

January 2026

GTT

GTT ENVISIONDX ENHANCEMENT OVERVIEW + FAQs





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OVERVIEW

GTT Envision is our single global technology platform to connect, orchestrate, engage and manage a wide array of security, cloud, voice and networking services. Our Envision platform combines the technology of GTT EnvisionCORE and GTT EnvisionEDGE for the virtual deployment of orchestrated network functions anywhere. This is managed, customized and controlled through a single digital experience with GTT EnvisionDX. Our professional, managed and technical services and expertise support our customers wherever and however they need.

The new GTT EnvisionDX quote-to-order capability empowers your success by enabling them to solve multiple customer business outcomes by providing the following:

- **Quote-to-Order Capability** - GTT partners can now automatically quote and order managed connectivity (DIA, broadband internet, broadband wireless, customer-provided access), secure networking (SD-WAN, managed firewall), select professional services (Project Management and Technical Design Authority), and equipment, shipping and professional installation.
- **Automated Single- and Multi-site Ordering** - With automated single- and multi-site ordering, partners and your customers can control, manage and scale customer networks anytime, anywhere. Powered by AI, GTT EnvisionDX also accelerates multi-site address validation, intelligently recognizing and confirming key details to ensure accuracy and speed.
- **Site-Centric User Experience** - The new site-centric user experience offers GTT partners granular visibility into each customer location, making it easier to identify issues, manage networks and make targeted decisions that drive high performance.

BENEFITS

GTT Envision offers you a faster sales process and a clearer path to expansion through streamlined and more accurate orders.

- You receive **on-demand access from quote to order** for single and multi-site customer orders, significantly reducing the time it takes you to create and finalize a quote.
- You now have a **step-by-step guided workflow** that simplifies and streamlines the process of adding services and eliminates the guesswork that existed in the previous CMD experience.
- Because of the walk-through approach, you can be confident that all the elements, including service, the right equipment and professional services, are fully captured and accounted for when you order service for your customer.



- **Simplified Equipment Selection** - Based on what you select as the services and connectivity type and bandwidth, only equipment options that are compatible will be presented.

GTT EnvisionDX increases collaboration between you and the customer.

- With direct access to the quote-to-order capability, you can quickly respond to customer needs. Through immediate on and off-net options with pricing, GTT EnvisionDX will foster transparency between you and your customers.

GTT EnvisionDX increases your customer satisfaction.

- GTT EnvisionDX provides a complete transparent solution all in one place. You can purchase, automate and customize cloud-like network services for your customers.
- With on-demand access from quote to order, you and your customers can consume, secure and manage the network effortlessly to meet the needs of the customer.

GTT EnvisionDX provides you and your customers granular visibility down to a single location.

- Through GTT EnvisionDX, we introduce a site-central model, providing you with granular visibility into all services, equipment and support activity specific to a single location, making it easier to identify issues, manage networks and make targeted decisions that drive high performance.

TRAINING

Q: Do you have any collateral I can review?

A: Please refer to the GTT EnvisionDX for the Channel landing page at <https://www.gtt.net/partners/envisiondx/>

THINGS YOU SHOULD KNOW

Q: How does EnvisionDX transform the service quoting process?

A: Today, most GTT channel partners send emails to their account teams or specific spreadsheets to their GTT account teams. This can take 24 hours or weeks to receive pricing – depending on the number of sites, geography and complexity.

With the enhanced GTT EnvisionDX, you purchase services for your customers in a matter of days or even minutes (in most cases).



Q: Who can quote services through the enhanced GTT EnvisionDX?

A: Channel partners can quote services and eventually, your customers will be able to quote services as well.

Q: Will my customer see the quote created in GTT EnvisionDX?

A: As of January 2026, only the TSD, the GTT Channel Sales Director and the Trusted Advisor will see the quote. For a customer to view quote, the partner will need to send it to the customer or enable it to be viewed.

Q: What services can channel partners order through GTT EnvisionDX?

A: The following services can be quoted and ordered through GTT EnvisionDX:

- **Managed Connectivity** - DIA, broadband internet, broadband wireless and customer-provided access
- **Secure Networking** - SD-WAN, managed firewall
- **Select Professional Services** - Project Management (PM) and Technical Design Authority (TDA)

Q: What if a channel partner needs to add additional services that aren't available within EnvisionDX?

