

TXO

10 reasons to rethink your telecom hardware repair strategy

First edition



**Headquarters,
Operations & Sales**

Phone: +44 (0)1291 623 813

Email: hello@txo.com

[TXO.com](https://www.txo.com)

Registered in England & Wales:

Company Registration No: 05479601

VAT Registration No: GB840431165

Rethinking repair

When it comes to considering how to handle defective items returning from the field, the question often asked is 'should I repair or replace my equipment?'

Often telecoms equipment repair can be overlooked in the belief that replacement is a better option. The truth is, both options are suitable dependent on the circumstance.

Equipment repair comes with many great benefits that can improve supply chain and business performance. Now is a great time to reconsider your repair strategy and ensure that your current set up is optimal.



This guide will outline 10 reasons to take another look at repair as part of your overall supply chain.

1. Maintain critical services

When hardware becomes end of life (EOL) or out of support, sourcing spare parts can be a very costly and time-consuming process. If you maintain a critical network, waiting around to source spares that may be very hard to find on the market is not an option. Repair means that you are guaranteed to get the same equipment back to keep your network up and running with limited delay.

2. Cost effective compared to replacement

Dependent on the part, more often than not, equipment repair can be cost-effective compared to buying a new part for replacement. This is especially true when buying brand new parts or if a part has become EOL and is scarce. Therefore, choosing to repair can end up saving you a considerable proportion of your budget.

3. Meet sustainability goals

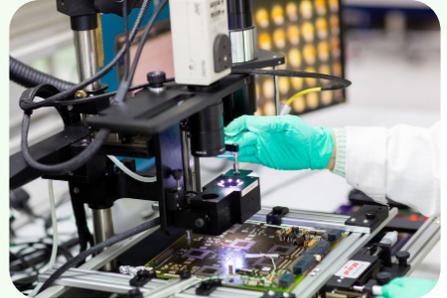
Every year millions of tonnes of e-waste ends up in landfill, polluting the earth. Choosing to repair a part instead of discarding it means that material is re-used, embodied resources are conserved and material is diverted from landfill. This is a great way for your company to meet sustainability and Corporate Social Responsibility (CSR) goals.

4. Supply chain support

When it comes to forward and reverse supply chain, the ultimate goal is to optimise the flow of spare parts. A thought-out repair strategy with a great partner in place can integrate seamlessly with your supply chain in a way that adds value and reduces lead times considerably.

5. Identify problems in your network

A good repair centre can provide useful data insights that can be used proactively to identify problem areas within the network. Knowing about these issues in advance means that you can act quickly to avoid further damage and network downtime, as well as take the required corrective action to prevent re-occurrence.



6. Testing

A key part of the service while getting your equipment repaired is the ability to have parts re-tested in the correct reference system to ensure that they function as expected, including a traffic test. This gives the peace of mind that your equipment is working as it should and that it is not going to be dead on arrival (DOA) and can be used in the network immediately.

7. An alternative to replacement

Sometimes repair is the only viable option given that the selected product is no longer available. When spare parts are unavailable, repair can be a very reliable and robust option.

8. Extend the life of your equipment

With the help of a repair centre, certain equipment can be used within a network for a much longer time period than was originally envisaged by the manufacturer. For example SDH is still widely used and it is repair that keeps the lifespan of such equipment going. Having a reliable repair vendor is crucial to supporting any network, especially those with older equipment installed needing maintenance.

9. Reduce dependency on the OEM

Although original equipment manufacturers (OEMs) offer the complete service, many network operators today are exploring a blend of OEM and non-OEM support in order to reduce cost without compromising on service quality. Choosing a quality third party repair partner allows clients to reduce reliance on the OEM and realise significant cost savings and the other benefits listed in this guide.

10. Reduce engineer interventions

A good repair vendor can proactively replace components before they fail thus reducing engineer interventions, truck rolls and network outage. This proactive intervention can greatly improve network resilience and therefore customer satisfaction.



TXO's repair services

If you are looking for a trusted and experienced telecom hardware repair partner, we can help. Here at TXO we have a dedicated repair centre supporting clients with repair needs down to board-level across Optical, Radio, IP and Power disciplines. A huge benefit to our repair services is our short lead times, we can offer turnaround times as short as 5 days.

For an initial conversation or further information on how repair can support your supply chain and business improvement, please reach out to our team of experts by phone, email or [online contact form](#).

Phone:

EMEA: +44 (0)1291 623 813 | USA: +1 410 766 4540

APAC: +61 (0) 2 9513 8818 | BRAZIL: +55 43 3253 4695

Email: hello@txo.com

[TXO.com](https://txo.com)