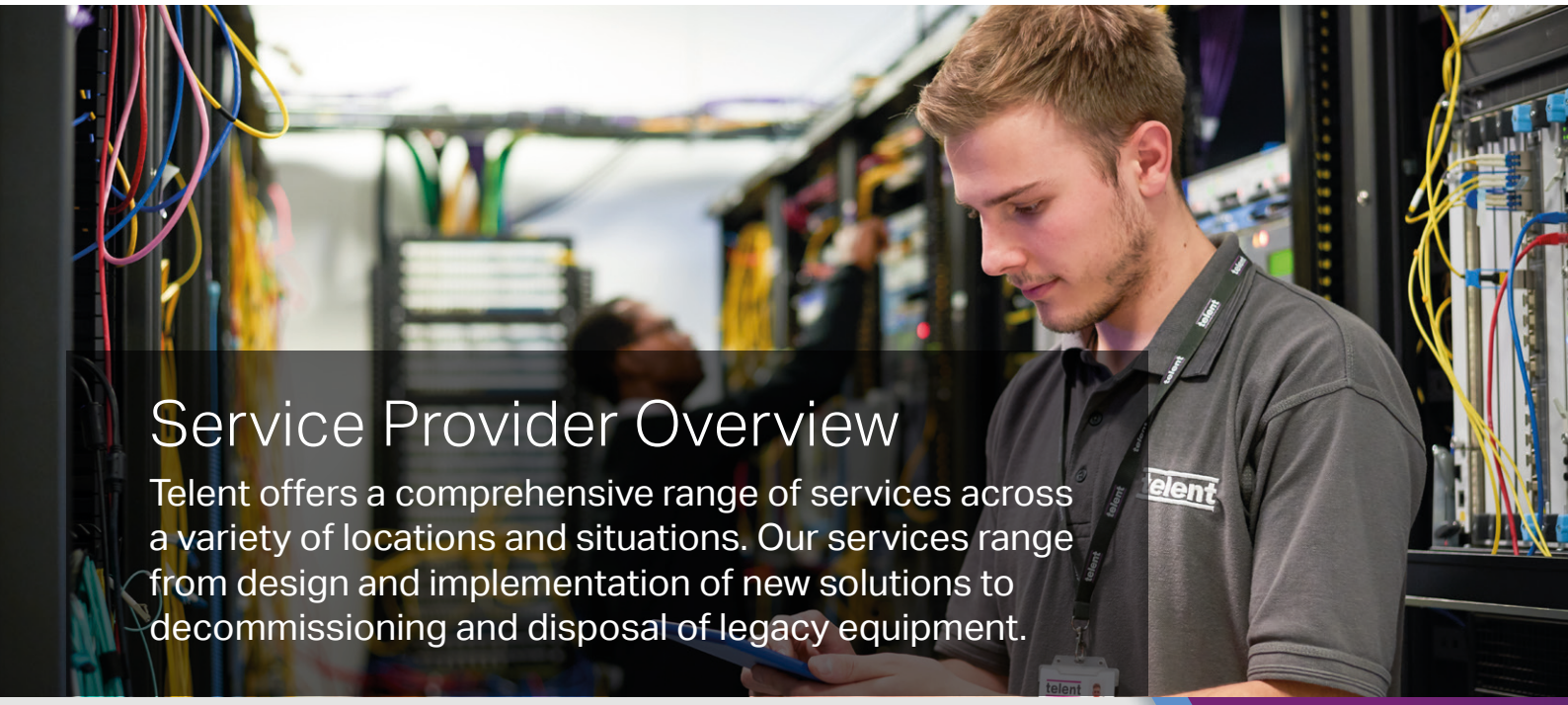
telent
Part of M Group



Service Provider Overview

Telent offers a comprehensive range of services across a variety of locations and situations. Our services range from design and implementation of new solutions to decommissioning and disposal of legacy equipment.

With experience across a range of technologies, Telent offer services from concrete to cloud to support service providers, mobile operators, ISPs and alternative network providers. This includes external infrastructure, fixed wireless, street works and civils through to core networks, data centres plus a range of support and professional services. Telent has the knowledge and experience to design, deploy, maintain and operate infrastructure that will support the evolution of the UK into a digital and connected economy.

24x7 Service Desk & NOC

Telent have 24x7x365 operational centres and can provide a range of different service options that can supplement, compliment or take on a Service Provider's complete requirements for Service Desk (dealing with calls from users/customers) and Network Operations Centre for monitoring/reporting on equipment/network performance. This can include taking all service calls, providing cover out of hours, running a call out / escalation service and providing monitoring and reporting capability. To ensure full availability operational centres are included within Telent's Business Continuity and Disaster Recovery plans.

