



O₂ Gateway

Migration guide



O₂ business

Migrating to O₂ Gateway

Even if you like the sound of our solution, contemplating the migration process can still be daunting. We'll work with you to manage the entire transition, keeping it straightforward and hassle-free.

We deliver O₂ Gateway services through a specialist team made up of experienced experts in programme and project management, provisioning, implementation, and service delivery management. And to protect you against downtime during the switchover we have a bespoke process that specifically addresses your needs, making sure the service is delivered on time and to the standards you expect.

The process

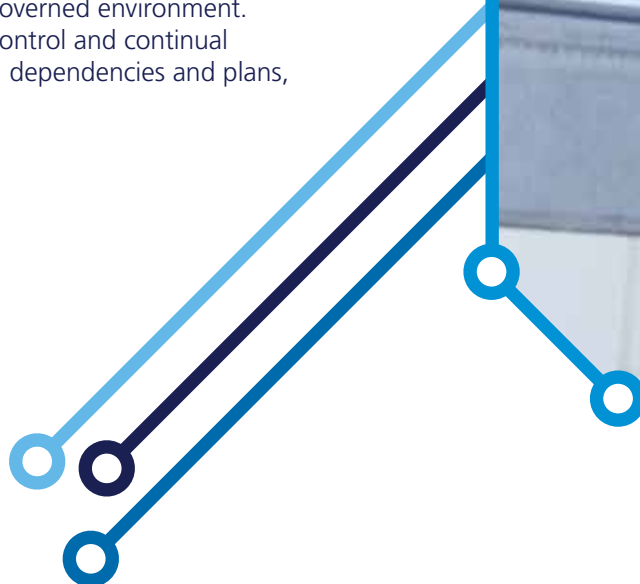
There are two separate aspects to your transition to O₂ Gateway:

- Project structure, processes and governance to ensure smooth transition with minimum disruption.
- Technical design architecture supporting the transition between your existing WAN and the new WAN service.

Our clear and concise delivery methodology underpins all migrations and the planning, processes and quality gates use proven industry standards including PRINCE2, MSP® and ITILv3. This approach drives consistency and predictability so your project is delivered to a best practice standard in a controlled and governed environment. It also ensures robust quality control and continual monitoring of the risks, issues, dependencies and plans, so there are no surprises.

