



OFS Tech Support provides
Transcend Communications
with a recipe for success

Since 1997 Transcend Communications has provided North Georgia with fiber and cable installation services. They serve a variety of fields, including industrial and manufacturing facilities, educational institutions, and medical facilities.

One of Transcend's core values is to ensure their customers have "complete satisfaction."

That core value was put to the test when one of Transcend's banking customers called to say that a technician had inadvertently broken optical fibers while moving a router. To say it was an emergency would be an understatement.

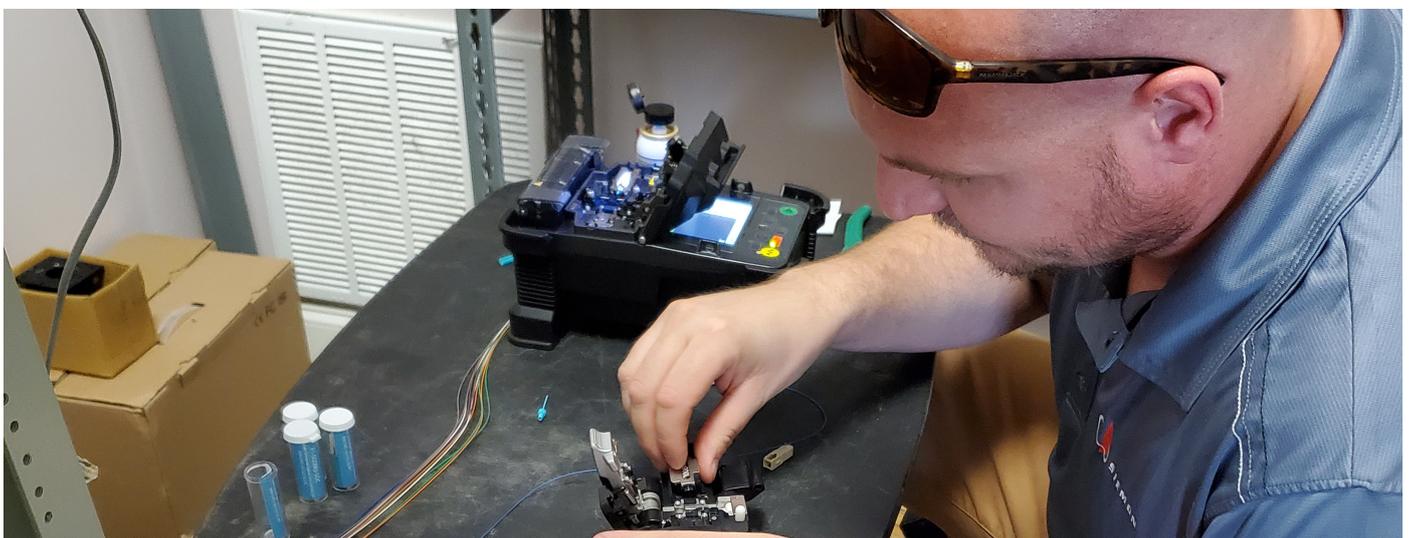
Transcend was there right away to take care of the problem; however, they soon encountered their own problem.

"Whenever I made the splices to repair the fibers, the connectors were burning," says Ty Rayburn, Project Manager at Transcend. "It was a problem that I'd never seen before. I immediately called Tech Support at OFS as I thought the problem might be with the splicer."

Fortunately for Transcend, that call ended up in the hands of Andrew Degidio, Product Marketing Manager, Fusion Splicers, at OFS.

TRANSCEND COMMUNICATIONS

- Cabling installation services for North Georgia and South Carolina
- Established in 1997
- Offers "complete satisfaction" to their customers



Not too big to make house calls

"It was getting late, and Transcend was in a bind," says Degidio. I live relatively close to this customer, so I suggested to Ty that we could continue troubleshooting it in my garage," says Degidio. "We tried several different fusion splicers on that fiber with no change. That is when we realized that the splicers were working fine--the problem was with the third-party fiber."

"We've used our FITELE fusion splicer with at least a dozen different fiber types and manufacturers with no issue," says Mike Rayburn, Estimator at Transcend.

But this particular fiber was behaving differently.

Degidio suspected that they would need to create a new program or recipe to get the splicer to splice the third-party fiber successfully. So he enlisted the help of Tom Liang, Technical Manager of Fusion Splicers, at OFS.

"It was a phantom problem, but they solved it," says Ty Rayburn. "They went back and forth a couple of times with a few different settings, and the team finally got it to where it needed to be to make the splices. I was able to complete the job that day!"

Mike Rayburn is also grateful for the house call. "The OFS team made themselves available from their home to help us get a project done...We were in a bind, and OFS came through."





"The service we got from OFS was above and beyond a typical company. I've never seen a company go that far to help us with something."

Ty Rayburn

Project Manager

Transcend Communications

"Great service is part of our culture here at OFS."

Andrew Degidio

Product Marketing Manager, Fusion Splicers

OFS



"We go the extra mile to take care of our customers, so I appreciate it that OFS goes the extra mile to take care of their customers. If we ever have to buy another splicer, it'll definitely be a FITEL."

Mike Rayburn

Estimator

Transcend Communications



Why Choose OFS?

Product portfolio to meet your needs

200+ fiber optic cable options
250+ optical fiber options

Cost effective

Optical Fiber – Fiber Optic Cable – Optical Connectivity – Fiber Optic Assemblies

Specialty expertise

35+ years of experience in the design, manufacture and deployment of specialty optical fibers / cables / assemblies

Experience

First commercial optical fiber produced in 1974; 500+ million kilometers of communications-grade fiber manufactured and deployed since 2001

Technical Support

Sales team each with an average of 25+ years in the industry providing pre and post on-site field engineering around fiber placement, network design, splicing, and handling

Innovator

An original inventor of optical fiber with 500+ patents related to optics and Bell Labs heritage of reliability and innovation

Global Coverage

20 factories bringing proven fiber optic solutions from around the globe to local customers

Quality Commitment

Certification in numerous international standards (ISO – TL – AS)

Integrated manufacturer

From raw materials to preforms to optical fiber to fiber optic cable assemblies