▷ INDIGO SUBSEA

Protecting and connecting the world's submarine cable systems

Indigo provides system operator support for modern submarine networks, transforming the legacy fault reporting mode into a modern proactive network analysis model, managing the entire system. We manage the whole subsea system end to end through our 24x7x365 security-aware NOC.

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

We predict and remedy unplanned outages and security threats 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.

Indigo can help minimize downtime

24x7x365 Security Awareness: Our Security Operations Center (SOC) ensures round-the-clock security.

Comprehensive 24x7x365 NOC Support: Operating as a fully managed, security-aware NOC (Network Operations Centre), we offer round-the-clock support, serving as the sole point of contact for all client inquiries.

Agile Escalation Support: Our NOC team provides agile support, and seamlessly navigates every point of escalation.

Comprehensive Network Expertise: From securing networks to building IP sec tunnels, installing and commissioning hardware, and proactively monitoring for cable breaks, managing repair ships, our versatile team handles a spectrum of tasks.

Industry Accreditations: As one of a select few service companies, we proudly hold accreditation to ISO 27001 Information Security Management (including subsea), and adhere to NSA and NIST compliance standards.

Subsea Services

- End-to-end system operator model
- Infrastructure audits
- Commissioning, decommissioning and migrations
- Remote network monitoring
- End-to-end network testing
- Field engineering services
- Spare parts management
- Security Operations Center (SOC)

ENGINEERING A DIGITAL FUTURE

Experienced team with a fresh approach

Indigo is experienced in working hyperscalers and with telecommunication 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 security-aware NOC (Network Operation Centre) provides 24x7x365 support and a single point of contact for every issues associated with your subsea cable.

Managing the system end-to-end

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's Subsea Services.

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How it works: Network Gatekeepers

1. MONITOR

The Indigo security-aware NOC and SOC uses industry-leading tools and experts to maintain 24x7x365 visibility of customer networks and infrastructure, ensuring performance and security issues are identified quickly and accurately.

2. INVESTIGATE

We use fully managed equipment, bespoke software, troubleshooting techniques, and management systems to detect, diagnose, and resolve potential and active incidents. Our systems and engineers detect anomalies proactively to solve an issue before it becomes service-affecting. Protecting your cable and securing the data on it.

3. MANAGE

ISO standards and ITIL processes help ensure all activities are managed, communicated and resolved in alignment with agreed SLAs. Full end-to-end visibility ensures the fastest possible response times to issues and incidents. We have stringent controls across the system operations lifecycle – from onboarding and managing incidents, to change management and service reviews.

4. REPORT

We capture every event and variable related to network operations. End-to-end activities surrounding incidents are available and transparent to customers in dashboards and formal reports. We use this data to identify trends and ensure continuous improvement.

GLOBAL LOGISTICS
Our fine-tuned global logistics service 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.

We can provide the necessary in-country presence with our importer/exporter of record (IOR/ EOR) service to ensure efficient customs clearance of assets.

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