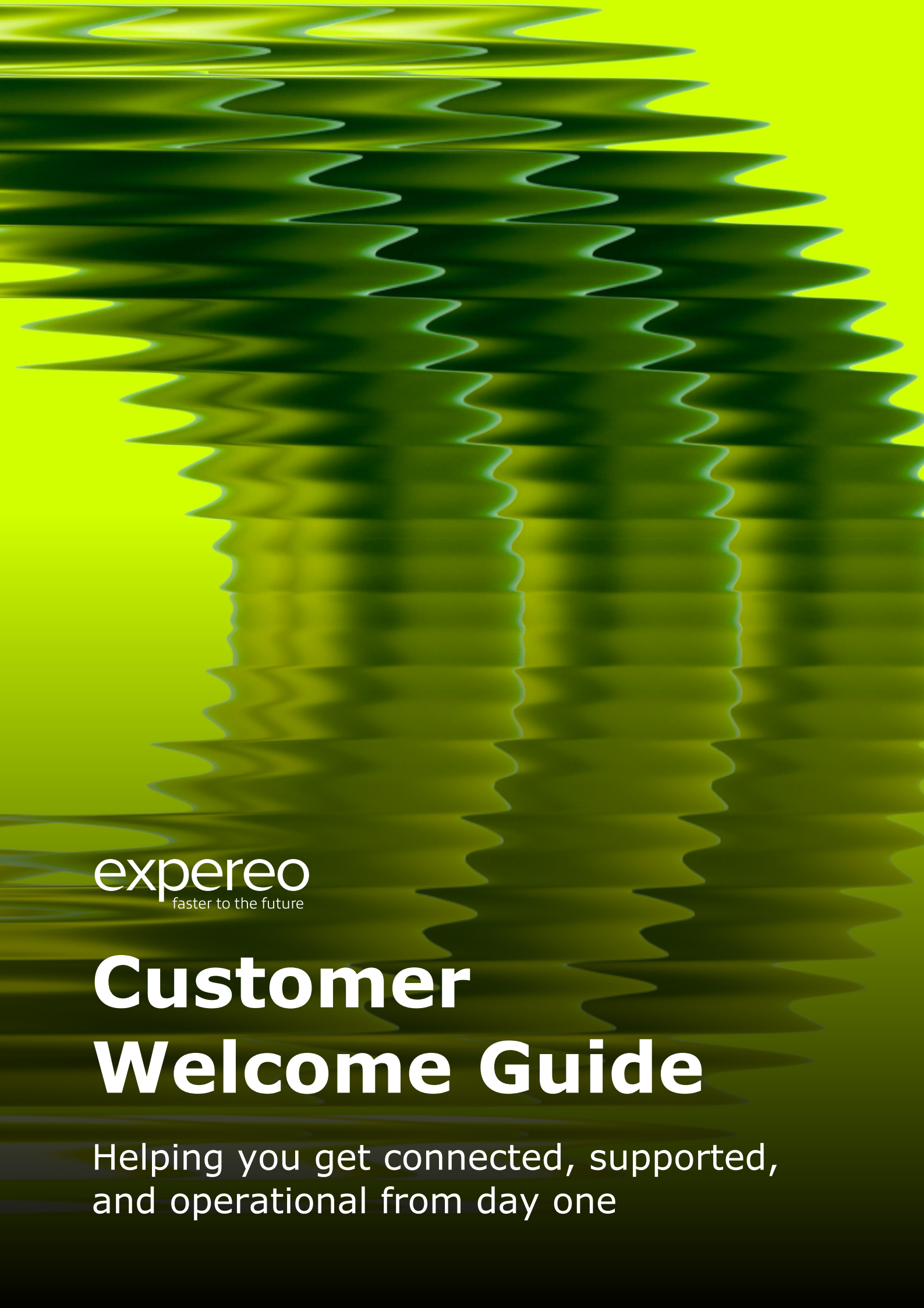




expereo
faster to the future

Customer Welcome Guide

Helping you get connected, supported,
and operational from day one

A WARM WELCOME TO EXPEREO

You are joining us at a time when the demands on your network are moving faster than ever.

