

# XPERTISE

## GLOBAL EQUIPMENT AND FIELD SERVICES

Expereo Xpertise is a suite of professional and system integration services catering to all onsite requirements for enterprise network and cloud access solutions, from design to implementation, management and performance improvement.

Xpertise removes the complexity from managing your complete network lifecycle and enables your organization to achieve innovation with complete logistics project management for your SD-WAN deployments.

We provide a global footprint with exceptional depth and breadth of in-country solutions for access technologies, equipment and customer site professional services, ensuring compliance for a network of 3,000 partners to technical, regulatory and quality standards across the globe.

### WHAT DOES XPERTISE DELIVER?

Field Services	Design & Consultancy	Management
Global partner network of qualified field engineers for deployment and integration.	Expertise & experience in demystifying all the pieces of the Internet puzzle.	Global deployment, support, management and maintenance of network infrastructure.
<ul style="list-style-type: none"> <li>• Surveys and CPE installation</li> <li>• Cabling &amp; construction services</li> <li>• Test and turn-up</li> </ul>	<ul style="list-style-type: none"> <li>• Network design solutions</li> <li>• Strategic Cloud network consultancy</li> <li>• Performance improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Network assurance</li> <li>• Worldwide equipment services</li> <li>• Global project management</li> </ul>

Many companies claim to be global, but very few can actually prove it; only a truly global company can remove the complications of dealing with multiple suppliers in multiple countries and deliver the network nuts and bolts of engineers, cabling, hardware, support and services for network connectivity from New York to Nigeria, London to Laos and Auckland to Azerbaijan.

### GLOBAL REACH + GLOBAL CONSISTENCY FOR LOCAL ACCESS

#### PAIN

Global reach is a requirement, but never easy to achieve. The last mile challenge remains. Often, on-site installation, cabling and wiring are time consuming, costly barriers.

Not having a partner with true global reach can hamper deployments and slow down your project roll out, not to mention the added complexity that comes with managing multiple suppliers in diverse geographies.

#### GAIN

We provide all of the field services and equipment options under one service, Xpertise.

When operating in diverse geographies, we deploy onsite equipment, installed on time and with stringent performance SLAs.

Customers benefit from the best of our global access management and onsite capabilities.

## SUPPORT

Xpertime includes comprehensive 24/7 connection and network monitoring and management, with full global support.

### CUSTOMER PORTAL

Comprehensive reporting portal that provides service details plus a complete inventory of all site information.

Up-to-date order progress.

Real-time support ticket details and communications.

### NETWORK MONITORING

Site availability with real time and historical data and graphs.

Full service & equipment performance statistics allowing for technical analysis and troubleshooting.

Pro-active monitoring and support resolves network issues before outages occur.

### 24/7 SUPPORT

Around the clock service desk, incident and problem management.

Follow-the-sun support from 5 global Customer Support Centres.

Certified service desk representatives and engineers, fluent in 20+ languages.

### QUALITY ASSURANCE

Analysis & reporting on service delivery, performance, incident handling and resolution.

Service improvement plans including route optimisation to leading Cloud providers.

Experience and expertise in challenging geographies.

Migration planning, project management and service assurance.