Mobile Network Operators

Our wireless services are ideally placed to support the UK's mobile network operators as they accelerate their transition to 5G technology. The scale and reach of Telent's market offering provides comprehensive site acquisition, planning, design and build delivered by experienced and responsive teams producing the best outcomes in terms of site selection, delivery and ongoing support, resulting in cost effective, innovative and mobile network solutions.

External Cabling

We can deploy external ducts, access networks cabling, street cabinets and undertake associated civil works and maintain existing infrastructure. We do this through Telent Infrastructure Services for Openreach, installing new fibre broadband and maintaining their existing infrastructure. We also deploy fibre broadband infrastructure for rural broadband provider Gigaclear.

Automation

An experienced DevOps team at Telent are able to provide Service Providers with bespoke solutions to automate tasks within their network and rapidly deploy configuration changes and updates. By utilising a suite of scripting tools, including Python and Ansible, we can enable automation within the Service Provider's environment to drive business efficiencies, saving them time and money.

Cyber Security

We can provide a full range of Information Assurance, Cyber Security Services, penetration testing and additional consultancy. Our expertise spans governance, risk and compliance (GRC), security assessment, IT security solutions and an extensive breadth of managed security services. All service delivery staff are SC cleared. We offer compliance to all major ICT standards including: HMG(OFFICIAL), PCI, CPNI, ISO27001 and SEC(SANS).

Lab Services

In our lab we can build multi-vendor networking and ICT designs for proof of concept and type approval activity to develop, simulate, evaluate and test new Service Provider solutions and deployment methods. This includes the development of scripting and automation techniques, using tools such as Python and Ansible, to increase efficiencies and reduce errors across our customers' projects. Additional to fully prove new integrated technologies and emulate real world networks, we provide traffic generation capabilities and 100km fibre spools.

CPE Deployment

Through our nationwide field engineering force we can deploy equipment at the premises of Service Providers end customers. Typically this would be for network terminating devices, edge routers and similar CPE. Fully managed end to end CPE services can be tailored to individual requirements of Service Providers, saving time and resources whilst improving customer service. This would include, DOA testing, storage, pick, configure, pack & asset tag, ship and install for end clients.

Compute and Storage

We operate our own virtual data centre solution for networking, compute and storage, with options for both ISO27001 and PSN accredited services. This provides us with the ability to offer a range of IaaS, SaaS and managed service solutions. We can also offer options for geo-resiliency and tiered storage, including object storage.

Radio Engineering

We can undertake coverage surveys, site acquisition, complex radio design, solution deployment (in building, roof top and mast) and maintenance across a range of radio technologies that includes cellular mobile.

Nationwide - Field Services

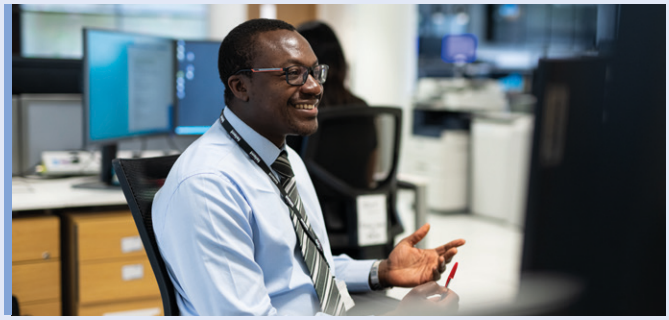
With over 50 operational locations, Telent operates a nationwide field service capability, with skills and accreditations across multiple technologies and is able to offer a range of defined response times dependent on location and technology. These include options for 2 hour to site and 2 hour fix Service Level Agreements.

Logistics and Spares

We operate a number of forward spares locations across the UK, so that spares can be securely held in the locations to best support Service Providers own infrastructure and also their end customers CPE requirements. This service includes forward logistics to deliver replacement parts and reverse logistics to collect and return faulty parts.

Network Consultancy

We have the expertise and vendor certifications to provide network planning, design and consultancy with leading vendors including Juniper and Cisco, covering Service Provider core networks, edge networks and access networks. In addition we offer similar services for corporate LANs and WANs.



