

Belcom247 and your field operations - the perfect partnership

As owners and operators of global networks seek to make their budgets go further and keep running cost under control, the option of outsourcing their maintenance and/or operation of their assets becomes increasingly attractive. However, will this arrangement lead to compromises on quality and loss of overall control in how things are done? And what criteria do you use in finding the right partner to work with?

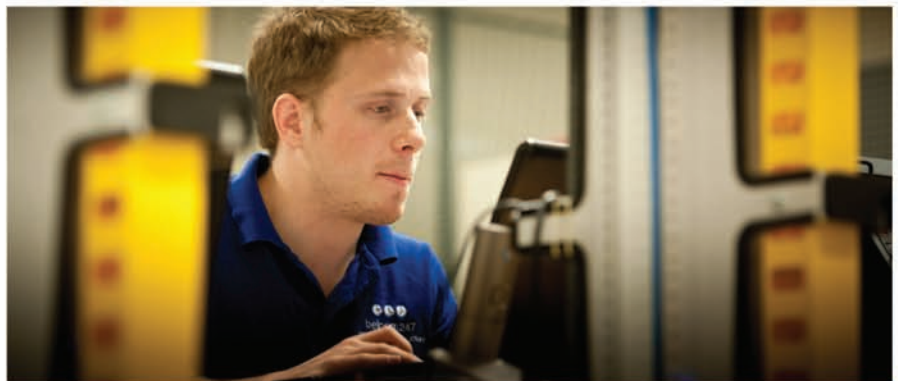
Belcom247's customers have, no doubt, asked themselves these questions. Karl Mooney (Internap), Huw Owen (Qwest Communications) and John Hammond (NTT Europe) explain why they took the outsourcing route and subsequently made belcom247 their supplier of choice.

Belcom247 is a leading provider of global telecoms and data centre infrastructure management services. The use of highly knowledgeable, telecoms industry specialists as field technicians and the ability to work on a customer's behalf anywhere in the world 24/7 all year round on a guaranteed two hour notice period, has earned belcom247 the reputation of being a very reliable partner.

Karl Mooney, the Operations Manager of Internap, recently completed a major expansion of network footprint into mainland Europe.

"The decision to outsource the maintenance and management of PoPs (Points of Presence) was primarily cost driven. We don't have the volume of work to justify employing our own field technicians. Network problems are sporadic and unpredictable and we needed a partner who could guarantee rapid on site response times at any time of the day or night. We looked for a specialist in wide area networking who was extremely familiar with all the data centres where our network assets are located. Belcom247 met all of our requirements and has proven to be completely self-sufficient in terms of test equipment, training and transport".

According to Huw Owen, Operations Manager EMEA at Qwest Communications, outsourcing the maintenance of network assets is obviously a cost driven decision, but perhaps less obviously, a 'quality of service' related one.



Gus is one of our field technicians. He joined belcom247 in 2007 and started his training in learning how to install and terminate cables to a high standard. After a year or so, that knowledge was then expanded to include network equipment. He is now accredited with several Cisco certifications including CCNA, CCNA-SEC and CCNP and he is studying for his CCSP certification.

His development is typical of the investment belcom247 makes in ensuring their staff have the best training and the necessary certifications to do a customer's job well.

"Outsourcing to the right partner not only shifts us from a fixed to a variable cost but it provides a quality of service that can't be achieved in-house due to the stringent requirements in terms of flexibility and specialist expertise in maintaining assets in multiple countries with differing customs and cultures. Belcom247, achieves this by only employing local technicians and ones who have proven experience of working with international network operators. Belcom247 always make sure their technicians have the right tools and up-to-date knowledge so their work consistently exceeds the expectations of customers who want nothing less than excellence at every engagement".

John Hammond, VP Business Network Solutions at NTT Europe, believes that a partner must tick the cost, geographic coverage and expertise boxes but the 'fit' with the culture of the customer's organisation and processes cannot be underestimated.

"We expect our field operations partner to have a lower cost than us since the costs are spread over multiple customers, but we look for a close alignment with the processes and working practices of our company. We need a partner who 'looks and feels' like NTTE in all interactions with our customers. We have a reputation for going the extra mile and in belcom247 we found a partner who lives and breathes that same ethos on a daily basis".

So, whether you're considering deploying network assets in new markets, controlling your costs or reducing your risk of extended network downtime then belcom247 is your ideal partner.

If you would like to find out more about what belcom247 can do for you, then please visit our website www.belcom247.com, call us on **+44(0)1483 303303** or email info@belcom247.com