



History

- Founded in 2006
- Initially, the company traded passive telecommunications network infrastructure components.
- The business grew as they supplied these components to major carrier networks worldwide, leading TeleSol Group to expand its services to include network infrastructure build projects and time-defined service level maintenance agreements.
- By 2012, TeleSol Group had service level agreements (SLAs) with significant optical networking and web hosting companies, which further enhanced its reputation and reach around the globe.
- In 2023 Telesol merged with UTECH Global, further strengthening global reach, providing expertise, teams, offices and warehouses across multiple regions; introducing various other customers and verticals to the business such as Managed Services, WiFi Infrastructure Management and extensive L1-L3 Circuit Testing capabilities
- Today, TeleSol Group serves customers in the Telecommunications, IT and Retail sectors worldwide.
- Our clientele includes international network service providers, financial institutions, media service providers, cloud service providers, and major IT equipment vendors.
- Telesol Group currently supports over 2,500 locations worldwide



What We Do



REMOTE
HANDS



INFRASTRUCTURE
SERVICES



MANAGED
SERVICES



STAFF
AUGMENTATION



CIRCUIT AND
CABLE TESTING



WI-FI
NETWORK
MANAGEMENT



NOC
SERVICES



LOGISTICS



SPARRING

Company Facts

- Privately owned by founders/employees
- Principles with history of operating successful IT/Telecom service firms
- Permanent staff present more than a dozen cities worldwide
- Global coverage, local knowledge
- CCNA level technicians available inhouse, and worldwide through our partner network
- Engineers carry laptops, with designated software installed, basic tools and consumables
- Electrical qualified staff across the globe
- Regular Business Continuity planning with adherence to local advice regarding global issues, e.g. COVID-19



Global Coverage, Local Knowledge

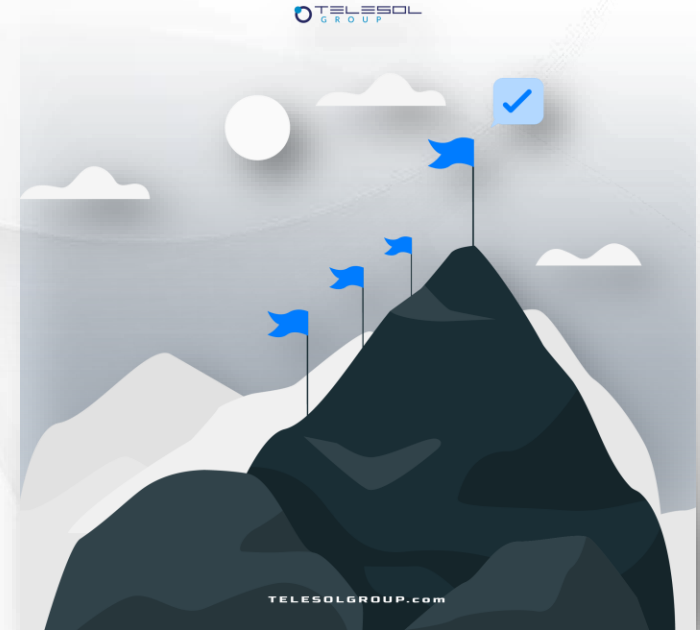
Offices:

- Netherlands - Amsterdam
- United Kingdom – London
- Ireland - Dublin
- Hong Kong
- Singapore
- Philippines – Iloilo
- USA - Delaware



What Makes Us Different

- Our global reach and level of support
- We have a long history as a Network support company for hardware maintenance
- We are Data Centre, Enterprise and Telecom Infrastructure specialists
- We have high service level guarantees – some of the best in the industry
- We aim for long term relationships with our customers
- We offer a single point of contact
- Our approach is structured and thorough



Global Coverage & Support

Europe and UK

All Metro cities plus major route ILAs

APAC

Singapore, Hong Kong, Japan (Tokyo, Osaka, Fukuoka, Okinawa), Australia (Adelaide, Brisbane, Sydney, Melbourne, Canberra, Perth), Taiwan (Taipei, Kaohsiung City), Vietnam (HCMC, Hanoi), Malaysia (Kuala Lumpur, Johor, Penang), Bangkok, China (Shanghai, Beijing, Guangzhou, Shenzhen), Korea (Seoul, Busan), Philippines (Manila, Davao, Iloilo), India (Mumbai, New Delhi, Bangalore, Chennai, Hyderabad, Pune), Indonesia (Jakarta, Surabaya), Thailand (Bangkok)

Americas

Canada (Vancouver, Toronto), US (New York, Los Angeles, Ashburn-VA, Miami, San Jose, Dallas, Denver, Seattle), Brazil (Rio, Sao Paolo), Mexico City and the rest of LATAM

