



Telecoms services

Fixed-line and wireless solutions

telent

service • commitment • value



Introducing **telent**

telent is a technology services company providing a broad range of network and communications services across a variety of industries, including transport, telecommunications and the emergency services. We have unique scale and boast one of the largest multi-skilled engineering field forces of its kind in the UK. Our track record for quality and delivery is second-to-none.

Network quality and cost efficiency

Speed to market, operational efficiency and excellent customer experience are vital to success across the telecoms market.

At **telent**, this criteria is at the heart of everything we do. It is embedded within our culture, and drives our structure and processes.

Our business is geared towards your requirements, and we consistently strive to exceed your expectations time and time again.

Our services generate maximum cost efficiencies, whilst providing the best quality-of-service, extending across the entire lifecycle of fixed line and wireless networks. Whether you require design and implementation, managed services or an overall 'health-check' of your operations, **telent** has the expertise, scale and scope to deliver quickly and efficiently, and to the highest standards.

We are big - yet offer the ultimate in flexibility - both in terms of the size of our £350m plus business, and the scale of our operations. Our technical know-how and experience spans decades, giving you peace of mind that your network is in safe hands. Our large and growing telecoms customer base includes Airwave, Arqiva, BT, Cable & Wireless, Colt, Ericsson, Nokia Siemens Networks, O2, Orange, Sky Easynet, T-Mobile, Vodafone and Virgin Media.

“ My experience with telent engineers is that their work is not just part of the job - I think it is a passion. ”

Cable & Wireless



30+
years' experience

2000+
field engineers

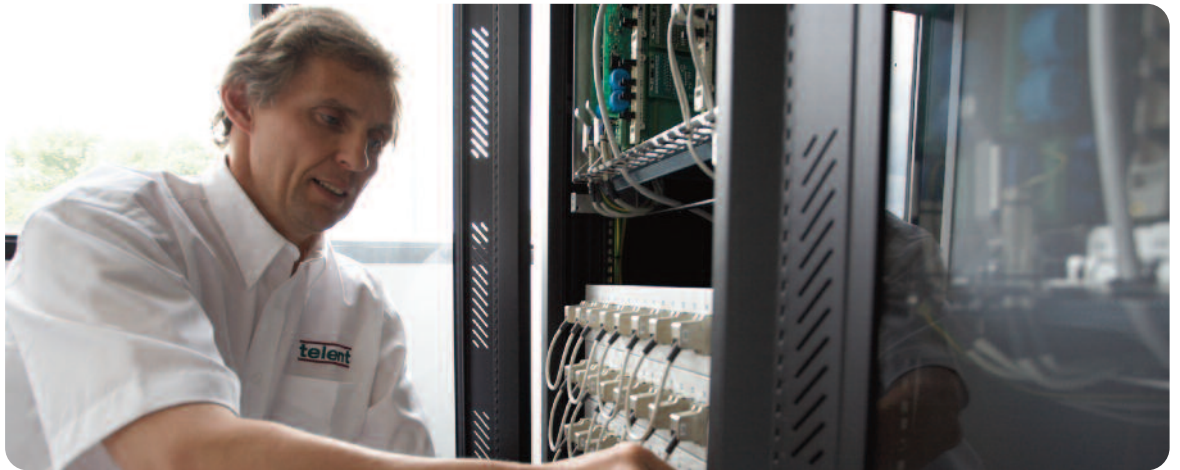
£350m+
annual revenues

Service features

- **Largest vendor independent field-force of its kind in the UK**, enabling us to optimise our resource levels and keep costs down, meeting your network requirements without delay
- **In-house resourcing model** reducing management and supervision costs
- **Fully accredited project management** who will work with you throughout every stage, providing a guarantee that your network is deployed on time, to the highest standards
- **Intelligent logistics service** encompassing both forward and reverse logistics ensuring equipment is delivered to the right location on time, every time
- **365x24x7 Network Service Centre** enabling us to rapidly identify network issues and quickly take action
- **Nationwide coverage** mean that we're able to swiftly deploy the most suitable engineers, with the right equipment, covering 90% of the UK within a two-hour period
- **Quality accredited delivery** being the first vendor-independent services business in Europe to achieve TL9000 certification.

