

A globally recognised IT Managed Service Provider.



— AT A GLANCE

One stop shop for all your IT problems.

190+

COUNTRIES

Global field-services coverage

10K+

FIELD ENGINEERS

Highly qualified, round-the-clock

700+

CUSTOMERS SERVED

Across diverse industries

50K+

CASES CLOSED

Worldwide, since 2016

HQ

POLAND

REGIONAL OFFICES

USA • UK • UAE • INDIA • PAKISTAN

FOUNDED

2016

— WHO WE ARE

A reliable partner for your service requests. 24/7.

We give global enterprises a single accountable partner for on-site field engineering, 24/7 managed services, and end-to-end infrastructure support — wherever their offices, data centers, and users are located..



End-to-End IT

Networks, systems, storage, security, data centres, managed services, end-user support — under one roof.



24/7 L1/L2/L3

NOC and SOC services with multilingual analysts, follow-the-sun coverage and ITIL-aligned processes.



Hybrid delivery

Dispatch, FTE and project-based support — scaled and blended for the engagement you actually need.

— GLOBAL FIELD SUPPORT COVERAGE

190+

COUNTRIES DELIVERED

Hybrid delivery — dispatch, FTE and project-based support — backed by vetted, in-region engineers and full local compliance in every market.

REGION	CORE COUNTRIES	SERVICES
North America	USA, Canada	Network · Rollouts · Retail
Europe	UK, Germany, NL, France, Ireland	End-user · Retail · Network
Middle East	UAE, Saudi Arabia	End-user · Retail · Site survey
Asia	India, Philippines	End-user · Network · Dispatch
Africa	South Africa, Nigeria	End-user · Network · Retail
LATAM	Brazil, Mexico, Argentina	End-user · Retail · Network
Oceania	Australia, NZ	End-user · Retail · Smart workspace

— GLOBAL ONSITE EXECUTION · JAN 2024 - DEC 2025

Operational at scale. Measured every day.

20,940

TOTAL TICKETS

Closed in last 24 months

4,348

CITIES COVERED

Worldwide footprint

97.2%

COMPLETION RATE

Across all engagements

2.4 hr

AVG RESOLUTION

Time-to-close on field tickets

TOP COUNTRY

USA

9,611 tickets

#2

UK

1,568 tickets

#3

Germany

812 tickets

#4

France

356 tickets

#5

Australia

336 tickets

— FOUR SERVICE FAMILIES

Everything you need from one provider.

IT MANAGED

Infrastructure Monitoring & Management
Cybersecurity & Enterprise Protection

IT PROFESSIONAL

Wireless Surveys & Solutions
IT Staff Augmentation
IT Helpdesk Services
Strategic IT Consulting

FIELD ENGINEERING ★

Break Fix Services
IT Rollout Services
Remote Hands Services
IMAC Services
IT Asset Disposition (ITAD)
End User Computing
Data Center Relocation & Migration
Wireless Site Surveys

3RD-PARTY HW MAINT.

Comprehensive Hardware Maintenance
Multi-OEM Support
End-of-Life (EOL) & End-of-Support (EOS)
Global Coverage

★ Field Engineering is our flagship — the largest service family by volume.

— TRUSTED BY GLOBAL BRANDS

25 enterprise clients. Every industry.

Bridgestone	BOEING	Mastercard	Accenture	Levi's	Nike
BT	Telefónica	Unilever	SC Johnson	Tesco	Ralph Lauren
GE Healthcare	Lilly	CISCO	Visa	Wipro	DoDEA

Top sectors served: Technology, Automotive, Retail, Corporate / FMCG, Telecommunication, Aviation.

— CASE STUDY 01 · CONSUMER GOODS

Unilever

Enabling reliable networks across global operations.

In early 2023, Unilever launched global network modernisation and IP Global was engaged as a trusted partner — switch replacement, troubleshooting, and Ekahau wireless validation at the London HQ.

OUTCOME

A more resilient, scalable, and modern-ready network — delivered with precision and consistency at global scale.

251

DEPLOYMENT VISITS

2023+

SERVICES DELIVERED

Switch replacement

Troubleshooting

Ekahau validation

Wireless surveys

— CASE STUDY 02 · RETAIL · AUTOMOTIVE

Bridgestone

Modernising 1,500+ stores with nationwide network upgrades.

OUTCOME

Reliable, secure wireless coverage in 1,500+ stores — operational uptime and improved customer experience.