Africa

Nigeria (Abuja), South Africa (Cape Town, Johannesburg), Egypt (Cairo), Kenya (Nairobi), Djibouti

*Other locations are available upon request



Services – Remote Hands / FLM

Remote/Smart Hands and First Line Maintenance

CPE Installations (CPEaaS) | Feet on the Street | Certified field technicians | 24/7 helpdesk, with redundant EU/APAC offices, using Salesforce trouble ticket system | Monthly Reporting | Access via Portal | SLAs 2-4hrs available

Data Centres, Offices, Retail environments are all covered

Preventative & Planned Maintenance

Annual Infrastructure Maintenance Plan | Network Migration | Network Upgrade Support

Service Delivery / Telco Management

From order to acceptance | Ensures on-time service delivery from telecom carriers around the world



Services – Infrastructure Services

Within the DC

- Rack and Stack | AI & GPU Server Builds
- Structured Cabling installation
- Copper | Fibre | Distribution Frame | Capacity management
- Cabling Break-Fix
- Suite (POP) Builds
- Bespoke Project Build outs | Cage and Basket | Cabinets | Hot/Cold Aisle/Containment

Enterprise level public/private networks

- Wide Area Network (Layer 1, 2 and 3)
- Installation, maintenance, design
- Bandwidth supply & management
- Cloud/Telco/Carrier Management

Migration and Decommissioning

- Enterprise, Cloud Hosting and Telco/Carrier environments



Services – WI-FI Network Management

Network Setup and Refresh

- AP-Access Point installation
- Structured cabling

Network Analysis

- WiFi Predictive and Post Surveys
- Consultancy, including report generation and heat maps
- Cisco Ekahau software, along with side kick

Supported Locations

- Data centres
- Retail outlets
- Offices and Warehouses



Services – Testing Services

Circuit/Line Testing

- EXFO, Viavi (formerly JDSU), iPerf, IxChariot
- PDH/SDH/SONET, 10-100G Ethernet
- OTDR, Fluke
- Report generation to customer requirements

Wi-Fi Testing

- Full Wi-Fi survey and testing capability using Cisco's Ekahau software & side kick



Services – Staff Augmentation

Reduce cost and increase efficiency by adding on-demand resources without the need of lengthy recruitment processes

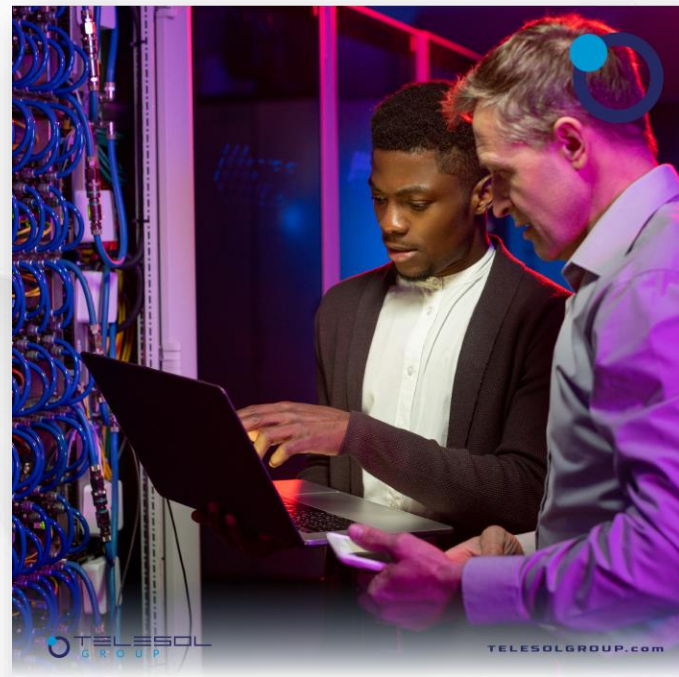
Short and long-term contracts

Custom solutions across several verticals

- Data Centre engineers
- IT/Help Desk support
- Service delivery and provisioning

Global footprint

- APAC
- UK and EMEA
- North America and LATAM



Services – Managed Services

- Hardware supply of Cisco, Juniper, Advantech, Accedian, ADVA, Adtran, Fortinet, RAD, Ciena, Dell, Lanner, Eltek (Delta)
- Staging
- CPE Installation (CPEaaS)
- Spares, RMA Management and Shipping
- Network Monitoring
- 24x7x365 Support using Telesol Global Care service
- Providing 24x7x4 and NBD hardware replacement and onsite labour support globally

Regional Storage facilities:

- APAC: Hong Kong, Singapore, Tokyo, HCM, Bangkok, Adelaide
- UK/Europe: London, Edinburgh, Amsterdam, Frankfurt, Paris, Madrid, Copenhagen
- Africa: Cape Town, Cairo
- US: San Jose, New York, Washington DC, Tampa



24/7/365 NOC (Network Operations Centre)

At Telesol Group, we take pride in our customer support guarantee, when we say 24/7/365 support, we mean it!

