



Provisioning Process

A guide for our customers

Provisioning Process Overview

Whether you have ordered a basic upgrade to your existing services or a large, multi-site solution our operational service deployment teams will follow the same key principles for each order.

Step 1 – Order Processing

Pulsant will process the order paperwork internally and a member of our team will contact you directly.

Step 2 – Order Confirmation

A named Project Manager will be assigned to your order and will communicate with you directly to confirm your service and discuss and agree a proposed handover date.

For larger projects this will require significantly more governance and control and here Pulsant will implement a full PRINCE2 methodology of project planning and risk assessment. Pulsant will work with you to ensure that deliverables are clearly defined and agreed with project owners and sponsors. Typically a workshop will be used to outline the initial programme or project brief as well as defining the roles and responsibilities which will be documented in a RACI matrix (Responsible, Accountable, Consulted, Informed). A project plan will be produced in Gantt chart format and will include resource scheduling, milestones, deliverables and dependencies which will be refined and agreed with you. A risk register will be maintained to track threats to the overall goal of the project.

Step 3 – Documentation

In addition to project documentation where appropriate our Provisioning and Transitioning team will liaise directly with you to ensure all technical details are aligned and captured pre-deployment through the Pulsant Provisioning forms.

Step 4 – Updates

As described in Step 2 your order live date will be confirmed following receipt of the Pulsant Provisioning documentation. Throughout the order lifecycle any exceptions to the specification, costs or timeline will be communicated to you immediately. For larger projects progress is normally tracked through a weekly or bi weekly project call, with plan updates, actions (with progress) tracked via the highlights/issues report and risk register updated throughout.

Step 5 – Customer Handover

Once the service has been deployed you will receive confirmation and the relevant access details will be provided to you to enable access to your services.

Step 6 – Transition into Live Service

As a Pulsant Customer with live services you will now be transitioned into our support team for ongoing service support benefiting from Pulsant Triple A Support.



FAQ's

When will my billing start?

Your billing will start from your service live date unless otherwise stated and agreed in your contract.

How do I contact your Accounts Department?

Pulsant accounts can be contacted by email or telephone:

e: accounts@pulsant.com t: 0845 119 9922

Who will be my Account Manager?

If you already have a Pulsant Account Manager this will remain the same, if you are a new customer your Account Manager will be in touch during the order process.

How do I access the data centre?

For colocation customers that require access to the data centre during the provisioning process please email our support team and ask us to raise an access request. The team will then help you organise your visit.

e: support@pulsant.com

What is the address of the data centre?

Addresses to all our data centres can be found on our website www.pulsant.com.

What happens if I need to add additional services?

Please contact your Account Manager or if this is part of the service being provisioning please liaise with your Project Manager who can triage the request internally.

What is my escalation point for any issues with the order process?

Please contact Kenny Cromwell (Head of Projects and Provisioning)

e: kenny.cromwell@pulsant.com t: 07717 301986

Should you have any queries throughout the order management lifecycle please contact our project management team:

e: projectmanagement@pulsant.com t: 0845 119 9970

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