

# IP Global – Professional Services Capability

# AT Glance

---

Inter-Prompt Global (IP Global) HQs was founded in 2016 in Poland.

---

Our regional offices are located in USA, UK, UAE and Pakistan.

---

We have a global coverage in 190+ countries, with more than 10,000 highly qualified field engineers available round-the-clock.

---

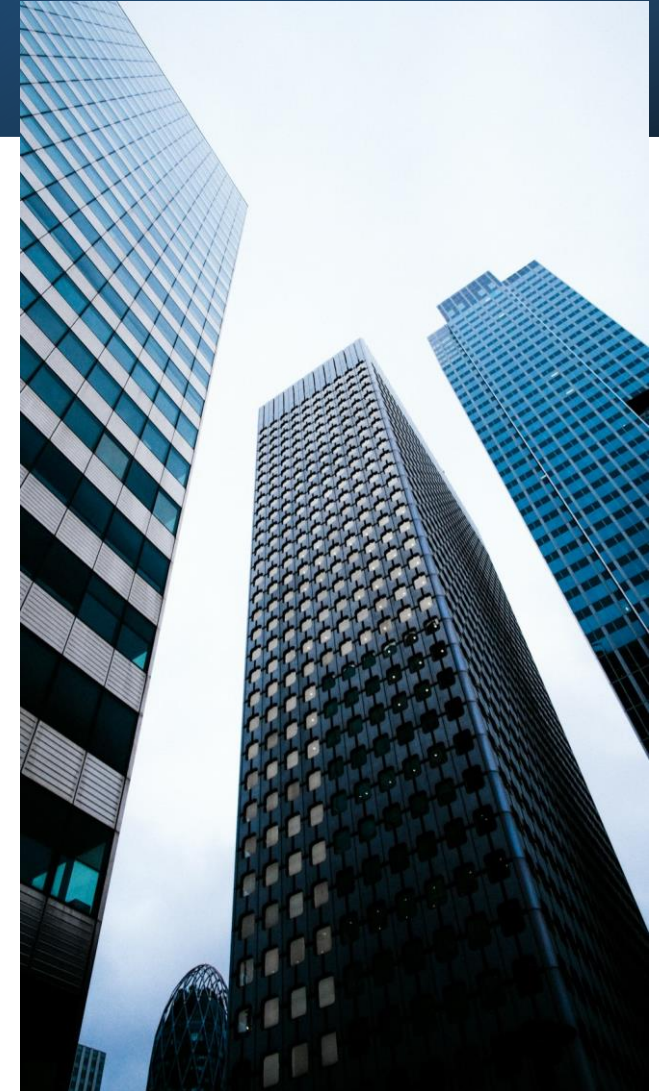
We have served over 700 customers and successfully closed more than 50,000 support cases across diverse industries worldwide.

---

We offer end-to-end IT services and solutions, covering networks, systems, storage, security, data centers, managed services, end-user support, 24/7 L1/L2/L3 support, NOC, and SOC services.

---

One stop shop for all your IT problems and a reliable partner in managing your service requests through 24/7 accessible team and experts.