All our services are supported by our world class NOC, a purpose-built command center that helps us guarantee even the most stringent of SLAs.

NOC Locations:

- Europe
- APAC

*White label services are available upon request



Customers

- Prestigious customer-base
- All markets in the tech sector including social media, finance, data centers
- High levels of repeat business
- Consistent growth of new customers (primarily through referrals)
- 100% customer retention



Our Accreditations



Our Locations

The Netherlands

Science Park 400 1098 XH
Amsterdam
+31 20 225 55 88

United Kingdom

Truro, Cornwall, United Kingdom
+44 (0) 207 019 9090

USA

251 Little Falls Drive, Wilmington,
New Castle, 19808, Delaware, USA
USA Toll-free: +1 (855) 937-8769

Singapore

7 Temasek Boulevard, #12-07 Suntec Tower
One, Singapore, 038987
+65 3138 3794

Hong Kong

Unit 2202, 22/F, Kaiser Centre, 18 Centre Street,
Sai Ying Pun, Hong Kong
+852 3502 7180

Philippines

3/F B-Lifestyle Complex Diversion Road,
Cuartero Jaro, Iloilo City 5000
+31 20 225 55 88

Case Study

Telesol Group Delivers CPE Global Installations

Customer Overview

- Client 1
- Industry: Global Telecommunications & Managed Network Services
- Scope: 1,000+ CPE installations per month
- Regions: Europe, Asia, North America, Africa

Business Challenge

Customer required a global partner to manage large-scale CPE installations with consistent quality, speed, and SLA compliance across multiple regions.

Telesol Solution

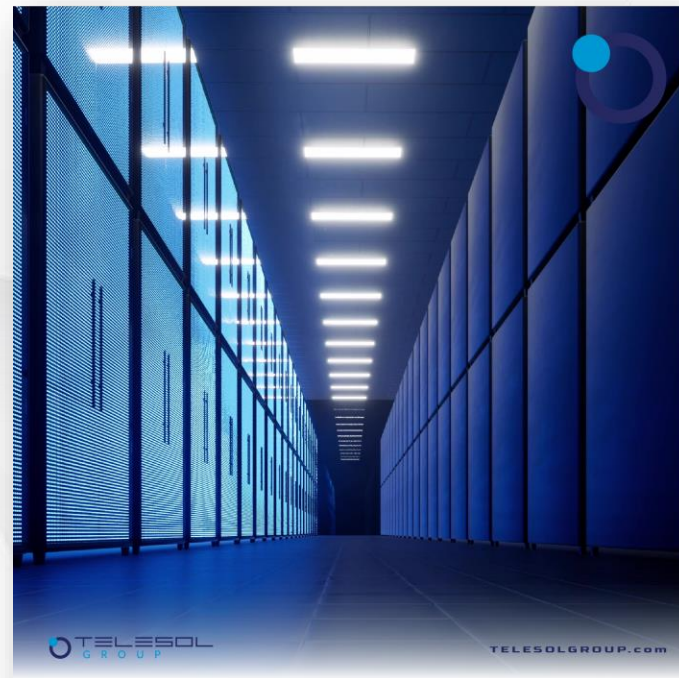
Telesol Group implemented its Global CPE Installation Framework, providing:

- End-to-end installation and configuration
- Standardized, SLA-driven processes
- Rapid, skilled field engineering support
- Scalable capacity for 1,000+ monthly installs

Key Outcomes

- 1,000+ CPE units installed monthly
- Faster service activation across continents
- Global coverage with real-time SLA reporting
- Improved operational efficiency for customer teams

Telesol enabled customer to scale deployments globally, ensuring speed, quality, and consistency across all regions.



Case Study

Telesol Group Delivers CPE Managed Services

Customer Overview

- Client 2
- Industry: Global Telecom & Digital Infrastructure
- Regions Supported: Asia, Europe, LATAM

Business Challenge

- Complex global CPE operations
- Limited visibility & slow incident response
- Need for scalability to support rapid market expansion

Telesol Solution

- Lifecycle Management: procurement, deployment, upgrades
- 24/7 NOC: proactive monitoring & on-site dispatch
- Centralized visibility & predictive analytics

Key Outcomes

- 30% downtime reduction
- 40% faster fault resolution
- Improved reliability & scalability



