

## Wyerless.NET Solutions Case Study

### “The Nervous Venture Capitalist”

#### The Original Assignment:

Brought in by a venture capitalist to determine if an on the ropes modem company should get a further investment. The company had one major product and one major, but unhappy customer. There were product reliability and suitability issues. Engineering claimed they had it under control, but there was doubt in the investment community.

#### What We Discovered:

Engineering’s analysis of the product technology issues was, indeed accurate. Some of the reliability issues had been traced to a faulty process in the manufacturing cycle and this had been correctly addressed. However, the product didn’t meet one customer specification. This was somewhat of a crisis in that a major redesign would be required to fix the issue. WNS determined the issue was a political, not technical one.

#### What We Did:

WNS suggested a minor change to the specification and proved that this would have no impact to the overall system performance. We recommended further investment.

#### The Results:

The company fixed all their issues, as promised. The customer accepted the specification change and was then happy with the product. The investors sold the company for a substantial ROI.