But at Expereo, we believe connectivity should never hold you back. It should give you the confidence to move at pace, to expand into new markets, and to adopt new technologies without hesitation. We exist to remove complexity, bring clarity, and give you complete control over your global network.

From day one, our focus is simple. Provide you with reliable, high-performance connectivity wherever you operate. We give you visibility across your entire estate. And we support you with the expertise and responsiveness you need to keep moving forward.

This welcome pack is designed to help you get started quickly and confidently. It outlines what you can expect from us, how we work, and how we will support you at every stage of your journey.

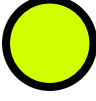
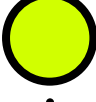
We are so proud to be your partner in this journey.

Ben Elms
Chief Executive Officer
Expereo

The Expereo Management Team

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INTRODUCTION

RELAX, YOU'RE IN SAFE HANDS

Running a global network is not simple.
Performance demands keep rising.
Your infrastructure spreads across regions.
Yet expectations never slow down.

That is why Expereo's processes are designed to remove complexity, support performance, and take the pressure off.

Some of the world's largest organizations trust us to support their complex global networks. From major financial hubs to remote industrial sites, we deliver connectivity in more than 190 countries, helping businesses stay connected wherever they operate.

What matters most to us is the partnership. Your network is critical infrastructure for your business, and we treat it that way. Our teams work alongside you to deliver reliable connectivity, clear visibility, and responsive support from day one.

82% of our customers agree or strongly agree that Expereo genuinely cares about their success.

As you begin working with us, this guide will help you:

- Understand what to expect from your partnership with Expereo
- How to access the support you need, when you need it
- How to get the most from expereoOne, your platform for managing services and gaining visibility across your network.

Welcome to Expereo. We're here to help your network move at the speed your business demands.

"What I truly appreciate is how we operate as one team. It doesn't feel like a traditional customer-vendor relationship, and that's amazing. The spirit of partnership is a key strength."

Global Logistics Provider



Did you know?

Every 3 minutes

our AI scans your network, detecting any issues and automatically generating tickets.

Every second

our proprietary telemetry platform performs more than 300 internet health checks.

Every 24 hours

Thats over 25 million checks every day.

READ OUR CUSTOMER STORYBOOK

These stories highlight the trust we build, the solutions we deliver, and the real impact of working together to achieve lasting success.



"Stay customer focussed – we value working with people who are attentive, understand urgency and the needs of the customer."

Global Pharmaceutical

MILESTONE



Users Love Us



expereoOne

VISIBILITY AND CONTROL IN YOUR HANDS

It's hard to manage what you can't see.

expereoOne is Expereo's intelligent connectivity platform, designed to give you a clear, unified view of your entire global network. Through a single interface, you can monitor the health and performance of both your overlay and underlay services, with visibility down to the individual site level.

Whether you operate a handful of locations or hundreds across multiple continents, expereoOne brings every part of your connectivity estate into one place.

With expereoOne you can:

- **Monitor network performance in real time**
View service health across your overlay and underlay connectivity, with visibility down to individual sites.
- **Access a complete inventory of your services**
See every location, circuit, and service in your connectivity estate through a single platform.
- **Track service delivery and deployments**
Follow the progress of new installations and network rollouts from order to activation.
- **Raise and manage support cases**
Submit incidents, track progress, and communicate with support teams directly within the platform.
- **Analyze performance trends over time**
Access historical performance data to identify patterns, troubleshoot issues, and support network planning.
- **Maintain financial visibility across your network**
View invoices, track billing across regions and services, and download financial records when needed.
- **Manage connectivity at a global scale**
Gain a single, consistent view of your network across every region, provider, and site.

One platform. Complete visibility. Confident control of your global connectivity.



