▷ INDIGO SUBSEA

Raising Subsea Service Capabilities

Indigo Subsea provides system operator support for submarine networks, transforming the way issues are identified and resolved. As a Systems Operator, Indigo Subsea manages the whole system end to end.

Indigo Subsea is a managed network service provider to some of the world's largest communication service providers, ensuring uptime in submarine networks to meet the growing demand for high-speed subsea connectivity and bandwidth.

Our goal is to predict and remedy unplanned outages by combining first-class engineering talent with leading-edge technologies, systems and process automation in our Network Operations Centre (NOC). We provide agile support at every point of escalation, leveraging data and Machine Learning into preventative actions and predicting fault causes.

The exponential growth in traffic and demand for the speed creates the opportunity to do data analytics and create machine learning algorithms to predict incidents and faults to a high level of accuracy.

Why Indigo Subsea System Operator Model?

Indigo Subsea has been developed to run as a system operator. We offer flexibility, by aggregating information from multiple systems and real-time data extracts/updates with an architecture that is designed to be flexible. Our approach is a paradigm shift from traditional approaches that involve many legacy technologies and disjointed processes with multiple parties.

Today, operators demand a joint-build agreement model, connecting one ocean cable interface to another using buildings that also house the power feed. In between, a submerged sea cable will carry fibre pairs, along with amplifiers, and complex branching units, in some cases, with ROADM.

Our system operator model supports this environment through deep technical skills and advanced monitoring, run from our dedicated global Indigo Subsea NOCs. Transparency is embedded in what we do. We keep the entire ecosystem up to date on fault resolution and follow up with root cause analysis to mitigate the risk of an issue recurring.

Key Indigo Subsea Services

- End-to-end system operator model
- Remote network monitoring
- Subsea characterisation and link testing
- Commissioning, decommissioning and migrations
- End-to-end network testing
- Infrastructure audits
- Operations and first line maintenance
- Spare parts management

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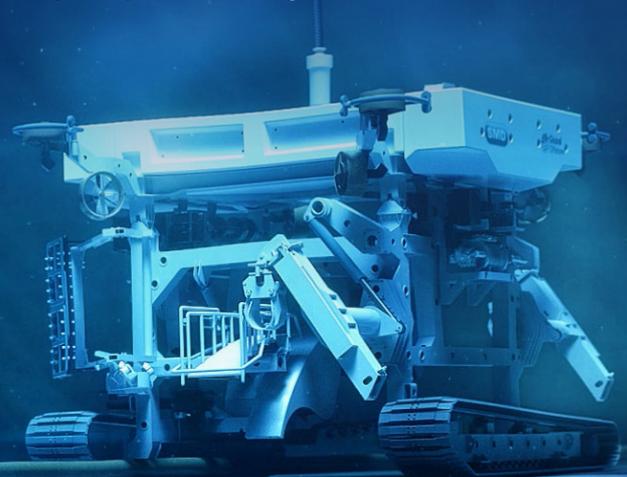
About Indigo Subsea

Indigo Subsea is experienced in working with telecommunication and communication service providers, forging strong relationships by building trust through transparency and pursuing stakeholder goals as if they were our own.

We have built up competencies and acquired standards certifications to meet increasingly diverse and complex market requirements.

We are among a small number of service companies accredited to ISO 27001 Information Security Management. Our fully managed Indigo NOC (Network Operation Centre) provides 24x7x365 support and a single point of contact for every issues associated with your subsea cable.

How Our Service Works

When it comes to subsea, our best-in-class, ITIL accredited network team monitor the cables, with knowledge and deep expertise in diagnostics and fault-finding. We gather information and liaise with level 4 support teams in the escalation process, providing extensive marine maintenance and engineering capabilities.

By using our established processes, and monitoring tools our experienced Global Network Operations Centres engineers monitor cables for degradation, prompting repairs before issues cause outages. For issues such as a cable break or shunt fault caused by ships dragging anchors across seabeds, we use COTDR (Coherent Optical Time Domain Reflectometry) from all impacted endpoints to accurately locate the extent of problems and provide informed solutions.

Find Out More

Talk to us about Indigo Subsea Services.

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Indigo Subsea: Network Gatekeepers

Our Indigo Subsea services are leading-edge. There are four key components:

1. Dedicated Indigo Subsea NOC
Enabling a 'single point of contact' is our NOC, a dedicated facility for collecting and collating data, triaging every incident until we identify the root cause of the problem and, more importantly, the fix. Available 24x7x365, our expert NOC engineers will work with your landing provider and maintenance authority to provide on-site support from a global team of multi-vendor engineers or share granular detail with the vessels of subsea repair contractors.

2. Skilled People
We have recruited the most skilled subsea engineers and data analytic experts that will ensure we evolve and anticipate the market needs, many with subsea industry experience. In addition we can source world class leading shipboard representatives.
Just as importantly, we have expanded our capabilities, hiring people with disciplines in data and AI to future-proof our skills and with ITIL accreditation. We have also recruited security experts to mitigate the risks around increasingly sophisticated cyber threats.

3. Technical Knowledge
When it comes to subsea, our experts support cables from beach manholes to landing stations, helping manage capacity, and being up to speed with increasingly high fibre pair counts. We are aware of common industry technical issues and our engineers have expertise with PFE (Power Feeding Equipment) and SLTE (Submarine Line Terminal Equipment) which ensures the end to end system are always optimised and ready to connect with backhaul networks or directly into local data centres.

4. Global Logistics
We have a fine-tuned logistics service that guarantee spares and replacements are quickly shipped including assistance in advanced replacements through every step, and that subsea fixes in any corner of the world are properly executed.

Our goal is always to minimise downtime. We have a network of global engineering talent, ready to be deployed by our NOC.

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