

G Cloud 7



Centerprise
INTERNATIONAL

Service Definition: Video Conferencing as a Service (VCaaS)

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 enhanced significantly 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.

Overview of Centerprise's Video Conferencing Service

Centerprise's Video Conferencing (VC) service is powered by UCi2i who are a global provider of business class VC managed services. This Standards-based service allows maximum interoperability with legacy and future VC systems. Users connect to each other, host virtual meeting rooms and are able to share rich content. Users may use VC End Points, desktop or mobile devices to access services from the workplace or when working remotely. The service can reuse existing VC hardware, can be paired with hardware purchased via other frameworks, or can include a bundled hardware element which remains with the customers for the duration of the contract period.

Individual Presence.

A user will be allocated their own individual SIP¹ address for use with a software client which is also provided. The software client will enable a Windows PC, iOS, or Android device to receive or place a video call. Each address may be utilised from multiple devices. For instance john.smith@centerprise.co.uk may install the software client onto a personal iPad, a smart phone, a laptop, and also a personal desktop computer. The software client is free to use without license control as it is the SIP address subscription that is licensed and will remain fully managed by Centerprise.

Virtual Meeting Rooms.

To enable multi-participant conferencing Virtual Meeting Rooms (VMRs) are provided. VMRs vary in size (i.e. a 4 seat VMR will allow up to 4 separate End Points or software clients to join). VMRs are persistent and can be used at any time by simply dialling in as you would to a conventional audio bridge. If necessary they can be reserved using a calendar application but they do not need to be scheduled to be available².

¹ The Session Initiation Protocol (SIP) is a signalling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks.

A Customer may purchase larger capacity VMRs and multiple VMRs may be combined to offer further flexibility. For example multiple VMRs can be booked, but only one VMR needs be advertised to joiners.

Each VMR will also be provided with VMR PIN details and a chairperson address. This two level pin entry system maintains the security of the system and privacy of the call. During any VMR call all participants are clearly identified on the screen ensuring that participants cannot participate incognito. VMR owners will possess a 'chair' address (chair.newdept@centerprise.co.uk) which they dial to begin a call. They will then be requested to enter a five digit pin to make the conference live.

Attendees dial a separate address (meet.newdept@centerprise.co.uk) and receive a request for a four digit pin. Should they arrive earlier than the chair person, or at the wrong time altogether they will only receive a message to tell them to await a chairperson. This ensures that the chair never misses a moment of their meeting and attendees cannot use the VMR without the chair's knowledge.

Other options for collaboration are H3233, IP or ISDN. This enables users (SIP or otherwise) to join as an audio participant only, or from any VC service End Point irrespective of service provider. A participant can transition from an audio call whilst mobile, to a VC End Point on arrival at their destination.

Address Book

Centerprise will provide a centralised address book feature that will store up to 400 entries. This address book will then be available to every End Point within the VC service enabling quick look up and dialling without the need for the user to enter any of the dialling information.

This address book will be pre-populated with Customer addressees and will be managed thereafter through a Service Request. If a new call address entry is required to be entered a call is raised via the Centerprise Service Desk and actioned within 24 hours. Note that calls may be initiated without using the address book using any of the supported formats where the address is known.

End Point Registration

This allows any IP-based VC End Point to be registered to the infrastructure to provide a persistent peer to peer calling capability. Common hardware vendors include Cisco, Lifesize, Polycom, or Radvision and systems range from desktop single screen to Boardroom multi- screen fully immersive suites. Existing IP VC End Points can be reused to achieve greater RoI on existing assets. If new End Points are required Centerprise can supply via the Tech Products Framework RM1054.

An End Point Registration will support an unlimited amount of users and is typically provided in Public or Shared Meeting Rooms. Alternatively, a frequent VC user may wish to take advantage of a high quality camera and display equipment which can be supported by an IP-based VC codec at their workspace.

² Should VMR de-confliction fail and the meeting room be oversubscribed, Centerprise will allow the user to 'burst'. Where a user uses more resource than is contracted Centerprise shall make recommendations to align capacity with demand.

³ H.323 is a recommendation from the ITU Telecommunication Standardization Sector (ITU-T) that defines the protocols to provide audio-visual communication sessions on any packet network.

Bespoke Domain Name

Standard SIP Uniform Resource Identifier (URI) addressing on the Centerprise cloud is routed using the 'centerprise.co.uk' domain. Video domain routing is a vital component of a full UC integration as it allows the use of standard URI addresses (as used for email) to be used for video clients, i.e. john.smith@yourdomain.com. Centerprise can provide clients with their own domain name so that their SIP addresses appear the same as their email addresses.

Inclusive Video End Point provision:

Centerprise is able to provide video End Points as part of a VCaaS subscription allowing an entirely OPEX approach to enhancing the productivity of users. As a vendor agnostic supplier to the Public Sector we are able to source a diverse range of devices to suit business needs. A full solution is offered on a rental terms designed to meet a common use case for a medium sized room, including codec, camera, panel and stand. Additional configurations are available on request.

