# Xoserve IX Refresh

Customer Update
03/09/2019

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- Baselined plan has been established for September, with 12 migrations dates agreed with customers

- Impact assessment has commenced on a new IX Cloud File Server option which will bring additional security and redundancy

- We will continue to manage the current roll out of physical IX servers alongside this activity. It continues to be our aspiration to offer a mixture of solutions from on premise server to cloud-based as enduring options.  Assuming the cloud-based solution is economic and fits customer requirements, we will provide an upgrade path for both the existing and new server based solutions.

- A representative from  our partner Gamma will be in touch with your organisation's given IT/ Business contacts soon to arrange a consultation call. On this call, your customer specific requirements will be discussed, resulting in a mutually agreed  migration plan/date being agreed with all parties.

- In preparation for the migration roll out phase we have created a post migration survey that will be sent via email to individual customers as each migration is completed. This is a very important element for us as this will allow us to gain an insight into the customer experience during migration and allow us to continue to make improvements based on your feedback.

- If you have any questions or concerns, please reach out to box.xoserve.IXEnquiries@xoserve.com