

SERVICES AT A GLANCE

The *Generation-Next* Channel Partner

We deliver and operate the **connectivity, engineering, logistics** and **managed services** that keep distributed enterprise estates running — built on fifteen-plus years of channel-services experience and an integrated platform purpose-built for the work.

THE WRAP

ALWAYS-ON

CONTINUITY LAYER · UNDERPINS THE PORTFOLIO

Managed resilient edge connectivity

Multi-radio, multi-SIM, multi-link with intelligent failover. Wraps and underpins every other service — primary, backup, or temporary bridge.

01 / THE PORTFOLIO

11 SERVICES · ONE OPERATING MODEL

- | | | | |
|---|---|--|---|
| <p>01 —</p> <p>Maintenance & Support</p> <p>SLA-backed, fix-based support across multi-vendor estates. Service desk, engineering, spares and vendor liaison under one operating model — including EoL/EoS uplift.</p> | <p>02 —</p> <p>Wireless Services</p> <p>Survey, design, deploy, optimise. Predictive and active surveys, high-density and voice-grade design, post-deployment validation, ongoing assurance.</p> | <p>03 —</p> <p>Managed Services</p> <p>Operations wrap. 24x7 incident, change and lifecycle management. Co-managed or fully managed. White-label-ready. Backed by integrated platform tooling.</p> | <p>04 —</p> <p>Engineering Services</p> <p>Multi-vendor, multi-technology field and remote engineers. Smart hands through to specialist data-centre, security and SD-WAN work. CCIE-level escalation on call.</p> |
| <p>05 —</p> <p>Managed Projects & PMO</p> <p>End-to-end project delivery: design validation, MoP, surveys, multi-site rollouts, cutover, handover. Pre-built project bundles for repeatable work.</p> | <p>06 —</p> <p>Storage, Logistics & Spares</p> <p>Secure warehousing and forward-stocked spares aligned to risk profile. Pick / pack / ship linked to tickets. Returns, RMA and DOA handled inline.</p> | <p>07 —</p> <p>Asset Lifecycle & Managed Hardware</p> <p>Asset onboarding, in-life moves and changes, EoL/EoS planning, secure decommission. Single source of truth in our platform; integrates with your ITSM/CMDB.</p> | <p>08 —</p> <p>Monitoring, Automation & Integrations</p> <p>Integration with your existing NMS, or onboard into our monitoring stack. Alerts auto-classified against contract, asset and SLA data; routed to the right queue with full context.</p> |

09 —

Security & Edge Services

Firewall and edge rollout, policy implementation, firmware/vulnerability uplifts, SD-WAN cutover. Co-managed under your governance. Multi-vendor edge integration.

10 —

Network Consulting & Architecture

Vendor-neutral advisory: architecture and design reviews, capacity planning, standards, migration risk, governance uplift. Embedded architects and CCIE-level escalation.

11 —

Commercial Models & SLAs

Fixed price, T&M, managed-service or hybrid. Tier-based SLAs (Critical / Core / Essential) with defined response and restore targets and a transparent service-credits regime.

11

+ ALWAYS-ON WRAP
ONE PORTFOLIO
ONE PLATFORM
BEHIND YOUR BRAND

02 / WHY KOMPINGO

THREE PILLARS

01

TRACK RECORD

Done This Before

An experienced leadership team with 15+ years building and operating channel services for blue-chip partners and their enterprise customers. The services in this portfolio are not new to us.

02

TECHNOLOGY

Integrated Platform

Systems tie devices, contracts, sites, spares, engineers and tickets together. One source of truth. One operational model. One commercial layer.

03

COMMERCIAL

Behind Your Brand

Flat, partner-facing organisation. Operates as a team-within-a-team. White-label by default — your customers see you, not us.

03 / HOW WE WORK WITH YOU

THREE ENGAGEMENT PATTERNS

PATTERN A

Project Delivery

Discrete, scoped programmes: refreshes, expansions, migrations, new-site rollouts. Fixed price or T&M. Multi-site waves with standardised playbooks. Pre-built bundles for repeatable work.

PATTERN B

Run-Rate Operations

Maintenance, managed services and engineering as ongoing, monthly-recurring services. SLA-backed, multi-vendor, behind your brand. Forward-stocked spares and logistics included.

PATTERN C

Always-On Wrap

A connectivity continuity layer deployed across critical sites — primary, backup, or temporary. Operated as a managed service. Earns its keep on migrations, cutovers and rapid stand-ups.

04 / SCOPING

What we need from you to scope work

- **Site list** with locations and a simple criticality ranking.
- **Engagement model:** project, maintenance, managed service, or hybrid.
- **Network & WLAN** platform details, plus any known pain points.
- **Compliance, H&S** or access constraints, where relevant.

**"Not new to us. *Built for you.*
Behind your brand."**

