Service Description: Gamma SIP for Teams

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Gamma's SIP Trunking service is designed as an ISDN replacement for the PSTN switch-off, compatible with all IP/SIP enabled telephone systems and Session Border Controllers (SBCs). Delivering enhanced cloud features; automatic failover (SIP PING) and flexible SIP channels.

Key Features

PSTN Switch-off replacement for ISDN & PSTN
Migrate any ISDN or PSTN services over to Gamma SIP.

Retain existing phone numbers and DDIs
All phone numbers can be ported to SIP, whether from PSTN or ISDN lines.

Teams compatible with iPBX/SBCs
Gamma SIP is Teams compatible.

Customisable outbound number presentation
You are in control of the number that is presented when calling outbound (CLIP).

Instantly scalable channels
Channels can be scaled for peak calling.

Business Continuity as standard
Options for active/standby, load-sharing or resilient mesh.

Inclusive calls or PAYU for inbound SIP Trunking
Options for PAYU or to have inclusive calls to 01/02/03 numbers

Optional SIP Trunk Call Manager (STCM)
STCM provides comprehensive cloud-based inbound call control at your fingertips.

Optional PCI compliant payments service
Utilises the Semafone solution.

Directly managed by Britannic
Experience an elevated customer experience through Britannic's managed service.

Key Benefits

1   Full business continuity solution so calls are never lost

**2**   Keep your existing numbers and maintain continuity

3   Inclusive SIP calls allowing budget and cost control

4	Guard against fraudulent calls to minimise risk and bill shock
5	Simplified architecture using SIP and Data infrastructure
6	Flex channels and only pay for the SIP Trunking used
7	Achieve cost effective PCI compliance for payments
8	Environmentally friendly and Carbon Neutral certified solution
9	Caller access control (CAC) allows inbound/outbound SIP Trunking call management
10	Simple and fast provisioning and transition

Project Management

Britannic will work with you following contract award to define a tailored transition plan which adheres to industry best practice, takes in to account Britannic's 40 years of industry experience and, most crucially, is aligned to your company's strategic objectives and timelines.

A typical transition plan encompasses the following phases:

Project Initiation

Planning & Design

Implementation

Testing

Go-live and BAU support
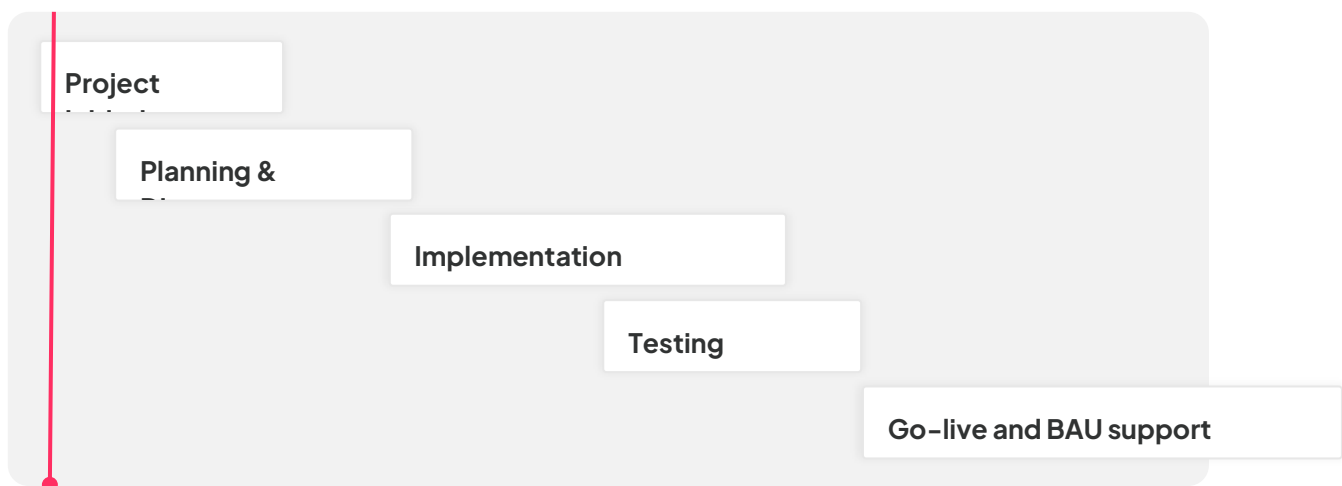
Project Initiation

