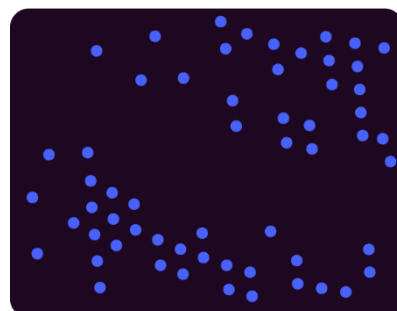
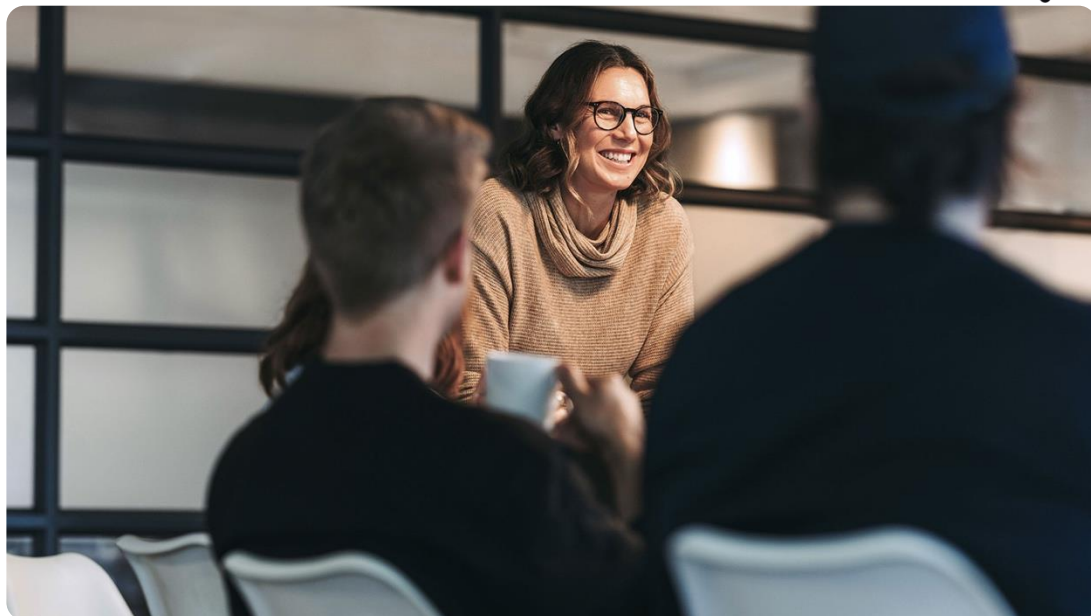


G-Cloud 15 Service Definition

Cisco Webex by Conscia UK



Conscia
Secure progress



What is the service?

Cisco Webex is a collection of cloud-based collaboration services: Calling, Meetings, Messaging, Devices, Contact Center and Cloud Connected PSTN services. All services are unified through a common admin interface (Webex Control Hub) and a single end user application (Webex App).

Conscia UK is a reseller and offers extra features and support not available from the original supplier (Cisco and Gamma (PSTN)).

Features and benefits

- Calling, Contact Center, Meetings, Devices & Messaging
- Webex Platform and Gamma Cloud Connect service have a 99.99% service availability target
- Dedicated network, built for media with a private backbone
- Gamma PSTN Services can be purchased standalone from Webex Platform for integration with Microsoft Teams or other on-premise PBX solutions
- Flexible deployment options: Full Cloud, Hybrid Services, or both
- One pane administration accessed from the web
- Analytics, diagnostics, and reporting from a unified dashboard
- Dedicated hardware to optimise end-user experience
- Published APIs to integrate Webex into other workflows
- Full omnichannel capabilities, with support for WhatsApp, SMS, Facebook and more
- Options for customer engagement solutions that suit any budget. Advanced call queuing and handling of incoming calls
- Integrated contact center offering voice and several digital channels
- AI-powered transcription, automated summaries, action items and suggested responses
- Productivity – Reduce hours wasted on travel
- Efficiency – Simple interface, providing quick access to meetings
- ROI – Quickly demonstrate ROI with reporting tools
- Simplification – Integrate several workflows into a single application
- Management – Manage all services from a single dashboard
- Time to value – Get up to speed quickly
- Peace of mind – Conscia UK management wrap reduces client efforts
- Single contract – On a user-per-month model
- Open platform – A single meeting for everyone to join
- Service integration – Integrate Webex into tools you already use
- Enhance customer retention with a unified engagement platform experience.