# Global Field Support Coverage

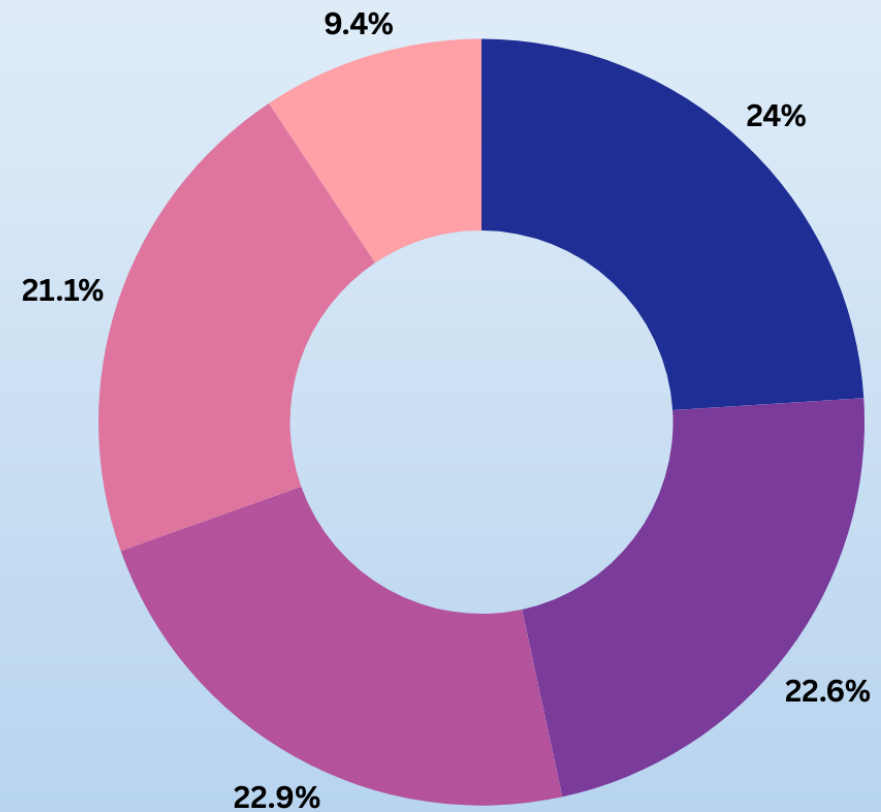
IP Global delivers Field Services across 190 countries, leveraging a hybrid delivery model that includes dispatch, FTE, and project-based support. While the data shared here reflects recent project visibility ( Jan 2024 to Dec 2025), IP Global capability and past performance span far beyond the current timeframe.

The table below highlights recent activity by region, showcasing the diversity and scale of field support:

