Xoserve IX Refresh

Customer Update
12/02/2020

IX Refresh Customer Update

- The project has experienced slippage in the original migration plan. This has resulted in a revised completion date of August 2020
    - Key factors:-
        - The replacement of all IX servers was introduced into the scope of the project during 2019. This delayed the project moving into implementation. Implementation commenced on 23rd August 2019.
        - During implementation, the installation of lines has been more complex then envisaged. (Line availability and Data Centre access)

- Gamma have introduced a new senior project team to manage the delivery moving forward
    - A deep-dive review has been conducted
    - A new implementation approach has been finalised and the project has been broken down into workstreams. Additional resources added.
    - A revised project plan has been produced

- The legacy Vodafone support contract has been extended to ensure that all customers have a fully supported IX service as the migrations progress

- We take this opportunity to thank you for your valued support and patience. Please be assured of our continued commitment to have the IX migration delivered as efficiently and cost- effectively as possible

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