Service and support

All cloud software and services include **base vendor support** as standard, delivered directly by the vendor in accordance with their published service descriptions and terms and conditions.

Conscia UK offers **Managed Support** and **Managed Services** (Gold, Silver and Bronze tiers) as value-added services, providing an additional layer of expertise and service acceleration beyond base vendor support.

Managed Support is delivered by specialist engineers with deep expertise across Cisco, Meraki, Palo Alto and Microsoft Identity technologies. This service accelerates incident resolution and removes operational burden from Customer teams by having Conscia UK take ownership of vendor escalations and technical troubleshooting on the Customer's behalf.

Our service desk operates **24x7x365**, with response times tailored to incident priority – including response within 15 minutes for critical incidents under our highest service tiers.

Managed Services provide ongoing proactive monitoring, management and optimisation of Customer environments, with service levels differentiated across Gold, Silver and Bronze tiers to match Customer requirements and risk profiles.

Technical requirements

Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux or Unix
- macOS
- Windows
- ChromeOS

Onboarding and offboarding

Each client is assigned a project team, co-ordinated by a project manager and including a primary solution architect. This team will take on the responsibility for setting up and configuring the solution. Each solution will be tailored to the clients' requirements, and a descriptive statement of works will be provided. Admin training will be provided as part of this work. End user training is optional. For those who require it, Conscia UK can offer additional documentation that identifies the key outcomes the solution needs to deliver. This document will be used as a reference to measure success over the solutions lifecycle

All data is held in the Webex cloud and is accessed from the admin dashboard. At any time, a client can download the data they create and store it offline. There should not be a requirement for any data to be imported.

Contracts will not auto renew. It is the client's responsibility to renew the contract for service to be maintained. The Conscia UK renewals team will initiate the renewal process 90 days prior to the contracted end date. Renewal documentation will be provided for clients to review before committing to another term.

Security

Cisco is a world leader in their cloud software and services market. Cisco owns and controls configuration and change management of their cloud software and services. Security is integrated into Cisco's software and services development lifecycle through their Cisco Secure Development Lifecycle (SDL) process: https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/trust-center-built-in-security-overview.pdf

Conscia UK plays a part in this process, conducting our own due diligence relating to early release developments and providing feedback into Cisco. This is conducted under Conscia UK's Portfolio Management process and examines Cisco's products and service developments. Clients taking enhanced support services from Conscia UK benefit from Conscia's insight and knowledge gained from this activity.

Cisco owns and controls vulnerability management when it comes to their cloud software and services. They are a world leader in cyber-security, and with capabilities such as their globally recognised Security Intelligence and Research Group (TALOS), they are in the strongest position to apply vulnerability management to the highest effect. Cisco's Product Security Incident Response Team (PSIRT) operates globally, around the clock, to respond to security incidents, playing a key part in vulnerability management.

Details of Cisco's Security Vulnerability Policy can be found at the following link:

https://tools.cisco.com/security/center/resources/security_vulnerability_policy.html

The Cisco cloud software and service is owned and operated by Cisco and, as a world leader in the provision of cloud software and service provision on a global scale, Cisco employs highly effective

technology, including protective monitoring, and applies robust processes to operate securely and resiliently in the cloud. This is managed under Cisco's Global Business Resiliency (GBR) Program policy. Incidents are managed through the Cisco PSIRT team.

Standard support for the cloud software and service is delivered directly to the client by the Cisco Technical Assistance Centre (TAC). This is available around the clock and operates best practice through the use of email, telephone, and web portal support, knowledgebases, and priority case management and escalation procedures. With ITGL's enhanced support, ITGL supports customers directly through our own Technical Services Centre and incident management procedures, operating 24x7x365 and accessed by email, telephone, and web-portal. Our incident management capability has been approved through a Cisco audit, based on ITIL v3, as part of ITGL being awarded Cisco Masters accreditation.

Information security

Conscia UK has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Director of Business Operations, who sits on the Company Board of Directors.