

Network Support Services

Advanced technical help,
on demand.



Supporting your network to
sustain our future.





Looking to maintain your network without the high OEM costs?

At Carritech, our Remote Technical Support service gives you direct access to expert engineers with years of multi-vendor experience—without the costly OEM contracts. We help extend the life of your infrastructure, resolve complex technical issues, and keep your operations running smoothly—all while reducing your overall support spend.

As one of the world's leading telecommunications support providers, we deliver reliable, cost-effective solutions that empower our clients to build, maintain, and scale their networks with confidence.

Why choose Carritech?



24 hour 365-day expert assistance

Our team is available around the clock, every day of the year, to ensure your network stays up and running without interruption.



Over 30,000 nodes under support

We currently support over 30,000 network nodes worldwide, demonstrating the trust major operators place in our expertise.



Multilingual support specialists

Our global team of multilingual engineers ensures clear, effective communication—wherever your operations are based.



Network elements & OMS supported

From network hardware to operational management systems, we cover a wide range of critical infrastructure.



Tailored packages

Our support plans are built around your specific technical and operational needs, with flexibility to scale as you grow.



Low clear-down times

We pride ourselves on swift issue resolution, helping you minimise downtime and maintain high service availability.



Accurate reporting platform

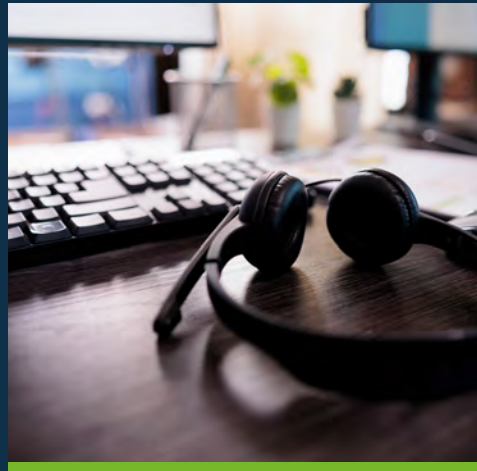
Gain full visibility into performance and support activity through our intuitive, real-time reporting tools.



Most major OEM products supported

We support equipment from the world's leading OEMs, reducing your dependency on costly vendor contracts.

Our network support offerings...



Level 3 Network Support

Advanced network support when it matters most

With 8x5 coverage and on-call availability after hours, our engineers handle complex issues, network planning, deployments, health checks, major upgrades, and more. We support both network elements and management systems, helping you maintain performance and reliability without OEM-level costs.



Level 2 Network Support

Reliable Mid-Level Network Support

Carritech's Level 2 Support provides 8x5 coverage with after-hours on-call support for issues beyond Level 1. Our team manages configuration and change processes, implements new equipment and services, and handles incident resolution. We also manage software releases, upgrades, and patches—ensuring smooth network operations and service continuity.



Field Support

On-Site Support, Wherever You Need It

Carritech's Field Support service delivers expert on-site assistance through our trusted network of local partners. When remote support isn't enough, we can quickly deploy technicians in your region or hire locally to ensure fast response and resolution—keeping your network running smoothly with minimal disruption.

Total visibility with our purpose-built reporting platform



Real-time updates

Stay informed with real-time updates on the status of your support tickets.



Comprehensive ticket management

Create, track, and manage all your support tickets in one place.



Easy access to your project data

Access the Support Portal from anywhere, at any time.



Transparent communication

Communicate directly with our support team through the portal.

Extensive multi-OEM support, all in one place



Our engineers are trained across a wide range of OEM platforms, from legacy systems to the latest technologies—ensuring expert support no matter your network setup.

How can you maintain your network at a fraction of the cost of the OEM?

Our Level 3 Remote Technical Support offers highly specialised knowledge at a fraction of the cost of traditional OEM support, helping you save on maintenance while retaining expert-level assistance.

1

Extend the life of your telecommunications equipment whilst saving money.

2

Rapid response to your network issues ensures reduced downtime.

3

Choose a flexible support plan that is designed to meet the needs of your specific requirements.



Getting started is simple

Start your journey with Carritech by reaching out to our expert team.

We'll assess your current network setup, understand your support requirements, and tailor a service package that fits your needs. Whether you're looking for L3 coverage, on-site support, or a custom reporting solution, we'll guide you every step of the way.

Contact us today to arrange a consultation and see how we can reduce your operational costs while improving performance.



Customer story

Long-term remote technical support for a legacy Nokia transmission network

A major telecommunications operator managing a vast Nokia transmission network partnered with Carritech to provide long-term Level 3 Remote Technical Support. The client's infrastructure includes a Network Management System comprised of 32 servers (16 of which are replicated) and five core management applications. The network spans over 27,000 nodes and incorporates a range of technologies including SDH, DWDM, Ethernet over SDH, MPLS, and ATM. For more than five years, Carritech has supported the network remotely through a local partner, handling over 100 support tickets annually across both Network Elements and OMS servers.

Carritech's expertise covers a wide range of Nokia equipment, including models such as the 16XX series, 1830, 7270, 7670, 1350, 1540, 1350-OMS, and 5620 SAM. This broad capability has allowed

the client to maintain network continuity without needing to expand internal technical resources. With service delivered under strict SLAs and KPI targets, the client benefits from reliable performance and responsive support. Now in its fourth consecutive year of support on a year-by-year contract basis, the relationship demonstrates Carritech's ability to deliver consistent value and build long-term trust.