Customer Task: Ensure you have your users set up

Adding a new user

1. Hover over your name at the top right of the screen and select User Management
2. Choose 'My Organization' or 'Delivery Account'
3. Click on the 'Add New User' button
4. Fill in all 'Personal Information'
5. Fill in 'Role and Permissions'
 - a. Assign Role
 - b. Assign/Restrict permissions (see permissions matrix below)
6. Submit the form.

The user will then receive an activation e-mail and will have 7 days to activate the account.



G2 Review

**"Professional Managed ISP Service
on a single, easy-to-use platform."**

Divisional Head of Infrastructure

expereoOne Permissions and Access Matrix		
Permissions	Tabs / Pages / Features	Actions Allowed
Sites & Services (View) Default Permission for All Users	Services → Network Health Services → Service Management	☒ View
Deactivations (Request)	Services → Service Management	☒ Request Service Deactivation
Deactivations (Approve)	Services → Service Management	☒ Approve Service Deactivation
Support (View)	Support → Cases Support → Maintenances	☒ View
Support (Edit)	Support → Cases	☒ Create, Communicate, Manage Watchers
Support (Edit)	Support → Maintenances	☒ Communicate
Orders (View)	Orders → Service Delivery	☒ View
Orders (Approve)	Orders → Digital Ordering	☒ Approve Orders
Billing (View)	Billing	☒ Download Invoices
User Management	Settings → User Management	☒ Manage Users
Developer Portal (API)	Developer Portal	☒ Create API Keys & Token

expereoOne, one pane of glass across your service journey

A single platform to give enterprises complete visibility and control of their networks.

01 Digital order placement

[LEARN MORE](#)

- Order connectivity with speed and confidence
- Scalable digital ordering
- Intelligent service recommendations
- Guided order configuration
- Faster service deployment
- Simplified procurement

02 Track your deliveries

[LEARN MORE](#)

- Full visibility into service rollout
- Real-time delivery tracking
- Order and service milestone updates
- Actionable deployment insights
- Clear visibility into rollout progress
- Informed decision-making for network expansion

03 Monitor your performance

[LEARN MORE](#)

- Control your connectivity estate
- View connectivity network health
- Site-level service visibility
- Overlay and underlay monitoring
- Rapid issue identification
- Proactive network management

04 Digital case management

[LEARN MORE](#)

- Fast access to expert support
- Submit support cases instantly
- Transparent case tracking
- Faster resolution times
- Direct communication with support teams
- End-to-end incident visibility

05 Manage deactivations

[LEARN MORE](#)

- Simplified service changes
- Request service deactivations
- Efficient service lifecycle management
- Streamlined removal process
- Reduced operational friction

expereoOne supports your complete service journey.

API INTEGRATION

INTEGRATING YOUR SYSTEMS WITH expereoOne

Automate your network operations with expereoOne API v2

Integrate incidents, service inventory and billing directly into your operational workflows.

Expereo's latest API is designed to make integrations faster, cleaner and ready for scale. Built on a modern REST-based architecture, the API enables enterprise systems to connect directly with expereoOne and embed connectivity operations into existing workflows.

API v2 provides access to key operational domains including incident management, service inventory and billing data. This allows organizations to integrate expereoOne with platforms such as ServiceNow, BMC Remedy, Salesforce Service Cloud, or with internal automation, analytics and finance systems.



G2 Review

"Approachable Support and an Intuitive, Always-On expereoOne Portal."

Project Manager



RESOURCES



expereoOne Knowledge Base



API V2 Onboarding Guide



INTERESTING ARTICLES



Turning network data into network ROI



Can end-to-end network visibility reduce business risk?



Automate your network operations with expereoOne API

SERVICE DELIVERY

DELIVERING YOUR SERVICES

Bringing new connectivity online is an important milestone. The exact delivery timeline can vary depending on several factors, including the location of the site, local regulatory requirements, site access conditions, the type of service ordered, and supplier availability.

Throughout the process, our Service Delivery team manages every stage and keeps you informed as your service progresses.

