temple interactive media

Temple Interactive Media

Service definition document for G Cloud 13

What the service is

We provide hosted voice and automated phone call handling services. Our systems are used for Customer Relationship Management (CRM), virtual call centre, credit card payments, voicemail, IVR and information services. We provide a voice interface using telephone keypad or speech recognition to connect to databases and APIs. Our systems are used for call centre overflow and routing. We have voiceXML support for design and service management.

We provide a complete hosted solution which requires no customer hardware. We own and operate our own PSTN to VOIP switch allowing legacy phone services to be converted to SIP. Phone calls or voice data can be routed to customer end points via VOIP.

- Secure Voice interface to access database and web API services
- Telephone keypad (DTMF) and Speech Recognition
- Process 2000 landline and 10000 VOIP simultaneous calls
- Secure web interface to manage Real Time Reporting and payments
- Secure web interface for remote access setup and monitoring
- 24 / 7 365 day support
- UK based in High Security Tier 4 Hosting Centre
- All hardware and servers owned and operated
- Dynamic IVR menus

Service benefits

- Low cost access to high inbound capacity voice services
- Remotely manage secure voice services
- Automatically handle 2000 landline calls at the same time
- Easily edit services such as voice messages and menus
- Allow voice only access to database information
- Reduce call centre and line rental costs
- Automatically handle 10,000 Voice Over IP calls at the same time
- Integrate with voice services from BT and Virginmedia plus Amazon, Google and Apple
- Benefit from interoperability with IBM Watson and other 3rd party voice providers
- Interactive voice response
- Reduce deployment times
- Reduce business risk and costs
- Improve efficiency of call handling
- Reduce PCI DSS compliance costs
- Access flexible design patterns
- Exclusive control and management of systems
- Machine Learning

Service features

- Full provision of hardware, software and support
- System design and assurance
- Full support on developing new services and migration of existing services
- Performance tuning
- Fraud detection
- Custom design and integration
- Dedicated Server and platform design
- IVR Service Menus and Design
- ASR Voice Recognition and Machine Learning
- Database and third party API integration
- Dynamic IVR Menus

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

Backups occur in real time to multiple servers in remote locations. There is no user interaction required. We have multiple UK data-centres with disaster recovery. In addition we provide an API to permit users to back up data themselves.

We have business continuity and disaster recovery plans ("BCDR"). Full copies are available upon request. The BCDR includes a disaster action checklist that outlines the procedures to be followed in the event the plan needs to be implemented. Please find below the Disaster Action Checklist.

Disaster Action Checklist

1. Plan Initiation

a. Notify senior management

b. Contact and set up disaster recovery team

c. Determine degree of disaster

d. Implement proper application recovery plan dependent on extent of disaster

e. Monitor progress

f. Contact backup site and establish schedules

g. Contact all other necessary personnel--both user and data processing

h. Contact vendors--both hardware and software

i. Notify users of the disruption of service

2. Follow-Up Checklist

a. List teams and tasks of each

b. Obtain emergency cash and set up transportation to and from backup site, if necessary

c. Set up living quarters, if necessary

d. Set up eating establishments, as required

e. List all personnel and their telephone numbers

f. Establish user participation plan

g. Set up the delivery and the receipt of mail

h. Establish emergency office supplies

i. Rent or purchase equipment, as needed

j. Determine applications to be run and in what sequence

k. Identify number of workstations needed

l. Check out any off-line equipment needs for each application

m. Check on forms needed for each application

n. Check all data being taken to backup site before leaving and leave inventory profile at home location

o. Set up primary vendors for assistance with problems incurred during emergency

p. Plan for transportation of any additional items needed at backup site

q. Take directions (map) to backup site

r. Check for additional magnetic tapes, if required

s. Take copies of system and operational documentation and procedural manuals.

t. Ensure that all personnel involved know their tasks

u. Notify insurance companies

Recovery start-up procedures for use after a disaster

1. Notify senior management of the need to utilize service and of recovery plan selection.

Note:

Guaranteed delivery time countdown begins at the time Temple Interactive Media is notified of the fault.

a. Disaster notification numbers tbc

These telephone numbers are in service 24 / 7 365 days per year

2. Disaster notification number: tbc

This telephone number is in service for disaster notification after business hours, on weekends, and during holidays. Please use this number only for the notification of the actual disaster.

3. Provide senior management with an equipment delivery site address (when applicable), a contact, and an alternate contact for coordinating service and telephone numbers at which contacts can be reached 24 hours a day.