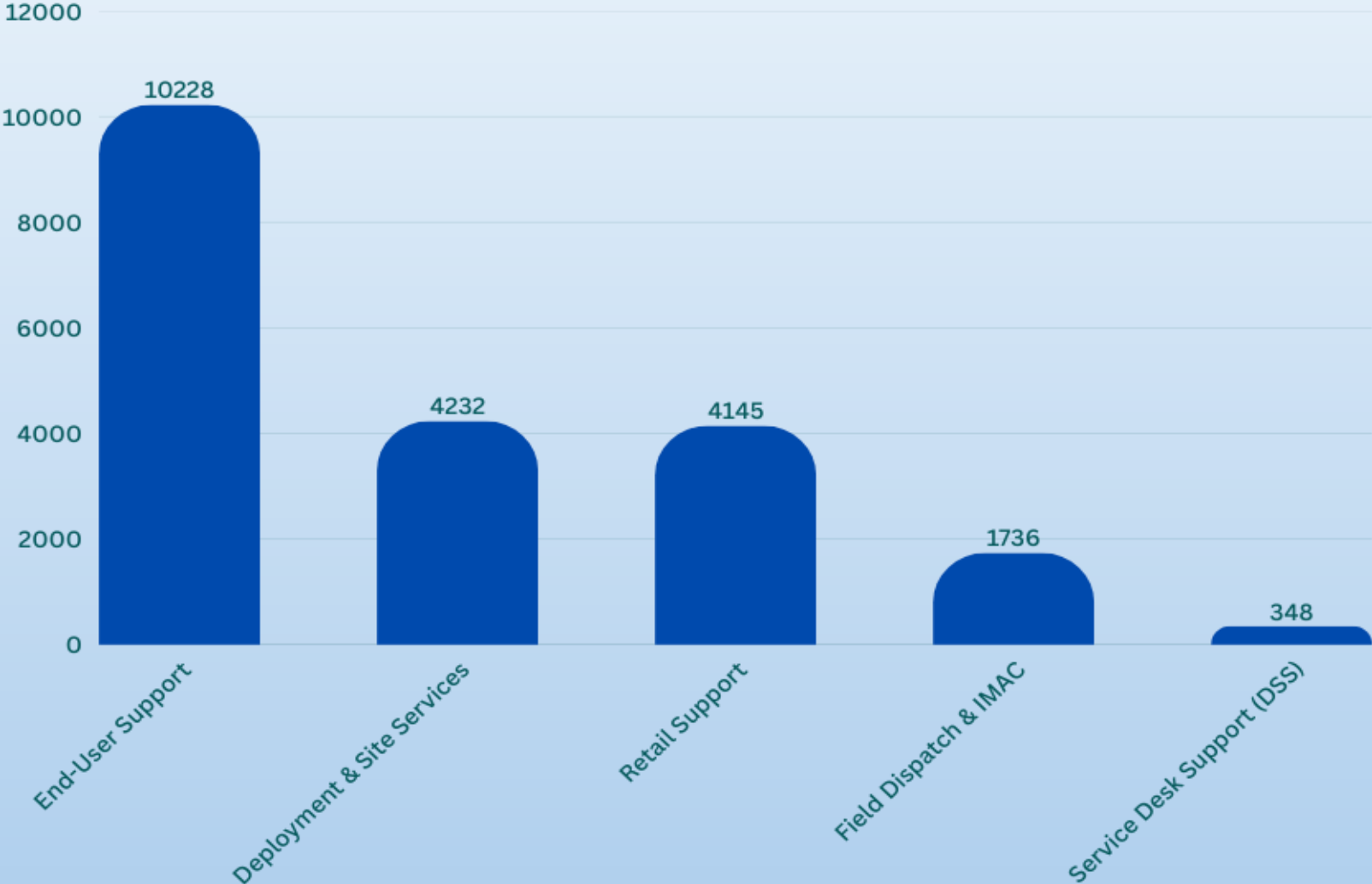
Region	Sample Countries	Common Service Types
North America	United States of America, Canada	Network Services, Deployment & Rollouts, Retail Support
Europe	United Kingdom, Germany, Netherlands, France, Ireland	End-User Support, Retail Support, Network Services
Middle East	United Arab Emirates, Saudi Arabia	End-User Support, Retail Support, Site Survey & Planning
Asia	India, Philippines	End-User Support, Network Services, Field Dispatch Support
Africa	South Africa, Nigeria	End-User Support, Network Services, Retail Support
LATAM	Brazil, Mexico, Argentina	End-User Support, Retail Support, Network Services
Oceania	Australia, New Zealand	End-User Support, Retail Support, Smart Workspace Field Support

IP Global has long-standing engagements in these and many other regions, ensuring scalability, SLA adherence, and local compliance through vetted field resources.

