

# First Line Maintenance / Remote Hands Network Support Services



Indigo Telecom Group's network support services cover first line reactive / preventative maintenance, second line remote technical support and third line expert support.

## Why Indigo Telecom Group?

### Scope of Service

The scope of the Indigo Telecom Group service offering also extends to preventative maintenance inspections, site audits and escorted access services as well as network audits, ensuring optimum network utilisation.

### Global Locations

Strategically located across the globe to meet and exceed demanding client service level agreements (SLAs), Indigo Telecom Group's field service engineers are skilled in a wide range of fixed, mobile and data centre technologies.

Should a service fault be reported via Indigo Telecom Group's GSC (Global Support Centre), Indigo Telecom Group's rapid response, comprehensive footprint and maintenance spares logistics equates to minimum downtime and disruption to your networks.

### Assured Service

Indigo Telecom Group's network maintenance services are all supported by defined SLAs. These SLAs range from a two or four-hour response to site for P1/2 critical faults, or next business day support for non-critical requirements. Our GSC is in constant contact with the client providing updates including engineer's name, expected arrival time, fault resolution time and time off site.

### Dedicated Engineers

Indigo Telecom Group also provides dedicated on-site engineering resources should the demands of your network and service delivery dictate the need for this. All of Indigo Telecom Group's SLAs are measured against key performance indicators and are reviewed regularly with the client at monthly service review meetings and executive level meetings.



INDIGO TELECOM GROUP  
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indigo  
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[www.indigotg.com](http://www.indigotg.com)

# Why work with us?

## 24x7x365 Global Support Centre

Indigo Telecom Group operates a 24x7x365 fully manned GSC which is at the core of its business activities.

Indigo Telecom Group's network support services are complemented by the capabilities of its carrier class GSC where Indigo's first and second line GSC engineers manage the end to end support, diagnosis and maintenance process.

Full autonomy allows them to dispatch a field service engineer, call upon further second / third line technical support engineers at any time and / or escalate to senior management, should the need ever arise.

## Highly Skilled

## Vendor Agnostic Engineers

All of Indigo Telecom Group's second line technical support engineers are fully trained to expert level in a range of multi-vendor voice, data and network products, including Cisco CCNA, Alcatel-Lucent ACSE or equivalent. Being geographically dispersed including placement within the GSC, they can react to issues swiftly. They also work very closely with equipment vendors' third line support staff to diagnose and clear down any faults in the shortest time possible.

## Precisely Designed and Fit For Purpose Facilities

With state of the art pre-staging and laboratory facilities located at our headquarters in South Wales, this all adds up to giving our customers confidence that their network is safe and in secure hands. Our customers are safe in the knowledge that the depth and breadth of Indigo Telecom Group's experience gives assurance that network support and maintenance needs will be delivered on time and within the agreed SLA.

## ISO Accredited

As one of a small number of service companies accredited to ISO27001 Information Security Management, Indigo Telecom Group offers secure services such as disaster recovery and business continuity services including moves, adds and changes (MACs).

## We Provide

- First Line Reactive
- Preventative Maintenance
- Second Line Remote Technical Support
- Third Line Expert Support (Via OEM)
- Pre-maintenance Inspections and Site Audits
- Strategically Located Global Engineering Field Force
- 24x7x365 Network Management
- White Label Services
- Reporting Services
- Lone Worker and Incident Reporting Centre
- Crisis Management and Emergency Helpline
- Lab Testing and Staging
- Network Simulation

## What to do next

If you are interested in the advantages working with us can offer, please contact us on:

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sales@indigotg.com



Certificate number 15440  
ISO 9001, ISO 14001, ISO 27001, OHSAS 18001



The Equality Register



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