CLOUD VOIP AND UNIFIED COMMUNICATIONS AS A SERVICE (HORIZON UCAAS)

G-Cloud 15

ABOUT IMICRO

iMicro is a UK-based IT and communications services provider supporting public and private sector organisations. We deliver managed IT, cloud, cyber security, and connectivity services, with experience supporting healthcare providers, local authorities, and other public sector bodies.

ABOUT THIS DOCUMENT

This document provides the service definition for iMicro's **Cloud VoIP and Unified Communications as a Service (Horizon UCaaS)** service offered under the G-Cloud framework. It describes the scope of the service, how it is delivered, and any relevant constraints. Pricing, service levels, and contractual terms are agreed at call-off in accordance with the G-Cloud frameworkE

1. SERVICE OVERVIEW

iMicro provides Cloud VoIP and Unified Communications as a Service (Horizon UCaaS) using the Gamma Horizon platform for UK public organisations, including healthcare providers and local authorities. The service delivers cloud-hosted voice communications without the need for on-premise telephony infrastructure and supports operational, administrative, and service delivery use cases.

Optional contact centre functionality may be provided where licensed at call-off.

2. SERVICE SCOPE

The service provides access to the Horizon cloud telephony platform, enabling voice calling and unified communications functionality delivered as a subscription service.

The scope of the service is defined by the licences purchased at call-off and may include optional features such as contact centre capabilities where required.

This service does not include network connectivity, customer premises equipment, or handset supply unless explicitly stated in the call-off contract.

3. SERVICE FEATURES

- Cloud-hosted VoIP delivered via the Horizon platform
- Unified communications and voice calling functionality
- Inbound and outbound calling capabilities
- Call routing, voicemail, and call management features
- Web-based administration and reporting via the platform
- Optional contact centre functionality where licensed
- Support for compatible IP phones and softphone applications
- Service delivered without on-premise telephony infrastructure

4. SERVICE BENEFITS

- Reduced reliance on on-premise telephony systems
- Scalable cloud-based voice services
- Support for remote and hybrid working models
- Centralised management of voice services
- Optional contact centre capabilities to support service delivery teams
- Predictable subscription-based service model

5. SERVICE CONSTRAINTS

The service is delivered using the Gamma Horizon cloud platform and is subject to the availability, functionality, and service terms of that platform.

The service requires suitable network connectivity and compatible end-user devices, which remain the responsibility of the buyer unless otherwise agreed at call-off.

Planned maintenance affecting the service is managed by the platform provider. Feature availability is dependent on the licences purchased.

6. ONBOARDING AND GETTING STARTED

Getting started is supported through coordination during initial provisioning, including guidance on service setup and access to platform documentation.

User training, onsite support, or bespoke onboarding activities are not included by default but may be provided where agreed at call-off.

7. SUPPORT AND INCIDENT MANAGEMENT

iMicro acts as the first point of contact for support and incident management for this service. Incidents are logged, assessed, and managed by iMicro, with escalation to the platform provider where required in line with agreed support arrangements.

Support levels, service coverage, and escalation arrangements are agreed at call-off.

8. SECURITY AND DATA HANDLING

Customer voice and service data remains within the Horizon platform and is managed in accordance with the platform provider's security controls and data handling processes.

iMicro does not store customer communications data outside of the platform.

9. SERVICE AVAILABILITY AND RESILIENCE

Service availability and resilience are provided by the Horizon cloud platform in line with the platform provider's published service commitments and operational practices.

iMicro does not host or operate the underlying service infrastructure.

10. END OF CONTRACT PROCESS

At the end of the contract, access to the Cloud VoIP service will cease in line with the agreed terms. Responsibility for data retained within the platform remains with the customer, subject to the platform provider's retention and export options.

11. ORDERING AND PRICING

The service is ordered through a G-Cloud call-off contract. Pricing is based on subscription licences and support arrangements agreed at call-off and is detailed in the associated Rate Card.

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