

Case study

Network Build Support

CityFibre

"Indigo Telecom Group is an integral part of our support organisation, delivering a high quality 24x7 Remote Fault Management and providing excellent standards in onsite support."

Background

CityFibre is the UK's leading alternative provider of wholesale full-fibre network infrastructure. With dense duct and fibre footprints in over 40 cities throughout the UK, we provide a portfolio of active and dark fibre services to its customers which include service integrators, enterprise and consumer service providers, local authorities and mobile operators.

CityFibre has begun a roll-out of Fibre-to-the-Premises in a strategic partnership with Vodafone, targeting 5 million homes and businesses by 2025.

CityFibre is based in London, United Kingdom, and its shares trade on the AIM Market of the London Stock Exchange (AIM: CITY).

Our challenge

With a requirement to provide an outsourced service desk to support the aggressive CityFibre network growth, CityFibre sought a national partner to front their Operational Support model.

The requirement specifically required a partner that understood the 24x7 demands of a service provider, using the latest fault management systems backed up by a network of 24x7 engineers to assist with customer faults.

Our solution

Indigo Telecom Group's 24x7 support organisation were able to offer a comprehensive solution to CityFibre's demands in providing a carrier class NOC and Incident Management handling customer faults. With a fully manned 24x7x365 operation, Indigo Telecom Group's multi-vendor trained NOC support engineers guarantee to diagnose and solve even the most complex of faults within committed response times and service levels.

Where required, Indigo Telecom Group's NOC staff not only manage the dispatch of the field service engineers, they also manage the escalation to second and third line support in addition to owning the repairs, logistics and spares management processes.

Value

Indigo Telecom Group have demonstrated flexibility in developing a tailored support solution to allow CityFibre to provide carrier-class level support to its customers. Indigo provide a professional "one-stop solution" for a key customer providing a single point of contact (SPOC) for all network support issues.

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