A: Please flag it to your GTT account team who will put it into CMD.

Q: Can single and multi-sites be quoted? If yes, what is the max number of sites that can be quoted?

A: Yes, both single and multi-sites can be quoted. You can quote up to 50 sites at a time through GTT EnvisionDX.

Q: If I am upgrading an order for a customer like a Tech refresh and MACs and re-terms, where do I start?

A: Our GTT Channel Sales Directors or CSMs just need to use the normal process through CMD.

Q: What if I am a potential Trusted Advisor who does not have a relationship with GTT currently? How do I quote services?

A: Please work with your TSD or work with one of GTT's TSD partners.



ADDITIONAL GTT ENVISIONDX INFORMATION

Site-centric views

Q: What can I see with the new site-centric views?

A: Within the site-centric dashboard, you can click on each of their customer sites with us, and view services, connectivity and equipment for each location. They will also be able to see observability details for GTT EnvisionEDGE devices in a graphic format. This includes up/down, latency, jitter, packet loss, throughput and interface errors. Observability is based off access and equipment type.

Q: How do I access the new site-centric views?

A: If you have current access to Classic GTT EnvisionDX, across the top, you'll see a button that says, "Go to GTT EnvisionDX beta." You just need to simply click on that. There is no need for you to sign out of GTT EnvisionDX Classic. They will be transferred over into the enhanced interface.

Q: What if I want to view my tickets?

A: You just simply click back to GTT EnvisionDX Classic via the banner at the top of the site.

Envision virtual operator (evo)

Q: Please explain EVO to me.

A: EVO (Envision Virtual Operator) is our GenAI-powered assistant embedded within GTT EnvisionDX. Right now, we're in Phase I with our EVO assistant, who can answer questions partners might have about GTT products.

Channel partner dashboard

Q: What is the Channel Partner Dashboard?

A: The channel partner dashboard is a centralized hub where you can view your active and previous quotes, along with stats on outstanding quotes and services.

- You create a new quote, edit a quote, download it and share the quote with your customer(s).
- You can flag the quotes for GTT review and see what quotes are expiring and why.



Q: Can customers see the Partner Dashboard?

A: No, customers cannot see the channel partner dashboard.

Q: What viewing options do I have to view customers' sites?

A: You have two options to view the sites – one is through a tile and the other is through a list. They can see the tile or list icons to the right of the sorting site function. You can also search for sites (address, customer, TSD, tags, etc.).

Q: What do I see in a quote?

A: You will see the address, services, site name, connectivity, MRR, NPM, terms as well as where it is in the quote process and the last updated date and expiration date.

Q: What if my customer has so many quotes, I can't find the one I need to see?

A: You can use the filtering and search options to find the quote for the site.

Net new prospects

Q: What happens when a prospect wants to receive GTT services but isn't a GTT customer today?

A: You can initiate the quote by providing as much information as they know. GTT will build the opportunity and the client record in CMD or CRM and run the credit check for them to quote.

If you don't provide the information, GTT can conduct outreach to the end customer and gather that information.

Q: What minimal information do you require for a customer?

A: We need the minimal information for service ordering including:

- Company name
- Mailing address
- Phone
- City
- State
- Zip
- Billing Address (if different)
- Billing Contact (if Different)
- Billing Phone (if Different)
- DUNS
- Fed Tax ID/VAT

Q: Can I still quote if they don't know all this information for the customer?

A: There is minimal customer information required to provide quote. However, if the customer moves forward with service, we will need the additional information outlined above.



Location information

Q: What if a customer's address is very specific?

A: When you type in an address, a list of options appears for them to select from.

Once you select an address, a checkmark indicates that GTT knows the location. If you cannot find the address, GTT provides GPS coordinates and displays the location on a map. GTT's global mapping capabilities are not restricted to any specific region. You can also drag and drop a pin on a map to adjust the coordinates as needed. Additionally, GTT offers address notes where the partners can include specific and detailed information.

Q: How does GTT validate address?

A: GTT uses four different address validation sources globally, including Google Maps, TalkTalk, Royal Mail and C2F.

Q: How do I select a location that isn't an address?

A: You will need manually use their current process to quote.

General quoting and service order form (SOF)

Q: Where do I go within the portal to quote an order?

A: You can start a quote for an existing customer or a new prospect on the main dashboard through the "Create Quote" button

Q: What happens once the order is signed?

