TVC Solves Component Backlogs for Leading Broadband Operator, Accelerating their Network Deployment

When a leading U.S. broadband operator faced supply chain issues with component backlogs, causing delays in their network deployment projects, they turned to TVC Communications for help.

TVC evaluated sourcing, competing solutions, product functionality and deliverability. Working jointly with Wirewerks, a manufacturer of advanced optical fiber and copper connectivity solutions, they identified a product with similar functionality that also offered the ability to scale to 2X capacity compared to the backlogged item. The Wirewerks engineering team worked to make design improvements on the new product, which eventually became the new primary standard.

To make the customer's supply chain more resilient, Wirewerks consolidated the parts of the original backlogged product into one single SKU, resulting in immediate fulfillment, and reduced labor and shipping costs.

In order to ensure inventory would be available to the customer, Wirewerks implemented an aggressive strategy to scale product production prior to winning the primary standard approval. To streamline the transition to this new standard, Wirewerks produced professional installation and operational videos that provided training tips and an easy to follow tutorial for the customer. This helped reduce errors and answer any questions installers might have during the transition.

Summary

Customer
A leading U.S. broadband operator.

Opportunity
Evaluate and source a product that not only meets the customer's requirements, but also improves cost efficiency and deliverability.

Solutions
- Worked jointly with Wirewerks to identify a product with similar functionality
- Collaborated with customer and Wirewerks to implement feedback for enhancements
- Combined parts into a single SKU
- Created professional training videos for the customer

Results
- Resolved supply chain issues related to component backlogs
- Provided a product with similar functionality and the ability to scale to 2X capacity
- Improved supply chain resilience
- Reduced errors and eased the transition to the new standard

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