

FourNet Agile Teams Voice

Service Definition for G-Cloud 15





1. Overview

FourNet Agile Teams Voice delivers a secure, cloud-based telephony solution integrated directly with Microsoft Teams. It enables public sector organisations to modernise communications by combining enterprise-grade voice, collaboration and analytics capabilities within the familiar Teams interface.

The service provides resilient PSTN connectivity, advanced call control, compliance recording and contact centre integration—ensuring a unified, scalable and compliant platform for hybrid and distributed teams.

2. Key Features and Benefits

Core Capabilities

- Native Teams voice calling via Direct Routing
- Secure PSTN connectivity and enterprise-grade SIP trunks
- Advanced call routing, hunt groups, IVR, and call queues
- Call recording, archiving, and analytics options
- Centralised user management and reporting
- Integration with contact centre and CRM platforms
- End-to-end encryption, QoS and cloud resilience

Business Benefits

- Seamless Collaboration: Make and receive external calls directly in Microsoft Teams
- Operational Efficiency: Consolidate telephony and collaboration into one platform
- Security & Compliance: UK-hosted, ISO 27001 and Cyber Essentials Plus certified
- Scalable: Add or remove users quickly via an intuitive admin portal
- Cost-effective: Reduce PBX maintenance and simplify billing with predictable per-user pricing

3. Service Options

Agile Teams Voice is available in three flexible service tiers:

Tier	Description	Typical Use Case
Standard	Core Teams voice with business hours support	SME or single-site environments
Enhanced	Extended support and monitoring	Mid-sized or multi-site operations
Premium	24/7/365 managed service and proactive monitoring	Enterprise or mission-critical services

Optional add-ons include compliance recording, AI-powered analytics, and contact centre integration.

4. Service Management and Support

FourNet provides ITIL-aligned service management and UK-based 24/7 support.

Customers have access to a secure self-service portal for incident logging, service requests, and reporting.

Each deployment is supported by a Service Delivery Manager and cloud support engineers, ensuring performance optimisation and continual improvement.



5. Security and Compliance

FourNet Agile Teams Voice is hosted in UK Tier 3+ data centres accredited to ISO 27001 and SSAE-18 / ISAE 3402.

Security highlights:

- Encryption in transit (TLS 1.2+ / SRTP) and at rest (AES-256)
- MFA and RBAC for administration
- Regular vulnerability assessments and penetration testing
- GDPR-compliant data handling and secure deletion
- Alignment with NCSC Cloud Security Principles

6. Availability and Resilience

The service delivers 99.99% platform availability, supported by redundant, geographically diverse infrastructure.

Automatic failover, proactive monitoring, and capacity management ensure continuity and optimal performance.

Service credits apply where availability falls below SLA thresholds.

7. Onboarding and Training

FourNet provides guided onboarding including:

- Planning workshops and configuration assistance
- User and admin training (onsite or virtual)
- Access to quick-start materials, FAQs, and self-help resources

8. Offboarding and Data Management

Upon termination, customers can export all data—call logs, user data, and configurations—in standard formats (CSV, XML, JSON).

FourNet ensures secure deletion of remaining data using cryptographic erasure and certified hardware destruction, in line with GDPR and ISO 27001.

9. Pricing

Pricing follows a per-user, per-month model with volume and term-based discounts available.

Optional services such as analytics, recording, and enhanced support are priced separately.

Full pricing details are provided in the G-Cloud 15 pricing document.

10. Service Dependencies

- Reliable IP connectivity (Internet or private) with appropriate QoS



- Microsoft 365 licensing including Teams
- Supported Teams clients or certified Teams devices
- Configured firewall access for SIP and media traffic

11. Accessibility

Agile Teams Voice adheres to WCAG 2.2 AA accessibility standards.

All interfaces are compatible with assistive technologies such as JAWS, NVDA, and high-contrast display modes.

12. Contact and Further Information

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