G Cloud 7

Centerprise INTERNATIONAL

Service Definition:

Unified Communications as a Service (UCaaS)

RM1557vii

Introduction to Centerprise International Limited

Centerprise International Limited was established in 1983 as an engineering and manufacturing company, specialising in designing and building tailored products and solutions. The Company began by supplying PCs into the Private and Public Sectors.

By 1991 Centerprise had established a reputation within the MoD as a forward thinking SME capable of responding in an agile manner to emerging and challenging requirements. Centerprise has since diversified its Defence portfolio, which now ranges from high volume, low-end system integration services to the delivery of complete high assurance mission capable ICT systems.

In 2005 Centerprise invested in a best in class Government Approved manufacturing and logistics centre in Caerphilly, South Wales. This investment significantly enhanced the Company's scale of delivery of manufacturing and supply chain management capability as evidenced by Centerprise's contribution to the MoD's DII Programme.

Since 2012 Centerprise has continued to increase its presence across Public Sector and now delivers managed services into the Education sector and Central Government. In relation to the former, the Company has contracts to deliver end to end ICT solutions to over 20 schools and academies; and with regard to the latter, Centerprise provides a range of managed ICT services to both the MoD and HMT.

Centerprise's ever-growing portfolio of services now boasts a range of cloud services that have been tailored for use within Public Sector.

Why Cloud Based Unified Communications?

Traditional telephony is based on hardware resources that are purchased as on premise equipment and have a defined capacity. The capacity is determined by available slots on the switch chassis, the number of physical ports and cards purchased. This offers neither a cost effective nor flexible means to manage capacity, as a requirement for a single additional user extension could lead to the need to purchase a complete new chassis. Furthermore the functionality available to users is limited to the technology of the solution at the time of purchase. By contrast Unified Communications as a Service (UCaaS) provides organisations with a feature rich, secure, scalable and cloud based resilient platform. Thus avoiding traditional up-front CAPEX costs and enabling more dynamic and cost effective capacity management.

Overview of Centerprise's Unified Communication Service

Centerprise's UCaaS offering is powered by NEC's UNIVERGE 3C, a fully managed cloud-based communications platform that combines traditional telephony features with user centric IP Telephony. Features include:

- Presence management.
- Android/iOS softphone client.
- Voicemail, Chat and Unified Messaging.
- Multi Media Conferencing.
- Content Sharing.
- Desktop and Mobile Client.
- Collaboration.
- Contact and Call Centre.
- Call recording.

Centerprise's UCaaS is designed to support the growing requirement for flexible working, enabling your employees to communicate with colleagues and federate with partners / customers from anywhere, at any time, via web, audio and video on a wide range of devices. It is particularly suitable for organisations with mobile workers and multiple offices. As the users need only to provide one number regardless of which device they are using (desktop softphone, desk-phone or mobile) and the call will route to them. Benefits include:

- A powerful software-based UC and collaboration solution.
- Offers a complete suite of user-centric UC and collaboration applications for personal communications management.
- Enables anywhere, anytime access for increased efficiency and productivity.
- Offers easy-to-use, standards-based Instant Messaging (IM).
- Provides a consistent user experience across multiple devices.
- Offers presence-based and soft media phone communications.
- Enables productivity gains and cost reductions through UC and collaboration efficiencies.
- Enhances user mobility by providing universal services access from a wide-range of mobile devices.
- Allows calls to be easily transferred from one device to another without interruption projects.

Service Packages

Centerprise's UC offering is available 2 packages: Gold UC and Platinum UC. Each package is a secure, software-based UC and collaboration solution that is easy to install, manage, upgrade and support.

Gold UC. Centerprise UC is resilient, scalable and is charged on a per seat basis. The Gold package is designed for largely workplace focussed business units with some mobile elements. Each User is allocated a geographic number and is able to allocate this to a device (desktop phone, mobile client or software client). The package includes Unified Messaging, Voicemail and Instant Messenger with Presence Management. A UC client for desktop and mobile device provides an intuitive interface and enables users to control call routing to ensure that they remain available whenever they wish to be.

