

Service Definition Document

Mitel Hosted Flex

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1. Service Summary

Mitel Cloud is a subscription-based solution for businesses wanting to consume UC and omni-channel contact centre services from the cloud. The solution is hosted in geo-diverse data centres and can be delivered over the public internet or a customer's private wide area network.

2. Features & Benefits

Cloud based telephony	Future ready cloud telephony reducing costs by retiring legacy on-premise systems and migrating to cloud-based telephony for modern day, hybrid working.
MiCollab UC	Collaborate via chat, video calling and meetings alongside sharing documents wherever they are.
Integrations	Bringing together external applications so employees can have a 'one-stop-shop'.
Virtual hosting	Hosting the data and information used by your customers in our VDCs will increase security and provide you with peace of mind about where your data is going.
Managed Services	For peace of mind that we are monitoring your services so your business.

3. Why Digital Space

Cloud

Digital Space has more than 12 years' experience in providing cloud solutions as an AWS Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. It also has its own UK-based private cloud and so is able to offer hybrid and multi-cloud services that meet all needs from basic co-location, through to full public cloud.

Connectivity

Cloud requires reliable connectivity and Digital Space is able to provide that through its own networking and connectivity business, which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.

Security

Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared but we also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.

Managed Service

Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations:

- ISO27001 – Information Security
- ISO27017 – Cloud Security
- ISO 20000 – IT Service Management
- ISO14001 – Environmental management
- ISO9001 – Quality Management

Our experience in this area means that we can either run services for you, making use of our automated cloud monitoring services and security cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves.

Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.

Public Sector

Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs.

Innovation

In addition to a wide range of infrastructure engineers and architects, we also have developers who create innovative solutions on cloud platforms.

4. Detailed Service Offering

Our deployment and training teams will work together with you to help you start using our service. They provide you the necessary knowledge and training to setup, design, configure, maintain and use the solution efficiently. The deployment team ensures a smooth transition from your old to our new solution, using PMI methodology, in line with PRINCE2 principles. Starting the engagement with the Deployment, Training and Customer Success Teams will work in parallel from the initial Customer Kick-Off meeting. After Go-Live until the transition to our Support teams, the deployment team is ready to help you through issues arising during onboarding.

Project lifecycle process and governance is implemented from Day One, until closure. We offer training courses and resources across multiple services. Our courses, along with customer adoption materials, help you get the most from your Hosted Mitel Flex system. Courses are offered open enrolment, via virtual classroom with hands-on exercises and labs, and accompanying user adoption kits. Content includes co-branding, best practices, resource guides, and an eBook with free online videos, tutorials, and starting tips. This approach provides sustainability, and fast onboarding for new users. Other delivery and customisation options are also available.

Onboarding training information is made as easily available as possible via our online UK Academy Portal enabling user to become quickly accustomed to using the service features to their maximum user benefit. Training materials are also provided as part of initial deployment of the service and customers are provided with the option to purchase Adoption Kits. These can be co-branded as desired and retained for future repeat use by the customer. Offboarding is a managed process via the Hosted Mitel Flex customer support team.

A wide variety of online reporting and raw data stats via API are available. Historic reporting includes template-based and user-configurable data selection, displayable on-screen and exportable in a range of data formats. Live statistics are available on wallboards with configurable statistical measurements that are updated and displayed live. APIs can be utilised to query both live and historic data where a customer wants to utilise the data elsewhere or potentially make business decisions based on live calling statistics.

Systems are scale-out, cloud based. Resources are automatically added as required based on load and utilisation. The Hosted Mitel Flex Architecture team review design and proposed implementation of all new systems before going into operation to challenge assumptions and ensure scale, reliability, availability, security etc. have been considered. A dedicated Quality Assurance team run automated and manual tests against a replica production platform to verify the engineering solution meets Hosted Mitel Flex standards which include load testing.

Availability and Resilience

We aim to have our Services available to Customers 24x7 and include an SLA for system availability as well as call quality. Hosted Mitel Flex enables the delivery of a consistent and reliable end user experience due to a highly available architecture supported by a platform-wide uptime SLA of 99.99%. Hosted Mitel Flex's records and data are basis for all service availability calculations and determinations.

Hosted Mitel Flex use commercially reasonable efforts to respond to Unplanned Service Interruptions, 24x7, that are reported through one of Hosted Mitel Flex's Customer Support channels. To receive Service Credits, the Customer must notify Hosted Mitel Flex within 30 days from the time Customer becomes eligible to receive Service Credits. Failure to comply with this forfeits Customer's right to receive a Service Credit. The Service Credit will be issued on the Hosted Mitel Flex invoice for the period following the Customer's request for the Service Credit, unless the Service Credit is due in the Customer's final month of the Term. In such a case, the Service Credit refund will be mailed to the Customer.

A dedicated architecture team review all material changes to service definitions and products, before release, as part of Hosted Mitel Flex's New Product Introduction (NPI) process. This review challenges design and implementation, looking for service risks. System components are systematically reviewed and assessed for risk using a "Failure Mode and Effects Analysis" methodology, scoring the risk based on methods of failure detection, whether failover is automated, how long failover takes, severity of impact of the failure, and likelihood of the failure.

Where a component or system exceeds an acceptable risk, the proposed system solution is rejected and the engineering are required to refactor the solution or offer mitigations for concerns. Mitigations may include accelerated detection methods, additional redundancy, reduced recovery times, or may require lower-level software changes to survive more readily the failure modes.

The Hosted Mitel Flex Network Operations Centre (NOC) provides management alerts for any customer-affecting outage (and any security breach should one occur). The management alerts are sent via dedicated messaging channels to responsible individuals around the world and include an audio conference bridge.

