

Availability Plus

Long-time members of the Glenair community have deep fluency when it comes to our most important business practice. I'm talking of course about our commitment to a unique "high-availability" business model that:

- puts tens of thousands of part numbers in stock for immediate shipment,
- fuels an ever growing factory footprint bringing new capacity and new capabilities on-line virtually every day,
- fields a massive technical support and sales team ready at a moment's notice to respond to customer requirements, and
- promotes a "first with the most" attitude that drives our organization to excel in a highly technical and dynamic industry.

But there is an additional, powerful force at Glenair that is also putting strong wind in our sails: technology innovation. Marv Borden, one of Glenair's original founders, constantly talked about products that "do a job for the customer; that solve real problems; that make the *customer's* systems and solutions more valuable and competitive." So, while this is not exactly a new practice at Glenair (designing clever products that meet a real need in the marketplace), it is absolutely the case that we have gotten better and better at this side of the work as the years have gone by.

The fact that so many of our most complicated and technical solutions have taken off as quickly as they have testifies to the appetite, the need, for ongoing innovation in our industry. I am constantly pleased, and even a bit amazed, at how well our newest product offerings are doing. And as I look at the orders and listen to the customers that place them, the same story appears again and again: Yes, they love the innovative technical features that make so many of our products "super" (hi-per, better than QPL, pick your term), but they never lose sight of the "high-availability" practices that brought them to Glenair in the first place. And when we put the two things together—as we do in so many of our new interconnect products and solutions—well then folks, the fun just never stops.

Our fiber optic and optoelectronic solutions are powerful examples of this technical innovation *plus* availability model. The highly sophisticated electrical-to-optical conversion technologies and fiber optic datalink solutions presented in this issue would make Marv Borden proud. Boy, do they "do a job" for a customer. Oh, and by the way, the solution to this issue's centerfold puzzle, spelled out by the answers to each individual problem, is "I love my fiber optics." Which couldn't be more true for both myself and the fabulous team of scientists, engineers, marketers, and production folks who bring these solutions to life for our customers.

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