



Case Study

Leader in local and long distance telephone service sought assistance with FTTP rollout with aggressive timeline

Client:

A Leader in Local and Long Distance Telephone Service

Industry:

Communications

Service Offering:

Global Services

- EF&I Solutions
- Outside Plant Services
- Wireline Services



The Situation: A leader in local and long distance telephone service was preparing for the deployment of its Fiber-to-the-Premise (FTTP) technology to multiple areas. The client offers broadband, wireline, and wireless communication innovations to its customers, and is a pioneer in the telecommunications industry for its FTTP technology. Widespread deployment of FTTP technology to its customers would mean the client is the first telecommunications company to successfully package local and long distance services with high speed internet and video services.

The Challenge: The client needed a fully-staffed solution to engineer its first office application of FTTP in Texas. This application would lay the foundation for the deployment of FTTP technology to other areas. Approximately 1.5 million feet of fiber would be put down, impacting more than 15,000 households. The client's aggressive build schedule was a result of increased competition from the cable companies that were offering high speed internet and telephone service as an alternative to DSL technology. To meet these self-imposed schedules, the client needed a large number of qualified resources. It also needed a partner company that could help navigate through the strict permit requirements from local municipalities made more difficult because of an absence of industry standards. The right partner would be willing to deploy an entirely new type of technology and support it with processes and protocols that were still in infancy stage.

The Response: In 2004, TEKsystems® EF&I Solutions, LLC® – a subsidiary of TEKsystems, a premier provider of technology staffing and services – aggressively responded to the client's challenge, bringing its extensive experience in outside plant engineering services. TEKsystems EF&I Solutions began with a workforce of 14 telecom professionals, and quickly added another 14 to launch the project. Another team of 20 telecom engineers, right-of-way engineers, and CAD drafters was also formed to complete this initial four-month, first office application. The complexities of delivering a new product caused other vendors to leave the project, and TEKsystems EF&I Solutions stepped in to successfully assume those additional responsibilities while still maintaining its own workload. Since the completion of that initial project, TEKsystems EF&I Solutions has continued to assist the client in its FTTP rollout. TEKsystems EF&I



Solutions more than doubled its FTTP project resources in 2005, and more than tripled them in 2006. Today, TEKsystems EF&I Solutions has over 60 telecom professionals – divided into three FTTP engineering teams located in Texas, California, and Florida – dedicated to the client's initiative.

The Result: TEKsystems EF&I Solutions' involvement in the preliminary phases of the client's FTTP initiative enabled both companies to work together to overcome the project's unique challenges. TEKsystems EF&I Solutions used its extensive outside plant engineering experience to develop an engineering design and protocols that eventually became the benchmark for future applications. The success of the client's first office application made industry headlines, and opened new doors in different markets for the client. TEKsystems EF&I Solutions continues to deliver the same high level of commitment to quality service as it partners with the client in Texas, Florida, South Carolina, Indiana, and California.

The Technology: FTTP Engineering, Microstation, AutoCAD®, Microsoft® Visio®, computers, scanners, plotters