G-Cloud Service Definition

Aspire

Crown
Commercial
Service
Supplier

Orchestrating a brighter world

G-Cloud Aspire

Service Definition

This Service Definition is relevant to all UK Emergency Services, including Police, Fire, Ambulance and other Public Safety organisations, with a requirement for a control room solution.

The service is provided by NEC Software Solutions (NEC).

The Aspire Standard G-Cloud Service is available as:

- Aspire Private Cloud (an on-premise, or separately procured, private cloud).

Overview of G-Cloud Service

Aspire is a NEC's Contact Management solution specifically designed for use in critical control rooms, such as Police, Fire and Ambulance, in order to improve the operator workflow, manage the increasing demand, and help call handlers to deal with non-urgent as well as urgent contacts, including from those who may be vulnerable.

Aspire is designed to receive contacts via the telephone, manual walk-ins and multi-media channels such as website requests and webchat. The operator is provided vital information about the caller, such as if they are a repeat caller, a nuisance caller, or a vulnerable caller who may require additional support or consideration. If the caller is not known, either because no results are returned, or none of the results match the caller when questioned, a new contact can be created.

Aspire gives operators the information they need to make better decisions, and handle contacts from the public in an efficient and timely manner. It helps them to:

- Identify and protect vulnerable people who contact the control room.

- Conserve resources by only passing incidents across to the command and control application when they are really needed, and when an incident is needed, all the information can be pushed across at the click of a button, without the need to re-type, making the process quicker and easier.

- Determine when callers are repeat or hoax callers.

- See a unified view of all interactions, giving them a better picture of the customer and their needs.

Why move to Aspire?

- **Integrated 999/101 call taking** - with fully Automatic Call Distribution (ACD) capability, with feature rich call control functionality.

- **Rich Integrations to other systems** – including integration to CAD, EISEC, QAS, email, SMS, Twitter and other related systems.

- **Vulnerability Flagging** – focused on making operators aware of contact vulnerabilities, so they are immediately aware of known vulnerabilities when a repeat caller contacts the control room.

- **Relationship Management** - makes it easy to create and manage contact relationships. For example, if the operator knows that a caller has a care worker, for example, they can add that care worker into the system and the relationship with their current contact.

- **Conversation History** – stores a complete history of all conversations, recorded by the operators. These can be either phone calls (created by control room operators), manual walk-ins (created by front desk operators), or email and SMS.

- **Tailor Your User Interface** - create Graphical User Interface (GUI) layouts that suit your organisation and the way you work. Drag and drop widgets let you customise your screen to suit different roles and the interface is adaptive to laptops, desktops and touchscreens.

- **Affordable Fully Maintained Monthly License** – pay only for what you use based on the number of workstations in the control room with support included, delivering you considerable cost-savings for your organisation.

- **Unlimited Users** – the Aspire solution works on a per workstation per month model which means you can have as many registered users as you like – perfect for part-time employees.

- **The NEC Control Room Community** - all our customers have access to our online community - a place where people can access information about all things critical control rooms, ESN, share and collaborate on ideas and the latest features, get our top tips and access to training videos.

Aspire Packages

Core	Advanced
Contact management software	Contact management software
Telephony Integration (*N1)	Telephony Integration (*N1)
EISEC (*N2)	EISEC (*N2)
Local Recording	Local Recording
Online Community Access	Online Community Access
Business Hours Support	24x7x365 Hours Support
X	Approved CAD Integration

*N1 - Telephony integration includes specific Avaya Aura and Cisco Finesse. A full compatibility list is available on request.

*N2 - Dependent on customer provisioning of on-premise BT EISEC router and associated costs relating to BT EISEC connectivity.

Service Management

NEC has been supporting mission critical systems for the Emergency Services for decades. As such we have developed extensive capability in, and experience of, the skills, competencies, processes and procedures required to deliver the service excellence required by such customers.

Core package Service level is available during NEC Business Hours, 09:00 to 17:00 Monday to Friday excluding Public Holidays.

Advanced service levels are 24x7x365 (for P1 and P2 incidents only).

Detailed Service Level Agreements (SLAs) will be provided for each package, with an appropriate 'Service Code of Practice' created at the point of contract commandment. The SLA, Terms & Conditions and Service Code or Practice will form part of the agreed Order pack and Contract Call Off documentation.

On-Boarding

NEC will work with customers to develop an on-boarding plan to meet your specific requirements based on which package is chosen.

This includes a dedicated team of experts assigned to the project including an Account Manager, Technical Consultant and Project Manager.

During the initial project kick-off meeting we identify all the key stakeholders and define the channels to successfully source customer data if appropriate and build the customers Aspire platform fit to their operational requirements. This will include any service migration considerations.

Ordering and Invoice Process

Customers are required to first contact frameworks@necsws.com for a requirements Scoping Meeting/Call to discuss their specific Control Room requirements from which a detailed proposal will be provided.

The proposal includes a Solution Overview document which details the solution, integration points, and what is in and out of scope.

Once agreed with the customer, NEC will host a number of technical workshops or calls to produce a Solution Design going into further detail. This is often shared with all stakeholders in the organisation including the IT departments to ensure everyone has input and that a successful project is delivered.

Once the Solution Design is signed off by the customer, this will form the scope of work for the delivery of the solution.

Technical Requirements

Service dependencies

The customer is responsible for ensuring their environment is suitable for the Aspire system. The service is compatible with a number of telephony switches including: A variety of Avaya and Cisco. A full compatibility list is available on request.

- The workstation client is compatible with Windows 10.

- The customer will require an onsite telephony switch, based upon Avaya Aura and Cisco Finesse telephone systems.

- Integration to CAD is based on Sopra Steria Storm or SmartStorm.

- Antivirus software must be installed on client workstations.

- Client workstations must meet a minimum specification.

- A headset must be provided.

- The customer will be responsible for providing windows updates for on-site client workstations.

Pricing is not inclusive of workstation peripherals such as Headset junction boxes or USB Speakers. These can be quoted for and purchased separately if required.

Workstation Specification

Component	Requirement
CPU	4x 3.2GHz (for example, Intel i5 6500)
RAM	16GB
DISK	256GB SSD
Operating System	Microsoft Windows 10 64bit
Graphics	On board 1080p graphics with DirectX 9 capability and HDMI output
USB	Physical

Bandwidth and latency requirements

It is the customer's responsibility to provide a VPN to access the hosted environment. The customer's network infrastructure must meet the following network specification:

Component	Requirement
Onsite Workstation to hosted/server environment (normal operation)	50KB/s
Onsite Workstation to onsite Telephone system	80KB/s download 80KB/s upload

Request a Demonstration

We will be pleased to demonstrate Aspire to you. Please email frameworks@necsws.com to request a demonstration.

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About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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