



## **Xoserve IX Refresh**

Customer Update

01/05/2019

# IX Refresh Customer Update

Welcome to April's update of the IX Refresh Project.

Our focus this month has been on understanding, planning and implementing the server improvements that were identified within the pilot site installation. I am pleased to advise that this activity has now been completed which has provided us with further reassurance that the customer experience during the migration stage will be as seamless as possible.

We are currently in the process of undertaking further Proof of Concept (PoC) work, working with our service providers to carry out testing activities which is proving to be successful.

Upon completion and sign off of the PoC activities we will be in a position to move forward with a 2<sup>nd</sup> pilot site migration. We have been busy planning for this and have been speaking with the customer to understand their requirements for the migration.

We understand that the activities mentioned have impacted timelines for migration planning somewhat, however we will look to identify efficiencies during the migration phase where possible to counteract any delays during this initial phase.

Please feel free to get in touch with the team by emailing [box.xoserve.IXEnquiries@xoserve.com](mailto:box.xoserve.IXEnquiries@xoserve.com) if you require any further information.

Thank you for your ongoing support and I look forward to updating you again in May.

Michelle Callaghan  
People Platform Director

# Look Forward: IX Program Quarterly Activity

Don't forget to visit the [FAQs section](#) for more detailed information on what you can expect during the project delivery stages. If there is anything else that you would like to see please get in touch and we will add it for you.

## Three Month Timeline

### May

- 2<sup>nd</sup> pilot site migration
- Phone line installations to continue
- Router installations to begin
- Prepare June migrations
- Continue to talk with customers with Disaster Recovery equipment about testing approach
- Continue to talk with customers regarding additional IP range/ addresses requirements
- Submit final phase of customers to Gamma

### June

- Rollout begins with Phase One
- Relevant sites contacted to have servers installed
- Prepare July migrations
- Phone line installations to continue

### July

- Rollout continues for line, router and server installations
- Customers contacted to have servers installed
- Prepare August migrations
- Phone line installations to continue

Please be assured that you will be contacted by Gamma before either your Network survey or phone line installation takes place (dependant on the complexity and IX option required).

# High level migration plan – Current & future view