The Service Delivery Process

- 

Order confirmation
Once we receive your order, your Service Delivery Manager performs the initial checks and confirms the order details to ensure the process starts smoothly.
- 

Site questionnaire
In some regions, we may require additional information about the site. A short questionnaire will be shared with the local contact to capture the details needed to prepare the installation.
- 

Order placement
We place the order with one of our trusted connectivity suppliers to begin the provisioning process.
- 

Site survey
Where required, a site survey will be conducted either remotely or on location to assess installation requirements. Survey reports are typically completed within 10–15 working days after the visit.
- 

Line installation
This stage may involve securing permits, gaining building approvals, and completing any external construction or internal cabling required to deliver the circuit.
- 

Equipment installation
Customer Premises Equipment (CPE) is installed at the site to support the new connection.
- 

Testing and configuration
The supplier provides handover details which allow our engineers to test the connection, configure network settings, and confirm everything is operating as expected.
- 

Ready for service
Once testing is complete, Expereo confirms that the service is live and provides the final handover documentation.

SERVICE DELIVERY

MOVES, ADDS & CHANGES

Change happens. Your network should keep up without slowing you down.

Our approach to Moves, Adds, and Changes mirrors how we deliver new services. Structured. Predictable. Built to keep things moving. You will always see confirmed lead times in your quote and order documentation, so there are no surprises.

Change Principles

We prioritize continuity. Where possible, we implement changes, whether that is an upgrade, downgrade, or site move, using your existing provider. This reduces disruption and keeps lead times short.

- If we can retain the same supplier:

 - No cancellation fees apply to the original service
 - Your existing contract term continues
- If a supplier change is required:

 - Early termination charges may apply to the original service
 - A new contract term will begin for the updated service

Timelines you can plan around

- Speed depends on the complexity of the change.
- No supplier or hardware change: typically completed within 2 weeks
 - Supplier and or access technology change: follows standard new installation timelines

Customer Task: Requesting a Change

Please request the change required through your Account Manager, who will then prepare the quotation for the change.

Please provide the following information with your request:

- The Service ID of the circuit that needs to change
- The Site ID for the specific site being changed
- Details of the change request itself eg. upgrade/downgrade of speed, change of technology (e.g., Broadband to Dedicated), change of IP range, change of location.



RESOURCES

-  Delivery escalation matrix
-  Track your deliveries



INTERESTING ARTICLES

-  What makes a network AI-ready?
-  This year's enterprise network trends

CUSTOMER SUPPORT

SUPPORTING YOUR SERVICES

When something changes or breaks, speed matters. So does clarity.

Our support model keeps your network performing through proactive monitoring, rapid incident response, and planned maintenance. Every interaction is structured, tracked, and visible end-to-end through expereoOne’s Digital Case Management.

You see progress in real time, with clear ownership and faster resolution, so your network stays aligned with the pace your business demands.

The support process:

-  **Case created**
A case is created, either automatically through proactive monitoring or when you raise an incident or request.
-  **Case assigned**
Each case is assigned an owner, a priority level, and a defined action plan within minutes.
-  **Diagnosis & resolution**
Our teams investigate the issue, engage suppliers where needed, and provide regular updates based on the agreed timeline. You always know what is happening and what comes next.
-  **Monitoring**
Once resolved, we enter a monitoring phase to confirm stability. Only when performance is fully restored is the case closed, with a root cause analysis provided where required. If the issue returns, a new case is opened and tracked.

Customer Task: Using Digital Case Management

With Digital Case Management, every case sits in one place, with a clear owner, real-time status, and a complete record of actions taken. No chasing updates. No conflicting information. Just a single, trusted view of what is happening across your network. You see issues earlier, track progress faster, and resolve incidents with greater confidence.

The result is simple. Faster resolution, stronger accountability, and a support experience that keeps pace with your business.