A: Once the customer signs the order, the status changes in GTT EnvisionDX. An order is created in CMD with the signed SOF uploaded. The order proceeds through the normal CMD process flow.

Q: What happens if the customer wants to review the SOF first?

A: For the first phase, GTT Channel Sales Directors, channel partners or TSDs can create a proposal and download and send it to them.

Q: What happens if I create a quote and want GTT to review?

A: Through GTT EnvisionDX, you can flag the quote to your Channel Sales Director and they can select which one they would like to review. They can add a note to it and they can send an email. When GTT looks at their dashboard, they will see there is a quote to be reviewed.

Q: Can I generate reports on quotes and orders?

A: You will receive summary views of what's been happening, but no specific reports at this time.



Q: What happens if I place an order for a customer and then they change their mind?

A: The customer will need to go through GTT's standard service termination process through their sales and customer success teams.

Connectivity quoting

Q: What type of connectivity can I quote?

A: You can quote DIA, broadband internet, broadband wireless and customer-provided access.

Q: How will I know which connectivity option is the best?

A: GTT provides all current connectivity options available, and you can select the best option for your customer based on their preference.

Q: Can I see what circuits are on-net versus off-net?

A: Yes, you can see all available services. GTT EnvisionDX notes whether they are on-net, off-net and "other" such as LEC or co-carrier (where we need to determine whether it's on or off-net) along with their prices. Please note that off-net services may come with additional costs.

Q: Can I select the vendor?

A: Yes. GTT EnvisionDX displays all preferred and non-preferred vendors along with pricing. You should note that non-preferred vendors may have higher pricing or have less reliable service.

Q: Why are off-net vendors' services more expensive?

A: In these cases, GTT resells their circuits or must build out to a location.

Q: What happens if there are no vendors available?

A: The likelihood of GTT not being able to provide a vendor is very low. However, if this is the case, you can work with your GTT Channel Sales Director and can provide the address so they can run through their system.

Q: What if my customer needs a site survey?

A: If the customer requires a site survey to do extensive inside wiring, they can select the option, and a site survey will be added to a quote. The full cost of the inside wiring will be provided after the survey is completed.

Q: How will I know if my customer needs a site survey?

A: You will know if their customer needs a site survey if they tell you they will need wiring more than 75 feet during installation.

Q: How will I know if my customer doesn't know about the inside wiring?

A: GTT will send out a technician to determine what is required.



Q: How do I send out a technician?

A: If you know ahead of time, you can add it to their order. You will need to follow the normal internal GTT process to send out a technician.

Q: What if my customer needs diversity?

A: You can select multiple types of connectivity. Alternatively, if your customer would like two of the same types of connectivity, you can select vendor diversity, PoP diversity or vendor and PoP diversity through GTT EnvisionDX.

Q: What is vendor diversity?

A: If vendor diversity is required, you should flag it for your Channel Sales Director's review.

Multi-site quoting

Q: When should I use the multi-site quote functionality?

A: If your customer has more than 5 sites, we recommend GTT's EnvisionDX multi-site functionality.

Q: How do I upload addresses?

A: You can copy and paste addresses, type them into the screen or upload a file.

Q: What if I don't have complete addresses?

A: GTT's generative AI tool will analyze the addresses and work to build an address. If there are ones it cannot complete, it will flag those specific addresses for review and editing. For example, if a list of 75 sites that AI can't match, partners will be alerted to manually input the address.

Q: What if I need to quote the customer the same offering over and over?

A: You can set up templates for their customer specifying the connectivity, the services, the terms and the equipment. You can keep using the same template for your customers to add locations. There is no time limit.

Q: How many templates can I create?

A: There is no limit to the number of templates you can create.

Q: How can I reuse a pre-existing template for my customer?

A: When creating a multi-site quote, you will be asked if you would like to create a new or select an existing template from the available drop-down list for the existing templates associated for your customer.

Q: Who can create templates?

A: You can create templates or your GTT Sales Channel Directors can create templates for you.

Q: How can I see if my customer has created a template?

A: You will be able to see them in a drop-down list



Q: Can I add site unique identify information to a template?

A: Yes. You should use the “site labels” field when creating a quote or a template.

Q: What if I have 60 quotes and my customer wants them all in the same template expect for two that need different connectivity types?

