Global First Line Support and Spare Parts Management - Global Telecoms Operator

"We are looking to ensure the most efficient and cost effective approach for field operations and spares management for new and existing international networks and platforms by building a function, responsible for the complete proactive End-to-End management of all 'Assure and Provide' Field Level Maintenance (FLM/Smart Hands) and Spare Parts Management Service (SPMS) activities."

PROJECT BACKGROUND

Our customer is a recognised householdname and is one of the world's leading mobile communications providers, operating in 26 countries and in partnership with networks in over 55 more. Across the world, they have almost 444 million customers and around 19.5 million in the UK.

OUR SOLUTION

Having worked with our customer, both indirectly and directly since 2002, and an incumbent provider of FLM field engineering services throughout Europe, Indigo has first-hand experience of the issues surrounding the provision of mission-critical field operations and spares management outside of the UK.

Working closely with the team, Indigo created a new independent centralized entity, the International Dispatch Control Centre (IDCC) based out of the Indigo HQ, in Magor, South Wales, who have assumed full 24x7x365 End-to-End management of all 'Assure (FLM) and Provide' (Build) Field Level Maintenance and Spare Parts Management Service (SPMS) activities for the customer across 40 worldwide markets.

Our customer's requirements were to standardize the operating model for field operations and spares management at a global scale, assure service quality and operational risks reduction by avoiding Single Points of Failure and to accelerate on-boarding of new technologies across international remote locations.

MAXIMISING VALUE

By standardizing the operating model for field operations and spares management on a global scale, the customer has recognised instant savings/cost avoidance through New Projects utilising IDCC as SPOC. In addition, they have assured service quality and operational risks reduction by avoiding Single Points of Failure and been able to accelerate the on-boarding of new technologies across international remote locations.

We design to innovate, build to evolve, and support to enhance the performance of data centres, fibre, network services, and wireless/5G, realising and maximising a future of meaningful connection.

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