Service Management Technology Launch

The big moment has arrived!
We're excited to announce that our new Service Management Platform will officially launch on **1st March 2025**.

Important Action Steps for You:

1. Access through the Self-Serve Portal
From 1st March, you can access our self-service portal at: https://selfserve.gcxworld.com/

2. Need a Login?
If you don't have a login yet, please reach out to our GNOC to provide the necessary details for us to set up a user account for you.

3. Update Your Email Contacts
To ensure we can best support you and comply with our enhanced security measures for ticket submission, please update your email contacts in our self-serve portal. Your prompt action here is crucial.

4. Email Requests
If you require to submit a ticket request via email, we've attached a guide with a required template. Using the template ensures your requests are automatically processed in our system.

5. New Case Number Format
Please remember that the Case numbers will change from "INC..." to "CS..." (e.g., INC000000123456 → CS0000123)

6. Whitelist the address case@gcxworld.com
Automated case updates will now be sent from case@gcxworld.com. You can reply directly to these update emails, and your comments will be added to the case log. Please ensure your systems are ready to continue receiving our case updates!

7. Case Status Before Closure
You will be notified once the issue is fixed [Trouble Fixed]. If no further support is needed, the case will be marked as Resolved before final closure.

8. Previous Platform Open Cases
Any tickets opened in the previous platform will remain managed there until closed. During the transition period, after 1st March 2025, you may still receive automated updates in the previous format, for unresolved cases.

We're committed to working closely with you throughout this exciting transition. We understand there may be questions, so we've also attached a Frequently Asked Questions (FAQ) document to assist you in getting familiar with the new platform. This will also be available in our self-serve portal.

We appreciate your cooperation as we move forward together. If you have any questions, please don't hesitate to contact us.
The GCX Team