1,500+

STORES UPGRADED

5+ yrs

2022 - PRESENT

SERVICES DELIVERED

Site surveys

Cabling

AP installation

Rollout

SLA dispatch

— CASE STUDY 03 · FINANCIAL SERVICES

Visa

Driving uptime & compliance across three continents.

Since 2019, IP Global delivered field engineering and dispatch services across Europe, USA and APAC for Visa's mission-critical infrastructure — with **BGV-compliant engineers** and certified ITAD partners ensuring NIST/ISO/GDPR standards on end-of-life hardware.

OUTCOME

Standardised, compliant field operations across Visa's worldwide data centres and offices — multi-year continuous engagement.

2019+

6+ YEAR PARTNERSHIP

3

CONTINENTS

SERVICES DELIVERED

Field dispatch

BGV-compliant

Multi-region rollout

ITAD

NIST · ISO · GDPR

— SELECTED ENGAGEMENTS

Six more proof points.

AEROSPACE · USA

Boeing

Compliance-ready engineering team installing wireless APs nationwide with full validation surveys under strict aerospace/defense security standards.

RETAIL ANALYTICS · GLOBAL

Nike · Reebok · Lacoste

Hardware install, remote configurations, analytics & continuous break fix support — turning foot traffic into sales for an in-store analytics platform.

INSURANCE TECH · UK

Xceedance

Weekly Hands & Feet support at London office since Sept 2024 — proactive maintenance, system checks, reduced downtime.

HEALTHCARE · GLOBAL

GE Healthcare

ML Stream program — switch replacement, troubleshooting, Ekahau validation across USA, Mexico, Brazil, UK.

AUDIT / CONSULTING · UK

RSM

Solved 250+ user-per-floor Wi-Fi choke. Targeted Ekahau survey, redesign, cabling & AP installation with minimal downtime.

PHARMACEUTICAL · USA

Lilly- Top Global Pharma

500,000 sq. ft. Ekahau validation survey at Indianapolis manufacturing facility — completed in just 12 days.

— INDUSTRY DISTRIBUTION · TOP 6 SECTORS

Built for regulated, high-stakes industries.

01

Technology

Mastercard, BT, Visa, CISCO, Wipro, Evolution.
Mission-critical NOC, dispatch, end-user.

02

Retail

Nike, Levi's, Ralph Lauren, Tesco, Parkland. Multi-site rollout, AP install, in-store dispatch.

03

Automotive

Bridgestone, Firestone. Nationwide network upgrades, AP installs, SLA-based dispatch.

04

Corporate / FMCG

Accenture, SC Johnson, Unilever. End-user support, deployment, infra modernisation.

05

Telecom

BT VISA, Telefónica. Dispatch, IMAC, multi-region engineer pools.

06

Aviation

Boeing. Compliance-ready secure wireless deployments under strict standards.

— COMPLIANCE & TECHNOLOGY PARTNERS

COMPLIANCE FRAMEWORKS



GDPR-compliant

NIST-aligned

ISN Certified

BGV-compliant engineers

ITIL-aligned processes

TECHNOLOGY & OEM PARTNERS



Multi-OEM hardware maintenance and certified engineer pools across the major networking, security, and wireless ecosystems.

— WHY IP GLOBAL

Four reasons clients stay with us.

01

Global reach

190+ countries. One partner. Local compliance and vetted engineers in every market .

02

Speed by design

2.4-hour average resolution. Defined KPIs, SVR reporting on every ticket, NOC/SOC visibility back-end

03

One dispatch tower

One internal team owns it end-to-end: operations intakes, field engineers deliver on-site, in-house IT supports execution.

04

SLA Driven Delivery

Tiered on-site SLAs — 4 hours, 8 hours, or next business day — matched to how critical each site or asset is. Performance is measured per ticket and reported back, not assumed.

AVG RESOLUTION

2.4 hr

COMPLETION RATE

97%

SLA STANDARD

4h / 8h / NBD

— NEXT STEP

Run a pilot. One ticket. One country.

Pick your hardest market. We'll quote it, dispatch it, and close it under your SLA — with the same precision we deliver to Visa, Boeing, Unilever and 700 others.

[Thank You!](#)

WEB

www.ipglobal247.com

HQ

Poland · USA · UK · UAE · IN · PK

FOUNDED

2016 · Inter-Prompt Global