

# Case Study: Eliminating Manual Optic Coding Across a Multi-Vendor Network

## CUSTOMER OVERVIEW

A large service provider operates a complex, multi-vendor network spanning multiple network equipment manufacturers (NEMs). To support this environment, the provider relied on third-party optical transceivers that could be recoded to meet each NEM's platform requirements.

Although the optics were technically interoperable, compatibility depended on manual, platform-specific recoding performed during installation. This field-based programming added operational overhead, required highly skilled technicians, and often delayed network turn-ups.

## THE CHALLENGE

Before deployment, each optic had to be manually reprogrammed to prevent platform alarms such as "unrecognized" or "unqualified."

### This approach:

- Slowed network turn-ups and extended project timelines
- Required specialized tools and trained personnel on site
- Increased the risk of handling and configuration errors
- Complicated troubleshooting when vendor IDs failed to align with platform expectations

The customer viewed this manual recoding process as unavoidable and initially asked Pivotal to replicate the same field-coding model, believing no alternative solution existed.

## THE SOLUTION

Pivotal introduced a multi-coded transceiver solution engineered to operate natively across the customer's heterogeneous hardware environment.

### The solution automatically:

- Detects the host platform and presents the appropriate vendor identity
- Suppresses vendor-specific alarms by reporting a compliant status
- Displays the correct vendor ID in system logs, simplifying diagnostics
- Eliminates the need for manual intervention or field-based recoding

By removing the requirement for on-site programming, Pivotal delivered full cross-platform compatibility without disrupting existing deployment workflows.

## THE RESULTS

The impact was immediate and measurable:

- Simplified operations: No field coders, programming tools, or specialized technicians required
- Accelerated deployments: Network turn-ups completed without recoding-related delays
- Reduced troubleshooting risk: Vendor alarms eliminated and logs consistently reflected expected vendor IDs
- Streamlined inventory: A single optic supported multiple platforms, reducing SKU count and inventory complexity
- Stronger partnership: By solving a long-standing operational challenge, Pivotal evolved from a new supplier to a preferred optics partner

## Disclaimer

Multi-coded transceiver solutions are not universally applicable across all service provider network environments. Variations in platform architectures and vendor-specific implementations may introduce overlapping or conflicting technical requirements that limit cross-platform compatibility. Successful deployment depends on the specific combination of platforms and operational requirements within a given network ecosystem. Contact Pivotal Optics to find out if this solution can work for your network.

*Warnings no longer show up, and the optics display the correct vendor in whichever system they're installed in — without coding.*  
—Pivotal Optics Customer

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