LEARN MORE ABOUT DIGITAL CASE MANAGEMENT

CUSTOMER SUPPORT

SERVICE MANAGEMENT

Your service experience is managed end to end, with clear accountability across every stage of delivery, support, and optimization.

Service Management works in close alignment with the Accounts team to ensure continuity, performance, and control. From day one, your transition into live operations is actively managed to ensure a smooth landing. Ongoing service ownership includes proactive oversight, business advocacy, and escalation management for high-priority incidents when it matters most. Continuous Service Improvement (CSI) is embedded into how your services are managed. Monthly reviews focus on eliminating recurring issues, learning from real performance data, and strengthening service quality over time.

Service performance is continuously reviewed and improved through structured service reviews, covering:

- Usage trends
- SLA performance
- Network performance and support insights
- Problem identification and resolution

Behind the scenes, specialist teams across Support and Service Assurance work together to resolve recurring issues at the root. Root cause analysis with preventative and corrective actions are driven as standard to prevent repeat incidents and stabilize performance. But you stay in control at all times. Through expereoOne, you have real-time visibility across your entire network estate, including services, incidents, utilization, availability, and change activity.

Regular reporting keeps you informed and ready to act, including:

- Network performance and utilization trends
- Application and user experience insights
- Identified bottlenecks and risks
- Incident and problem summaries
- SLA performance and remediation actions
- Clear recommendations to optimize and evolve your network

This is how your network keeps pace with demand. Continuously optimized. Always improving.

 **RESOURCES**

-  Support escalation process
-  Digital case management

 **INTERESTING ARTICLES**

-  Are bandwidth constraints holding back your AI initiatives?
-  How do you stay online when infrastructure fails?