We prioritise establishing clear project governance structures and defining key roles and responsibilities at the outset of any project. A dedicated Project Manager, identified as the primary point of contact for the duration of the project phase, will be assigned to oversee the progress and ensure alignment with your objectives. The Britannic PM will work closely with key stakeholders to develop and finalise a Scope of Works Document. This document outlines the specific deliverables, requirements, and boundaries of the project, providing a clear roadmap

for all stakeholders. By defining the scope early on, we ensure that everyone is aligned on the project's objectives and expectations, setting the stage for a successful project execution.

Planning & Discovery

Through regular project meetings at agreed intervals, we encourage open communication channels to facilitate collaboration and decision-making. These meetings serve as forums for reviewing project progress, addressing concerns, and refining strategies to meet evolving requirements. Additionally, we'll agree cadence for comprehensive *Project Status Reports* to keep you informed of progress, issues, and risks, ensuring transparency and accountability throughout the project lifecycle. During discovery we will work closely with you to ensure requirements are captured accurately within our *Programming Requirements Documentation*, this documentation will stay up to date allowing for any requested changes following correct change control process, to ensure this stays accurate through the lifecycle of the Project.

Implementation

Our project governance framework ensures adherence to best practices and industry standards throughout the implementation phase. Key roles, including stakeholders, subject matter experts, and technical specialists, are actively engaged to drive efficient execution and mitigate risks effectively. Change management processes, following industry-standard methodologies, are integrated into our approach to ensure that proposed changes are evaluated, authorised, and implemented with minimal disruption to project timelines and objectives.

Testing

Quality assurance remains paramount as we rigorously test all components of the solution to validate functionality, reliability, and performance. Initially this is completed by Britannic, before handing over for UAT. We typically expect UAT to take place over two weeks and we will work closely with you throughout that time to effectively improve and tweak the solution as required.

Our comprehensive testing protocols, guided by project governance principles, help identify and address any discrepancies promptly.

Training

As part of our commitment to quality, we provide tailored training sessions to equip your team with the knowledge and skills necessary for successful solution adoption. Our training programs are designed to align with your specific requirements and support seamless integration into your operational environment. We have included further information regarding Training elsewhere.

Cutover/Go-Live

The transition to the operational phase is meticulously managed to minimise disruption and ensure a smooth cutover to the new solution. Our project governance framework facilitates effective planning and coordination of cutover activities, allowing for a seamless transition to business as usual. This may involve the implementation of phased approaches or multiple cutovers, or a combination of both strategies, depending on the complexity and specific requirements of the project. By carefully planning each cutover activity, we mitigate risks and optimise the transition process, ensuring minimal disruption to operations and maximising the benefits of the new solution.

Transition to BAU (Business as Usual)

Post-implementation, our focus shifts to supporting a transition to business as usual. The Britannic Project Manager works with the broader account team to transfer skills and knowledge regarding the implemented solution to the Britannic Service Desk, again, delivering a valuable and seamless service. The PM remains available to provide ongoing support, address any post-deployment issues, and facilitate continuous improvement initiatives. Wherever possible, the same Project Manager will be aligned to future projects to support continuity and deeper understanding of your working practices.

Training

Britannic understand that training is a critical component to successful adoption of any technology and therefore have a flexible approach to training. The Project kick off meeting will determine how training is delivered as part of the project – there are a few typical options:

Pre-live training

We'll use a pre-production system to help demonstrate via a 'roadshow' type setup.

Classroom training

Scheduled in the week building up to cutover, can be run over a few days.

Super users

This internal approach reduces disruption and can help onboard new starters.

Documentation

One pagers and interactive guides for further training or to refresh memories.

Live day attendance

Your trainers will be there in person to floor walk to assist smooth adoption.

Post-live admin training

Existing customers find this instrumental in maximising the effectiveness of solutions.

