



SOLUTION BROCHURE

Simplicity. Visibility. Control.

expereoOne

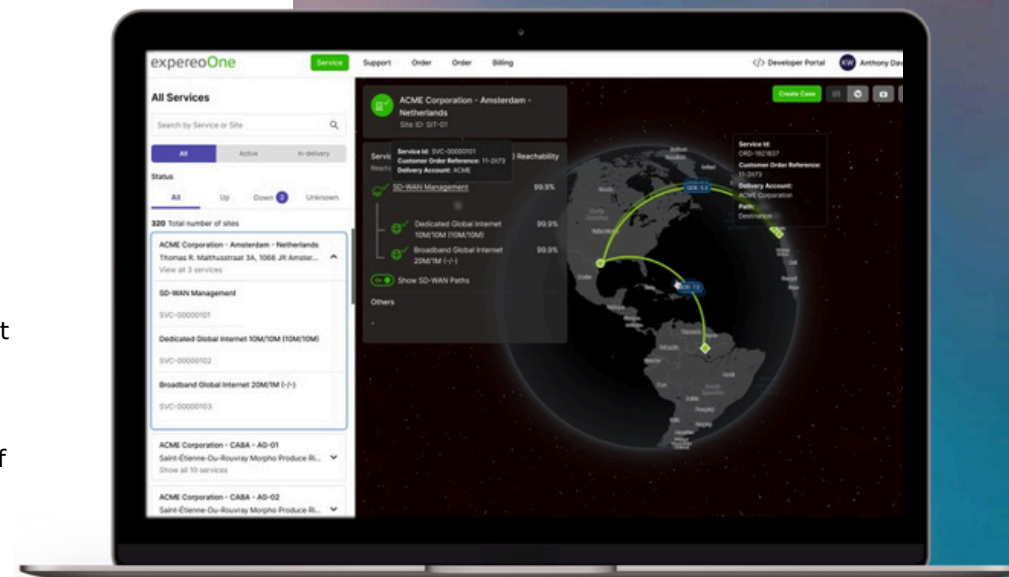
*One platform, one view of your entire
network estate.*

expereo
faster to the future

expereoOne provides simplicity, visibility, and control

expereoOne enables enterprises to manage global connectivity with less friction, faster response times, and better decisions across every team involved with:

- **Network visibility & performance**
expereoOne provides real-time visibility across your global network in one place. It simplifies the complexity of managing multiple services, sites, and providers. With proactive 24/7 monitoring, potential issues are identified early, reducing downtime and enabling faster, more confident decisions.
- **Digital ordering & service lifecycle**
Order, track, activate, and deactivate services through a single platform. Share go-live statuses easily with stakeholders, reduce delays and escalation, and ensure services are retired cleanly so you never pay for what you do not use. No more navigating multiple vendors, portals, or processes.
- **Digital case management**
Resolve incidents faster with streamlined case handling and clear visibility of tickets and service status. IT teams spend less time firefighting and more time delivering value, with lower stress and greater operational control.
- **Billing & financial governance**
View all services and costs in one global invoice. Simplify internal chargebacks, improve cost transparency, and reduce governance effort. With clear, consolidated insights, finance and procurement teams gain control without complexity.
- **Integration & intelligence**
Integrate expereoOne with your existing tools through easy API connectivity. Turn granular network data into actionable insight, enabling proactive management and smarter business responses.



expereoOne, our intuitive customer experience layer

It's hard to manage what you can't see. expereoOne allows you to view your entire estate in one place. See your network health, overlay and underlay, down to site level in real time. Understand the delivery of your services, get support, view bills and invoices and control your connectivity across the world and site-by-site. One place to receive service status, performance statistics and historical data.

Every **3 minutes** our AI scans your network, detecting any issues and automatically generating tickets to commence resolution.



// expereoOne gives us full visibility of our underlay network and out-performs all other portals we use"

IT Director, Global Technology Manufacturer

// expereoOne is a gem and makes my life easier for service queries. Thank you."

Global Client Executive, Global Telecommunications company

expereoOne for everyone

Network operations



One place to view the entire global network, every service down to site level, in real time. Manage 100s of services and suppliers in a single place.

Network infrastructure & IT teams



View orders, their status and update stakeholders easily. De-activate services, raise and manage cases and keep everyone informed. Save time and resources by keeping on top of services and incident cases.

Finance and procurement teams



One place for billing and invoices. Receive only one connectivity bill instead of 100s.



expereoOne

Service **Support** Order Billing

← Back

ACME Corporation - London - UK01

1 Kingdom Street, London, United Kingdom

Service Impacted

Dedicated Internet Access
10M/10M (10M/10M) & 24x7 Proactive Support

Service ID: SVC-1234567890
Type: Incident
Priority: Priority P2
Case Origin: Call

Start of Incident

Date: 07 Aug 2025 Time: 10:15
Case Created on: 1 Sep 2025, 09:12
Last Updated on: 4 Sep 2025, 16:12

Case ID: CSE:1208320022
Case Subject: Service Down
Case Reference: 1234567890

Pending Your Reply
Your response is needed to proceed with this case.

Communication Timeline

- ACME Corporation**
Call
5 Sep, 01:01
- Luca Moretti**
Email
4 Sep, 14:54
- Luca Moretti**
expereoOne
4 Sep, 13:54
- Tobi Expereo Support Team**
expereoOne *dataAttachment*
3 Sep, 01:12
- Expereo Support Team**
Call
3 Sep, 01:12
- ACME Corporation**
Call
3 Sep, 12:54

Luca Moretti
Sent via expereoOne
Tue, 4 Sep, 2025 13:54

Websites take a long time to load, and video calls frequently freeze or disconnect. The connection drops multiple times throughout the day and reconnects on its own, causing disruptions in online activities.

Case Initiator
LM Luca Moretti

Watchers
Add Watcher

- alex.smith@acme
- jordan.matthew
- lee.bobby@acme
- joey.smith@acme
- julia.mendez@acme
- alex.smith@acme
- jessica.jones@acme

+ More

Need help with your case?
View help on case stages, updates, and how to manage your case effectively. [Visit Help Center](#)

Pro tip: Ctrl/Cmd + return to send message.

Type a message...

Why enterprises choose Expereo

-  **Proven at a global scale**
Over 20 years of experience delivering managed connectivity. Trusted by 60% of the Fortune 500.
-  **Always-on global support**
Five global Customer Support Centers. On call across 190+ countries. Support delivered in 40+ languages by fluent experts.
-  **One partner, any connectivity**
A full portfolio spanning Global Internet, Enhanced Internet, Fixed Wireless Access, Low Earth Orbit satellite, and fully managed SD-WAN and SASE.
-  **Local expertise with global reach**
More than 2,000 ISP partnerships worldwide, combined with regional teams who understand the local language, culture, and regulatory realities.
-  **Designed, delivered, and run for you**
Collaborative experts who design the right solution, simplify complexity, and manage the full lifecycle end-to-end.
-  **On the ground where it matters**
Local partners operate as an extension of your team, delivering seamless performance at every site.
-  **Built for speed**
Fast quoting, streamlined ordering, and responsive support in your timezone and language.

expereoOne. Total visibility. Real control.

- > Bring your entire network into view**
A single platform to manage every moving part of your global connectivity estate.
- > One pane of glass, end-to-end**
Complete visibility and control across overlay and underlay, down to individual sites and services.
- > From insight to action**
Monitor network and service health in real time. Track performance trends. Plan network strategy with confidence.
- > Financial clarity at a global scale**
Full visibility into global costs, billing, and services for every site, across every region.





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Visit our website for more information about
expereoOne.

www.expereo.com