NEW SERVICES

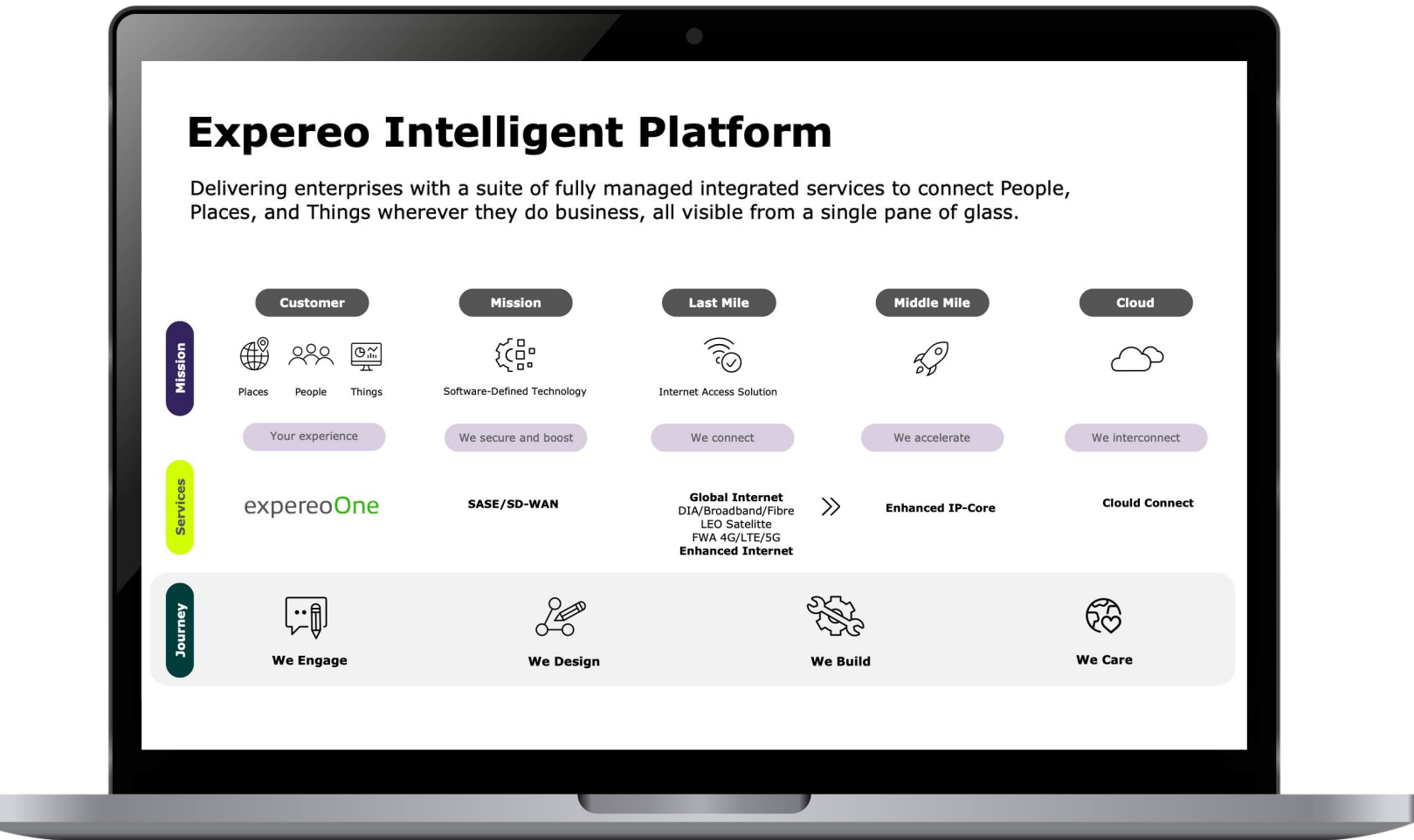
ENHANCING YOUR SERVICES

Your network should never stand still. As your business grows, your connectivity needs shift fast, across regions, applications, and users.

We make it simple to scale and adapt your services without adding complexity. Whether you need more bandwidth, greater resilience, new site connectivity, or support for cloud, AI, or edge environments, you can expand your network in line with demand.

The Expereo Portfolio

Expereo delivers a suite of fully-managed integrated services to connect People, Places, and Things wherever they do business, all visible from a single pane of glass.



NEW SERVICES

EXPANDING YOUR SERVICES

Global Internet

With Global Internet from Expereo, we design, build and manage a reliable Internet network across all of your global locations and teams. We work with you to identify the network and service options required with a service-agnostic approach, whether you need Broadband, Dedicated Internet or Fixed Wireless Access. With 20 years' experience working in the Internet and managing thousands of networks globally, we understand the Internet better than anyone, constantly innovating to enhance the options for businesses and increase the reliability of connectivity.

Middle East & APAC

Scale into the Middle East and Asia with a model built for control and consistency. We combine local expertise, in-region teams, and access to leading carriers to deliver connectivity that performs from day one.

MIDDLE EAST

APAC

Enhanced Internet

Enhanced Internet is built to deliver predictable performance across your global footprint. By intelligently selecting and routing traffic across the best-performing paths, it reduces latency, improves stability, and removes the guesswork from internet-based connectivity.

ENHANCED INTERNET WHITEPAPER

Low Earth Orbit satellite (LEO)

LEO delivers high-speed connectivity to sites where traditional infrastructure is delayed, unavailable, or unreliable. Ideal for rapid deployments, remote locations, or as a resilience layer, LEO keeps your business online with diverse and robust connectivity.

LEO BROCHURE

SASE and SD-WAN

With Secure Access Service Edge (SASE) and SD-WAN from Expereo, you can create a secure, high-performance foundation for your cloud environment. By combining cloud-native networking and security with globally managed connectivity, we ensure reliable access to applications and a consistent user experience across all locations. We work with leading, vendor-agnostic technologies to design solutions tailored to your specific needs.

NEW SERVICES

ORDERING NEW SERVICES

Scaling your network should never slow your business down. You can work directly with your Account Manager to design the right solution for your needs, or move faster through digital ordering in expereoOne. Both routes give you full visibility, clear timelines, and expert guidance at every step.