During the kick-off stage of your project, training needs will be discussed, and a tailored plan will be created that is closely aligned to existing skill-levels, appetite and timelines.

We can offer a variety of tailored training packages to suit the scope of any given project. We cater to all levels of user; end-users, system administrators, super-users, supervisors, managers and can offer train-the-trainer sessions when appropriate.

Recognising the pivotal role training plays in the adoption of new processes, we provide flexible delivery options, including on-site, classroom, and web-based sessions. Our extensive training portfolio encompasses a range of high-quality courses covering all aspects of the proposed solution. Our team of trainers includes Britannic Subject Matter Experts, engineers and external professional trainers with the most appropriate resource being agreed between all parties ahead of time.

Post-training, we gather feedback from trainers and attendees and provide relevant information to enhance the user experience further. We provide access to additional resources, such as user guides and videos, plus a variety of materials which can be accessed when needed.

To ensure continuous skill development, we recommend follow-up, refresher, and ongoing skills-based training. Our subject matter experts, actively participate in scoping and planning new setups, offering valuable insights during initial discovery sessions.

Proactive Monitoring with NetREPORT

Our NetReport monitoring solution can also be delivered as part of Britannic's maintenance and managed services.

This is achieved through secure Internet access to the systems that support the service we will deliver.

NetReport enables Britannic's NOC to monitor and report on device availability and bandwidth usage 24/7/365.

NetReport comes with a full featured browser-based interface providing real-time dashboards with live performance and status information.

NetReport delivers in-depth historical reporting and scheduled reports which can be emailed as PDF files:

- All hosted infrastructure and applications will be monitored 24/7 via NetReport

- SMS and email notification to Britannic staff *and* key contacts

- Options to enable direct web access via NetReport.

General Metrics include:

- Throughput and dropped packets/errors

- Network level interface status.
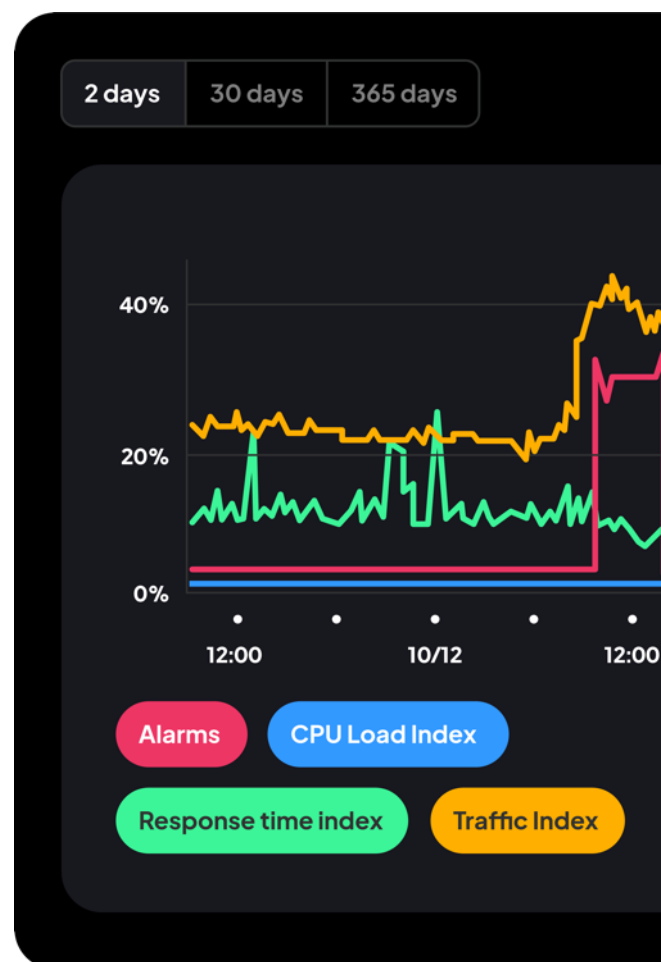
Recommended thresholds include:

- 10 minutes after a node failure – automatic notification
- Automatic notification of restoration of service
- Resolution notification will include times of outage.