A: We recommend using multi-site functionality. You should start by inputting all the addresses first. Then, you can individually select each site and make changes to that individual site. You can change the connectivity; the services and the equipment as needed at an individual site level. You can also create two site templates if needed.

Q: What if I must remove one of my customer’s sites before or after they’ve placed an order?

A: You can remove it before they place the order – you should use the delete button to eliminate each site that isn’t needed. After you place an order, you will need to go through the standard service termination process through our sales and customer success team.

Q: Can I search for a site within my customer’s template to edit?

A: Yes. Once you have entered all their sites, you can use the search bar on the upper left-hand side if you need to edit or remove it.

Q: Can I save and come back to my customer’s multi-site quote?

A: Yes. Saved quotes are available on your Channel Partner Dashboard.

Services ordering

Q: When I select SD-WAN for existing customers, how will the vendor and service level be represented?

A: GTT EnvisionDX will pull in the vendor technology (HPE Aruba or VMWare) and the service level. Vendor technology is in alphabetical order.

Q: When will other vendor technologies be added like Fortinet and Palo Alto Networks for an SD-WAN option?

A: Fortinet SD-WAN and firewall components will be added in a future release. Ongoing conversations are occurring with Palo Alto Networks for a future release.

Q: What if my customer requires high availability?

A: You can select “high availability” in the services section of GTT EnvisionDX before selecting SD-WAN, managed firewall or professional services.

Q: What professional services are available to quote through GTT EnvisionDX?

A: Today, GTT offers project management and technical design authority professional services. This is the site-based pricing offering. GTT will be adding additional professional services including service management, technical management, customer incident management and vulnerability scanning in a future release.



Q: Are virtual services available to my customers?

A: Virtual services are slotted for an upcoming release. Stay tuned for more!

Equipment

Q: Is equipment available as part of the new Quote to Order experience?

A: Yes

Q: Does every quote have to have equipment?

A: No. You can quote connectivity services without equipment (CPE). However, you do have the option to add equipment to the order.

Q: How will I know the correct equipment to select?

A: Based on what you have selected as the services and connectivity type and bandwidth, only equipment options that are compatible will be presented.

Q: Will all equipment types be available?

A: GTT offers the GTT EnvisionEDGE boxes as well as NIDs. GTT will be adding additional equipment in upcoming releases

Q: If a customer needs additional equipment, what should they do?

A: If a customer needs additional services that GTT doesn't currently quote, they should flag it to their channel sales director.

Contract terms, order history and billing

Q: How do you address currency within GTT EnvisionDX?

A: GTT determines currency based on the customer's currency and the BAN currency. USD, EUR and GBP are available. GTT defaults on the customer's typical currency, but we also offer the other options for visibility.

Q: Can I select multiple terms?

A: Yes, you can select 12-month, 24-month or 36-month contract terms.

Q: Will additional contract terms be available?

A: We will be adding four- and five-year terms in future releases.

Q: What if I want to compare pricing by terms for my customer?

A: You can do this through GTT EnvisionDX. In the Pricing Terms section near the end of "Step #1 of 3 – Tell Us About the Site," you will see we default to 36-month terms but can select multiple terms and compare the pricing.



Q: What if my customer signs up for service but then changes their mind?

A: You will need to go through the standard service termination process through your sales and customer success team.

Q: Will my customer data and order history sync automatically?

A: Yes. They will sync automatically.

Q: Will my customer's billing be automatically updated?

A: Yes. Where these changes impact a customer's agreement, GTT will create the necessary billing records.

Q: What can I order for existing customers versus new customers?

A: You can quote new sites for existing customers for the following services:

- **Managed Connectivity** - DIA, broadband internet, broadband wireless and customer-provided access
- **Secure Networking** - SD-WAN, managed firewall
- **Select Pro Services** - Project Management (PM) and Technical Design Authority (TDA)
- **Equipment/Shipping/Pro Services** - Applicable equipment and shipping and handling charges and Professional Installation

For your new customers, you can quote \ everything above except Secure Networking services. You should follow the current process for Secure Networking services.

Q: Does GTT EnvisionDX support re-terms?

A: No, not currently. Re-terms in on our roadmap for a future phase.

Q: How do I support a customer through moves, adds and changes?

A: You should follow the current process and work with your GTT Channel Sales Director.