

# Global Support Centre (GSC)

Indigo Telecom Group's purpose built, carrier class Global Support Centre (GSC) is the primary contact for all preventative, proactive and reactive support and maintenance requirements.



## Why Indigo Telecom Group?

### Rapid Response

Where required, Indigo Telecom Group's GSC staff manage the dispatch of the field service engineers, and can jointly control the escalation to second and third line support in conjunction with owning the repairs, logistics and spares management process. Should engineers have to be dispatched to visit your site, Indigo Telecom Group's rapid response and global footprint means that we are always available to provide support, and with a dedicated team we can provide on-site support in two hours, four hours or next business day.

### 24/7

Indigo Telecom Group operates a 24x7 fully manned GSC which is at the core of its business activities.

### Experience

Our multi-vendor, highly experienced first line GSC support engineers are guaranteed to diagnose and solve even the most complex of faults all within committed response times and service level agreements (SLAs).

### Flexible

Indigo Telecom Group can also offer bespoke solutions and SLAs to meet varying operational and business requirements as required by the end customer.



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Global Support Centre

indigo  
Telecom Group

[www.indigotg.com](http://www.indigotg.com)

# Why work with us?

## Real-time Online View

As part of our fault management service, Indigo Telecom Group offer secure online web access into our intervention management system (IMS), thereby allowing partners to see the real-time status of any open tickets.

## Proactive Health Check

Included in the proactive health check service, Indigo Telecom Group offers an unrivalled level of network and alarm monitoring services allowing detection, remote diagnosis and problem fixes prior to services being affected.

## Current and Future Analysis

With ever increasing demands on network infrastructure, Indigo Telecom Group is able to take precise snapshots of current network utilisation and performance in real time whilst analysing and predicting requirements for the future.

## 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

- ✓ 24x7x365 Network Monitoring
- ✓ 24x7x365 Network Management
- ✓ 24x7x365 Global FLM Dispatch Centre
- ✓ 24x7x365 First Line and Second Line Multivendor Technical Support Centre
- ✓ 24x7x365 Global Spares and Logistics 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:  
+44 (0) 1291 435500  
[sales@indigotg.com](mailto:sales@indigotg.com)



The Equality Register



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



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