# Industry Wise Distribution- Top 6 Sectors



# Volume by Service Category : Top 5



# Global- Onsite Execution

Total Ticket



**20,940**

Last 2 Years

Total Cities Coverage



**4,348**

Last 2 Years

Countries Coverage



**190**

Last 2 Years

Completion %



**93%**

Last 2 Years



Top 5 Countries Contribution

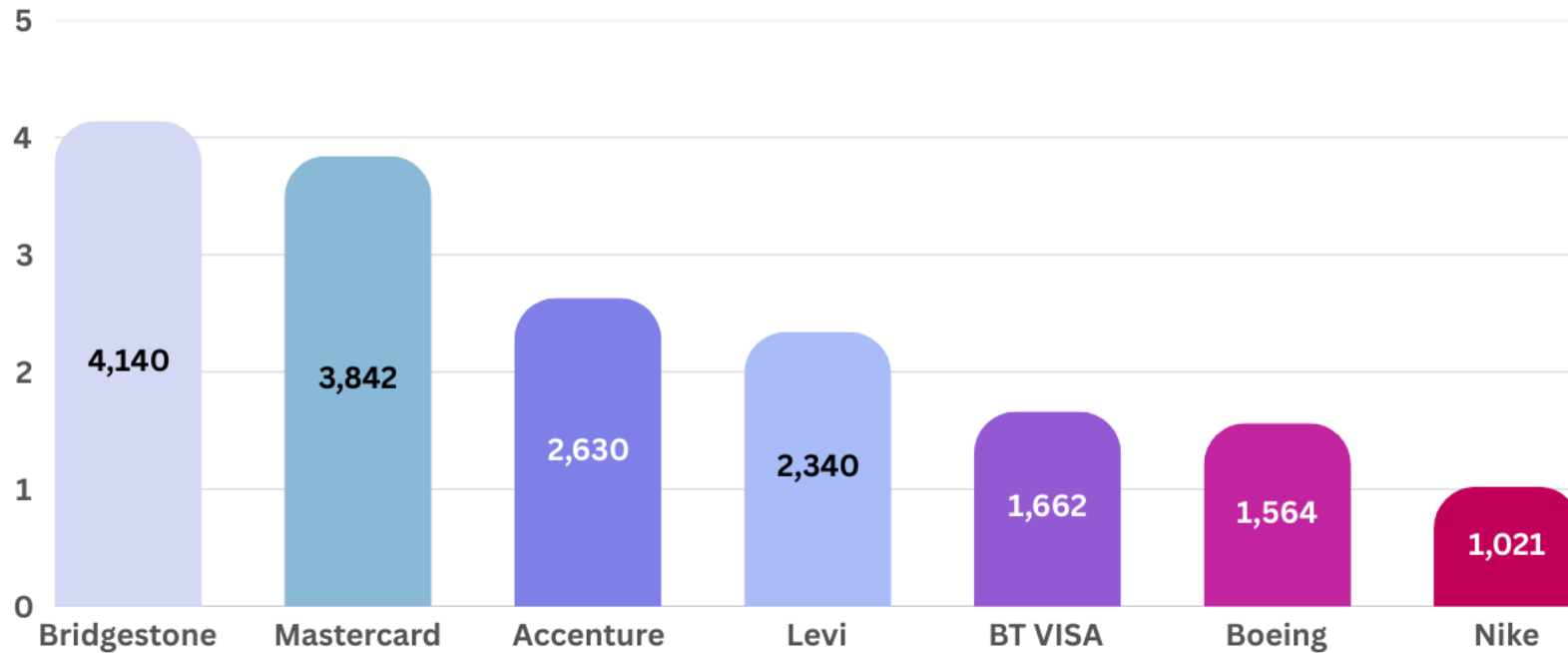


**60.09%**

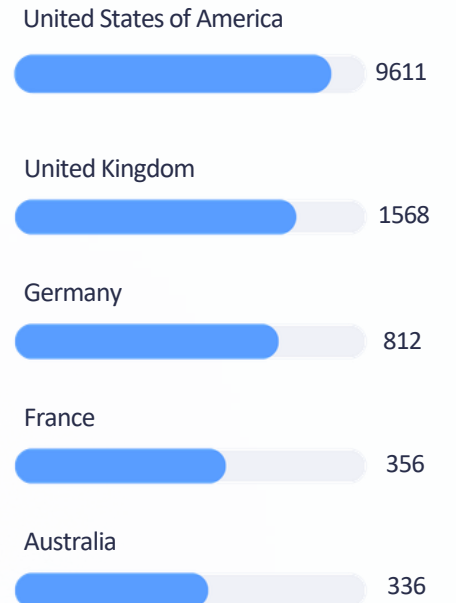
Contribution



Top Clients by Tickets



Top 5 Countries by Tickets





# Visual Representation of IP Global Reach

# IP Global Monthly Ticket Handling Capacity

IP Global has demonstrated strong and consistent volume handling across its professional support services over the past 24 months. Based on project data between Jan 2024 and Dec 2025

Metric	Average Monthly Volume	Peak Month Volume
End-User Support	427	641
Deployment / Infrastructure & Site Services	187	281
Retail Support	173	260
Field Dispatch & IMAC	73	110
Service Desk Support (DSS)	15	23

These numbers reflect IP Global's ability to manage high-volume field engagements consistently across multiple customers and regions.

