

Customer Relationship Management – Contact Centre - Zoom Contact Centre

G-Cloud 15 (RM1557.15)

Terms & Conditions - 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 Standard Terms

All End User Agreements must contain all custom provisions specific to an End User as directed by Zoom in the Deal Registration Process.

End Users must comply with all applicable emergency calling notices, policies, processes, and procedures published on Zoom's website at <https://zoom.us/trust/resources> from time-to-time.

UA Policy

<https://www.zoom.com/en/trust/acceptable-use-guidelines/>

DP Agreement

https://explore.zoom.us/docs/doc/Zoom_GLOBAL_DPA.pdf?_ga=2.251769289.195750321.1646675462-801897819.1598290790

Supplier Service Specific Terms

Supplier SLA

Support Hours and Maintenance Notification.

Incident reporting	Priority 1 & 2	24 x 7x 365
	Priority 3	Business Days 07:00 - 17:00
Maintenance Notification	PXC initiated Changes	Minimum of 10 business days
	Zoom Initiated changes	These are not formally notified but are published at https://status.zoom.us/

Response Targets (Clock Hours)

Priority Level	Standard
Priority 1	1
Priority 2	4
Priority 3	48

License Terms

Each agreement for a Zoom Product must incorporate the terms on this link in their entirety. Published at <https://zoom.us/docs/en-us/EULA-terms-of-service.html>.

Further Information

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

Richard Husband
Public Sector Director
ArvatoConnect

E-Mail: richard.husband@arvatoconnect.co.uk

Mobile: +44 (0) 7867 464428

www.arvatoconnect.co.uk

Botanica | Ditton Park | Riding Court Road | Datchet | Slough SL3 9LL

