

Executive Summary

Organizations Involved:

- PlastiComm Industries, Inc. (**PlastiComm**)
- Qwest Government Services, Inc. (**Qwest**)

Business Challenge:

- Qwest needed an innovative configuration for a nationwide network
- Project required capital-intensive facilities and trained labor

Solution:

- Qwest leveraged PlastiComm's expertise in configuration, integration, assembly and logistics
- Integration and testing was completed at PlastiComm's facility with trained technicians

Business Results:

- Qwest reduced project overhead and learning curve costs
- Customer expectations exceeded on deployment/functionality



Business Challenge

Qwest Government Services, Inc. (Qwest), is a wholly-owned affiliate of Qwest Communications International, Inc., that serves the federal government. Located in Arlington, Virginia, Qwest has successfully completed major network transformations and transitions on mission-critical networks for defense, homeland security, law enforcement, and air traffic control.

Recently, a government customer contracted with Qwest to build a nationwide network on an accelerated schedule. The network engineering design required a combination of standard network-components, as well as unusual subtending equipment to be integrated in an innovative configuration. To carry out the network design, Qwest needed a facility for network element integration that included capital-intensive items such as: storage space; work space; test space; forklifts; other tools and machinery; and high-voltage electricity. Plus, the innovative configuration required trained technicians to integrate and test the components in the final solution.

Solution

After a thorough business case analysis, Qwest chose and tasked PlastiComm Industries, Inc. (PlastiComm) to develop a configuration strategy and to complete the work within its spacious and secure facility. Drawing on over forty years of experience in the telecommunications industry, PlastiComm engineers provided a configuration strategy that met industry standards and Qwest's customer requirements. Next, PlastiComm technicians configured each assembly to precise specifications, which primed the Qwest deployment team for a routine installation. Finally, PlastiComm supported project logistics by storing, inventorying, and preparing just-in-time shipments.

Business Results

By working with PlastiComm, Qwest:

- **Reduced project overhead costs** by utilizing PlastiComm's capital resources rather than investing in its own
- **Reduced learning curve costs** by drawing on PlastiComm's expertise in standards, integrations and deployments
- **Exceeded its customer's expectations** on deployment timeframe and network functionality

“Essentially we told PlastiComm ‘this is what we need to end up with from a configuration standpoint,’ and they constructed what we needed in a very organized manner.

Diana Gowen

Senior Vice President and General Manager
Qwest Government Services, Inc. ”