

Global Service Desk and Field Engineering Services

Elevating Network Support for Seamless Connectivity

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Global Support Services

Indigo's comprehensive network support services cover first-line reactive/preventative maintenance, second-line remote technical support, and third-line expert support. Our strategically located field service engineers are skilled in fixed line, subsea, wireless and data center technologies, ensuring prompt and efficient solutions to meet and exceed client SLAs.

Scope of Services

Our service offering extends to preventative maintenance inspections, site audits, escorted access services, network audits, and optimum network utilization assurance. Indigo's Global Service Desk ensures a rapid response, a comprehensive footprint, and efficient maintenance spares logistics, minimizing downtime and disruption to your networks.

Salesforce Integration for Seamless Collaboration

Leveraging our Salesforce system, Indigo enables real-time collaboration possibilities through enhanced automation. Clients can register a ticket by emailing a request with full details into the GSD. The Salesforce software manages the request's

journey, entering a ticketing queue. Subsequently, the GSD raises a ticket, complete with the correct date and time aligned with the customer's specific request. The ticket is seamlessly assigned to a field engineer via their Salesforce Mobile app. The final step involves the field engineer attending to the task, carrying out the FLM work as required by the customer.

With API integration we give direct system to system access to our ticketing system for automated fault ticket reporting along with updates.

Assured Service

Supported by defined SLAs, our network maintenance services guarantee a two or four-hour response for critical faults (P1/2) and next business days support for non-critical requirements. Our GSD maintains constant communication with clients, providing updates on engineer details, expected arrival time, fault resolution, and time off-site.



Dedicated Engineers

Indigo provides on-site vendor-agnostic engineering resources tailored to network demands. SLAs are measured against key performance indicators, regularly reviewed in monthly service meetings and executive level discussions.



ISO Accreditation

As an ISO27001 Information Security Management accredited service company, Indigo ensures secure services, including disaster recovery, business continuity, and moves, adds, and changes (MACs).

24x7x365 Global Service Desk Support

Our fully manned GSD operates round the clock, forming the core of our business activities. Complemented by our carrier-class NOC, Indigo's network support services benefit from first and second-line NOC engineers managing end-to-end support, diagnosis, and maintenance processes.

Highly Skilled Engineers

Indigo's second-line technical support engineers, vendor-agnostic and geographically dispersed, are fully trained in multi-vendor voice, data, and network products. Collaboration with equipment vendors' third-line support staff ensures swift issue resolution.

We provide

- ▶ Trouble ticket/intervention management
- ▶ Field engineer selection, allocation and dispatch
- ▶ 24x7x365 network management, field engineer dispatch with 2hr/4hr/pre-arranged response to site SLAs
- ▶ Comprehensive spare parts management, including storage, dispatch, materials return authorisation (RMA) and repairs
- ▶ Jeopardy management
- ▶ SLA and KPI management and performance
- ▶ Maintenance site visit reporting (MSVRs)
- ▶ Restoration and fix times
- ▶ Network testing (from 2M to 100G)
- ▶ Site access management
- ▶ Service Assurance and Service Management
- ▶ Monthly reporting and trend analysis
- ▶ 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
- ▶ White Label Services
- ▶ Reporting Services
- ▶ Lab Testing and Staging
- ▶ Network Simulation

