

Central Networks & Technologies Ltd - Central Networks Ring Central Telephony service



Crown
Commercial
Service

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Central Networks and Technologies Ltd (Central)

Was founded in September 1991 by Christopher Mycock. In the earlier years Central was responsible for running the core ICT systems for many of the UK Magistrates Courts Services, which involved moving and hosting the mainframes and employing staff via TUPE. We also have a focus in the Housing Association and not-for-profit sector. In the last 10 years we have migrated many of our customers to cloud or partial cloud provision.

Our customer base is diverse in terms of size, geography, skills, business requirements and objectives. We have recognised this and created a solutions and services portfolio that can be tailored to meet the individual requirements of all our customers. Some of our customers have large ICT teams and only look for assistance where they have investigated and exhausted every avenue. Others are far smaller, where finance officers often take on ICT responsibility and need additional help and assistance. Central provides a bespoke service to each of our customers, providing best value for money and an ICT service which matches their requirements which assists them in delivering their objectives.

Central Networks - Ring Central service

RingCentral is a **cloud-based business telephony and unified communications platform** that replaces traditional on-premise phone systems with internet-powered calling and messaging. It lets businesses handle phone calls, SMS/MMS, video meetings, fax, and team messaging from a single platform and app — without expensive hardware.

RingCentral is widely used globally by hundreds of thousands of organisations — from small teams to large enterprises — because it combines reliable voice calling with collaboration tools and AI enhancements.

Core Service Components

1. Cloud Business Communications

RingCentral provides an **AI-powered business communications platform** that supports:

- Voice calling
- Team messaging
- Video meetings
- Business SMS
- Online fax

All accessible across desktop, mobile, and browser.

2. AI-Enhanced Collaboration

RingCentral integrates a suite of **AI features** designed to improve communication and user productivity, including:

- Automated call and meeting summaries
- Real-time in-app AI prompts
- AI-powered conversation intelligence
- An AI Virtual Assistant (AVA) that helps with tasks and automates workflows

3. Unified Messaging, Video, and Phone (MVP)

RingCentral's unified platform brings together:

- Messaging and group collaboration
- Video meetings with AI insights
- Phone system capabilities including routing, voicemail transcription, and advanced handling

This unification reduces app-switching and streamlines communication.

4. Contact Centre Capabilities (CCaaS)

RingCentral also offers a cloud contact centre for customer-facing operations, supporting:

- Voice and digital channels
- AI-assisted agent tools
- Workforce engagement and analytics

Key Benefits

Unified Experience Across Devices

Users can message, call, and meet from any device — desktop, mobile, or desk phone. RingCentral unifies all communications into a single identity and interface.

AI to Improve Efficiency

AI enhances both internal collaboration and customer interaction through automation, transcription, summaries, and intelligent assistance.

Scalable, Global, Reliable

RingCentral delivers:

- Enterprise-grade global infrastructure
- High availability
- A platform designed for distributed and hybrid workforces

Deep Integrations

RingCentral integrates natively with key business platforms such as:

- Microsoft Teams
 - Google Workspace
 - Salesforce
 - HubSpot
- “All the apps your business depends on.”

Use Cases

- Replacing legacy PBX systems with cloud communications
- Enabling hybrid and remote working
- Deploying AI-powered productivity and customer experience tools
- Unifying disconnected communication channels into a single platform

Implementation

The implementation of RingCentral is typically **simple, fast, and minimally disruptive**, as it is a cloud-based telephony solution.

1. Planning & Configuration

Business requirements are reviewed, including users, call flows, IVR menus, business hours, and required numbers. These settings are configured through RingCentral's online admin portal.

2. Number Provisioning & Porting

New phone numbers can be assigned immediately, or existing numbers can be ported from the current provider. Number porting is managed by RingCentral and usually runs in parallel with the existing system to avoid downtime.