Platinum UC. The Gold UC offering enhanced with a comprehensive collaboration suite that includes:

- Audio conferencing
- Video conferencing
- White-boarding
- Content sharing
- Collaboration and Meeting Management console.

The Collaboration and Meeting Management console provides Users with a quick and easy means of organising their meetings from multiple devices and applications: desktop UC Client, Outlook calendar and IM client. This package is aimed at more dynamic elements of a business unit and can be mix and matched with the Centerprise Cloud UC users to ensure that costs are managed yet appropriate tools are given to those members of the business who need them.
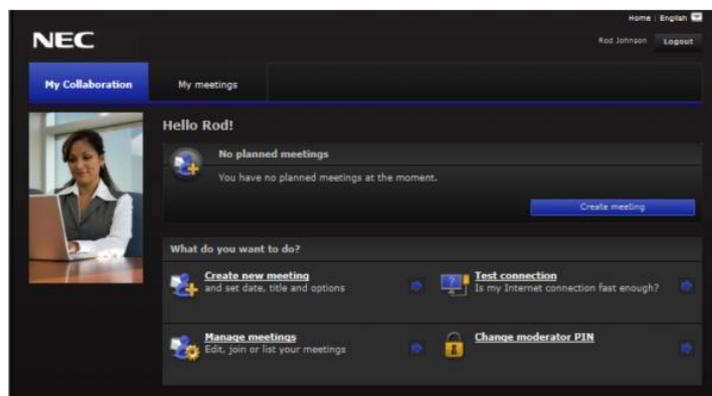
Contact Centre

Contact Centre is available as an overlay option to a pre-deployed or conjunctly configured Centerprise supplied UCaaS solution and when used in conjunction with NEC DT series handsets. The Contact Centre on our NEC Univerge platform is fully scalable and allows configuration to support small internal helpdesks that just need the ability to queue calls, as well as more feature rich formal contact centres that need to blend different contact methods such as email, web chat and telephone calls. Further benefits such as integrated wallboards and interfaces to external Workforce management packages can be designed and delivered should the need exist.

Within our pricing schedule we have given an indication of cost for a small contact centre, but as each organisations requirements are different, our solutions consultants will work with you to design the contact centre. This allows for the on-site hosting requirements to be determined and an appropriate level of resilience to be designed into the solution proportionate to the business need and Service Availability requirements.

Backup/Restore and Disaster Recovery

The Centerprise UCaaS is supported by a highly resilient, multi-site Cloud virtualisation platform utilising enterprise grade technologies hosted in UK Tier III Data Centres. Infrastructure is replicated in each and failover is automated to ensure that, even in the event that a Data Centre is lost, continuous service can be maintained. UCaaS service will utilise a SIP trunk but will also have access to a resilient and scalable breakout onto PSTN.

The Centerprise Service Management Team work from two separate sites in the South of England and also has a full BCDR complex available for use in Wales. Centerprise Service Management tooling is also cloud based ensuring a smooth and seamless response to service effecting events.

On-boarding and Off-boarding

Centerprise will undertake an on-site assessment to determine the site feasibility and to notify the Customer of any remedial work that may be required in order to ensure quality of service. This on-site assessment will be limited to the main business site but additional site surveys may be undertaken as part of the on-boarding charge and provided via our professional services offering listed on Lot 4. This is provided on a day rate basis in accordance with the SFIA pricing schedule.
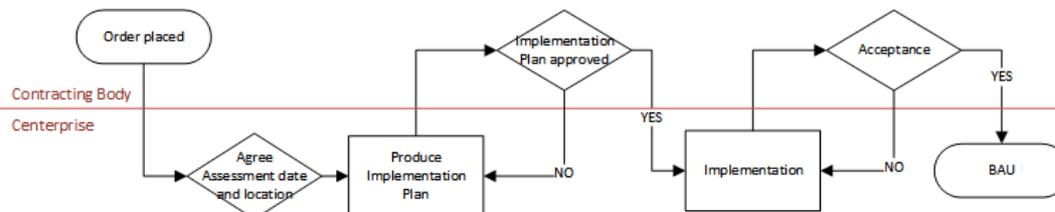
The result of the Assessment shall be the production of the following products:

- An outline Implementation Plan for approval by the Customer.
- A Service Description.
- An On-Boarding pack for issue to the Customer.
- Identification of VIP users and a contextual briefing for the Centerprise Service Management Team.

Off boarding is designed to be simple and agile to allow the Contracting Body to exit services with ease at the end of the contract period. Prior to terminating the contract, the Contracting Body is able to transfer all their data out of the solution. All of the user configurations relating to the Service will be exported or cleansed from the system. Exported data will be provided to the Contracting Body in a CSV file.
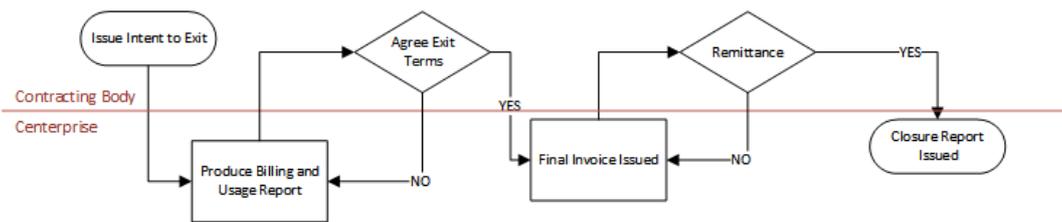
Service Management
Service Desk

Centerprise's Service Desk actively monitors service availability and undertakes trend analysis to identify and resolve Problems before they become service affecting. Users are able to raise incidents to the Service Desk via telephone, email and/or a web portal. Our Service Desk comprises Level 1 and Level 2 analysts. The Level 1 analysts are trained to a high competency level which, combined with access to our extensive library of knowledge base articles, enables them to resolve a high percentage of Incidents on first contact. Incident and Problem Management processes ensure that the knowledge base is updated dynamically to ensure its currency. A robust Incident Management process ensures more complex incidents are managed through to resolution in the shortest time possible thus minimising business impact on the Customer. The Service Desk monitors service level achievement and escalates incidents that are approaching a service level failure. The Service Desk coordinates and issues timely and effective communication to those users impacted by a service affecting Incidents.

The Service Desk undertakes Service Measurement and Reporting (SM&R) activities that monitor and capture supporting data relating to service performance and request fulfilment. The data is collated from the Configuration Management System (CMS) which serves as the repository for all service management information. Reportable data is provided to an allocated Service Delivery Manager who is responsible for analysing it and producing a report that is subsequently distributed to the Customer via email or presented at Service Review Boards, depending on the level of governance in operation. The SM&R product provides a means for the Customer to assess service delivery performance.

Service Constraints

There are no service constraints with this Service beyond the stated service descriptions. The Service is hosted in dual data centres which provides for a high level of availability and resilience. The investment in dual data centres means that Centerprise can offer a Service that is not subjected to service-affecting maintenance windows or service outages caused through the implementation of service enhancements.

Service Levels and Response/Resolution Times
Service Availability and Service Hours

The Service is available for use 24/7 and is supported during the Service Hours of 0800 – 2000 Mon to Fri (excluding UK holidays). The Service Level for Service Availability is 99.99% as a measurement of the total Service Hours. Service Availability is therefore measured by:

Service Availability % = ((Service Hours – Service Downtime) / Service Hours) x 100

Response and Resolution Times

The response times for service affecting incidents are determined by the severity level of the incident. The table below details the incident severity levels and the corresponding response times.