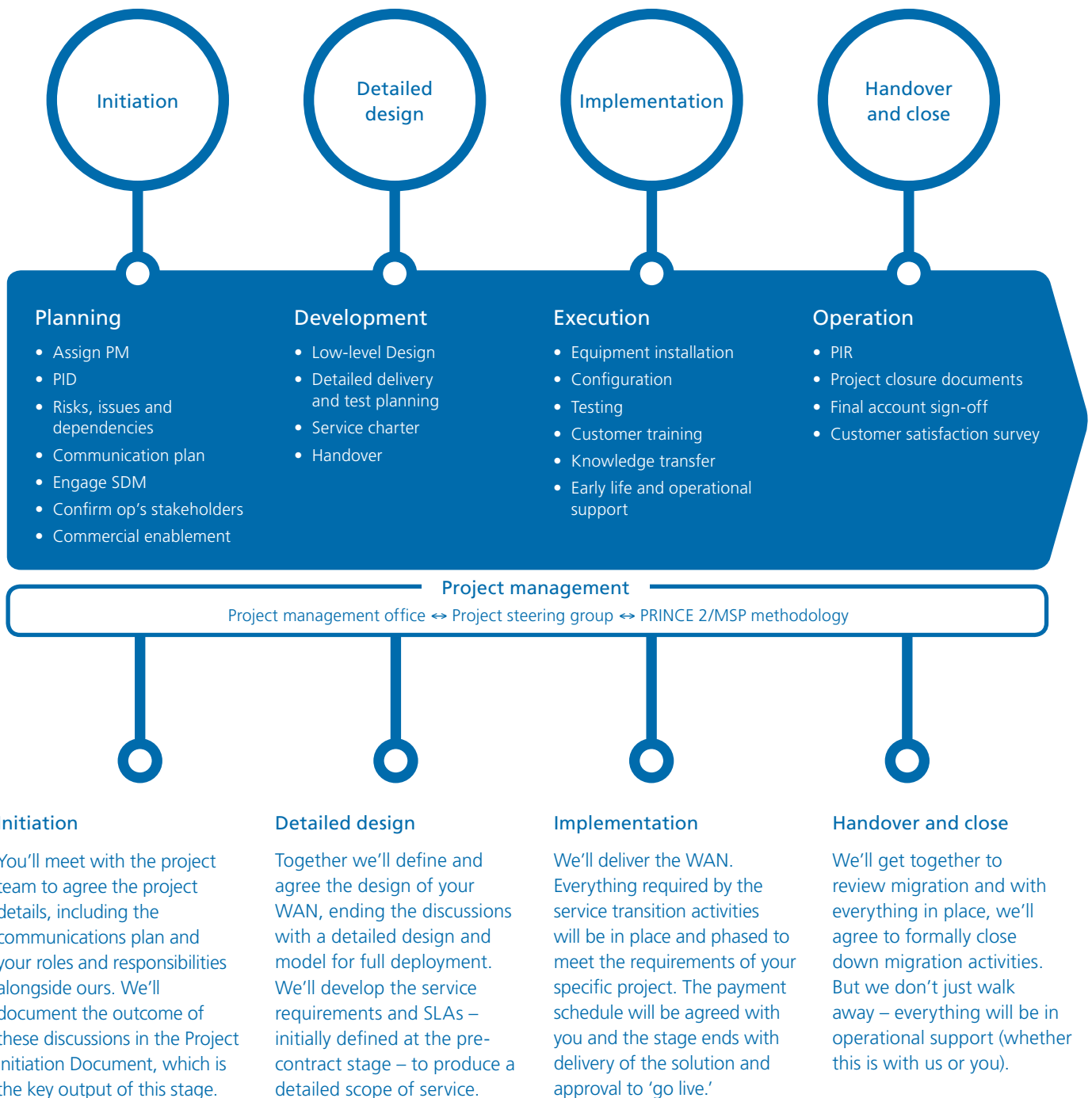
What is O₂ Gateway?

It's a new connectivity capability that brings together our enterprise-class fixed, mobile and wifi networks into a single platform, entirely managed by us and giving you converged access to multiple services. We connect sites together via a range of access methods and topologies using secure, guaranteed, dedicated capacity. This gives you access to a growing range of applications and services like voice and cloud services and Microsoft Lync. We simplify supplier management by giving you a single commercial agreement and an end-to-end SLA, so you get a choice of best-of-breed solutions from multiple suppliers through one partner. Us.



O₂ delivery methodology

The migration process follows four simple steps...



At every stage of the project the risks, issues, dependencies and changes will be assessed, logged, monitored, managed and discussed with you to ensure that potential obstacles to its success are identified and managed appropriately. All this will be contained within regular reports issued to the agreed stakeholders.