Staging

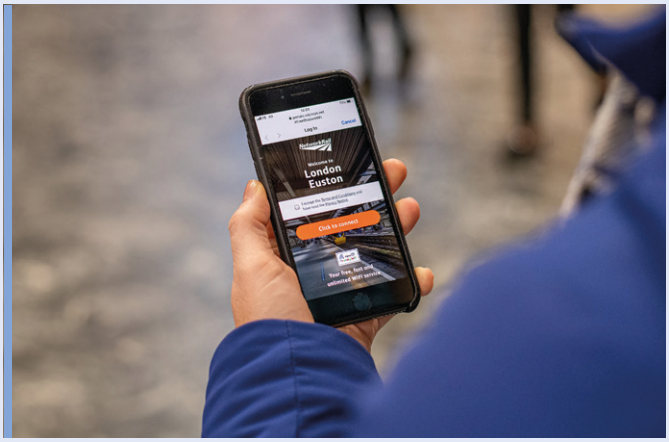
In our secure facilities, we can pre-stage equipment on behalf of Service Provider customers. We set up, test and fully configure equipment ready for in-service deployment. Key benefits of this service are reduction of early-life failures, and reduction of on-site engineering time.

Decommissioning and disposal

Our planning and design services on ICT assets allow organisations to consolidate sites and reduce their network footprint. We can then decommission and physically remove equipment, even ensuring the equipment is securely disposed of in accordance with WEEE regulations and other applicable legislation.

Wi-Fi

We work with a range of technology partners (Aruba, Ruckus, Cisco and Wi-Fi Spark) and can design, deploy, maintain and operate Wi-Fi solutions. This includes Wi-Fi access points, the supporting network, internet connectivity and access/management platforms. We have Wi-Fi experience across a range of environments, e.g. large public venues, sports stadiums, shopping centres, rail stations, sea ports, healthcare (including secure mental facilities) government and commercial premises.



Telent has experience in supplying these services in varied situations which often brings unforeseen challenges. Whether in the datacentre or beside a railway track, our engineers can provide a high quality service to transform your organisation.

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Partner Skills & Certification Includes:

Juniper Networks Elite Partner
Cisco Gold Partner
HPE aruba networking
paloalto networks
NOKIA
ERICSSON
infinera
FORTINET
vmware
VEEAM

Case Studies

Government LAN & Wi-Fi Deployment

A large government organisation had a common challenge of a significant staff move to a brownfield building. The organisation needed to deliver an operational and managed network service into the building within a limited timeframe. Telent worked closely with the organisation to deliver a turnkey project supporting survey, design, testing, implementation and operational readiness of fixed and wireless infrastructure for a 300+ staff move. The key venue and building in the estate was cost effectively brought on stream to allow continued refurbishment of the older buildings that staff will move out from.

Service Provider - Technical Support

Before working with Telent, our customer's IT environment was a mixture of differing technologies from differing vendors as a result of growth via acquisition. This posed a number of challenges to the customer including; Opex, managing different vendor support contracts, different SLAs, different service experiences. To improve these challenges, Telent implemented a multi-vendor support service consisting of spare parts managed service and engineer to site service across the UK. Additionally we offered harmonised SLAs and commercial terms, i.e. one PO, one invoice, one service delivery team to deal with, delivering operational and cost benefits. The customer saw benefits across their business including simplified and consistent Operational Model delivering a harmonised SLA and reduced costs to manage, significant opex benefits and transfer of risk to Telent.

Service Provider - Core Network Upgrade

A lead service provider had a legacy backbone and core network infrastructure, which was in need of modernisation to support its business and service growth plans. A complex network upgrade including new Hardware and Software was a challenge as this needed to be implemented without disrupting customer service, and therefore protecting their brand integrity. Telent worked consultatively and collaboratively with the customer to design and implement the transformation of the network protecting the integrity of the customer's service. The customer has seen key business benefits since working with Telent including lower Opex associated with a platform that is designed to support 5 years of forecast business growth. The implementation programme was successful in maintaining service through the transformation, delivering customer service and brand integrity as a result.

International Service Provider - Technology Refresh

Prior to working with Telent, one of the world's largest telecommunications companies had a Global IP network of legacy hardware which brought the challenge of limited expansion and scalability options. Telent worked with the organisation to provide a complete review of the global estate and developed a plan for a technology refresh. The customer can now benefit from extended and cost effective global platform longevity, the latest 100G+ technology, greater capacity and scalability for growth.

Customers Include:

BT
TalkTalk
HighNet
openreach
Virgin Media O2
EE
sky
sure.
exponential-e APPLIED INNOVATION