

SD-WAN and Managed CPE Services

Indigo Telecom Group offers a range of fully managed CPE services including equipment supply, installation, test and onsite services all available globally. Consistently exceeding customer expectations around the world.



Why Indigo Telecom Group?

Rapid Response

Where required, Indigo Telecom Group's staff will procure, manage, configure and deploy bespoke CPE packages including the dispatch of the field service technicians.

Should technicians have to be dispatched to visit your site, Indigo's global team and footprint means that we are always available to provide deployment and support where needed under agreed service levels.

Experience

Indigo Telecom Group has a broad portfolio of CPE equipment sourced from leading equipment vendors. Frequently requested CPE variants include; ADTRAN, Fluke, Juniper and Cisco. With a proven sourcing, staging, deployment support and spares model, you can rest assured that all aspects of a global managed service are catered for 24x7.

Flexible

Indigo Telecom Group also offer bespoke solutions and SLAs to meet varying operational and business requirements demanded by the end customer. Indigo Telecom Group can provide a dedicated client portal to speed up client order to service turn up times and provides real time tracking of client orders.

Comprehensive Support Solutions

As standard, we offer 24x7x365 or 8x5xNBD. Both solutions include a dedicated support helpline via our Global Support Centre (GSC). Indigo Telecom Group is ISO27001 accredited and Cyber Essential Plus accredited so you can rest assured that we will always treat information with the utmost regard.



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indigo
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www.indigotg.com

Why work with us?

Installation Services

Indigo Telecom Group has qualified technicians on hand to readily assist in the deployment and installation of complex global CPE solutions. Our technicians are provisioned with the knowledge and skill to ensure successful activation and handover of equipment and network for peace of mind.

Tech Onsite Service

Indigo Telecom Group's tech onsite service is delivered to all our customers in response to tickets raised through our dedicated 24/7 Global Support Centre (GSC). We dispatch technicians on predefined SLAs to provide reassurance to businesses for whom fault diagnosis and resolution is of the utmost priority.

Integrated Management Solutions

Indigo Telecom Group has fixed per device SNMP monitoring/support where access circuits are provided to our customers MPLS cloud or using VPN non MPLS. In the event of a hardware failure, Indigo Telecom Group can upload the latest configuration saved on our secure data base to offer the best resilience for our customers.

Fully Managed Deployments

Indigo Telecom Group is ready to provide a fully managed CPE service where clients can spread the costs over multiple years. Indigo Telecom Group will be responsible under agreed SLAs for deployments, support calls and spares management and replacement parts under a "One Stop Shop" arrangement.

We Provide

- Multi-vendor equipment supply
- Short lead times for all services
- Highly experienced technicians
- Network analytics
- A global footprint spanning seven continents and 160+ countries
- Global equipment monitoring
- Pre-staging and in-house configuration services
- Pre-installation visits and site surveys
- Fault rectification visits
- Full logistics management of customer equipment
- Staging and configuration of CPE
- Managed spares service
- Full project management team to support our technicians

What to do next

If you are interested in the advantages working with us can offer, please contact us on:
+44 (0) 1291 435500
sales@indigotg.com



The Equality Register

Certificate number 15640
ISO 9001, ISO 14001, ISO 27001, OHSAS 18001



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