



Xoserve IX Refresh

Customer Update

12/02/2019

IX Refresh Customer Update

Welcome to the January update of the IX Refresh Project

As per our update to Change Management Committee in January we've been progressing security testing over the last month, culminating in the successful completion of penetration testing. As you would expect security is a major consideration for us, which is why we've enhanced the level of security testing of the solution to ensure that you'll benefit from a secure product. This has resulted in this testing taking longer than in our last published plan however I hope you understand the need for this. We are now exploring how we can accelerate the rollout to preserve our overall project timelines, with the vast majority completed by July 2019.

The initial rollout of lines has begun in preparation for the router and server installs and these are progressing well. If you have already been contacted regarding this I trust the experience has been good so far.. For those of you who haven't had your new lines installed, look out for your calendar appointment from Gamma; you'll be given two weeks notice of the appointment and there is flexibility to amend this to suit your needs.

This month we'll reach major milestones with Proof of Concept testing and the completion of the pilot site; this will mark the beginning of the service transition to the new IX platform alongside our continued line installation activities. We're currently finalising the plan and if there are any risks to the timeline we will let you know what they are and, more importantly, what we're doing to ensure the impact to you is minimised.

Our aim is to make this process as seamless as possible to ensure that the installation experience meets your expectations. If you'd like more detailed information about dates relevant to your migration, please email box.xoserve.IXEnquiries@xoserve.com

Finally, thank you for your ongoing support and I look forward to updating you again in March.

Michelle Callaghan

People Platform Director

Look Forward: IX Program Quarterly Activity

Three Month Timeline

February

- PoC testing to be completed at our supplier's data centre
- IX solution will be installed at the pilot site
- Initial line installations to continue across all phases
- Continue to engage customers with Disaster Recovery equipment about testing approach
- Continue to engage relevant customers requesting additional IP range / addresses for IX End User equipment

March

- Rollout continues with Phase One
- Relevant sites contacted to have routers and servers installed
- Prepare April migrations
- Phone line installations to continue

April

- Rollout continues for line, router and server installations
- Customers contacted to have routers and servers installed
- Prepare May 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).

If you have any queries answers to the most commonly asked questions can be found on our website in the Q&A section [here](#).

High level migration plan – Current & future view