3. User & Device Setup

Users are added to the system and assigned extensions. The RingCentral app (softphone) is installed on desktops and mobile devices, or compatible desk phones are configured and shipped pre-configured where required.

4. Testing & Validation

Call routing, voicemail, IVR, call recording, and integrations are tested to ensure everything works as expected before go-live.

5. Training & Go-Live

Users receive basic training on making and receiving calls, voicemail, and mobile/remote usage. Once testing is complete, the system goes live — often within days.

6. Ongoing Management & Support

Administrators can easily manage users, settings, and reports via the web portal. RingCentral provides ongoing support, updates, and scalability without additional on-site infrastructure.

Professional Services

Central have the in-house capability to offer Professional service. The process is to plan, organise, coordinate and control the resources to accomplish specific goals. Therefore, with initial collaboration (as described above in Early Planning) we would set some aims and objectives as to what you would like to achieve and then create the process to successfully achieve them. Our strategy would follow a simple formula; initiation, definition, design, development,

Hosting Managed Services

Central can provide the whole end-to-end consultancy and management services for your infrastructure in and out of the cloud, as well as the recommended hardware to refresh or replace legacy systems as a reseller of any trusted vendor.

A summary of the hosting managed services we offer are as follows:

- Recommended Hardware to integrate with existing hardware infrastructure systems
- Hosting in the cloud and all maintenance required, whether that be through our Central Private Cloud, Public Cloud or a Hybrid Cloud solution.
- Server management and maintenance.
 - This covers the following:
 - Critical security patches
 - OS Patches – testing and deployment

- Anti-virus updates
- Firewall testing and maintenance
- Pro-Active Monitoring of server performance and function
- Infrastructure orchestration, implementation, testing and on-going maintenance.

Offboarding Managed Services

Central offers a range of services to support offboarding which include:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

Services related to the maintenance of on-going provision

This incorporates all the above services as detailed; Project Development, Hosting Managed Services, Off Boarding and any further maintenance of equipment or project management of products and services we have recommended. Our Engineers can be used for ad-hoc project work, and additional engineering days can be booked as little as two weeks in advance for upgrades or for additional work as and when required. Our goal is to be a one-stop shop for all your IT needs now and in the future.

Managed Support Services with ITIL Service Desk Provision

Central's service desk can handle 1st, 2nd and 3rd line support, as standard for any organisation.

We create a Service Level Agreement (SLA) for every single customer, which is customised to your needs, and will cover as many or as little of our services that you deem is business critical for your individual organisation's strategy. This will depend largely on your own resources and staffing. It is created in collaboration with you and what you want from a support contract. We will not add to the SLA without consultation with you first, and you are invited to change/amend/add to the contract before being signed off.

The service desk is based upon ITIL Service Management Methodology and each member of the service desk team is ITIL certified. Clients can interact with the service desk team via email, telephone and an online portal, that tracks each enquiry as it is received.

The key functions of the service desk are summarised below:

- Service Desk – incident and service request management in real time for 3rd line support.
- Problem Management
- Change Management
- Release and Deployment Management
- SLA management and service reporting as standard
- Configuration Management
- Service Management Plan
- SLA documentation

Additional services that can be added to the SLA include the following, however this is not an exhaustive list and we are always open to any specific requirements.

- 1st Line Support

- 2nd Line Support
- Central Cloud 24/7 Service
- MAC Service
- Central Monitoring – as standard
- Central Daily Early Notification Service
- Cloud Preparation service – incorporating a systems and networking health-check as described earlier in the consultancy service description.

Confidentiality and Copyright

This document and the information set out herein is confidential and is not to be disclosed or discussed with any person or party not associated with the selection of a service provider. The information in this proposal is a suggested technical offering. We reserve the right to amend or withdraw our proposal. Any typographical, clerical or other error or omission shall be subject to correction without any liability. The copyright in this proposal and any associated information or documents that we may provide remains vested in Central Networks and Technologies Ltd.