Severity Level	Incident Type	Definition	Response	Resolution
1	High	Service is completely unavailable or there is a critical impact on the Customer's business operation.	20 minutes	2 hours
2	Medium	The Service is severely degraded or there is a significant impact on the Customer's business operation.	1 hour	4 hours
3	Low	The quality of the Service is degraded and is affecting one or more users.	1 hour	24 hours
4	Service Request	Customer is seeking a change to the Service.	1 hour	48 hours

Financial Recompense Model

A Service Credit regime will be used to recompense the Customer for the service failing to meet the agreed Service Level. Service Credits shall be valued as a percentage of the related Service Charges for the month.

Service Credit Points will be allocated for Performance Failures. The total number of points accrued will be converted into a cash value. The cash value will be calculated on the basis that one Service Credit Point is worth 1% (one percent) of the Service Charges for the relevant month. Half a Service Credit Point will accrue for each 0.5% below the 99.99% Service Level Availability.

If Centerprise fails to achieve the Service Level during 2 consecutive months the second such failure shall be a Repeat Failure. If a Repeat Failure occurs the number of Service Credit Points shall be multiplied by a factor of 2. The maximum value for all Service Credits accrued in respect of a month shall not exceed fifteen percent (15%) of the Service Charges for that month.

Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. Centerprise shall apply the value of any Service Credits against the appropriate invoice.

Centerprise's liability for Service Credits does not extend to service failures when the cause relates to the Customer (or one of its services) or a Force Majeure event.

Training

Once the order has been processed a welcome pack will be sent to the purchaser. This will include a user guide outlining the basics of the service. Onsite training can be provided on a day rate basis in accordance with the SFIA pricing schedule.

Ordering and Invoicing

Customers are able to subscribe to this Service by submitting an Order From to gcloud@centerprise.co.uk. Centerprise will contact the customer within one working day of receiving the Order From and will process the order within 2 working days of all required details being formalised between Centerprise and the Customer.

Invoices will be raised monthly and will be submitted to the Customer's finance department in electronic format.

Termination Terms

The terms of Termination are as per detailed in the G-Cloud 7 Framework Agreement and Call-Off Contract. Notice to terminate the Service is to be provided in accordance with Clause FW-12 of the G-Cloud 7 Framework Agreement. Notices are to be submitted marked for the attention of Jeremy Nash [Tel: 07584 216725, Email: jeremy.nash@centerprise.co.uk].

Data Restoration / Migration

Our UCaaS offering is resilient over 2 UK Based data centres. This means that the UC Data is constantly being backed- up between the two.

Customer Responsibilities

Suitable bandwidth connectivity, ideally (Quality of Service) QoS enabled to each device forming part of the UCaaS offering. Below is a summary of the supported software version for the applications:

Application	Supported	Not Supported
C Client	- Windows 8 - Windows 7 (Professional, Enterprise or Ultimate) 32 or 64 Bit - Windows Vista (Professional, Enterprise or Ultimate) SP2 32 or 64 Bit - MAC OS X 10.5 or later	- Windows NT Workstation - Windows 98x - Windows ME - Windows XP
UC Client with SMP (Soft Media Phone)	- Windows 8 - Windows 7 (Professional, Enterprise or Ultimate) 32 or 64 Bit - Windows Vista (Professional, Enterprise or Ultimate) SP2 32 or 64 Bit	- Windows NT Workstation - Windows 98x - Windows ME - Windows XP

Service Trial

Centerprise provides a 30-day free of charge trial to assist prospective customers with assessing the suitability of the Service. The trial is based on a 10 user standard system but larger trials may be available on a case by case basis. Customers wishing to make use of the free trial are to contact Centerprise at gcloud@centerprise.co.uk. Centerprise does not require the Customer to submit an Order Form to gain access to the free trial.

To seek clarification on any aspect of this document / service please contact us via gcloud@centerprise.co.uk.