Meeting Increasing Customer Demand Without Budget Consequences

Learn how a network equipment manufacturer expanded their test capacity
Building a combined hardware and software solution is just the beginning — the real work is choosing the test system that characterizes and verifies the network's specified requirements to ensure standards compliance. To validate that your test solution can meet today's high network technology standards, equipment with these capabilities can be very expensive.

As more customers realize the value of a high-performance network, the demand for new solutions continues to increase. A leading network equipment manufacturer (NEM) that provides customers with a virtualized, distributed, and highly flexible network system approached Keysight to help them find a solution to manage the ever-increasing test demand.

Acquiring new high-performance test equipment can put an unexpected strain on a manufacturer’s new equipment budget. This case study discusses how this growing NEM met new and increasing customer requirements while staying within budget.
Challenges: Increase Test Capacity While Staying within Budget

The Keysight account manager had worked with the NEM since the business began and learned of their objective to duplicate a previously purchased Keysight test solution to increase their test capacity. However, the capital expenditure (CapEx) budget would not support purchasing a new test system, even with the immediate need for increased test capacity.

With the requirement for additional test capacity, the management team had to balance their high-performance test equipment purchasing decisions to support the current budget while meeting their customers’ test requirements.

The management team considered the purchasing trade-offs that may require additional equipment configuration, extensive setup, and longer test times. Working with a proven test and measurement provider was important to this NEM to achieve critical customer timelines and the necessary quality standards.

The NEM wanted to continue with high-performance testing while increasing their test capacity. They were pleased with a previous purchase of a Keysight AresONE 400GE high-density octal small form factor pluggable double-density (QSFP-DD) test solution. Their goal was to duplicate the initial AresONE test solution to double their test capacity. The challenge was to purchase the Keysight test solution without the use of capital expenditure (CapEx) dollars.

Figure 1. AresOne 400GE high-density eight-port QSFP-DD test solution
Solution: KeysightAccess Subscription Service

The account manager proposed KeysightAccess service to get subscription-based access to the best technology, support, and expertise tailored for their test requirements.

KeysightAccess offers solutions that enabled the NEM to expand their testing capabilities without impacting their budget.

• Provides access to test instruments, software, and technical expertise.
• Maximizes test instrument and software uptime with committed technical support and repair.
• Balances technical and financial risk with flexible subscription terms.

Results: A Tailored Test Solution

KeysightAccess enabled the NEM to get a test solution immediately with a 24-month subscription and monthly payment terms tailored for their business needs. The Keysight account manager working with the NEM to understand their needs for now and the future chose the best solution to address this organization's test requirements.
Going Forward

KeysightAccess enabled this customer to get the high-performance network test equipment they need now to meet their increased test capacity. This subscription-based service provides engineering teams access to the best technology and expertise tailored to meet immediate and evolving business needs.

Resources

- KeysightAccess Flyer
- KeysightCare Service and Support

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