

YOUR GTT PROFESSIONAL SERVICES EXPERIENCE

Next level integration of our teams with yours



PROJECT MANAGEMENT

GTT Project managers are skilled, reputable advocates dedicated to the success of your program. Consistent operational excellence and attention to detail ensure nothing is overlooked and your experience is second to none. GTT Project managers are skilled, reputable advocates dedicated to the success of your projects.

What to expect:

- Project management PRINCE2 project methodology
- Complete ownership and accountability
- Risk / Change / Escalation management
- Project initiation, planning, and detailed Project tracker
- Migration/Communication plans and governance



TECH MANAGEMENT - BUILD

GTT Technical Management resources have extensive technical backgrounds, knowledge, and experience. They understand both business and technical needs, acting as a resource throughout the build.

What to expect:

- Discovery and information gathering
- Introductory design and transition planning
- Proof of design and rollout support



TECH MANAGEMENT - IN-LIFE

GTT Technical Management resources build trust and confidence with deep technical understanding of how to execute a seamless operation throughout the in-life period.

What to expect:

- Network and security technical service reviews with actionable insight, along with regular network and security health checks
- Best practice assessments for security posture, adoption, and efficacy
- Dynamic technical documentation that updates as your world changes
- On-hand consultation / advice / change validation and incident support



PROGRAM MANAGEMENT

GTT Program managers provide consultative support for governance alignment, contract management, and managing organizational change – wherever senior expertise and communications are required. Program Managers are experts in complex contracts, geographically dispersed solutions, integration into large transformations and managing decentralized IT and support.

What to expect:

- Transition management with senior stakeholders
- Governance management
- Service delivery management aligned with key performance indicators



SERVICE MANAGEMENT

GTT Service Managers are highly experienced and ITIL-accredited professionals that work closely with you to understand your business environments and processes, aligning seamlessly with GTT's services.

What to expect:

- Regular Service reviews covering incidents, changes, planned works with analysis and recommendations
- Regular service reporting
- Continuous service improvement methodology



INCIDENT MANAGEMENT

GTT Customer Incident Managers are responsible for leading the implementation of urgent or high-impact requests, and swift, coordinated resolution to any disruption to service. They are the customer's champion within GTT's Service Assurance organization to maintain an exceptional level of customer service and experience.

What to expect:

- Request fulfilment
- Escalation management and ownership
- Incident management and reporting
- Operational review

PROFESSIONAL SERVICES

At GTT our customer-first culture means our entire team has pledged operational excellence, outstanding service, and a commitment to continuous improvement. GTT Professional Services is more than processes and functions; it is a **philosophy of working**. We believe that a complete understanding of your business will align our IT solutions to your enterprise, for an unequalled customer and technical experience.

GTT Professional Services are a next-level integration of our team with yours. You benefit from technical and operational **subject matter experts**, established **governance frameworks**, **service management principles**, and broad business knowledge. The Professional Services team have deep experience with complex integrations and are passionate **customer advocates**. With every service in the portfolio, you can expect a named and allocated manager, customer partnership and advocacy, expert knowledge, and extensive experience.

GET STARTED



Interested in finding out more about the GTT Professional Services?

Contact your **Account Manager** to discuss options and pricing.