Xoserve IX Refresh

Customer Update
30/07/2019

IX Refresh Customer Update

- We apologise for the lack of update in June. In addition to finalising our delivery plans with our partners, we were considering our response to industry and regulatory drivers for both increased security and a non server based architecture.

- We are therefore, in parallel to current roll out, looking into options to provide a secure file transfer solution that runs over an internet based secure FTP solution. We intend to scope this over the coming weeks.

- We will continue to manage the current roll out of physical IX server along side this activity. Our aspiration is to offer the a mixture of solutions from on premise server based to cloud based as a 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.

- Delivery is now ramping up, with 16 sites planned to go live in August.

- A representative from our partner Gamma will be in touch with your organisation's given IT/ Business users contacts over the next few weeks 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