Managed by experts

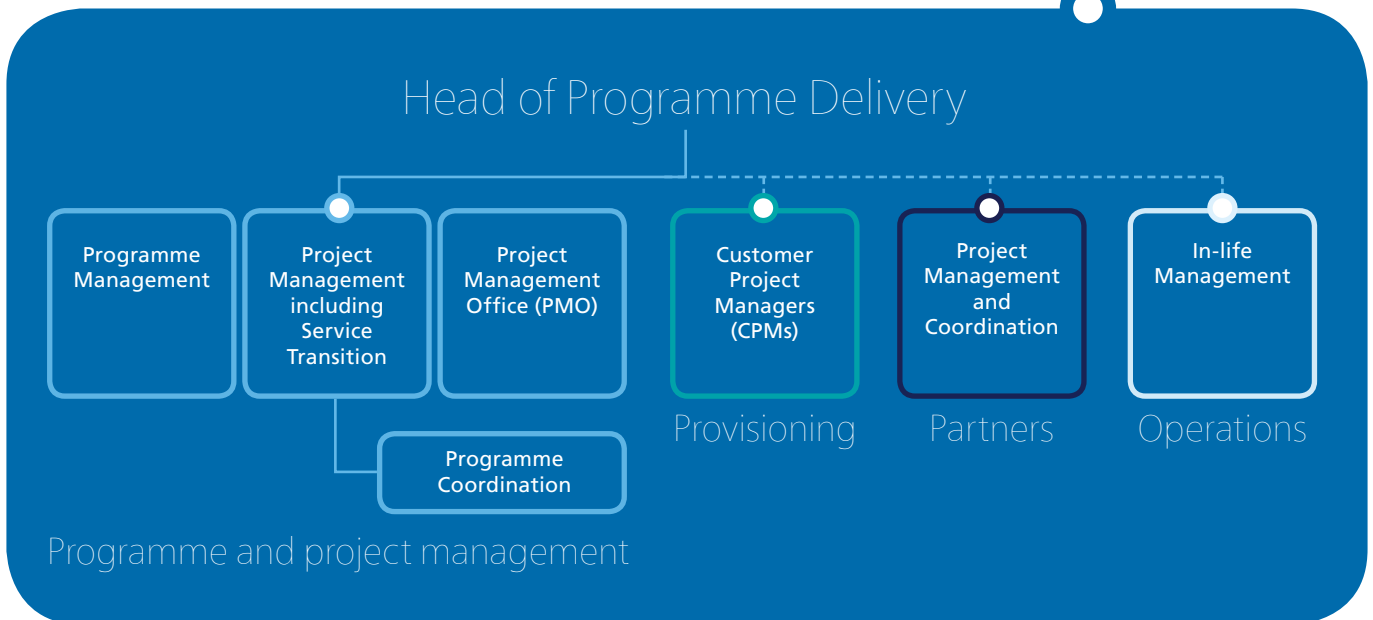
We make sure you've got access to the right people to make the project a success, from technical specialists to transition managers with significant experience of complex projects.

We invest heavily in our people. We train to PRINCE2 and follow ITIL best practice as standard. We also have a range of other technical and IT accreditations within our project teams and can call on other specialised resources if they're needed. And we can help you identify the right project owner from your side too, so we can get the information we need about your products and services.

Here's how each transition team is made up:

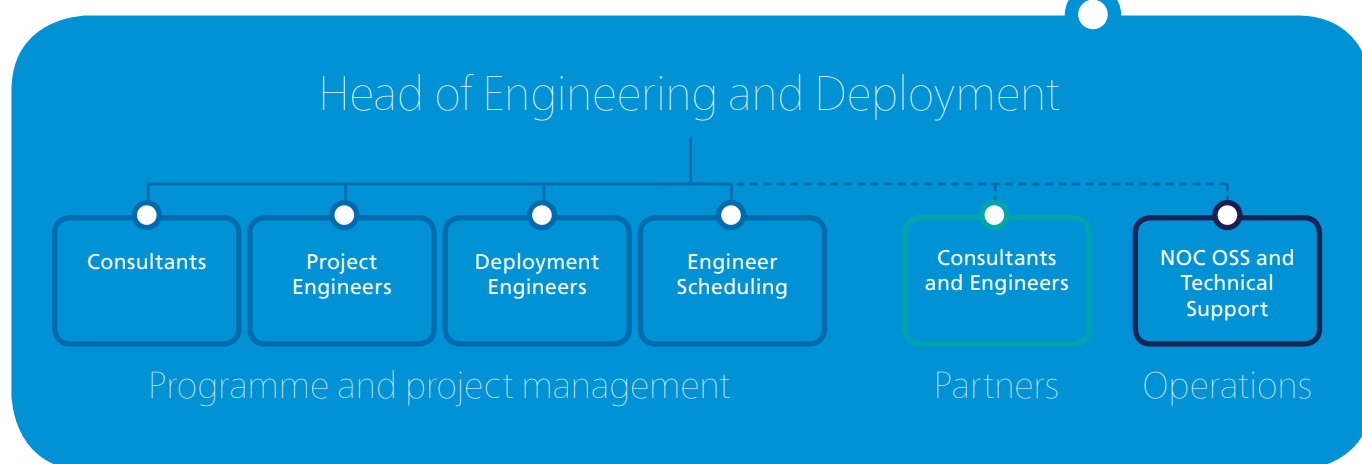
The Programme and Project Management practice makes sure projects are delivered to agreed timescales, budgeted costs and determined quality. The practice leverages skills and resource from within the O₂ Provisioning team, typically managing the delivery of WAN and voice circuits, and Partner project teams. These are the people who lead the entire project team throughout the lifecycle of the project from, Initiation to Closure, and manage all stakeholders, from your side and ours.

