

## ABOUT

Neeco Global ICT Services is the world leader in providing services and solutions to support businesses of carriers, service providers, global network operators and telecommunication companies. The portfolio of services includes field engineering services, hardware supply, staging & logistic services and operations support including maintenance, warranty services and 24x7x365 multilingual helpdesk provisioning. Neeco services and solutions are offered globally through Neeco professional staff and thousands of certified channel partners and contractors. These products are available only on a wholesale basis; optionally, they can be provided as a white label service (rebranded by client). Our services are not available directly to end customers.

## Field Services

160

Countries served

278

Average number of site deployments/day

11 400

Number of field engineers involved

296 000

Total hours spent on site

## Hardware Deployments

132

Countries served

77

Average number of site deployments/day

3,5

Average lead time EMEA (days)

3,9

Average lead time NORAM (days)

12,8

Average lead time LATAM (days)

5,8

Average lead time APAC (days)

## Maintenance

62 045

Sites under contract

24 200

Sites under 24x7x4 support

29 440

Sites under Neeco's own maintenance

92

Average number of maintenance calls/day

83 000

Available storage space with priority dispatch possibility (m<sup>2</sup>)

## Contact

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