

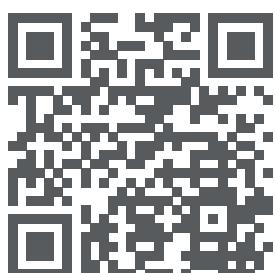
# TELECOM OPTICAL TRANSPORT PRODUCT R&D OWNERSHIP & CUSTOMER SUPPORT

Total R&D Ownership for High Revenue Optical Transport Product Line, including the end customer (Network Service Providers) field support and manufacturing support



The customer was looking for an external partner who could take on end-to-end R&D responsibility, including manufacturing support and customer field support, for a critical product line in the portfolio, generating \$100M+ in revenue and add new feature product releases committed to their customer base. The key driving factor was to direct their internal R&D budget and the development resources towards the next-generation product platform with strong market acceptance and multiple new feature demands from a diverse global customer base. The customer also needed to ensure solid customer satisfaction was maintained for their customer base (primarily tier 1 Network Service Providers), requiring effective engagement between the external partner and internal customer and manufacturing support teams and directly with customer's end customers when required.

Infinite's solution ensured continuity of new product features roadmap without any disruption, provided end-customer product support independently and strong manufacturing support to help maintain and maximize the product line revenue. In addition, the solution resulted in the required R&D focus on the product line, and a smooth transition to Infinite was transparent to the internal support teams and customer base.



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## CUSTOMER

Leading Finnish Telecommunications corporation and Network Equipment Provider for Optical-Packet Transport.



## INDUSTRY

Telecommunications & Consumer Electronics.



## SERVICES & TECHNOLOGY

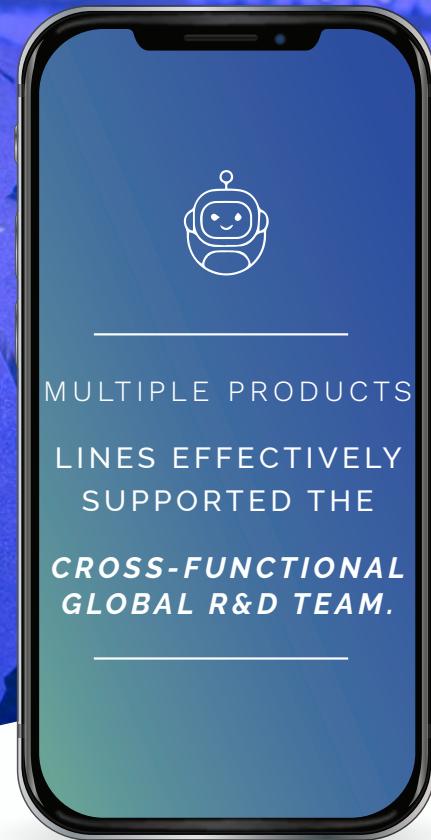
Carrier Grade Optical Transport R&D, IP Transport R&D, Product Test & Automation, Systems Engineering / Architecture, Component / Product EOL redesign and qualification, Customer L1/L2/L3 Field Support.



## GEO SUPPORT

Global

# Product Line Continued Semlessly in Production for 4-5 years after the transition to Infinite.



## BUSINESS

### Challenge

Create bandwidth for innovation on next-generation platforms, focusing on internal R&D spend and resources.

Maintain roadmap commitments on the existing product line, maximizing both product revenue and profitability.

Maintain a high degree of customer satisfaction on existing product lines and introduction of new product innovations and platforms.

Production support requires a strong focus on end-of-life component replacement, sometimes requiring innovative solutions.



## INFINITE

### Solution

Proposed a transition (i.e., "Rebadging") of cross-functional core customer product R&D team to maintain critical R&D support for the near term and long term. Solution allowed customer to augment the internal R&D team in key innovation domains within their fixed budget. 100% of the core team accepted Infinite employment, 95% + retained two years after the transition.

Proposed "Revenue Share" business model to maintain product line profitability. Provides clear incentive to Infinite to invest in development and provide strong end-customer support to maximize product revenue, benefiting both customer and Infinite.

Infinite established off-shore R&D and Product Support teams for cost efficiencies and team scale to support multiple product lines.



## VALUE

### Delivered

Infinite delivered three new feature releases on time over the first ~ 24 months, with additional maintenance releases introduced to maximize end-customer satisfaction.

Infinite hardware resources successfully replaced two EOL custom silicon (ASIC) devices with a software agnostic solution to retain product revenue opportunities. In addition, multiple EOL component substitutions were also identified and qualified for production.

Two additional products lines were transitioned to Infinite for full R&D support in year 2, with no extra resource transitioned from the customer.

Infinite resources within the product team ultimately deployed in multiple technology areas supporting customer's next-generation product R&D. Infinite continues to work closely with customer R&D leadership to provide support for crucial feature developments within the customer product portfolio.



## #ADVANTAGE INFINITE

With **10,000+** employees working at **20+** global locations, we at Infinite deliver a seamless digital transformation to our **165+** Fortune 500 customers. With over two decades of hands-on experience in cutting edge technologies and platforms, we have assisted our clientele from various industries, including Telecom, Hi-Tech, Healthcare, Media & Entertainment, BFSI, Retail, Public Sector, Travel and Transport, and Government; to **optimize**, **modernize**, and **scale** their technology landscape, which succeeded them to become the forerunners in the arena of technology unification and autonomy. Our core service offerings include **Business Transformation**, **Digitalization**, **Application Development Management Services**, **Quality Engineering and Assurance**, **Product/Platform Engineering**, and **Infrastructure services**.

Get in touch with us:  
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