# OPERATIONALLY HANDLING YOUR 3RD PARTY OPTICS PROGRAM

## COST SAVINGS WITH NO RISK TO WARRANTY

*THIS INFORMATION APPLIES TO ALL MAJOR OEMS

Cisco, Juniper, Avaya, HP, and others will "position" a 3rd party optics program as a warranty risk. The OEM reps and engineers are trained to do this. Until the end user operations manager or engineer understands how this program is easily managed, the OEM may be able to effectively discourage the use of much lower cost, quality 3rd party optics.

**Operationally Handling a 3rd Party Program:**
As an engineer or operations professional, there are a few facts that must be realized before the simple methodology of managing a 3rd party optics program is outlined:

1. Quality 3rd party optics rarely fail. Failure rates for Approved Optics are often lower than the OEM branded.

2. A failed optic is a failed port, not a failed network. An optic performs a function that is defined and not highly variable or "smart". If the optic malfunctions, the port malfunctions and the transceiver should be replaced.

3. Operationally, there is no difference in how a 3rd Party optics program should be managed compared to an original branded optics program as the troubleshooting and resolve action is exactly the same. Malfunction = Replace

When a branded Cisco, Juniper, HP, or Avaya optic fails in the field (and they do), port integrity fails and the optic must be replaced. A larger end user with failsafe measures will usually have a spare available to install. The port comes up fully functional again and the problem is resolved. Whether it's a 3rd party or original branded optic, the risk is generally limited to the port and the antidote is the same… replacement. Given this, the largest risk in a 3rd party optics program is the failure or malfunction of the optic. If it is found that an uncommon failure has occurred, the OEM supporting the warranty cannot point beyond a replacement of that optic to deny warranty support. This is against the law (Magnuson Moss Act 1975) and opens the OEM to legal recourse. In short, the quick and simple operational cure for a failed 3rd party optic makes it impossible for an OEM to enforce purchasing their expensive branded optics.

If a failure of a 3rd party optic occurs (again, very uncommon), our larger customers have usually purchased hot spares which are made available on-site to quickly cure the port issue. A hot spare program in a 3rd party optic environment is a negligible cost compared to purchasing original. The cost difference, even when keeping 3rd spares available, is significantly lower. We do have smaller customers who do not choose to buy spares because optics rarely fail. If an optic fails in this case, we simply ship overnight or cross-ship for replacement immediately.