



Xoserve IX Refresh

Customer Update

05/06/2019

IX Refresh Customer Update

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

As described in last month's update, the project had completed the improvements to the server image, meaning we were able to undertake a 2nd round of Proof of Concept testing.

This testing and subsequent sign off have been the project's primary focus throughout May, and I'm pleased to say that the updated image passed the more robust testing carried out.

As a result, we have been working with customers in the earlier phase of the rollout to plan a migration as a 2nd pilot and are anticipating an installation to take place in Mid June. The first batch of servers have been built and are ready for deployment.

As well as seeking a new pilot site, the project has deployed the latest server image to the original pilot site and have also completed a non standard migration for a customer who needed assistance. As a result, the project has completed the migration of two customers, giving us further assurance in the technology ahead of the 2nd pilot site.

Once we have migrated the 2nd pilot site, the rollout will commence.

Please feel free to get in touch with the team by emailing box.xoserve.IXEnquiries@xoserve.com if you would like any further information.

Thank you for your ongoing support and I look forward to updating you again next month.

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

June

- 2nd pilot site migration
- Phone line installations to continue
- Router installations to begin
- Rollout begins with customers in 1st batch
- Prepare July migrations
- Submit final phase of customers to Gamma once rollout begins

July

- Relevant sites contacted to have servers installed
- Prepare August migrations
- Phone line installations to continue
- Option 4 network lines start to be commissioned

August

- Rollout continues for line, router and server installations
- Customers contacted to have servers installed
- Prepare September migrations
- Phone line installations to continue
- Option 4 network line commissions continue

You will be contacted individually by Gamma to arrange for your router and server installations.

High level migration plan – Current & future view for 2019

