

SUCCESS STORY

Nation-wide support systems for a global leader in full-fibre network infrastructure

“Indigo is an integral part of our support organisation, delivering a high quality 24x7 Remote Fault Management and providing excellent standards in on-site support.”

PROJECT 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 SOLUTION

Indigo’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’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’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.



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The number of UK cities with dense duct and fibre footprints supplied by CityFibre.

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 24×7 demands of a service provider, using the latest fault management systems backed up by a network of 24×7 engineers to assist with customer faults.

MAXIMISING VALUE

Indigo have demonstrated flexibility in developing a tailored support solution to allow CityFibre to provide carrier-classlevel 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.



We design to innovate, build to evolve, and support to enhance the performance of data centres, fibre, network services, and wireless/5G, realising and maximising a future of meaningful connection.