# Client Professional Services Projects & End Customers Supported

Data: Jan 2024 to Dec 2025

Industry	End Customer	Consolidated Service Category	Ticket Volume
Automotive	Bridgestone	Deployment / Infrastructure & Site Services	4,140
Aviation	Boeing	Field Dispatch & IMAC	1,564
Conglomerate	General Electric	Deployment / Infrastructure & Site Services	92
Corporate / FMCG	Accenture	End-User Support	2,630
Corporate / FMCG	SC Johnson	End-User Support	980
Corporate / FMCG	Unilever	Deployment / Infrastructure & Site Services	251
Defense Sector	DoDEA	Service Desk Support (DSS)	348
Food Manufacturing	Ergo – Kerry Foods	Retail Support	260
Healthcare / Life Sciences	Ortho Clinical Diagnostics	End-User Support	124
Industry	Man Energy	End-User Support	203
Pharmaceutical	Lilly Pharma	Field Dispatch & IMAC	118
Retail	Levi	Retail Support	2,340
Retail	Nike	Retail Support	1,021
Retail	Ralph Lauren	Retail Support	472
Retail	Parkland	End-User Support	161
Retail	Tesco	End-User Support	125
Technology	Mastercard	End-User Support	3,842
Technology	Wipro Takeda UIMS Paris	End-User Support	144
Technology	Evolution	End-User Support	121
Technology	Visa PM	End-User Support	114
Technology	OPPTY	End-User Support	69
Technology	CISCO	End-User Support	53
Technology	DDN	Retail Support	52
Telecommunication	BT VISA	End-User Support	1,662
Telecommunication	Telefonica	Field Dispatch & IMAC	54

