

GTT – GREATER TECHNOLOGY TOGETHER

Your customer first experience – Meet your team



ACCOUNT TEAM

At GTT, your Account Team is your dedicated partner in ensuring a seamless and exceptional service experience. Your team consists of key experts, including your Account Manager, who helps align our solutions with your business needs, your Customer Success Manager, who focuses on long-term success and ensuring you get the most value from our services, and our Solutions Architects offer technical expertise to design and optimize your network. Together, we work proactively to support your goals, drive efficiency, and ensure a strong, lasting partnership.

Account Service Experience:

- Account Manager
- Customer Success Manager
- Solution Consultant /Architect
- Business Reviews
- Health Check Reviews



DELIVERY TEAM

At GTT, our Delivery Team ensures a smooth and efficient service implementation. From order placement to activation, our experts manage every step, coordinating with internal teams and partners to minimize delays and address challenges. Your Service Delivery Manager oversees the entire process, keeping you informed and ensuring timely, accurate delivery. We aim to make the transition seamless, so you can focus on your business.

Delivery Service Experience:

- Service Delivery Coordinator
- Delivery Plan
- Status Review
- Task Management



BILLING TEAM

At GTT, our Billing Team is committed to providing accurate, transparent, and efficient invoicing to ensure a seamless financial experience for our customers. We handle all aspects of billing, including invoice generation, charge verification, and claim resolution. Our team works closely with your Account Team to address any billing inquiries promptly and provide clear explanations of charges.

Billing Service Experience:

- Dispute Review
- Billing Inquiry Response
- Billing Inquiry Updates



SERVICE ASSURANCE TEAM

At GTT, our Service Assurance Team ensures reliable network performance. Operating 24/7, we proactively monitor and resolve issues to minimize disruptions. With swift response times and expert assistance, we provide seamless communication through our EnvisionDX portal, phone, or email. Our commitment to proactive support, operational excellence, and customer advocacy means you can trust GTT to keep your business connected and performing at its best.

- Location
- Incident Reports
- Problem Management
- Engagement
- Escalation Management
- Request Fulfilment

INTERESTED IN FINDING OUT MORE?

Contact your **Account Manager** or **visit GTT.net** to discuss options and pricing.

- Services we offer
- Information specific to your industry, including thought leadership from industry experts and analysts and customer
- Access to EnvisionDX GTT' online customer portal – link [here](#)

PROFESSIONAL SERVICES

GTT's Professional Services offer expert guidance and hands-on support to help you optimize, transform, and scale your network and IT infrastructure.

Our Professional Services team delivers deep technical expertise and project-based engagements to address complex challenges beyond standard service offerings.

Our Professional Services portfolio comprises of:

- Project Management
- Technical Management
- Service Management
- Program Management
- Customer Incident Management