4. Contact power and telephone service suppliers and schedule any necessary service connections.

5. Notify senior management immediately if any related plans should change.

Recovery plan off-site

1.   Notify senior management of the nature of the disaster and the need to select the off-site plan.

2.   Notify clients of fault and need to switch to AWS backup.

3.   Confirm in writing the substance of the telephone notification to support@timedia.co.uk within 48 hours of the telephone notification.

4.   Confirm all needed backup media are available to load the backup

machine.

5.   Enable replacement services on AWS.

Restoring the entire system

1.   To get the system back to the way it was before the disaster, use the procedures on recovering after a complete system loss in the Backup and Recovery procedures to be found in the Information Security Policy.

2.   Hardware and software must be configured according to the Temple Interactive Media guides on Server Hardening and Server Setup.

3.   Once data has been restored from backups, load test and notify clients of intent to change back to main system.

Any onboarding and offboarding support you provide

We provide onsite training, online training and user documentation. We provide a development server environments allowing users to develop and test services before deploying to the live production environment. We provide full development of services therefore we can assist with questions and queries as to the design of services. We support the VoiceXML 2.0 services standard allowing users to build their own IVR services. We can also provide voice over artists for message prompts and menus. We offer full testing services from multiple phone networks including VOIP.

We are highly experienced in onboarding existing services to our platform. In accordance with our implementation plan we define the current and future user requirements. Our documentation provides step by step guides to implement new and enhance existing services allowing a seemless migration to our systems. We can further provide business analysts and change specialists to aid with the transition process.

We are experienced in migrating IVR services from existing systems to the Temple Interactive Media IVR cloud. We can provide the same or enhanced functionality of existing Cisco or Avaya based systems or cloud based Centrix systems. Based on the current services we develop IVR services that can mimic their current IVR implementation using call flow data. We can develop call plans from the existing IVR systems based on the current systems functionalities. Therefore, we can migrate IVR from "black box" systems.

Setup or migration service is for specific cloud services

We provide full training on the use of Temple Interactive Media IVR systems. The training is provide on-site at the buyers chosen location and covers all aspects of service design, development, testing and implementation. We provide training on performance monitoring and enhancement. We also provide training on interpreting network reports such as BT Inbound Analyst reports and comparing those reports with Temple IVR statistics.

For offboarding we provide full details of the existing service permitting migration to third party suppliers. We will support the transition process and provide technical support where needed. The service we provide is fully documented in the setup and design stages of

implementation and therefore the service is fully transparent to our clients. All customer data is retained in accordance with GDPR and therefore will be returned / destroyed in accordance with GDPR and client contracts.

A pricing overview, including volume discounts or data extraction costs

Our base pricing is set our rate card. This is the maximum we will charge for one-off service delivery. For multiple services we can provide volume discount in addition we are able to offer discounted rates where the service is materially similar to an existing service we currently provide.

Service constraints like maintenance windows or the level of customisation allowed

Users can:-

1. Setup services including chose type of service, voice messages and set time of day options. We support VoiceXML and provide a development server to test services.

2. Manage services change voice messages and menus through web interface. 3. Monitor services and payments. Download voice messages and reports.

Limitations:-

1. Users cannot access payment modules so cannot access Merchant ID directly

2. Phone number allocation will be issued manually on request to support

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The service levels we provide are in accordance with the Digital services Framework. Our standard opening hours are Monday to Friday 9am to 5pm. We provide a 24 hour support hotline that is available 365 days a year.

Fault response times are according to the severity and service impact nature of the fault. All faults are logged and managed according to our standard fault

Please find below our standard fault response matrix.

Priority	Description	Time for Response during working hours	Time for Response outside working hours	Time for Response outside working hours but when dedicated technical support is provided
1	Critical issues during a live broadcast	Ongoing Real-Time response and support	Ongoing Real-Time response and support	Ongoing Real-Time response and support
2	Critical calls constitute telecoms issues, calls / messages not being handled, engaged tones, incorrect information recorded on service script. – not during a live broadcast	1 hour	1 hour	1 hour
3	Issues that may be disruptive but do not require immediate response	4 hours	Next working day	1 hour

How you'll repay or compensate buyers if you do not meet service levels

Compensation levels are in accordance with the Digital services Framework and will be based on service credits depending on the downtime incurred.

The ordering and invoicing process

Services can be ordered online by emailing info@timedia.co.uk. Due to PCI and KYC requirements we will require identity and credit checks to be undertaken prior to the service being made live.

How buyers or suppliers can terminate a contract

Services are normally provided on a month by month basis and can be terminated by sending an email to support@timedia.co.uk.

After sales support

We provide 24/7 365 support for all our services. Where required enhancements and service changes will be implemented following written agreement of both parties. All charges will be agreed in advance and based on our standard terms.

Any technical requirements

There are no technical requirements. We provide a complete hosted service including hardware, software and technical support.