

# PLM Support for Optical Networking

The company is redefining optical networking by empowering operators, accelerating innovation, and automating network operations. It is transforming telecommunications networks with cutting-edge, industry-leading connectivity solutions, which include advanced subcomponent technology, network infrastructure systems, automation software, and professional services.

## Business Requirement

- The existing change order audit process falls short of meeting business requirements, leading to inefficiencies.
- Lack of dashboards limits visibility and insights for effective decision-making.
- Bill of Materials (BOM) explosion for Product Cost Management (PCM) is currently a manual process, slowing down operations.
- Regular updates for Resource Usage Profiles (RUP) are outdated, impacting data accuracy and reliability.

## Key Differentiators

- Proactive solution recommendations tailored to business needs, with timely management of Resource Usage Profile (RUP) updates.
- Dynamic change order audit processes designed to align with evolving business requirements.
- Interactive dashboards providing enhanced visibility and actionable insights.
- Automated Bill of Materials (BOM) explosion reports for streamlined and efficient product cost management.

## Value Ads

- Unique audit reports tailored to prevent production delays.
- Enhanced security updates within Product Lifecycle Management (PLM).
- Quick and efficient BOM explosion reports for streamlined processes.
- Proactive reporting that simplifies business decision-making.

## Business Processes

- Agile Product Lifecycle Management (PLM)
- Java and web technologies
- Groovy scripting
- SQL/PL/SQL

## Regions Supported

- UK and Europe (2 Timezones)
- US (1 Timezone)
- APAC(1 Timezone)

## Support Models

- L2/L3 support
- PLM application maintenance
- 1 FTE

## Governance Model

- ZOHO Desk
- Quarterly review

## Managed Service Highlights

900 Users

20 tickets per year

1 consultant

2 Years

USA and Remote

English