From initial request to delivery, every order is tracked, managed, and aligned to your network strategy, so you can activate services quickly and keep pace with demand without adding complexity.

Digital Ordering:

Digital Ordering is designed to scale your network with ease. It allows you to instantly view generated proposals for new connectivity services, compare service details and pricing, amend and select the right option, and place your order with confidence.

How to place an order in expereoOne

Ordering through expereoOne is built to be fast, clear, and fully in your control. Just follow these steps:

1. Review your proposal

Access your proposal to view all available services, configurations, and pricing. Select the services that match your requirements.

2. Confirm your order

Review your selections carefully to ensure everything is accurate. Once confirmed, submit your order to initiate delivery.

From here, you can track progress, timelines, and updates directly within expereoOne, giving you full visibility from request to activation.

Customer Task: Set your permissions for Digital Ordering

- 1. Go to User Management
Log into expereoOne and navigate to the User Management section.
- 2. Select the user
Choose the user who needs access to Digital Ordering.
- 3. Assign permission
Enable the "Order Approve" permission for that user.
- 4. Save changes
Confirm and save the update to activate access.

Once assigned, the user can review, approve, and place orders directly within expereoOne.

DIGITAL ORDERING

BILLING

MANAGING YOUR INVOICES

Your finances should always be clear. We make invoicing simple, transparent, and fully visible, so you always know what you are paying for and why.

Every invoice is structured for clarity, with detailed breakdowns that align to your services, sites, and agreements. If something does not look right, we address it quickly and in good faith. Disputes are handled transparently, with a focus on resolution, not delay.

Through expereoOne, you can see and control your billing in real time. Access every invoice, track costs across your global estate, and download detailed or summary views whenever you need them.

No guesswork. No hidden complexity. Just complete financial visibility, built to keep your business moving.

Customer Task: Learn how to view your billing details

Follow this easy 3-step guide

3-STEP GUIDE

Top Tip: Deactivating a service

We know that managing your services efficiently is key to keeping things running smoothly. If you ever need to deactivate a live service in expereoOne, we've made the process clear and straightforward.

Learn more about service deactivation in expereoOne here:

DEACTIVATING A SERVICE

CUSTOMER EXPERIENCE

WE'RE LISTENING TO YOUR
FEEDBACK

We're committed to delivering a great experience

Your experience

Customer-centric

We design the infrastructure we deliver, the local providers we use and the management of your global networks entirely on what your business needs. We consult with you to understand your sites, your choice of applications and your users, then recommend, deploy and manage the right mix of connectivity solutions to meet those needs.

Platform-delivered

Through our intelligence platform, expereoOne, we enable you to see, monitor and understand the health of all your network services, transactions and data in one place. You get a single pane of glass to help you continually assess your network performance, to help you manage costs and direct resources according to your business strategy.

Expert-enabled

Our people are true internet experts. As well our proprietary technology, you'll have access to a deep well of experience, partnerships and local network understanding, combining platform and human intelligence to give you a continually learning and improving network foundation.

G2 reviews

G2 is one of the world's leading software and managed services customer review platforms and is increasingly becoming important for the Network As A Service (NaaS) category.

LEAVE A REVIEW



READ OUR REVIEWS

★★★★★

G2 Review

Great Experience with a Dedicated Team and Better-Than-Competitors Pricing.

Programme Manager

★★★★★

G2 Review

Flexible, Supportive Partner with a Diverse Portfolio.

Customer Success Manager

★★★★★

G2 Review

Enterprise-Grade Support with a Personal Touch.

Associate Director, Network Operations

★★★★★

G2 Review

"Approachable Support and an Intuitive, Always-On expereoOne Portal."

Project Manager

★★★★★

G2 Review

"Professional Managed ISP Service on a single, easy-to-use platform."

Divisional Head of Infrastructure

Connect with us:



Get support:

Report and manage an issue through your expereoOne account

CREATE A TICKET



You can reach us by telephone on:

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Middle East +971 4 561 5050
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Or send an email:
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expereo
faster to the future