In addition to operational reliability, the remote support model has enabled significant reductions in operational expenditure. The client continues to operate their legacy network with confidence while gradually scaling it down in a carefully managed transition. Carritech's support ensures that this process is executed smoothly, allowing the client to balance cost savings with continued network performance and stability.



We are driven by excellence

At Carritech, our global team ensures seamless support wherever our clients are. With multilingual staff across different regions, we provide clear communication and expert assistance in multiple time zones. Committed to excellence, our team offers fast, reliable service, making us more than just a supplier—we're a trusted partner in your success.

At Carritech, our management and staff are driven by our professional, ethical and sustainable business practices and are proud to have our efforts recognised by some of the industry's leading accreditation bodies.

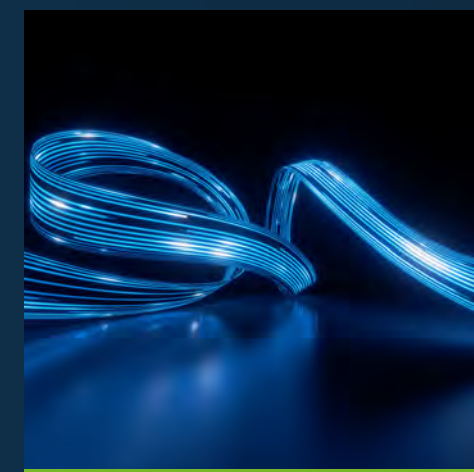
We are fully ISO 9001:2015 & ISO 14001:2015 accredited.

At Carritech are proud to have our quality management systems and environmental practices certified by Alcumus ISOQAR Limited as being ISO 9001:2015 and 14001:2015 compliant.

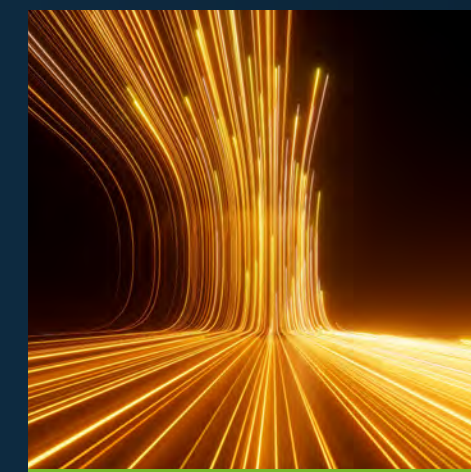
These accreditations evidence the continual efforts of our staff and management teams, who are determined to provide the very best service to every customer, through organised, methodical and ethical processes that are environmentally sustainable.

And that's not all...

Carritech provides all of your essential network support services in one place.



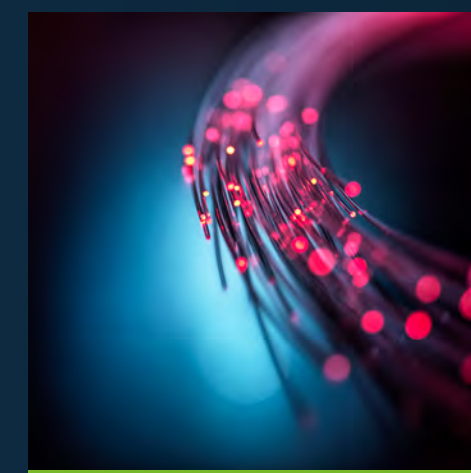
Part Supply



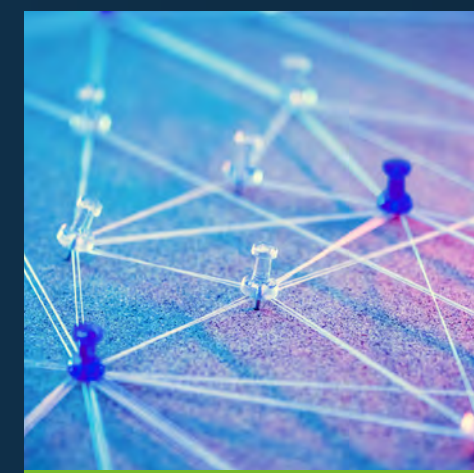
Repair & Refurbishment



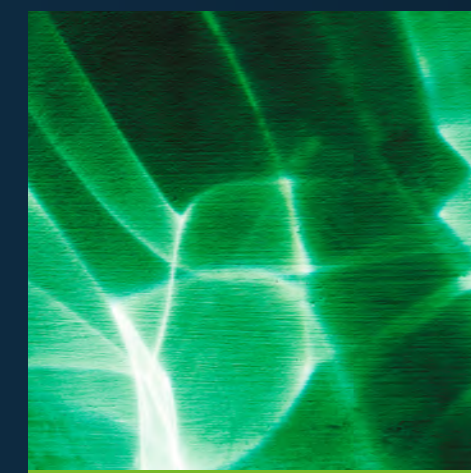
Deinstallation



Network Support Services



Asset Management



Recycling



Get in touch
with us today.

carrittech.com/contact/



Supporting your network to
sustain our future.

