



Global Support Desk and First Line Maintenance Services



ENGINEERING A DIGITAL FUTURE

Indigo's network support services cover first line reactive / preventative maintenance, second line remote technical support and third line expert support

Scope of Service

The scope of the Indigo service offering also extends to preventative maintenance inspections, site audits and escorted access services as well as network audits, ensuring optimum network utilisation

Global Locations

Strategically located across the globe to meet and exceed demanding client service level agreements (SLAs), Indigo's field service engineers are skilled in a wide range of fixed, mobile and data centre technologies. Should a service fault be reported via Indigo's GSD (Global Service Desk), Indigo's rapid response, comprehensive footprint and maintenance spares logistics equates to minimum downtime and disruption to your network

Assurance Service

Indigo's network maintenance services are all supported by defined SLAs. These SLAs range from a two or four-hour response to site for P1/2 critical faults, or next business day support for non-critical requirements. Our GSD is in constant contact with the client providing updates including engineer's name, expected arrival time, fault resolution time and time off site.

Dedicated Engineers

Indigo also provides dedicated on-site engineering resources should the demands of your network and service delivery dictate the need for this. All of Indigo's SLAs are measured against key performance indicators and are reviewed regularly with the client at monthly service review meetings and executive level meetings.

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).



Why work with us?

24x7x365 Global Service Desk

Indigo operates a 24x7x365 fully manned Global Service Desk (GSD) which is at the core of its business activities. Indigo's network support services are complemented by the capabilities of its carrier class GSD where Indigo's first and second line GSD engineers manage the end to end support, diagnosis and maintenance process. Full autonomy allows them to dispatch a field service engineer, call upon further second / third line technical support engineers at any time and / or escalate to senior management, should the need ever arise.

Highly Skilled Vendor Agnostic Engineers

All of Indigo's second line technical support engineers are fully trained to expert level in a range of multi-vendor voice, data and network products, including Cisco CCNA, Alcatel-Lucent ACSE or equivalent. Being geographically dispersed including placement within the GSD, they can react to issues swiftly. They also work very closely with equipment vendors' third line support staff to diagnose and clear down any faults in the shortest time possible.

Precisely Designed and Fit For Purpose Facilities

With state of the art pre-staging and laboratory facilities located at our headquarters in South Wales, this all adds up to giving our customers confidence that their network is safe and in secure hands. Our customers are safe in the knowledge that the depth and breadth of Indigo's experience gives assurance that network support and maintenance needs will be delivered on time and within the agreed SLA.

We provide

- ▶ First Line Reactive
- ▶ Preventative Maintenance
- ▶ Second Line Remote Technical Support
- ▶ Third Line Expert Support (Via OEM)
- ▶ Pre-maintenance Inspections and Site Audits
- ▶ Strategically Located Global Engineering Field Force
- ▶ 24x7x365 Network 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** or email **sales@indigotg.com**