Hardware shall be delivered directly to the user site. Should support be required for the installation this can be provided as an additional service together with on-site user training. A minimum 24months rental period will apply and devices will be fully supported by an on-site Next Working Day warranty provision. At the end of the contract term Centerprise will arrange for the collection of the device at no additional cost.

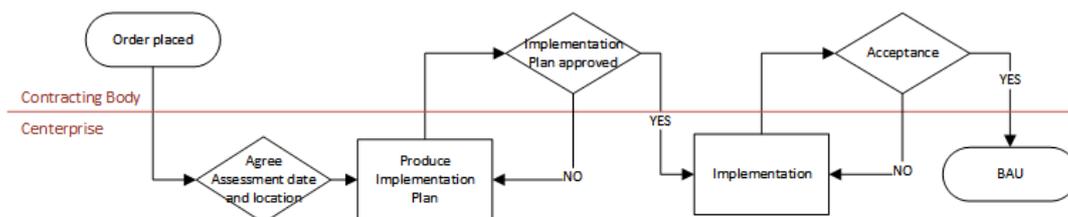
Backup/Restore and Disaster Recovery

The Centerprise VC service is supported by 2 x 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 during an open call that this call will continue.

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

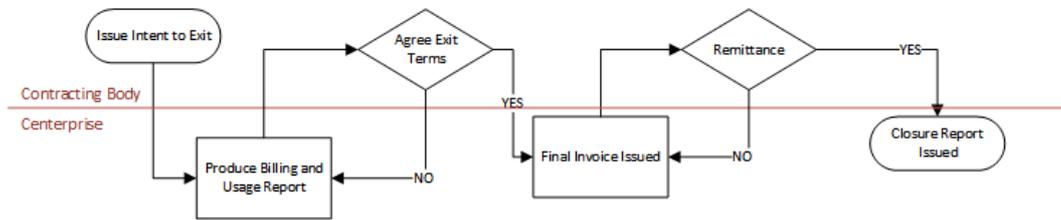
Centerprise will undertake an on-site assessment to determine the site feasibility and to notify the Customer of any remedial work that may be required in order to ensure quality of service. This on-site assessment will be limited to the main business site but additional site surveys may be undertaken 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 Customer to exit services with ease at the end of the contract period.



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:

$$\text{Service Availability \%} = ((\text{Service Hours} - \text{Service Downtime}) / \text{Service Hours}) \times 100$$

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 via our professional services offering listed on Lot 4. This is 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

Centerprise's Video Conferencing service does not store any Customer data and therefore there is no data restoration or data migration element to this Service.

Customer Responsibilities

The Centerprise VC service is dependent on the Customer internet provision. The service is tolerant of low bandwidth and high latency but the quality of the video call is impacted where target levels are not met. Within VMRs bandwidth allocation is dynamically managed so that a participant who is bandwidth disadvantaged (for instance using a mobile device in a WiFi hotspot) receives a lower quality video stream, whilst a user in a Head Office location with greater bandwidth can enjoy Full HD from the same call.

Target values for acceptable video conference performance are 150 ms latency, 40 ms jitter and 1% or less packet loss. Providing adequate bandwidth and implementing quality of service can enhance the VC experience and ensure maximum collaboration. Typical bandwidth requirements for VC calls are:

- **P2P Software client:** SD from 384 kb/s, HD 768kb/s per connection
- **VC End Point:** HD 1024kb/s per connection
- **VC End Point with content share:** 384 kb/s per call

Technical Requirements

Internal or external calls via the Centerprise cloud using any of the following standards:

- Calls by primary or vanity SIP URI.
- Calls to or from H.323 or SIP standards-based devices using SIP-style URI dialling.
- Calls from endpoints to H.323 devices using IP address dialling.
- H320 ISDN inbound calling to Virtual Meeting Rooms⁴.

Additional standard features of the Centerprise Call Control:

- Content and desktop sharing.
- 128bit AES encryption as standard between any endpoint and all VMRs and Centerprise provided software clients.

Call routing is optimised using Geo data to detect the source and destination of a VC call. Using this information we can pick up the call from our nearest data centre and then carry the traffic using a dedicated video communications network to take it as close as we can to the destination before releasing it back onto the uncontrolled space of the internet. This ensures that the video call is provided at the greatest quality of service on our dedicated network minimising jitter and packet loss.

⁴ ISDN Connectivity is only allowed inbound to the VMR to protect our clients from variable charges and the unnecessary expense of supporting a legacy technology.

Service Trial

Centerprise provides a 14-day free of charge trial (excluding hardware rental element) to assist prospective customers with assessing the suitability of the Service. 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.



Certificate No 0927842

Certificate No 6786
ISO 10002

Certificate No 6786
ISO 14001

Certificate No 6786
ISO 20000

Certificate No 6786
ISO 27001