EXCLUSIVE NETWORKS

Global Services Operation (GSO)

Plug the gaps in your own local service capabilities with Exclusive Networks' extensive professional services portfolio.

What is GSO?

GSO is a full lifecycle service wrap available to you if and when you need it. It is a part of your team, working alongside your people, giving you the potential to expand your service offering across a larger geographical footprint.

Benefits

- IOR services to >195 countries
- Global logistics and warehousing
- Network of skilled resources - >5000 Approved Service Partners (ASP's)
- White labelling solution
- Compliance
- DDP, DAP or Full IOR
- Realtime project visibility tool

Spotlight: Global Deal Desk

GSO orchestration can be done through a single point of contact. The global deal desk acts as a central command tower that can manage your project from start to finish regardless of size and scale of the project.

Delivering Across

- Cloud
- Security
- Data Communications
- Wireless
- Unified Collaboration
- End User

Use Cases

550 site worldwide tech refresh
On-site and off-site wireless and wired LAN surveys carried out by GSO. Findings led to the proposal of replacements and improvements followed by enhancements at each site.

Infrastructure maintenance for worldwide security estate
GSO providing gold level maintenance service delivering 24x7 coverage with 4-hour engineer and part to site post fault. Maintenance covers 120 units across multiple technologies.

Global logistics for security products
30 shipments across LATAM, ASIA and Europe fully managed by GSO including licensing, documentation administration and compliance checking per country, warehousing, and end to end freight management facilitating the full DDP service. GSO provides full project visibility ensuring all parties are kept informed at all.

Service Overview

Design

- Wireless Surveys
- Comms room audits
- Desk side, end user audits
- Configuration assessment
- Technical workshops
- High- and low-level design

Deploy

- Pre-staging
- Logistics & compliance
- Install & testing
- Remote / onsite configuration
- Project management
- Handover training

Support

- 24 x 7 TAC
- SLA led hardware maintenance
- Proactive monitoring
- SOC as a Service
- Resident engineer (IT Outsourcing)

Recycle

- Asset audits
- Decommissioning
- Collection
- Reuse and resale options
- WEEE (and equivalent) recycling
- Blancco certificated wipe, shred and destruction

If you have any questions or need further information about our GSO portfolio, our services team will be happy to help

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