

Horizon Site Survey

It is advisable to consider all aspects of your customer’s existing infrastructure and configuration as well as their desired outcome before commencing with the deployment of Horizon.

Gamma recommends that a full site survey is conducted at each site requiring the Horizon service prior to organising work packages and attempting to order component products and services.

In the interests of best practice, we advise that a technical representative from the Channel Partner organisation should deliver the site survey at the customer premises with a technical representative from the end user’s environment. However, it may be sufficient to deliver surveys remotely over the phone where suitably qualified individuals are present on-site and can accurately answer questions of a technical nature without an on-site presence from the CP.

In either case, we recommend that you use Gamma’s Site Survey Tool for your customer audit.

Considerations

Access

Service Provider	Who is delivering the service? We strongly recommend Gamma access services in order to fully managed hosted voice service.
Bandwidth	Is there enough bandwidth available to cope with the concurrent voice & video call levels at that site? What are the expected concurrent voice & video call volumes?

Hardware

Handsets	What type of handset(s) is/are required and how many?
Hot Desks	Any hot desk users to accommodate?
Power	Does the site have adequate PoE or will more switches/PSUs (Power Supply Unit) be required?
Analogue	Does the customer want to accommodate analogue services on the Horizon platform and are ATAs (Analogue Terminal Adapter) required?
Space	Where are the PoE (Power over Ethernet) switches/routers to be located and is there adequate power and space?

Customer Site / Environment

Cabling	Does the site have structured CAT5/6 cabling?
Ports	Are there dual ports (separate for voice & data) at each user station?
Building	Does the customer have full authority over their building or is there a 3rd party involved (e.g. landlord, served premises agent, local government if listed building etc.)
Rooms	Record the following for each ROOM requiring Horizon telephony presence: 1) Longest cable distance from PoE switch 2) VLANs? 3) What route connects this switch to the ADSL? (list the patch panels, switches, routers etc.) 4) Sufficient Cat5/6 cabling for each phone? 5) Sufficient power sockets for phones or PoE? 6) Wallport socket information 7) Handsets required

Configuration of a hosted solution

Extensions	Extension length/format
Domain	Customer domain name
Admin	Who is the company administrator?
Sites	Are there any additional sites to be included in the deployment?
Home workers	Are there any homeworkers to be included in the Horizon solution?
VLANs	Are VLANs in use? If so, use either CDP or LLDP.
Music on Hold	Does the customer have their own Music on Hold selection? If so, obtain wav file.
Training	Who do you need to 'train'? e.g. Administrators/users / receptionists / transient workers. Will the customer be managing user training themselves or are they expecting you to help them with this? Would they prefer their training delivered before or after 'go live' date?

Numbering

New DDIs (Direct Dial Ins)	Do customers existing numbers need to move to Horizon?
Existing DDIs	Do customer's existing numbers need to move to Horizon?
Current Technology	What product hosts the numbers currently (e.g. PSTN (Public Switched Telephone Network) / ISDN (Integrated Services for Digital Network)/ other supplier virtual number). The lead-time will depend on the product you are porting from.
Gamma Numbers	If the customer already has their numbers hosted by Gamma (via inbound or SIP) the migration process should be followed rather than the porting process.
Current / Losing Communications Provider	Who is hosting the numbers currently (e.g. Gamma, BT, Virgin etc.) Is there a porting arrangement with Gamma in place?

Range Holder	Who owns the number range (e.g. Gamma, BT, Virgin etc.) Is there a porting arrangement with Gamma in place?
Downtime	There is likely to be a short period of downtime when the port completes - what can the customer tolerate? When are their quiet periods?
Port Date	The porting of the numbers will drive the customer's 'go live' date on Horizon - what date is the customer aiming for and have you considered the porting lead time?
Number Presentation	How does the customer want their outbound number presented? e.g. Main number only, DDIs, or an alternative number.

The site survey tool is available in the [Horizon Forms](#) section of the Knowledge Base