

FourNet Agile UC³ – Unified Communications as a Service (UCaaS)

Service Definition for G-Cloud 15





1. Overview

FourNet Agile UC³ delivers a fully managed, cloud-based Unified Communications and Collaboration (UCaaS) service designed to help public sector organisations connect, collaborate, and serve citizens effectively.

Built on market-leading platforms, Agile UC³ provides secure, flexible and scalable voice, video, messaging, and conferencing capabilities, accessible from any location and device.

The service unifies communication tools into a single interface—enabling hybrid and distributed teams to work efficiently while meeting government standards for security, accessibility, and data protection.

2. Key Features and Benefits

Core Capabilities

- Cloud-based telephony with enterprise-grade call routing, hunt groups and IVR
- Integrated video conferencing, instant messaging, and presence
- Microsoft Teams integration with Direct Routing and PSTN access
- Softphone, web, and mobile applications (iOS / Android)
- Unified voicemail, call history, and contact management
- Optional contact centre integration and call recording
- End-to-end encryption, QoS, and resilient cloud infrastructure

Business Benefits

- Work anywhere: Consistent user experience across office, home and mobile
- Operational efficiency: Reduce complexity with one platform for all communications
- Security and compliance: UK-hosted, ISO 27001 and Cyber Essentials Plus certified
- Scalable: Add or remove users easily through a self-service portal
- Cost-effective: Predictable per-user pricing and reduced on-premise overheads

3. Service Options

Agile UC³ is available in three flexible service tiers:

Tier	Description	Typical Use Case
Standard	Core UC features with business hours support	Small to mid-size teams
Enhanced	Extended support hours and monitoring	Larger or multi-site organisations
Premium	24/7/365 support, proactive monitoring	Critical or national-scale operations

Optional add-ons include call recording, analytics dashboards and contact centre integration.



4. Service Management and Support

FourNet provides ITIL-aligned 24/7 Service Desk support from UK-based engineers.

Customers receive access to an online portal for incident logging, service requests, and usage reporting.

Each customer is assigned a Service Delivery Manager and supported by cloud support engineers. Larger accounts may also have an Account Director for proactive reviews, roadmap planning and optimisation.

5. Security and Compliance

Agile UC³ is delivered from UK data centres certified to ISO 27001, SSAE-18 / ISAE 3402, and Tier 3+ standards.

Security highlights include:

- Encryption in transit: TLS 1.2+ and SRTP
- Encryption at rest: AES-256
- MFA and RBAC for all admin access
- Regular penetration testing and vulnerability scanning
- GDPR compliance with secure data deletion and offboarding processes

FourNet's ISMS ensures full alignment with NCSC cloud security principles and government information assurance standards.

6. Availability and Resilience

The service delivers 99.99% platform availability, supported by geographically redundant data centres. Automatic failover, continuous monitoring, and proactive capacity management ensure performance and reliability.

Service credits apply if availability falls below SLA thresholds.

7. Onboarding and Training

FourNet provides comprehensive onboarding and adoption support, including:

- Guided setup and configuration workshops
- Online and onsite user training sessions
- Quick-start guides, videos, and FAQs
- Access to service desk and self-help resources

8. Offboarding and Data Management

At contract end, customers can extract all data (call logs, user data, configurations) in open formats such as CSV, XML, or JSON.

FourNet assists with secure data export and ensures permanent deletion of residual data via cryptographic erasure and certified hardware destruction in line with GDPR.



9. Pricing

Pricing is based on a per-user, per-month model, with discounts for multi-year or high-volume deployments.

Additional costs may apply for enhanced support, custom integrations, or optional modules (e.g. analytics, call recording).

Full pricing is detailed in the G-Cloud 15 pricing document.

10. Service Dependencies

- Reliable IP connectivity (private or internet) with sufficient bandwidth and QoS
- Supported devices (SIP handsets, headsets, or softphones)
- Customer firewall rules permitting UC³ traffic
- Optional Microsoft Teams licence for integration

11. Accessibility

The Agile UC³ interface complies with WCAG 2.2 AA standards and has been tested with assistive technologies including JAWS, NVDA, and high-contrast modes to ensure usability for all users.

12. Contact and Further Information

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