Case Study Testimonials

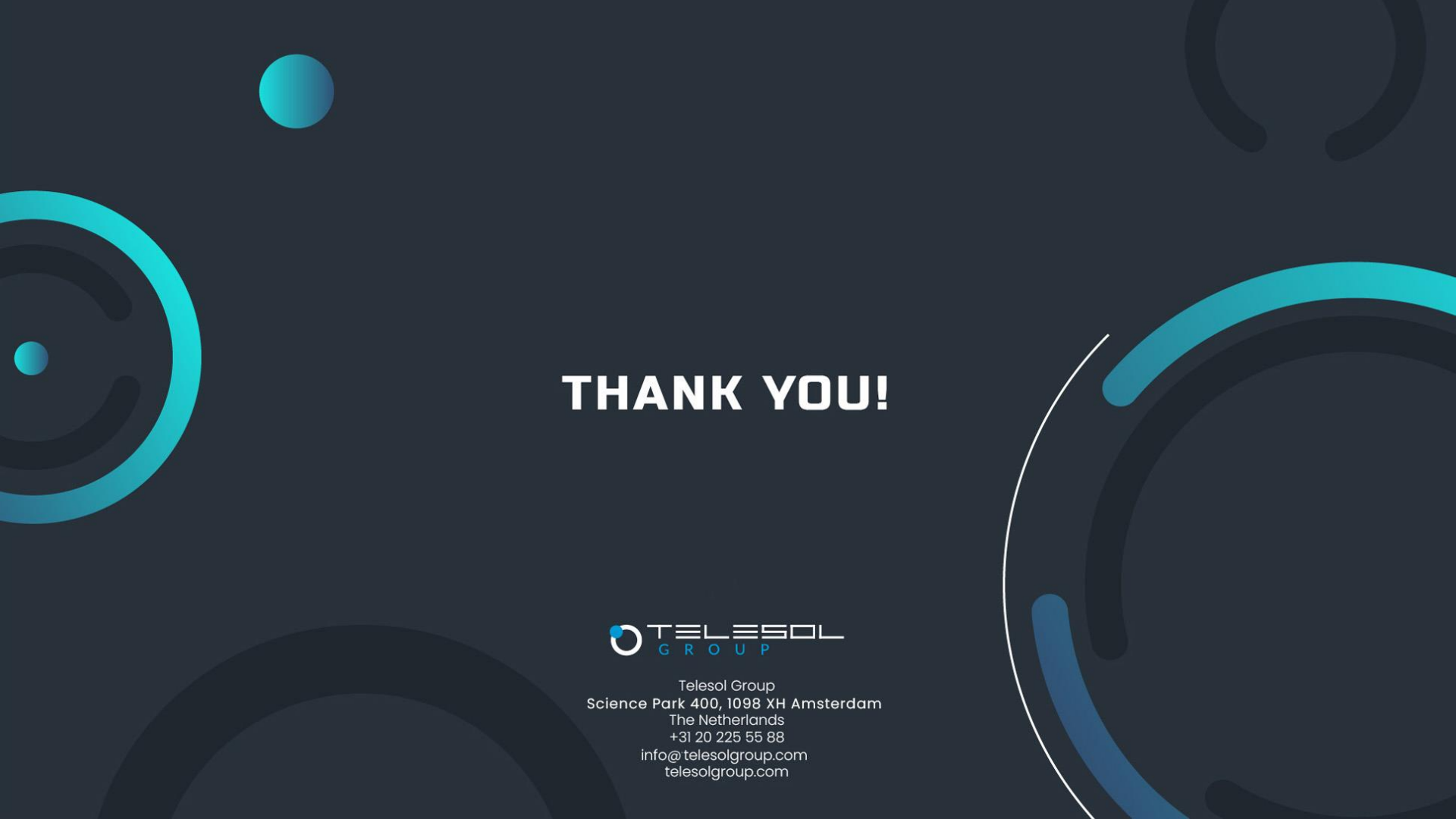
“We engaged Telesol for high-volume global CPE installations, consistently exceeding expectations. Their ability to coordinate thousands of installations per month across multiple geographies was critical to our customer commitments. Telesol's engineering teams operated with precision, ensuring SLA delivery while maintaining clear communication and thorough reporting. Their scale, professionalism, and customer-first mindset made them an essential partner in enabling our global growth.”

— Senior Director of Network Engineering

“We engaged Telesol for SLA-based on-site maintenance and managed CPE services throughout Asia and Europe. Their performance exceeded expectations and with the cost advantage allowed us to slowly downsize a number of internal teams. Their NOC and dispatch center operated with incredible efficiency. They responded rapidly and communicated clearly at every stage.

We particularly appreciated their incident follow-ups, detailed reporting, and professional coordination. This was particularly critical to us given the amount of Public Sector contracting we did. Telesol's team was always technically strong — we could always count on their triage and solution-based execution. With a clear customer-first mindset, they became a reliable and trusted partner throughout the many years of our collaboration. It is safe to say a large part of our international profitability was linked to our successful partnership with Telesol.”

— Head of International Operations



THANK YOU!



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