Xoserve IX Refresh

Customer Update

26/09/2018

IX Refresh Update

Over the past few months, Xoserve has worked closely with you (our customers), planning the approach to implement the IX refresh with minimal disruption or impact to your operations. We want to share with you the revised timelines in light of additional complexities identified after full requirements gathering.

Three Month Timeline

September

o   Phase One and Phase Two customers work packages raised with Gamma

o   BT lines started to be installed

October

o   Proof of Concept (PoC) will be tested at our supplier's datacentre

o   Pilot - IX solution will then be installed at the pilot site

o   Phase Three customers (having the longest lead times) work packages will be raised with Gamma

November

o   Customers within Phase One (having had their initial lines installed) will have their servers installed

o   Phase Two customers will receive their appointments from Gamma to have their initial phone lines installed

o   Remaining sites will be scheduled for their refresh and work packages raised with Gamma

Customers who have not yet provided their survey information will be included within later phases

You will be contacted one week before your Network survey / installation*, at which point further details of the server installation will be shared

Dependant on complexity and option required

If this information adversely impacts your organisation, or you have any queries regarding the IX project, please contact : Box.Xoserve.IXEnquiries@xoserve.com

XOserve