SURGERY CONNECT
Hardware / Phone Installation Process

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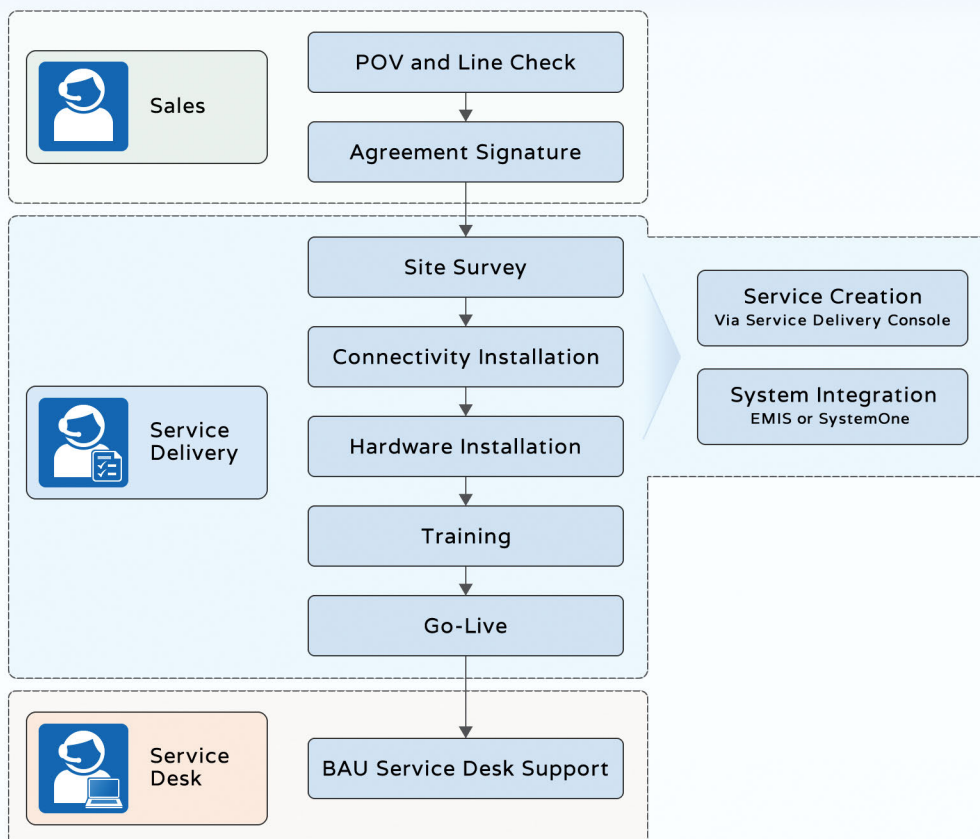
Sales Stage

Contact information: **0333 332 0000**

Line Check

This initial step allows X-on to check the availability of connectivity at your site addresses. This identifies what connectivity can be installed at the premises and helps determine what connectivity services can be provided for the best possible level of service for the Surgery Connect system.

POV (Pre-Order-Validation)

This initial step only applies to surgeries that are porting numbers to Surgery Connect. The surgery contact will be sent an LOA to sign to allow X-on to raise a pre-order validation. The POV allows X-on to check surgery numbers and the details the numbers have registered against them. This process helps to minimise delays further down the process and ensure that we have the most accurate details moving forward. This is only applicable if you intend that X-on take over your existing numbers.

Agreement Signature

Finalisation of service requirements needed by the end user. When the customer signs the agreement this will commence the order process.

Service Delivery

Contact information: **servicedelivery@x-on.co.uk** or **0333 332 0155**

When your order has been processed via the Sales Team, Service Delivery will be notified and a Project Coordinator will be allocated to your surgery. The Project Coordinator allocated to the surgery will liaise directly with you and keep you updated in regards to all of the following key milestones.

SURGERY CONNECT

Service Creation (via the SDC)

Upon signing your agreement, you will be automatically sent your login details in a welcome email for your service. From here you will be able to create and add items such as: users of the system, the phone names, call flows and more. The Service Delivery team will be there to help you along the way.

Site Survey

A site survey is booked to establish what cabling requirements may be needed when it comes to the installation of the phones in your surgery. It is key to note that at this stage there is no interruption to your current phone service however, the engineer will need to be able to view as many of the phone locations as possible.

If your building is owned by a third party or is on the asbestos register please ensure that the correct permissions are in place and the asbestos report is obtained prior to our visit.

On this visit your engineer will show you where the broadband line will need to be installed.

System Integration

X-on offers EMIS and SystemOne integration which will be reflected in your agreement. It is advisable to seek your IT permission where required for this software integration. Service Delivery will provide you with integration installation details. This document will contain any further information your IT may need to know.

Connectivity Installation

Once your survey has been completed we will order your broadband connection. Service Delivery will notify you of the date/time slot that has been allocated via Openreach.

On the day, it is important that the engineer is not turned away and on arrival they are clearly shown the install location requested by the X-on engineer.

In some cases, the connectivity will be provided by a Telephony Project Rollout. In these cases, it will be agreed upon prior to the contract being signed and will be noted in the special terms. The Service Delivery team will work with you and the Telephony Project Rollout contact to ensure this is set up for the installation of the desk phones.

Hardware Installation

The Project Coordinator will provide you with an installation date with hardware arriving 1-2 weeks prior. Installation will be during working hours unless otherwise negotiated. It is your responsibility to allow our engineers to effectively work during the time allocated to ensure the work is completed. Our engineers are very understanding when it comes to working in practices and will work with you as much as possible to minimise disruption.

Training

Your Project Coordinator will notify you of your go-live date, when you have agreed to this date it will be added to the system and the Training team will be notified. The Training team will contact you to go through the steps required to book your training and will provide information on what to expect in the sessions. Training should take place before go-live where possible and those able to attend should help train others in the practice.

Go-live

Service Delivery will provide you with a go-live date and time. Please do not serve notice with your current provider until you have agreed on a go-live date with Service Delivery. If you have a longer notice period, such as 3-6 months, that hasn't been previously discussed with our Sales team, please let Service Delivery know as soon as possible.

Depending on your surgery requirements and the type of go-live you will be having (new numbers or porting existing numbers), the team will be able to advise you further on what you should expect on the day. You will be provided with engineer support on the allocated day who will help ensure that the transition goes smoothly and help you with any queries that may arise.

SURGERY CONNECT

Service Desk

Contact information: **support.x-onweb.com** or **0333 332 6633**

Once you have had your go-live you will then move to our BAU support process and any further support needed will be accessible through our Service Desk team. Each phone will be provided with our Service Desk number and you will also be provided with back up mobiles for business continuity purposes.

You will be able to raise a ticket through our support portal at **support.x-onweb.com** or by calling **0333 332 6633**.

Please follow the SLA guidance found in your agreement.