Britannic Engineering

Our engineers are highly trained operatives dedicated to meeting and surpassing our customer's requirements. We translate unique needs into effective, operational solutions. Our end-to-end service is fuelled by technical know-how and industry insights ensuring you maximise value in the solution.

Our engineering team adopt a customer-first approach, meticulously evaluating needs to devise solutions that perfectly align with your business goals. Our commitment to personalised service ensures that we exceed expectations, supporting you at every step of the journey.

Whilst Britannic engineers work closely with key vendors for technical assistance and support, a key ethos is for us to be Subject Matter Experts in the solutions we provide to customers. Therefore, our engineers undertake rigorous technical accreditations prior to delivering solutions to customers. This approach ensures customers can have confidence in the service & support delivered by Britannic engineers.

Our Engineering Team is dedicated to the design, implementation, support and delivery of cutting-edge solutions. Our expertise encompasses Networking, Security, SIP, Cloud, public UCaaS and CCaaS platforms. Our solutions enhance employee efficiency and customer service, providing a competitive edge and driving significant business outcomes.

Network Operations Centre (NOC)

The Britannic NOC is the backbone of our networking services, dedicated to managing the Britannic core Network and ensuring our platforms operate flawlessly.

Our team of expert engineers collaborate with leading providers to deliver secure and reliable connectivity, supporting a wide range of networking needs with solutions like MPLS, public cloud, carrier interconnects and SD-WAN.

Our NOC, alongside our Network Services & Security Team craft bespoke networking solutions tailored to meet the unique requirements of our customers. Our capabilities include versatile Internet Breakout options, enhancing flexibility and performance across our client's operations.

Our approach is centred around a deep understanding of each client's specific networking challenges. We engage closely with you to develop and implement solutions that align with your strategic objectives, ensuring you receive the support and attention necessary for a seamless experience.

We're committed to providing innovative networking solutions that drive your business forward. With our extensive infrastructure and expertise, you can trust in our ability to optimise network's performance, data security, and ensure compliance, allowing you to focus on growth and success.

Value for Money

Britannic have a tried and tested process to ensure value for money is achieved throughout the lifetime of any agreement:

Account review process

We identify improvements and areas of potential ROI through a strategy session where we align on direction and expectations.

A service delivery session identifies pain points and highlights efficiency opportunities. Our effective use of MI and qualitative data will help future planning and ensure investment is placed in the correct areas.

Best-in-class services

Britannic employ a team whose purpose is to engage with the market and ensure that Britannic are offering best of breed services to our customers.

This team is designed to allow Britannic and our customers to take advantage of a constantly shifting market, understand pricing strategies and understand Best Practice.

Benchmarking

We welcome benchmarking and endeavour to be open and transparent wheresoever possible.

In the unlikely event we can't provide a solution from within our portfolio, we will jointly appraise the market, offering our knowledge and experience with other customers to bring the best value proposition into the business.

Why our Customers Choose Us

> "They understand our business and we trust them to deliver innovative solutions."

Coral Bannister,
Digital Contact Centre Manager

> "The solution has changed my life and modernised the contact centre."

Nicola Fisher,
Head of Customer Service

> "They are consistent with delivering an outstanding service... if we have an issue, it is fixed immediately."

Joe Yeadon,
IT Manager

> "They dealt proactively with any challenges... They are a delight to work with."

