

TXO

Network maintenance and support



Headquarters, Operations & Sales

Phone: +44 (0)1291 623 813

Email: hello@txo.com

[TXO.com](https://www.txo.com)

Servicing 156 countries in 13 languages

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Thanks to our engineers, NOC (network operations centre), warehouse operations team and customer service desk we are able to offer network maintenance and support 24/7.

We help our customers to avoid network outages with either scheduled maintenance services or responding to network faults as they arise.

Service highlights

- Ticketing system based on ITIL principles to operate our customer service desk
- 24/7 warehouse operation which means that required spare parts are always available when required
- Our own team of in-house engineers
- Wide range of specialist multi vendor knowledge across microwave radio, IP and optical domains
- Proven expertise, including 3rd line support services to clients in the critical comms, utility, oil, gas and renewable energy sectors

Logistics support

Our network maintenance capability is fully supported by our integrated logistics services which include: spare parts logistics, forward stock locations, stock management and inventory profiling, providing a complete solution to your network support requirements.

Maintenance service

We operate a range of demanding customer service level agreements with assertive attendance and fault fix time to ensure we maximise network availability for our customers. Our experienced field maintenance team have the proven capability to:

- Maintain your critically important telecommunications network
- Support a wide range of fixed and wireless technology types including microwave radio, IP over VHF and UHF, legacy VHF, routing and switching, multiplexing equipment and UPS / power equipment

All of our engineers are fully trained and qualified in road side safety, off-road driving, advanced climbing, scaffolding safety, winch and ladder safety, aerial rigging, rigging and lifting, roof top access, electrical safety, RF hazard training, cellular worker training, rescue training, emergency life support and first aid.

Many of our maintenance engineers are also off-shore specialists with additional training including rope access (IRATA), basic offshore safety, and offshore escape safety.

Network operations centre

Our very own in-house NOC is operational 24/7/365 and relied upon by our clients who include critical communications providers in both public and private sectors. Our flexible NOC services include:

- Ticket & incident management
- Fault find & diagnosis
- Dispatch of field engineers (where required)
- Production of detailed performance reporting