# United States- Onsite Execution

Total Ticket



**9,611**

Last 2 Years

Total Cities Coverage



**1,730**

Last 2 Years

State Coverage



**48**

Last 2 Years

Completion %



**91%**

Last 2 Years



Top 5 Cities Contribution

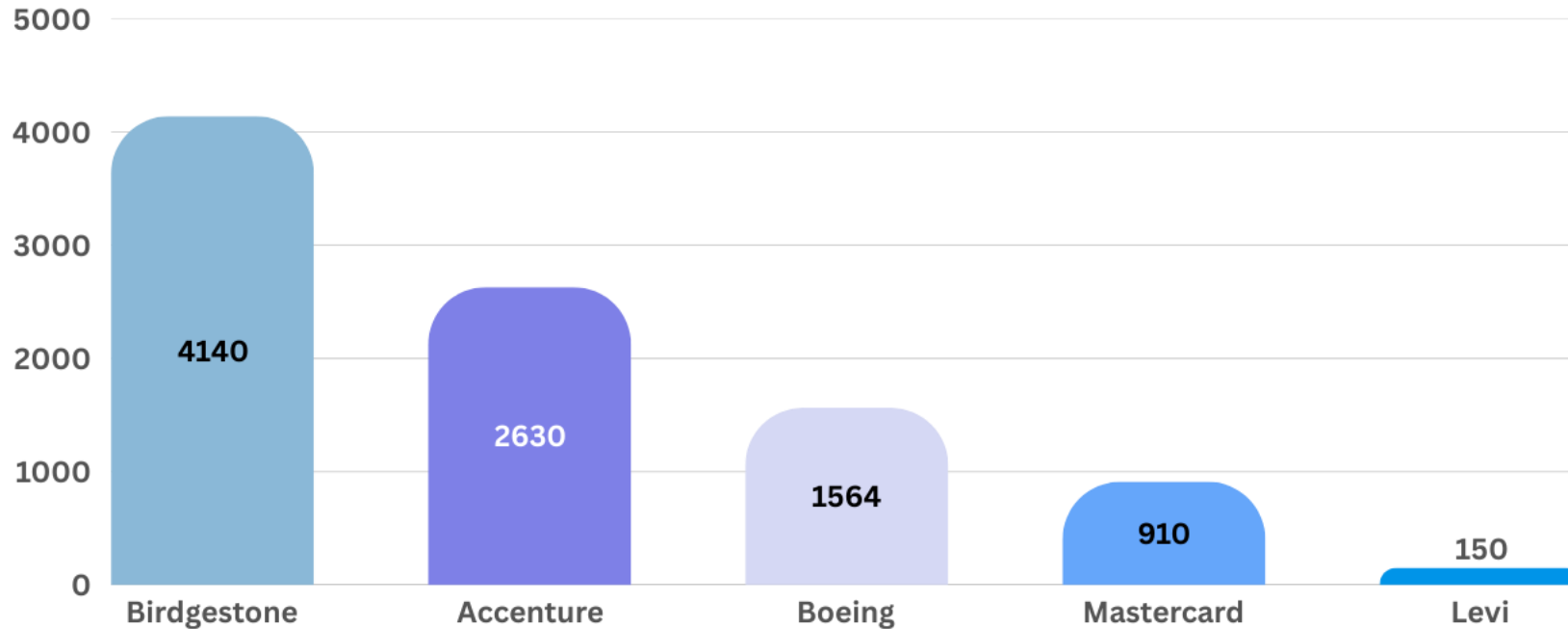


**11.5%**

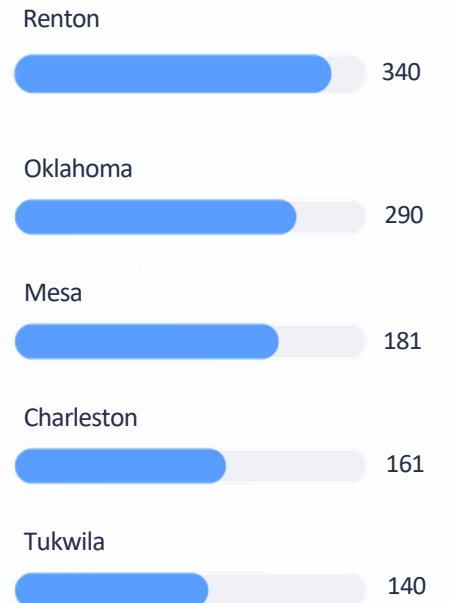
Contribution



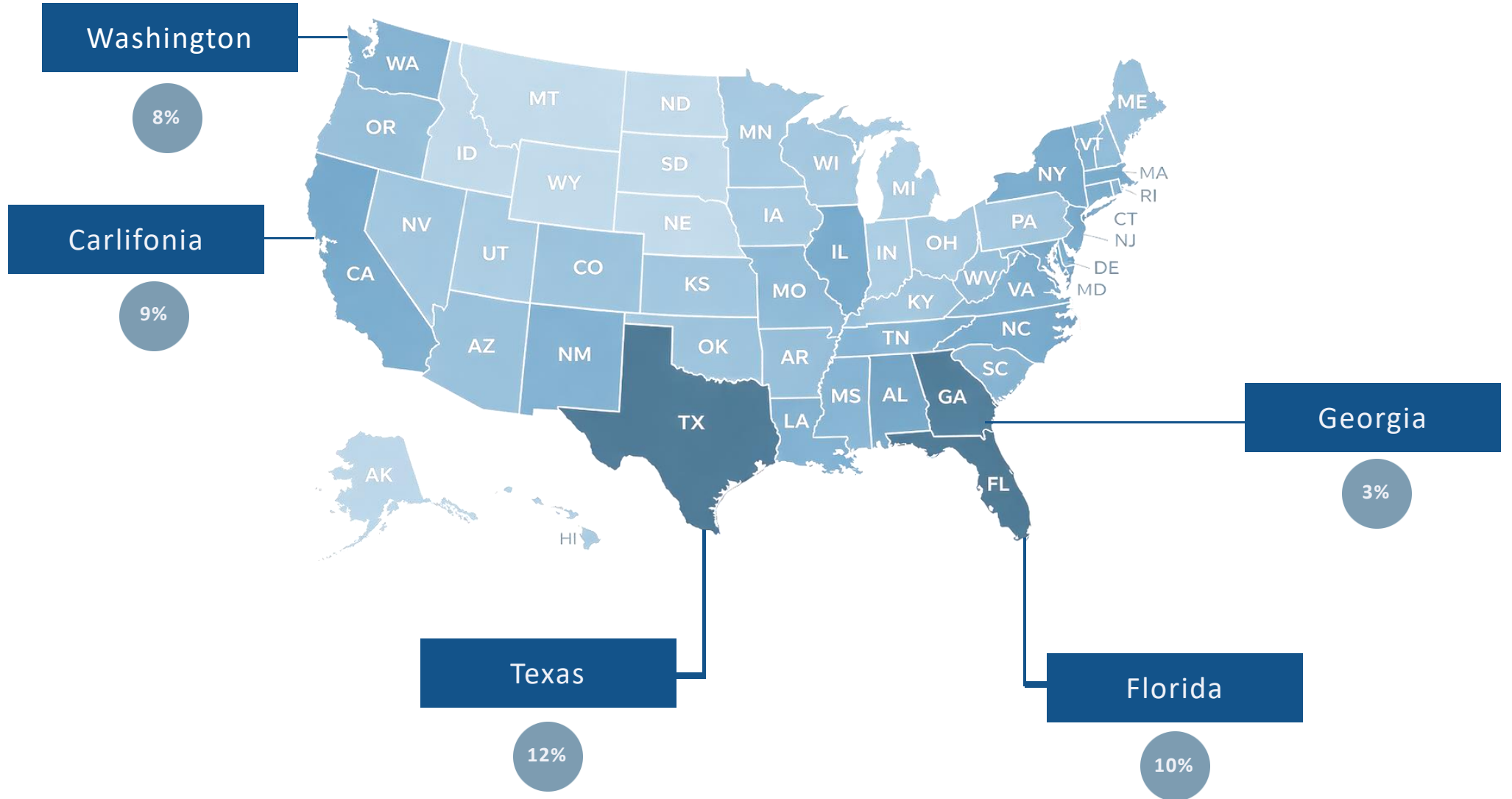
Top Clients by Tickets



Top 5 Cities by Tickets



# State Wise Distribution-Onsite Execution



# Ticket Handling Capability

Service Category	Ticket Volume	SLA (Indicative)	Coverage
End-User Support	10228	4h / 8h / NBD	Global
Deployment / Infrastructure & Site Services	4483	4h / 8h / NBD	Global
Retail Support	4145	4h / 8h / NBD	Global
Field Dispatch & IMAC	1736	4h / 8h / NBD	Global
Service Desk Support (DSS)	348	4h / 8h / NBD	Global

# Technician Skills Matrix

Skill/Certification	L1 Technician	L2 Technician
End-User Support	✓	✓
Deployment / Infrastructure & Site Services	✓	✓
Retail Support	✓	✓
Field Dispatch & IMAC	✓	✓
Service Desk Support (DSS)	✓	✓

# Thank you



## HQ - Poland

Plac Powstancow Slaskich 16/18, 53-314 Wroclaw, Poland

[Sales@ipglobal247.com](mailto:Sales@ipglobal247.com)

+48 537 873 478

+971 55 3682582