Programme delivery organisation structure



Your Programme Manager or Project Manager will manage specific Service Transition Management workstreams, ensuring that all service requirements are fully developed and agreed by all parties and that the agreed service is accepted and supported by the Service Level Agreement. They will manage key stakeholders from our side and yours, including Service Delivery Managers and Operations functions such as the Service Desk, Network Operations Centre, Tier 3 and OSS teams – whatever's needed depending on the scope of the agreed service.

The Engineering and Deployment practice looks after all the technical aspects of a successful project including Low Level Design, installation and configuration of equipment, integration with existing systems and infrastructure, commissioning, acceptance and hand-over to Service Operations. Like the Programme office, they'll leverage skills and resource from partner organisations as needed. Every project has a technical owner, either a Consultant, Senior Project Engineer or Engineer depending on the size, scope and complexity of your project. They'll report into the assigned Programme or Project Manager who has the responsibility and accountability for the overall project delivery.



Outside of programme management and service architecture, to ensure a successful migration your team will also include:

- Customer Project Managers (CPM) working alongside Programme and Project managers on more complex projects to manage the migration and implementation of circuit provision.
- Partner Project Managers and Coordinators on those projects that include specialist delivery elements and include third parties. We'll manage them directly and they have the skills, experience and capabilities of our own team.
- Consultants will work alongside the Engineering and Deployment teams to take technical leadership of large complex multi-tower projects.
- Engineers and deployment engineers hold specialist accreditations like CCNA and have years of technical experience covering both telephony and networking, and UAT, commissioning and troubleshooting.
- NOC systems engineers are vital in day-to-day running of the project. After the handover of all documentation and a formal knowledge transfer to the technical support team, this team accepts and approves your WAN into live operational service. The NOC OSS systems engineers set up secure connectivity from your environment to the NOC and make sure all monitored devices are included for all Managed WANs.
- Engineer Scheduling work with the Programme and Project Managers to make sure that the project has all the correct technical resource available to complete the work. They work together to assign day-to-day tasks when they're needed.
- Partner Consultants and Engineers work alongside us – you won't see the join.

Whatever the role, their goals match yours – that your WAN deployment meets the agreed design goals, and your requirements are delivered to the desired time, costs and quality levels.

And you can start to enjoy the benefits of an integrated platform.

- Simpler networks management and a platform for transformation with a network that's owned and managed end-to-end by O₂.
- Reducing costs with smarter network access and flexible commercial options
- A single innovative commercial agreement, from a single supplier, with end-to-end SLAs.
- Easier workforce mobility, as you can rollout tools quickly and get easy, reliable but secure access to corporate data regardless of device or connection type.
- Highly scalable bandwidth, up or down, as required. And faster provisioning of new services – in days rather than months.
- Better use of resources – with secondary/business continuity connections available for other services, helping to reduce your costs. And 4G for technology resilience and speed to deploy.
- Enhanced security as your private connection means company data isn't transmitted over the internet.
- A reduction in faults and a quicker fix rate.
- Consistent Quality of Experience across your network, for all your users.

All built, delivered and run by a specialist team.

Find out more

If you want to know more about migrating to O₂ Gateway, contact your Account Manager, call us on **01235 433 507** or visit o2.co.uk/enterprise



The Blue



#O2Gateway