follow the movement of the polygons.



- To prevent network loss or idle time, we persuaded the client to advance the timing of their server restart before we began our shift.



Business Impact:

In order to provide a seamless process of job tracking, including the allocation of work, tracking of jobs, and priority modifications, Techwave presented DG with a novel solution by granting WFMS access to both client and vendor roles. We added value to this journey with our on-time query resolutions and deliveries. In order for them to proceed with field work, our team has been effective in following up with the customer and the manufacturing lines, bridging the gap, and facilitating the proper quality checks.

Why Choose Techwave ?

Because of our in-depth knowledge of the industry, regulations, and challenges, our resources collaborate with our clients to completely understand their requirements, reduce risks and manage the forecast of jobs as reflected above. This is the foundation of our business. Techwave as an IT organization believes in transparency and values customers' economic limitations in every aspect. Our resources are exceptionally skilled and agile in constantly changing advancements to deliver the best of solutions.



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