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Gemini Re-platforming Project

June 2013

Cut Over Completed

- Xoserve is delighted to report that the Gemini and Gemini Exit systems were successfully returned to service as planned at 14:00 on Sunday, 9 June 2013. The system was immediately utilised with both screen and API access, and the logs recorded more than 500 users accessing the systems within the first hour.
- Currently 64% of organisations have successfully connected to the Gemini & Gemini Exit systems via Citrix.
- Currently 90% of organisations have successfully connected to the Gemini & Gemini Exit systems via API.
- At the moment we have 4 organisations that are experiencing some connectivity issues and we continue to offer our full support in resolving these.

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Cut Over Completed

- As expected with a transition of this scale, the Xoserve Service Desk and support teams were engaged with a higher than average level of calls supporting the industry accessing the system after cut over; we hope that this did not adversely impact your operations.
- The systems continue to be in a heightened state of monitoring as we progress through the first days of operation on the new Gemini platform.
- As part of the implementation preparation all Business processes were identified and their first use following cut over has been tracked and confirmed as they occur.

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Industry Participation

- Xoserve wish to thank the industry as a whole for the co-operation we have experienced, all the efforts made in preparing for this event and the patience shown throughout. This has clearly helped this significant transition occur with a minimal number of issues arising.
- We also wish to thank you for your preparations ahead of the 02:00 outage of Gemini and the minimal use of the contingency templates during the 01:00 to 04:00 period. This minimised the impact on post-cut over activities.
- We shall be engaging with the industry over the coming weeks to gather any Lessons Learned and your input will be valued.
- Please let us have your feedback on this change and your experiences of the GRP cut over through the project mailbox: GRPCommunications@xoserve.com.
- Should you experience any issues as a result of the GRP cut over then please contact the project team with your Xoserve Service Desk ticket number, also via the project mailbox: GRPCommunications@xoserve.com.

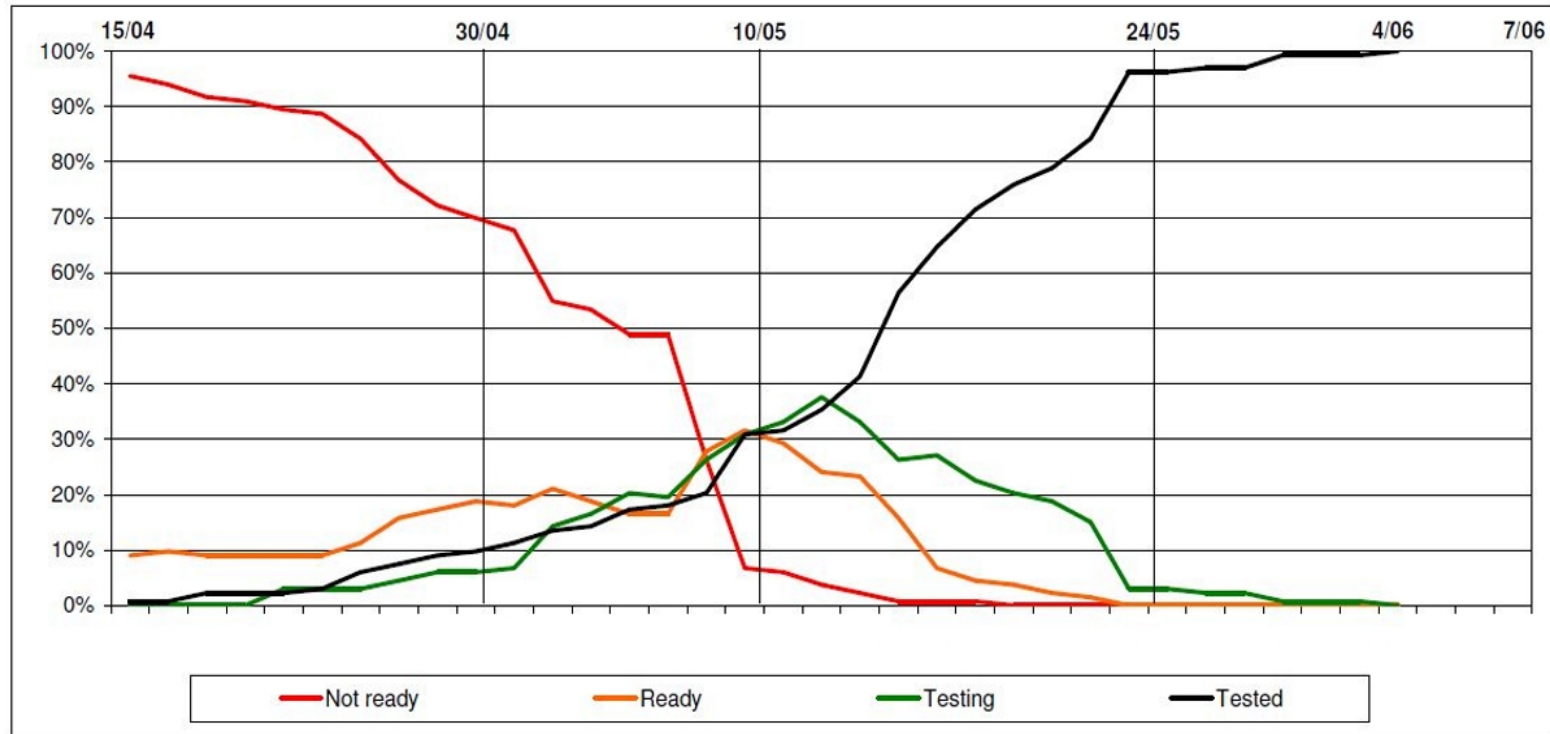
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GRP User Readiness Testing – Appendix A