Our customers benefit from:

- Cost efficient solutions tailored to specific needs
- Fast delivery of high-volume deployment projects
- Bespoke finance packages to offset capital expenditure
- Minimised network downtime delivering true quality-of-service
- Accurate logistics planning enabling best utilisation of capex spending



Unrivalled Expertise

Leading fixed-line and wireless operators trust **telent** with their technology and network services. We operate in a variety of telecoms environments from within city centre exchanges through to remote Scottish island sites.



Don't just take our word for it



Digital switchover (DSO) works in Wales

- Our services include design, build & project management of strategic DSO sites in Wales
- Arqiva now offers DSO services from two of the main transmitters serving parts of South, West and Central Wales

Improving network resilience

- Airwave needed to optimise its Microwave network, consisting of over 1800 nationwide links
- Our services include network planning and design, field line-of-sight analysis and evaluation; acquisition; construction; installation and commissioning for site upgrades and new sites
- Additional services include technical support; Ofcom management and interfacing; network reliability analysis; remote monitoring and report production



Improving customer service

- **telent** provides service delivery at 300 nationwide sites to help Cable and Wireless improve their service levels
- Network comprises Alcatel, Nortel, Cisco and Ericsson equipment
- Committed service levels were exceeded within first six months allowing Cable & Wireless to deliver assured and improved service levels across its customer base

Network reach across UK & Germany

- Colt now offers enhanced speed of installation & total reach across the UK and Germany 24x7x365
- Colt engineers work alongside **telent** engineers to plan, install, support and maintain networking platforms including SDH, Ethernet & IP



Helping broadband reach 70% of UK

- BSkyB needed to expand its network reach to meet exceptionally high customer demand in the broadband market
- **telent** provides large-scale end-to-end network build and maintenance of third party equipment, on a nationwide basis
- Our services have been commended by BSkyB, helping them reach 70% of UK households in less than a year

Fully managed microwave network services

- Vodafone needed to maintain and optimise its Microwave network consisting of over 3,200 nationwide links
- We provide a fully managed end-to-end service including project management, network planning, build and support and maintenance, supported by a nationwide logistics offering, ensuring that the network develops in terms of capacity and resilience for the coming years





“ If all my suppliers and agents responded and operated like ACG my job would be easy! ”

Vodafone

Boosting our propositions

Organic growth and acquisition have continued to strengthen **telent's** capability throughout the telecoms market, putting us in a unique position to provide unrivalled service offerings across our customer base.

ALAN CAMPBELL GROUP a **telent** company

Alan Campbell Group (ACG) - a **telent** company, reinforces **telent's** wireless infrastructure services, whilst enabling our market reach to extend into the broadcast services sector. We provide a range of end-to-end solutions across the UK from network design, microwave and cellular installation and commissioning, through to logistical and technical support, major construction and broadcast site services.



