

# Wireless Services Division



Indigo-Belcom's Wireless Service Division offers a full end to end multi-vendor solution for mobile and wireless needs.

## Why Indigo-Belcom?

### Rapid Response

Where required, Indigo-Belcom's wireless service staff in conjunction with our global support centre (GSC) manage the dispatch of field service engineers and spares for service restoration and will project manage all aspects of the service and dispatching of field engineers for critical or planned upgrade work.

Should engineers be dispatched to visit your site, Indigo's rapid response and total UK coverage means that we are always available to provide support under pre-agreed service levels (SLA), and with our dedicated team we can provide on-site support 24x7.

### Experience

With over 10 years of experience, our highly qualified, proven multi-vendor, mobile installation, wifi and microwave engineers are guaranteed to install and

upgrade network equipment to highest standards of workmanship.

### Audits

As part of customer UK wide network roll out programs, our engineers carry out post deployment audits in line with specific requirements, supporting our back-office team in defect management. Indigo-Belcom offers a customer bespoke defect management portal to ensure the highest quality management and specific customer reporting requirements.

### Flexible

Indigo-Belcom offer tailored solutions and SLAs to meet varying operational and business requirements as required by the end customer. Typically, we would review the original customer scope of works and use our knowledge and experience to enhance the solution requested.



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Wireless Services Division

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[www.indigo-belcom.com](http://www.indigo-belcom.com)

# Why work with us?

## Bespoke Defect Management System

As part of our fault management service, Indigo-Belcom offer secure online web access into our default management system, thereby allowing partners to see in real time the status of any open site audits. This is a secure system with access permissions monitored and granted by Indigo-Belcom.

## Proactive Audits to Enhance End User Experience

By using our Proactive Audit Service, Indigo-Belcom offers an unrivalled level of experience allowing high quality installation and customer satisfaction resulting in a positive outcome to the end user.

## Current and Future Analysis

With ever increasing demands on network infrastructure, Indigo-Belcom can take precise snapshots of current network utilisation and performance in real time whilst analysing and predicting requirements for the future.

## ISO Accredited

Indigo-Belcom is one of a small number of UK based service companies accredited to ISO9001, ISO14001, OHAS18001 ISO27001 Information Security Management and Cyber Essentials Plus.

## Arqiva Accredited

Our engineers are all Arqiva accredited ensuring the customer a high level of safety and security whilst our engineers are on customer premises.

## We Provide

- ✓ Multi-vendor highly experienced engineers
- ✓ Microwave deployment trained engineers
- ✓ Wifi access point installations
- ✓ Traffic and pedestrian management
- ✓ Pre-installation visits and site surveys
- ✓ Fault rectification visits
- ✓ Full logistics management of customer equipment
- ✓ Pre and post quality audits
- ✓ Health and safety management
- ✓ Lone worker and incident reporting
- ✓ Lab testing and staging
- ✓ Full project management team to support our engineers

## What to do next?

If you are interested in the advantages working with us can offer, please contact us on:

+44 (0) 1291 435500

[sales@indigo-belcom.com](mailto:sales@indigo-belcom.com)



00025  
Certificate number: 15440  
ISO 9001, ISO 14001, ISO 27001, OHSAS 18001



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