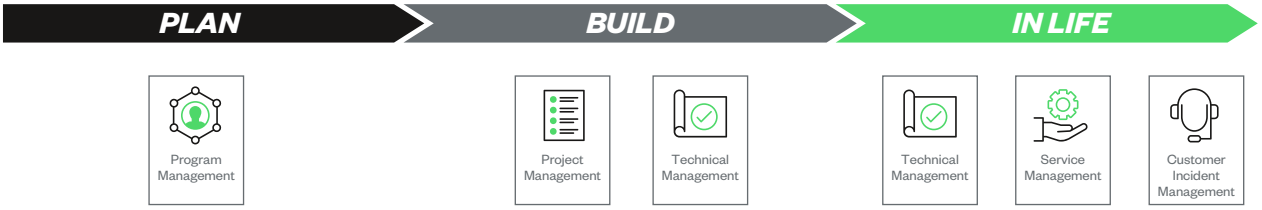
GTT PROFESSIONAL SERVICES

Industry-grade customer engagement and technical ownership

Deploying enterprise networks can be complex and may require specific resources to enable the transformation. GTT Professional Services make that possible, with a product portfolio that includes program management, project management, technical management, service management, and incident management. GTT Professional Services support all phases of the customer's engagement with GTT – from plan to build to in-life.



- Program Manager across all phases Plan – Build – In Life

- Project Manager
- Technical Manager – Build

- Technical Manager – In Life
- Service Manager
- Customer Incident Manager

GTT Professional Services is not just a set of processes and functions; it is a whole philosophy of working. We believe that ICT services and solutions work best when aligned with a thorough understanding of customer business requirements, rather than technology for technology's sake.

ENHANCED CUSTOMER EXPERIENCE END-TO-END SOLUTION OWNERSHIP AND TRANSITION MANAGEMENT

GTT's customers want a seamless, intuitive, and personalized service experience. The GTT Professional Services team includes specialists in a specific life cycle such as Service Management, and generalists with a broad skill set who cover multiple phases of the transformation, such as Program Management. This blend of resources provide the perfect fit to support our customers through transformation projects.

GTT Professional Services apply a combination of deep technical expertise, operational experience, established governance frameworks, service management principles, and broad business knowledge. Our people come from operational backgrounds, have multiple years of experience and are passionate customer advocates, who have been thoroughly trained in the relevant disciplines.

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GTT PROFESSIONAL SERVICES PORTFOLIO

Program management
Program management supports customers with large, complex projects impacting multiple areas of the customer organization. A Program Manager will support customers on consultative and senior management initiatives like governance alignment, contract management, managing organizational change, C-level communication and alignment, ecosystems, and more.

Project management
Project management takes ownership of the delivery process within GTT, following our own governing Project methodology. The Project Manager outlines what steps are both necessary and appropriate to successfully deploy the service, agrees to milestones, and manages potential risks.

Technical management
Technical management works as an extension of our customers' internal technical team, advising, consulting, and providing input on their requirements and solution now and in the future. The Technical Managers own the technical integrity of the solution, understand it in its wider context, and recognize how it aligns with the customer's business.

Service management
Service management is responsible for monitoring and reporting on service performance against service level agreements, providing the customer with a service advocate acting as a primary point of contact. Once services go live, the Service Manager will provide proactive analysis, trends data, and work closely with the customer to proactively identify any areas of improvement, including potential capacity and performance issues. The Service Manager continues to monitor services and provide detailed reporting against contracted SLAs as well as customer specific Service Improvement plans.

Customer incident management
Customer incident management provides a designated resource to the customer, responsible for leading the resolution of incidents and managing the implementation of urgent or high impact requests. The Customer Incident Manager serves as the customer advocate within GTT's Service Assurance organization, driving improvements related to day-to-day handling of tickets and participating in weekly incident calls.

KEY BENEFITS

Enhanced customer experience
- Customer first mentality in every interaction
- Meaningful and informative reporting
- Escalation management
- Service improvement plan

End-to-end solution ownership
- Augmenting the customer with best-in-market technology expertise
- End-to-end technical oversight
- Transition planning
- Network and security evaluation
- Technical service reviews

Transition management
- Ownership and integration with customer teams
- Optimization and delivery of services
- Simplified implementation of complex solutions
- Proactive risk and issue management

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