COR0984 GRP - User Readiness Testing Summary - Phase 2 Production Environment



This graph illustrates how the industry participated in User Readiness Testing using the 'to be' production environment in the seven weeks before cut over.

The four plots show the progression from 'Not ready' through 'Ready' and 'Testing' to 'Tested'.

There were 133 Users taking part and we recorded successful connections for all of them.

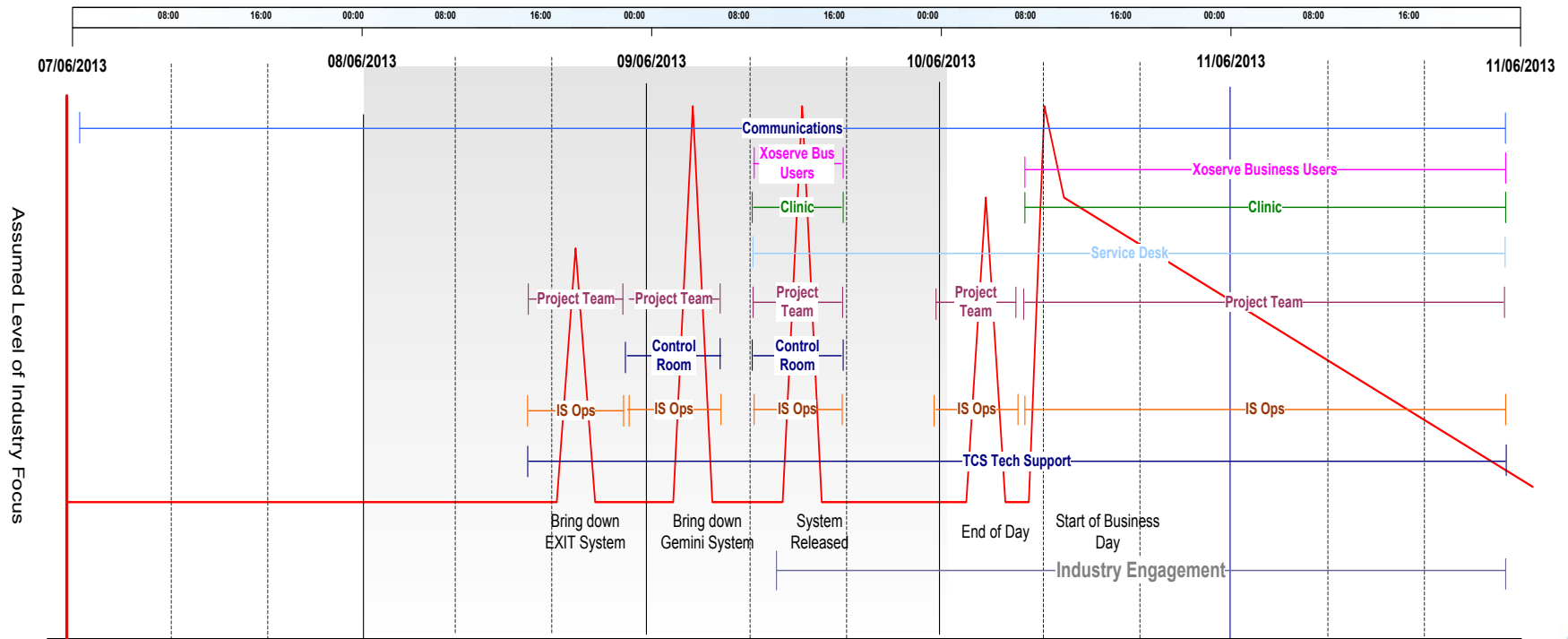
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GRP Incident Management – Appendix B

GRP INCIDENT MANAGEMENT PROFILE 7 June 2013 – 11 June 2013



This chart illustrates the forecast increase in the likelihood of system 'issues' through the cut over weekend and the first days after. The prominent spikes reflect key events in the plan when the likelihood of 'issue' was greatest.

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Thank You