

Contact Centre – XpertRule Intelligent Decisioning

G-Cloud 15 (RM1557.15)

Supplier Terms - ArvatoConnect

Company overview

ArvatoConnect is 100% owned by Bertelsmann SE & Co. KGaA, the ultimate parent company of Bertelsmann Group a global, financially stable company. In 2024 the group's businesses, with over 145k employees, generated revenues of €18.7 billion and €3.2 billion EBITDA globally. Bertelsmann, provide the business with long term stability, investment and also global partnership opportunities. This enables ArvatoConnect to support the UK BPO and Outsourced Services market. Bertelsmann's strategic focus is on a fast-growing and high-earning digital, international and diversified Group portfolio. Businesses in which Bertelsmann invests have long-term stable growth, global reach, sustainable business models, high market-entry barriers and scalability.

Within UK public sector we are recognised for providing high quality, complex and compliance heavy solutions, not only as a current and proven provider within both central and local government, but also as part of all of the key frameworks, the mandated route through which the public sector procures BPO and CRM services.

ArvatoConnect is a clear leader in several vertical markets, supporting a number of the world's leading brands, including the challenging and highly competitive automotive space, where we are engaged delivering FCA regulated services.

Our technology partnerships, combined with our deep domain industry expertise have enabled ArvatoConnect to successfully deliver business transformation and digital enablement for our clients, resulting in improved efficiency, reduced cost to serve and, importantly, improved customer satisfaction.

With an embedded culture of partnership supported by a strong, highly experienced leadership team, ArvatoConnect is recognised as one of the leading outsource providers in the outsourcing market. The scope of our services includes –

- BPO and Shared Services.
- Contact Centre Solutions.
- Customer Experience Management.
- Digital Communication Solutions.
- Automation and AI Consultancy and Implementation.
- Financial Services Management (FCA Accredited).

The UK HQ is situated in Datchet (Windsor) Berkshire with sites in Newcastle, East Yorkshire and Swansea. The Swansea site is our principal BPO and Shared Services facility.

Supplier Terms

Supplier Service Specific Terms

The license to use the XpertRule Software which is supplied in return for the License Fee is granted by XpertRule directly on the terms and conditions contained within the EULA accepted by the End User.

<https://xpertrule.com/terms-of-use>

SLAs

1. The specific level of maintenance and support will be set out in the Order Form with each individual End User
2. 1st and 2nd line support (i.e. application / solution support) can be either:
 - (a) Provided as an additional service by the Partner for an annual fee or as part of the support & Maintenance for the Customer Solutions in which the XpertRule Software is embedded;
 - (b) Delivered by the internal customer team following full training on the Viabl.ai development platform which will be provided by the Partner as part of the implementation services, such that the Customer can provide this level of support internally.
3. Standard (third line) product support is provided by XpertRule and included in the annual license. XpertRule will deliver the 3rd line support to the Partner or the internal customer team depending on who is delivering the 1st & 2nd line support. The Customer or Partner (as the case may be) will have the option to upgrade to a premium support package. The level of support provided in both Standard and Premium support packages along with associated service levels is defined below:

Standard Support - Suitable for non-mission-critical deployments

- Email support
- nominated contacts
- Access to digital resources (& community)
- Access to e-Learning (XR Academy)
- New Releases
- Maintenance Releases

Premium Support - Suitable for mission-critical deployments and complex applications

- 8-hour, 5 days live (plus email) support
- 4 nominated individuals
- Access to digital resources (and community)
- Access to e-Learning (XR Academy)
- Scheduled migration (if cloud hosted)

- New Releases
- Maintenance Releases
- 4x 1-hour calls with a Viabl.ai product expert

4. Support requests will be assigned a priority by XpertRule as follows:

(c) Priority One: Business critical. Only available for production applications. Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists. Excludes development issues or problems in staging environments.

(d) Priority Two: Degraded service. Includes intermittent issues and reduced quality of service. A workaround may be available. Excludes development issues or problems in staging environments.

(e) Priority Three: General issue. Includes product questions, feature requests and development issues.

5. Response times for each level of support are defined below. All specified response times relate to production issues. Response times for non-production issues will be 3 working days:

Ticket Priority Standard Premium

- P1 1 business day 2 business hours
- P2 2 business day 4 business hours
- P3 3 business day 1 business day

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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