

# Network Operations Centre (NOC)

Indigo's purpose built, carrier class Network Operations Centre is the primary contact for all preventative, proactive and reactive support and maintenance requirements.



## Why Indigo?

Indigo's NOC is at the heart of our organisation and our co-ordinators provide customers with network monitoring, global engineering resources and associated technical services. As network experts with turnkey knowledge, we have always been strong in diagnostics and fault-finding.

### Rapid Response

Indigo's NOC co-ordinators 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'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.

### 24x7x365 Service

Indigo operates a 24x7x365 fully manned NOC which is at the core of its business activities. All operations are co-ordinated from Magor, South Wales.

### Experience and Expertise

Our engineers work around the clock to deliver professional and efficient work, to meet the bespoke requirements set by our customers to meet varying operational and business requirements as required by the end customer. Our highly skilled engineers implement their multi-vendor/multi-technology expertise into every task they carry out.

Working alongside highly experienced first line NOC support engineers are guaranteed to diagnose and solve even the most complex of faults all within committed response times.

Indigo offers bespoke solutions and Service Level Agreements (SLA) to meet varying operational and business constraints as required by the end customer. With a 99.97% of SLA's, the NOC helps contribute to the high level of efficiency across Indigo's First Line Maintenance Service.



INDIGO DATASHEET

Network Operations Centre (NOC)

 INDIGO

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



# Why work with us?

## Real Time Online View

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

We partner with LogicMonitor to deliver fully automated, cloud-based infrastructure monitoring platform for managed service providers. Alongside this software, our team use a variety customer set ups, as well as Remote Network Monitoring.

We use an efficient Salesforce FSL system which enables real-time collaboration possibilities for ticketing, SLA management, resourcing and reporting as well as many other services across the company. Using Salesforce as a database to work out of allows our NOC team to optimise their efficiency on a 24x7x365 basis.

## ISO Accredited

As one of a small number of service companies accredited to ISO27001 Information Security Management, Indigo offers secure services such as disaster recovery and business continuity services including moves, adds and changes (MACs).

## Proactive Health Check

Included in the proactive health check service, Indigo 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 is able to take precise snapshots of current network utilisation and performance in real time whilst analysing and predicting requirements for the future.

### 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:

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