



## Coppervale conducts technical due diligence assessment for European broadband operator

### Customer

Lithuania's largest Cable and Broadband Operator that offers TV, phone and internet services customers.

### Challenge

This client was looking for a knowledgeable independent third party to document its network and technical capabilities, as well as make recommendations for improvements in these areas, in advance of potential consolidation transactions the company was contemplating. The output of the work was to be a technical due diligence report, and was not only to include capabilities and recommendations, but also comparisons to world-wide and peer operator norms for the various areas being evaluated and documented.

### Solution

Coppervale Engineering Consultants spent a total of 10 days on site working with the company to gather data. During this time, CEC personnel met with company management to gather full understanding of the overall company business, and how technology and technical operations fits into their business. CEC worked with key technical and operational staff to receive complete overview and information on technology, architecture, and technical operations of the business. We visited key company critical facilities, as well as a sampling of OSP plant locations, and rode along with company staff as they performed installation and repair work. This time included performing a detailed audit of the technical and operational portions of the business.

### Results

Coppervale delivered an **extensive and detailed technical report** (122 pages) approximately **6 weeks after the start of field work**. The client praised the high quality of the work and acknowledged that CEC provided a "thorough analysis of their networks and systems as well as recommendations and future development insights."

**Industry:** Broadband and  
Telecommunications  
**Employees:** 225  
**RGUs:** 190,000

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## Summary of Coppervale Actions

Coppervale Engineering Consultants were retained by the company to perform a full Technical Due Diligence of the company, documenting company capabilities and performance. Our work addressed the following key areas of the company's operations:

### *Architecture and Technology Strategy*

- analysis and evaluation National Backbone, Local Distribution, and In-Building networks
- evaluation of technologies used and evolution of networks and technologies

### *Network Asset Information and Databases*

- Current asset records capability
- Quality of records

### *Network Capacity and Scalability*

- Spare capacity available in network today
- Ability of network to scale in a timely and economic manner to meet future foreseen business plan needs
- Mapping technology strategy to network capacity/scalability

### *Network Build and Plant Quality*

- Assessing overall quality of the network in the field today
- Assessing quality of customer installation and repair work

### *Network Equipment and Suppliers*

- Evaluation/assessment of company equipment suppliers
- Document issues with suppliers/supply chain
- Cost comparison of what company pays against industry norms

### *Technical Operations Systems and Processes*

- Inventory of technical operations systems used
- Evaluation of systems used, and company experience/performance using the systems
- Evaluation of company processes related to the systems (ie installation, repair, customer service, etc.)
- Comparison of company process KPI's to industry norms

### *Technical Operations People and Organization, including*

- Evaluation of company technical operations organization
- Comparison of company technical operations organization team structure, sizing, etc. to international and peer operator norms
- Qualitative comments on capabilities of technical operations staff based on interactions with them

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#### *Technical Product Evaluation*

- Detailed technical analysis of how the company's services are technically delivered
- Evaluation of ability to expand/evolve current product offerings with-in current technology capability
- Benchmarking current technical product against international and peer operators

#### *Technical/Operations Capital and Operational Spending*

- Evaluation of capital spend for adding plant and subscribers
- Evaluation of key technical operations spending items
- Comparison of capital and operational costs against international and peer operators

After completing field work, CEC spent approximately 4 weeks producing a detailed technical due diligence report for the company. That report included an Executive Summary detailing our overall view of the technical and operational capability of the company, as well as a detailed analysis of each of the key areas including

- An overview summarizing our view and conclusion on each of the 9 specific areas above
- Detailed analysis and report on each specific area
- Our recommendations as it relates to each area, broken down into
  - *Red Flag recommendations* to be addressed immediately
  - *Near-Term issues* to be addressed within next 1-2 years
  - *Long-Term issues* and recommendations for next 3-5 years

### **About Coppervale**

Coppervale Enterprises Inc. is a leading energy management, engineering and sustainability consultancy to the broadband industry. Our team consists of energy and carbon management specialists, environmental and sustainability professionals, and veteran cable engineers. Let Coppervale show you how you to improve operational efficiency, reduce your energy costs, and minimize your carbon impact. To find out more, visit us at [www.coppervale.org](http://www.coppervale.org).

Coppervale engineering consultants have over 75 combined years of technical, operational and managerial experience of complex network architectures. We cover many different disciplines, work comfortably across cultures and in foreign environments, and offer scalable levels of expertise to fit any client's unique budget, project complexities, and goals.

**Let us expand your capabilities and improve your agility while engineering your business for growth.**



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