

# PROFESSIONAL SERVICES



With every advancement in technology, new concepts emerge, new ideas, strategies and directions, our skills across every facet of designing, building and managing technology services are available as a range of professional services to help make your data simple.



When considering and integrating new technologies, customers want to quickly get the most out of their investment and protect their business. This includes minimizing risk and disruption to their business as they adopt new capabilities. GCX professional services have a bench of experts that can assist in network and security decisions, whether it's consulting or fulfilment, design or field services all can be delivered via GCX.

## THE FOLLOWING IS A SELECTION OF OUR SERVICES:

### DESIGN SERVICE

GCX can take your new network service from concept to full design ready for RFP. We can review and establish the desired outcomes for creating a technical requirements document based on customer's needs. The engagement involves a number of discovery sessions headed by one of our technical consultants and backed by one of our Customer Design Authority resources and validated by our Technical Design Authority. The ultimate output of the workshop sessions is a Technical Requirements Document that will outline the planned architecture and operational procedures including the procurement of either elements or sub elements of the service, (underlay/overlay), onboarding processes of existing customer solutions, remote networks, management, monitoring, and reporting.

### NETWORK PROCUREMENT AGENT

With relationships with over 250 vendors GCX can deliver network procurement agency for network circuits, Hardware + Licensing, 4G/5G and Cloud connectivity all over the world, GCX can propose best suppliers for a project, procure circuits, or assist with migrations and novations.

### PROJECT MANAGEMENT

The GCX project office efficiently delivers technology projects through two resource models: Project Coordinators, who handle task management and smaller service deliveries, and Project Managers, who provide comprehensive lifecycle management for complex projects. This includes everything from detailed planning and risk mitigation to stakeholder engagement, financial oversight, and ensuring timely, successful project completion with full documentation and executive reporting.

## NOC SERVICES

GCX offer a full range of NOC services whether that's management of overlay or underlay services, through to full NOC outsource. GCX offers comprehensive and flexible Network Operations Center (NOC) outsourcing solutions, designed to alleviate the burden of 24/7 IT operations and allow businesses to focus on strategic growth. From augmenting existing teams to full outsourcing, GCX provides a seamless transition with dedicated teams, robust governance, and continuous optimization, ensuring resilient data and operational efficiency. Leveraging 20 years of global experience, GCX integrates best practices, standards-led approaches, and complementary services like procurement and technical consulting, all backed by a global presence for reliable support anytime, anywhere.

## FIELD SERVICE

Our global field services organization provides comprehensive network and security solutions, including installation, hands-on support, and ongoing maintenance. We have a team of experienced engineers who can handle even the most complex projects, and we are committed to providing our customers with the highest level of service and support.

### Our services include:

- Installation and configuration of hardware and software
- Ongoing maintenance and support
- Site based Troubleshooting and problem resolution
- 24/7 technical support

## SERVICE MANAGEMENT

GCX offers a tiered Service Management structure, tailored to your specific needs, with Service Managers acting as the central operational point of contact. They ensure service quality, address queries and escalations, and drive customer satisfaction. Each Service Manager maintains a customized Customer Service Plan, outlining key contacts and escalation procedures, and conducts regular Service Review Meetings using SLAs and XLAs to ensure performance and alignment.

## WHY CHOOSE GCX?

### Deep Industry Expertise:

We possess in-depth knowledge of the latest technologies and industry trends.

### Customer-Centric Approach:

We prioritize your unique business needs and tailor our solutions accordingly.

### Global Reach:

Our global presence ensures seamless support and service delivery worldwide.

### Proven Track Record:

We have a history of successful project implementations and customer satisfaction.