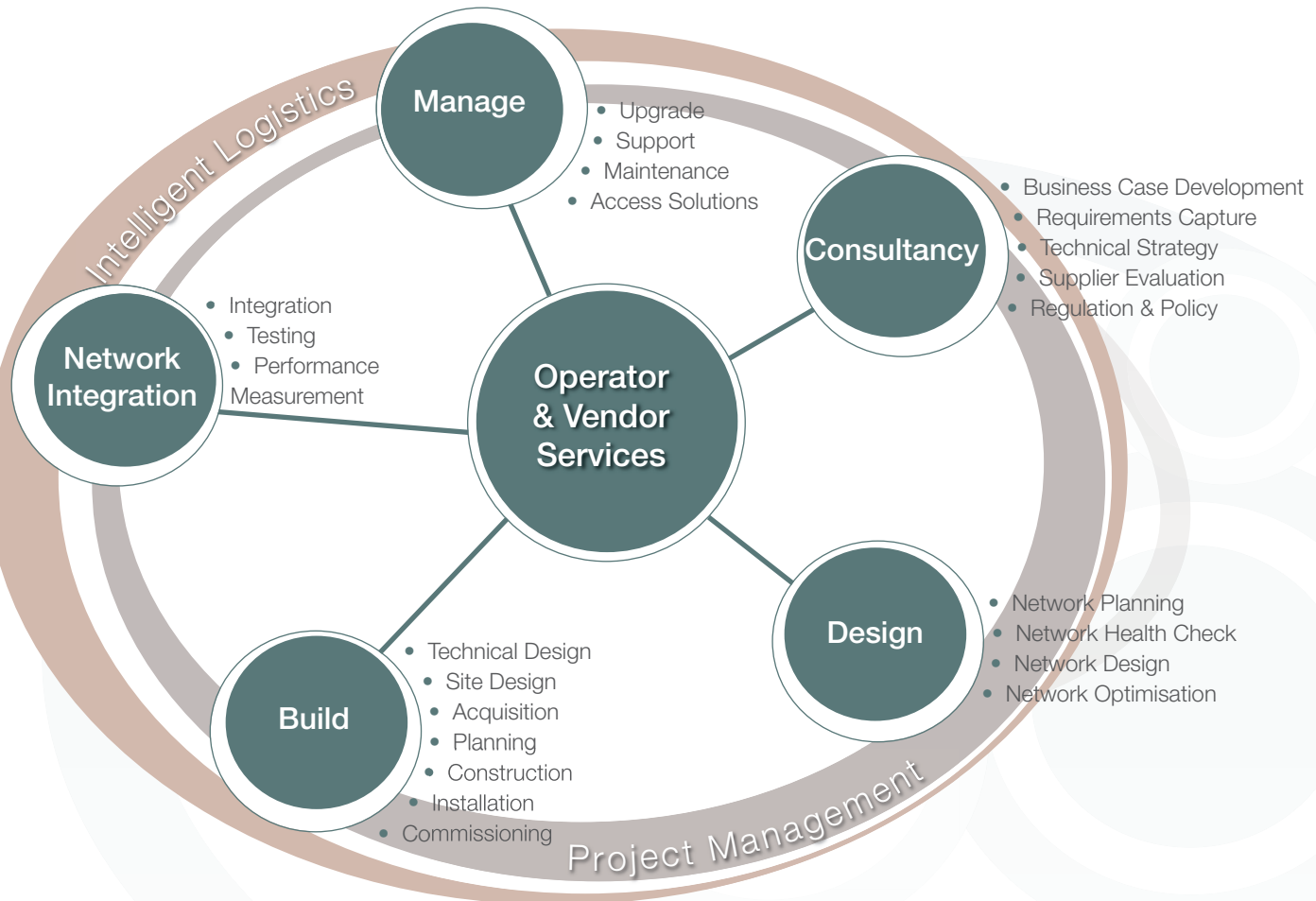
Premises Networks - a **telent** company, is a specialist provider of system integration services, deepening **telent's** telecoms expertise spanning solutions such as ICT, VoIP, Unified Comms and Mobility. We are an accredited Aastra Advanced Sales and Service Business Partner, one of only three in the UK, and have accreditations with Mitel, Microsoft and AvsT.



We've gained Cisco Premier Partner accreditation to develop our in-house IP Data and Unified Communications capability, leveraging **telent's** pedigree in Physical Security and Intelligent Building Management

Telco services spanning the entire network life-cycle

Our depth of technical knowledge is truly second-to-none, providing you with a guarantee that our service delivery will maximise performance levels to your customers.



“ We selected telnet to ensure an efficient and speedy deployment... Our longstanding relationship with the telnet team, and our experience of them constantly delivering on time and to budget also influenced our decision of deployment partner. ”

EasyNet

Alan Campbell Group - a **telent** company

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