

Spares Management and Housing Services - SPMS / SPHS



Effective management of spare parts and other key materials needed for the realisation of any maintenance process is one of the key functions in physical asset management. End to end control and management of all network spares is critical in ensuring network downtimes are kept to an absolute minimum.



Why Indigo Telecom Group?

Global Forward Stock Locations (FSLs)

Indigo Telecom Group is able to offer proven SPMS and SPHS services with an impressive footprint of forward stock locations strategically placed around the globe.

Each forward stock location is fully managed by Indigo Telecom Group, insured with 24x7x365 access and allows for varying flexible delivery service levels from two hours for mission critical locations to next business day time to site deliveries.

Web Portal Access

Every spare part movement is managed through the Indigo Telecom Group Global Support Centre (GSC) using the latest

software tools which allows for remote customer portal access to check on real time movement and delivery status.

Faulty parts are returned to the original equipment manufacturer or Indigo Telecom Group's designated repair partner. This process is fully managed by Indigo Telecom Group ensuring that the parts are returned to the forward stock locations under agreed SLAs.

Reverse Logistics

Working closely with the Indigo Telecom Group deployment teams, we also offer a full reverse logistics service. From decommissioning and deinstallation to recycling and onward sale, Indigo Telecom Group can offer a true reverse logistics service on a global scale.



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Why work with us?

Spares Supply / Sourcing

With networks forever evolving and more and more equipment becoming legacy, Indigo Telecom Group has access to numerous supply channels to procure vendor no longer supported equipment.

All such equipment is fully tested prior to shipping and comes with a 6-month hardware warranty. Further to this, Indigo Telecom Group has the ability to ensure that any procured hardware has the relevant up to date software levels to ensure compatibility in the network.

ISO Accredited

As one of a small number of 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

- Pre-commencement Out of Box Audits
- 24x7x365 Global Support Centre
- Bespoke SLAs
- Vendor Agnostic Approach
- Monthly Reporting
- Opex and Capex Optimisation
- Comprehensive Insurance
- Global Service

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



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