Johanne Dufficy,
Customer Services Manager

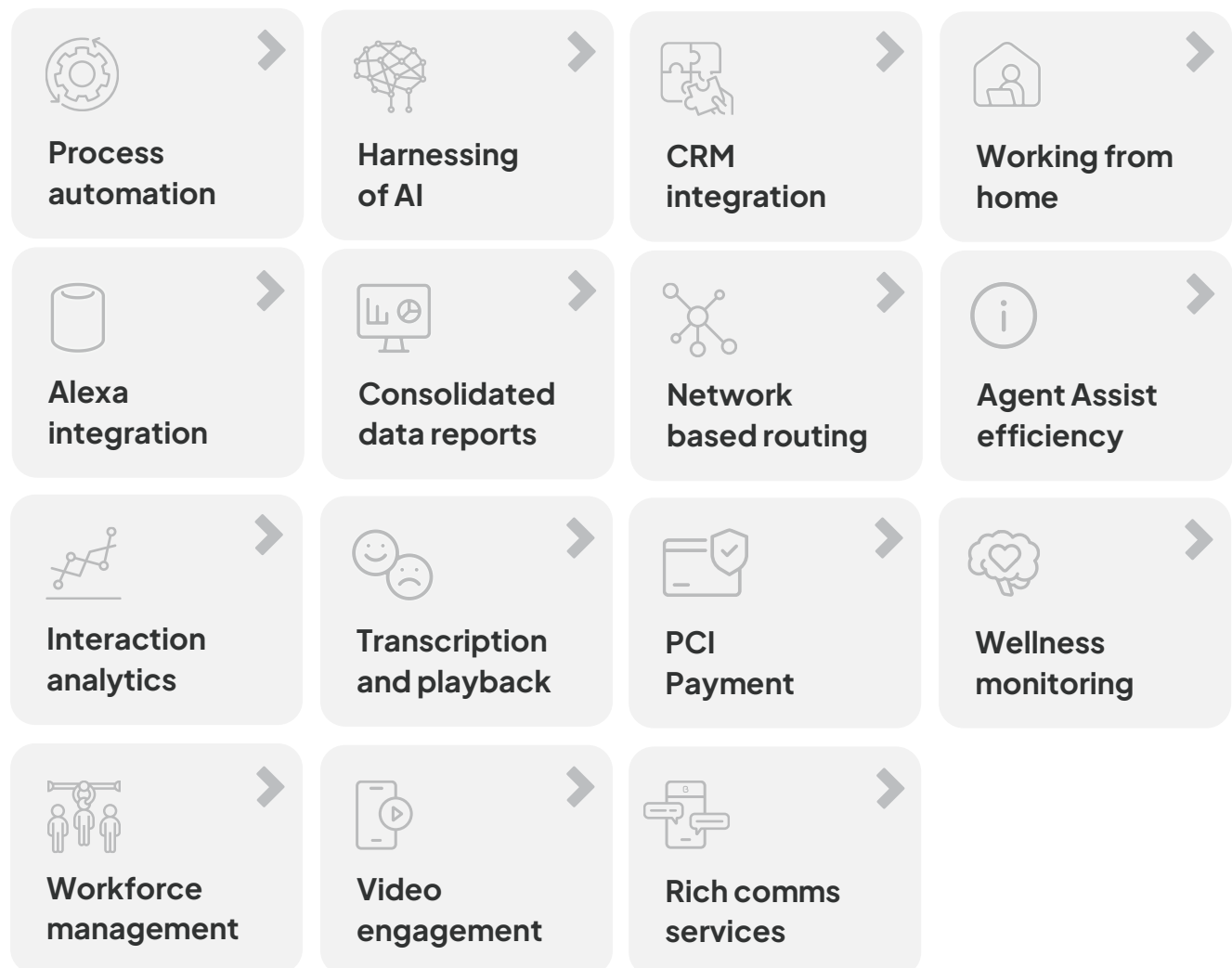

Complementary Britannic Services

Given Britannic's position in the market, we see and appraise shifting trends regularly and comprehensively.

We recognise that market in which we operate continues to move at pace, the introduction of new tools through AI and other technologies have brought a speed of change that has not been experienced for many years.

In addition, the proliferation of Cloud technologies has facilitated the access of tools previously confined to the enterprise in the mid-market.

We are proud of being able to deliver a range of services to our customers, giving a broad perspective on the types of tools and solutions which can best meet and surpass the requirement.

There are a number of trends which you should be aware of in the current market:

Process automation	**Harnessing of AI**	**CRM integration**	**Working from home**
Alexa integration	**Consolidated data reports**	**Network based routing**	**Agent Assist efficiency**
Interaction analytics	**Transcription and playback**	**PCI Payment**	**Wellness monitoring**
Workforce management	**Video engagement**	**Rich comms services**	

For more information, please contact:

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