



case study

TruOps Common Language

## effective equipment product change management

altafiber \$1.1B Revenue 3,100 Employees \$182M CAPEX

### challenges

Fewer resources for operations processes

Managing Product Change Notices (PCNs) to identify equipment requiring replacement.

### solution

PCN Business Optimization Analysis

Recommendations to develop a PCN process aligned with industry best

### results

Identified 50 equipment items worth \$3.7M where supplier is potentially responsible for replacement

## challenge: effective equipment productchange management

altafiber, like many service providers, has continuously improved operations efficiency resulting in reduced operations expenses. With this benefit, however, has come the challenge of how to give the necessary attention to operational processes while utilizing fewer resources.

Using Product Change Notices (PCNs), network equipment suppliers notify their customers of product changes so that customers can decide whether to make updates. Service providers need a process to manage the PCNs received from their equipment suppliers. This process ensures that the network does not contain equipment with known defects, which in turn can have detrimental effects on service.

Since the supplier typically is responsible for bearing the cost of replacing defective equipment, service providers need to respond to PCNs in a timely manner. Otherwise, the service provider may end up incurring the cost of equipment replacement. This can result in millions of dollars of unnecessary expenditures to the service provider as well as the increased risk of customer-impacting service outages. consuming for federal agencies to research and

For example, the PCN management process may not be getting the attention needed to operatetoday's diverse networks. In some cases, this has resulted in additional capital expenditures. iconectiv offers services to help a service provider optimize its product change management process and ensure that its network equipment has been updated with critical product changes.

*"iconectiv's PCN Business Optimization Analysis was comprehensive and thorough and the results were eye opening. iconectiv's PCN process knowledge, experience and expertise combined with its equipment database provided altafiber with benefits that cannot be replicated by anyone else in the industry."*

John Washington  
Language Standards Manager, altafiber

## **solution:** **effective equipment product change management**

altafiber took advantage of iconectiv's PCN Business Optimization Analysis service offering. The analysis included examining altafiber's PCN process, documentation and tools as well as comparing altafiber's equipment inventory to iconectiv TruOps Common Language Equipment Repository to help identify equipment that has an outstanding product change for which the supplier is financially responsible. iconectiv consultants interviewed altafiber staff from the network operations, operations planning, field operations, spares warehouse management, procurement and IT organizations and reviewed altafiber PCN documentation to understand altafiber's product change process. iconectiv analyzed the information and presented its findings along with a companion set of recommendations to help altafiber with the development of a PCN process conforming to industry best practices

A second feature of the PCN Business Optimization Analysis was iconectiv's analysis of altafiber's network equipment against the Common Language Equipment Repository.



## **results:** **significant number of equipment changes identified**

The results were significant as iconectiv identified more than 50 equipment items with product changes where the supplier was potentially responsible for replacement. The replacement cost of the equipment items was estimated at \$3.7M.

Managing the product change of network equipment is a critical service provider process that helps ensure network reliability and minimize operating expense. Suppliers communicate product changes to their service provider customers via PCNs and are responsible for the cost of material and labor to replace defective equipment in a timely manner. Otherwise, the service provider may experience service disruptions from the defective equipment and incur the costs of replacing the equipment if discovered past a certain date.

iconectiv works extensively with the service provider community to formalize and enhance the PCN process ensuring it conforms to industry best practices. iconectiv, with its Common Language Equipment Repository, is uniquely positioned to review a service provider's equipment inventory and identify equipment items with outstanding PCNs that have not been implemented.

Service providers have a significant network investment and a critical interest in maintaining network reliability. iconectiv helps mitigate risk and leverage cost-impacting product changes..

### **about iconectiv**

Your business and your customers need to confidently access and exchange information simply, seamlessly and securely. iconectiv's extensive experience in information services, digital identity and numbering intelligence helps you do just that. In fact, more than 5K customers rely on our data exchange platforms each day to keep their networks, devices and applications connected and 2B consumers and businesses protected. Our cloud-based information as a service network and operations management and numbering solutions span trusted communications, digital identity management and fraud prevention. For more information, visit [www.iconectiv.com](http://www.iconectiv.com). Follow us on X and LinkedIn.

### **make the connection.**

For more information about iconectiv, contact your local account executive, or you can reach us at: +1 732.699.6800 [info@iconectiv.com](mailto:info@iconectiv.com)