



Oak Hill CASE STUDY

PHOTURIS

WORKING SMARTER FOR PHOTURIS

The Client: Photuris provides converged transport systems for metro regional communications networks, to deliver wavelength power with the carrier-preferred simplicity and familiarity of SONET. Photuris develops metro core and regional transport systems.

Photuris is in Piscataway, New Jersey. Oak Hill Corporation is in Los Gatos, California. Conventional wisdom says that long-distance relationships seldom succeed.

“It turned out not to be a problem,” said Paul Bonenfant, Photuris’ Chief Architect. “The Oak Hill staff kept in touch so well that it was more like working with another department inside Photuris.”

Photuris is a start-up company with a new and complex technology, so when they needed to hire a technical documentation firm in 2000, there were no tech pubs companies with prior experience in his field. “We needed a smart company, people who could understand the technology quickly and not tie up the development team with millions of questions. Oak Hill brought writers, editors and illustrators to the table who had depth of experience and could learn the technology fast.”

When Oak Hill started the job, there was no source material available on Photuris’ hard-to-understand technology. Bonenfant said the Oak Hill team worked productively despite the absence of source material without creating a burden for the technical development team.

“They did a good job,” he said. “They produced the original seven volume documentation set on time and on budget. The finished documentation looks good, it’s easy to understand and easy to use. And the price was right.”

Oak Hill continues to work with Photuris as the technology evolves, producing iterative versions of the documentation. “They [the Oak Hill staff] are just another part of the Photuris team,” said Bonenfant. “I never even think about the fact that they’re 3,000 miles away. We work together like they’re in the next room.”