The support organisation is included in the management notification group and has a dissemination process for reporting to customers utilising a web-based support portal. If more than one customer is affected, a master ticket is created and all customer portals are updated automatically if the master ticket is updated. Updates are added to the ticket as they occur, consolidated if many changes are occurring, and the update messages state when the next update will be issued, if nothing changes by that time.

Configuration and Change Management

The asset management system tracks location, support agreements, manufacturers warranties, and EOL dates. Operations process that are "Business As Usual" include disc swaps for both faulty and EOL changes. BAU processes are fixed and tested and require no further authorisation. Non-BAU changes require operations review and approval. Changes that are software releases must have multiple sign-offs, including from the architecture, operations and support departments.

Security and Incident Management

All Hosted Mitel Flex production software goes through security review and testing pre-production, including penetration testing using multiple tools. Any security issues found are remedied before release. Additional continuous testing is run against production systems (to cover systems which may remain unchanged for long periods). For these systems, the speed of patch deployment depends on the criticality.

SLAs:

- Critical within 24 hours
- High within 7 days
- Medium within 30 days
- Low within 90 days

The SIEM team also review security bulletins from both government and commercial security organisations to identify potential threats/vulnerabilities. The SIEM team constantly monitors Firewall, Network, IDS and IPS system alerts.

In the event that a suspected or actual breach were to take place, escalation to senior management occurs whilst an assessment of the scope of the breach or potential breach is undertaken. Affected customer(s) are notified through the support portal. All data customers are processing or storing on Hosted Mitel Flex systems is treated as "sensitive", any suspected data loss is treated as a loss of "sensitive" data, and appropriate actions taken. Any notification processes are operated in parallel to ensuring any breach is blocked, and re-occurrence prevented.

The Hosted Mitel Flex 24-hour NOC manages all types of incidents, including Service and Security incidents, whether proactively detected or reported by customers. Senior management notification occurs whilst an assessment of the scope of the incident is undertaken.

Affected customer(s) are notified through the support portal. Any notification processes are operated in parallel to resolving the incident if it is ongoing. The Hosted Mitel Flex Support organisation handles customer-facing communications, including initial triage of incident reports and assessment of severity. Security incidents or service outages result in an RCA process including cross-functional reviews, resulting in a customer facing Incident report.

User Authentication

The Hosted Mitel Flex services is accessed using a Single Sign-on solution that presents authorised users with a panel containing icons for all products and tools, no further authorisation is required to access them. All systems are built on the principle of minimum access given. GDPR training is also given to all staff and policies and training are given to ensure staff understand how to comply. New starters and staff changing role are given access to systems they require to perform their job role by system owners upon appropriate authorisation.

End of Contract

Within 24 hours of the expiry of the contract, data is automatically deleted from Hosted Mitel Flex systems. Customers must utilise the built-in product features which provide data exports or utilise the APIs that give direct access to raw data and export whichever data elements are required to be retained before the expiry or data will become irrecoverable. If a customer requires data to be made available beyond the end of the contract, additional fees will apply. All data is deleted on contract expiration.

Customers are responsible for offloading any data contained on the Hosted Mitel Flex Cloud before expiry utilising the built in tools and APIs of the Hosted Mitel Flex products. After expiry of the contract, data is rendered unrecoverable. If a customer requires data to be made available beyond the end of the contract, additional fees will apply.

5. Complementary Services

Business Continuity	- Digital Space Backup as a Service - Digital Space Disaster Recovery as a Service - Digital Space Microsoft 365 native Backup as a Service - Digital Space Microsoft Teams Backup as a Service
Communications	- Digital Space Hosted Mitel Flex Cloud PBX - Digital Space Hosted Mitel Flex Hosted PBX - Digital Space Hosted Mitel Flex Meetings Collaboration - Digital Space Hosted Mitel Flex Video Conferencing - Digital Space Hosted Mitel Flex Voice for Microsoft Teams
Contact Centre	- Digital Space Hosted Mitel Cloud (Flex) - Digital Space Hosted Mitel Flex CCaaS (Contact Centre as a Service) - Digital Space Hosted Mitel Flex Cloud Contact Centre - Digital Space Hosted Mitel Flex Contact Centre - Digital Space Hosted Mitel Flex CPaaS (Contact Platform as a Service) - Digital Space Hosted Mitel Flex UCaaS (Unified Communications as a Service) - Digital Space Hosted Mitel Flex Unified Communications - Digital Space Hosted Mitel Flex XCaaS (Experience Communications as a Service)
Migration	- Digital Space Amazon Connect Administrative Extensions - Digital Space Cloud Contact Centre (Amazon Connect) - Digital Space Cloud Contact Centre Managed Service - Digital Space Cloud Contact Centre Migration - Digital Space Cloud Migration
Platform	- Digital Space Housing Management System Migration - Digital Space Microsoft 365 Discovery - Digital Space Microsoft 365 Migration - Digital Space AWS Managed Service - Digital Space Azure Managed Service / Platform - Digital Space Cloud Architecture, Design and Build Services - Digital Space Cloud Solution Brokerage & Implementation - Digital Space Data & GenAI Assessment - Digital Space Desktop as a Service (virtual desktops /VDI) - Digital Space FinOps & Cloud Cost Optimisation - Digital Space Licensing Assessment
Security	- Digital Space Managed VMware Cloud on AWS - Digital Space Managed VMware Cloud on Azure - Digital Space Private Cloud Managed Service - Digital Space Well Architected Review - Digital Space Cyber (Security) Maturity Assessment (CMA) - Digital Space Cyber Essentials and Cyber Essentials Plus - Digital Space DDoS Mitigation - Digital Space Managed Security Monitoring (SIEM) - Digital Space Managed Security Operations Centre (SOC)

6. Copyright

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