



Xoserve IX Refresh

Customer Update

13/11/2019

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- Our partner Gamma has now been in contact with your organisation's given IT/ Business contacts 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.
- We have open slots in November and the beginning of December for migrations. If you would like your migration to be expediated, please do not hesitate to contact us and we will be happy to accommodate.
- If you have any questions or concerns, please reach out to box.xoserve.IXEnquiries@xoserve.com