

Build a better Citizen Experience.



G-Cloud 15 Route 101 Support Service Definition

Route 101

Powered by Route 101

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About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101's Partner Portfolio

Through a network of long-standing, trusted partnerships with the leading telecoms providers in their field, we are able to help you devise the perfect long-term technology strategy. And thanks to Route 101's experience and expertise, we provide objective, impartial advice to ensure you make the right decision on your future technology choices. Our portfolio includes the following vendors:



CALABRIO



keyivr

NiCE

Omilia
Conversational Intelligence

PCIpal

PolyAI

Sycurio.

zendesk

Further Information

Please see the accompanying "G-Cloud 15 Route 101 Support Pricing" document and our "G-Cloud 15 Government Digital and Data Roles Rate Card" for our associated professional and support services pricing. These can be found under our Lot 3 listing.

Route 101 Professional Services

Consultancy and CX Strategy: Our consultancy services provide expert guidance to help you understand your current environment, define your goals, and shape a practical roadmap for transformation. This includes discovery workshops, requirements gathering, and experience-led advice to ensure the solutions deployed truly meet your organisational needs.

Project and Programme Management: Our project and programme management services ensure structured, low-risk delivery from initial scoping through to go-live. We document every engagement with a detailed Statement of Work and project plan, coordinate stakeholder activity, manage timelines, and conduct regular reviews to keep delivery aligned to expectations.

Solution Design and Implementation Engineering: Our implementation engineering services provide comprehensive design, configuration, and deployment of cloud contact centre, workforce engagement and unified communications platforms. We work from discovery through build and cut-over, ensuring solutions are implemented to best practice and tuned for long-term performance.

Systems Integration and Custom Development: Our integration and development services provide bespoke connectors, workflow automations, and custom-built applications that extend or enhance your contact centre platforms. This includes CRM, UCaaS, analytics, payment and data integrations, ensuring seamless end-to-end experiences for agents and customers.

Testing and Quality Assurance: Our professional testing services provide structured validation of configuration, routing, IVR flows, workflows and integrations before your system goes live. This ensures performance, stability and compliance are thoroughly verified, helping de-risk deployment and ensure a smooth transition into production.

Training and Enablement: Our expert training services provide role-specific enablement for administrators, supervisors and agents to ensure confident platform adoption. We offer both remote and in-person sessions, covering system navigation, best-practice configuration, analytics, workflow management and operational use cases tailored to your environment.

Software Development: Our development services provide additional capabilities where product configuration alone is not sufficient. This includes development for IVR and self-service journeys, automation and orchestration, data transformation, custom reporting and lightweight service endpoints, all delivered within a governed SoW and aligned to platform best practice.

Optimisation and Continual Service Improvement: Our optimisation services provide ongoing health checks, usage reviews, roadmap development and performance insights to ensure your technology estate keeps pace with evolving requirements. We help you realise maximum value from your platforms through continuous improvement and targeted recommendations.

Workforce Engagement Management (WEM) Practice: Our WEM specific services help you deploy and refine workforce engagement tools, sentiment analysis, reporting, dashboards and evaluation forms. This enables data-driven decision-making, more effective coaching, and measurable improvements in customer experience and agent performance.

Conversational AI, IVR and Self-Service Design: Our IVR, call-flow and conversational AI services provide expert design and build of automated journeys across voice and digital channels. This includes secure payment IVRs, intelligent routing, self-service automation, and tailored scripts and prompts that reduce effort while maintaining excellent customer experience.

Route 101 Support and Optimisation

Route 101 operates a UK-based Service Desk that owns the end-to-end incident management process and manages partner engagement on your behalf, including both technical and managerial escalations. Incidents and service requests can be raised through multiple channels into our support operation, where they are logged, triaged and prioritised with clear SLAs, including 24 × 7 response for P1 critical incidents. Our engineers resolve most issues in-house, coordinating directly with vendor partners where required, and keep you informed with proactive event notifications, planned maintenance advisories and structured change management. We also provide problem management with root cause analysis for high-priority issues and post-incident reviews to prevent recurrence.

We offer three levels of support to meet the differing operational, technical and governance needs of our customers:

- Core Support Service
- Premier Support Service
- Enhanced Managed Service and / or vendor provided support options (for example, Zendesk's "Premier" support packages), tailored for environments with more complex or specialised requirements

Core Support

Our Core Support service provides the foundational support functions required to maintain a secure, stable and well-governed platform. This includes:

- **24 × 7 Support:** For P1 critical incidents, ensuring urgent issues receive immediate attention
- **Problem Management:** Structured investigation, root-cause analysis and post-incident review for high-priority issues
- **Change Management:** Facilitation and tracking of customer-requested configuration changes, with guidance where required
- **Event Management:** Proactive monitoring of partner platforms and notification of service-affecting events using status pages and management tools
- **Maintenance Schedule Notifications:** Advance communication of upcoming partner maintenance windows, associated impact and recommended actions
- **Request Fulfilment:** Handling of standard service requests and routing out-of-scope items appropriately

Premier Support

Our Premier Support package provides an enhanced, more proactive level of service. It includes all elements of Core Support, with additional features designed to maximise value, support continual improvement and reduce operational overhead. Premier Support includes:

- **Enhanced 24 x 7 Support:** For P1 and P2 incidents
- **Ongoing Service Optimisation:** To continuously refine configuration, performance and customer experience

- **Enhanced Moves, Adds and Changes (MAC) Package:** Providing extended configuration flexibility and more advanced request fulfilment
- **Customer Success Management and Executive Sponsorship:** For structured strategic oversight and regular alignment at senior level
- **Enhanced Operational Reporting:** Including monthly reporting, trend analysis and quarterly reviews
- **Multi-Platform Integration Support:** Ensuring interoperability across connected technologies
- **Bespoke Configuration Support:** Allowing for more complex or tenant-specific configuration requirements

Enhanced Managed Service / Vendor Provided Support Packages

For customers with advanced, multi-platform or bespoke requirements, we also provide tailored support models. These may include additional partner-provided services, enhanced monitoring, custom SLA frameworks or dedicated engineering capacity. Each custom model is fully scoped to ensure alignment with your operational, technical and compliance requirements.

Route 101 provided Enhanced Managed Services will be designed based on customer specific requirements with pricing from our "G-Cloud 15 Government Digital and Data Roles Rate Card" to meet the specification. Vendor Provided Support will be priced as per our Lot 2 listings, for example the "G-Cloud 15 Zendesk Software Pricing".