

SUCCESS STORY

Energy Sector Nationwide Multi-Vendor Support - National Energy Utility Company

“We have an unrivalled reputation in the marketplace and were looking for a trusted partner to supplement our in-house team of specialist engineers. We enjoy a longstanding relationship with Indigo who support our TDM network, so we decided to extend the scope to include our national network, covering circa. 400 locations across the UK and Ireland.”

PROJECT BACKGROUND

Our customer employs around 3,500 staff and serves more than 400,000 businesses across the UK. The telecoms sector of the business operates a 13,700km private telecoms network and 15 data centres that span the length and breadth of the UK.

OUR SOLUTION

Indigo through the carrier class 24x7x365 NOC, now provides round the clock first line maintenance services across the entire customer estate through its nationwide network of accredited field engineers on a 4 hour SLA time to site.

Indigo has successfully undertaken all necessary training to include high voltage and sub-station accreditation to ensure all health and safety precautions are met across the network, and since taking over the service has enjoyed an impeccable record on SLA achievement.



Our customer's requirements were to offer nationwide support on a 24x7x365 basis across the whole of the class-leading network and to supplement the customer's own internal field force for "build" (I&C) and provisioning works on a nationwide basis.

MAXIMISING VALUE

As the trusted FLM partner of the customer, Indigo has delivered a demonstrable improvement in network uptime and has provisioned in excess of 500 locations nationally.



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.