

# Case study

## Pan European First Line Support and Spare Parts Management



"GTT owns and operates one of the most advanced networks in Europe. We needed a partner who understood different technologies, a partner who could be responsive to our needs and customize solutions to address the challenges of operating a 21st century network. Indigo Telecom Group ticks all these boxes."

**Phil Martin, VP Regional and Network Services Engineering**

### About GTT

GTT is Europe's largest, fastest and most advanced fibre optic network. Completed in 2002, today this network forms a massive platform connecting around 250 data centres and co-location facilities across Europe, and interconnecting America, Africa and Asia.

GTT provides Connectivity, Communications and Computing services to a wide range of customers from ambitious start-ups, national and international enterprises, global telecommunication and mobile operators, OTT and internet giants, system integrators, channel partners to governments.

### Our challenge

GTT required a services partner who had the requisite multi-vendor skills and experience across a wide geographical footprint to provide best in class optical/IP engineering support.

GTT sought a seamless delivery mechanism that included a complete inventory and spares management solution that worked hand in hand with its existing dispatch and fault rectification processes.

### Our solution

Having worked with GTT since 2002, Indigo Telecom Group understood the challenges faced by GTT in addressing not just building a scalable network but one that took full advantage of the rapid advancements in optical technology.

Indigo Telecom Group customized its managed service offerings to incorporate the latest call management software to support its field activities but also worked closely with GTT to develop a resilient spare parts management solution that complimented the wider support service.

Today, Indigo Telecom Group is proud to support GTT across the UK, France, Germany, Austria, Spain, Switzerland and the Benelux regions, also Hong Kong, Dubai, and the USA, offering a full suite of engineering services from Multi Vendor deployment services to 24/7/365 field support, CPE installations and inventory and spares management from 25 strategically located depots across the world.

### The outcome

GTT have been able to realise significant reductions to their operational and commercial overheads by having a "one-stop shop" solution across large parts of their network.

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



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