

**Kick**

SERVICE DEFINITION DOCUMENT

Business Telephone Systems

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

Service Description

Kick ICT offers comprehensive VoIP and Unified Communications solutions that cater to a wide range of business communication needs. Our service is designed to integrate seamlessly with existing business infrastructures, providing a robust platform for communications across multiple vendors, from basic requirements to Contact Centre solutions, Voice recording & Call Management solutions. With a focus on modern technologies from leading vendors such as 3CX, Microsoft Teams, and Horizon, we ensure that businesses of any size or sector can achieve superior communication capabilities.

Objectives:

Enhance business communication efficiencies by integrating diverse systems into a unified solution.

Improve accessibility and reliability of business communications through advanced VoIP technologies.

Provide a scalable solution that grows with the client's business, ensuring long-term sustainability and adaptability.

Scope of Service:

This service encompasses a comprehensive suite of solutions including the setup, integration, and maintenance of VoIP/Cloud systems, Contact Centre solutions, Call recording & Call management. We focus on leveraging industry-leading technologies to deliver a service that not only meets but exceeds business communication needs across various sectors.

Service Components

VoIP and Telecom Systems:

Comprehensive setup and configuration of VoIP services tailored to each business's unique needs.

Integration with existing telecommunications and IT infrastructure to ensure a seamless user experience and to leverage current investments.

Call Recording/Management Solutions:

Implementation of robust call recording and Call management systems designed to support compliance with regulatory standards and internal quality controls.

Secure, scalable storage solutions for call recordings and call management, with advanced features for reporting, searchability and accessibility to facilitate audits and quality assurance processes.

System Maintenance and Support:

Regularly scheduled maintenance and proactive monitoring to prevent downtime and ensure optimal system performance.

Rapid response support services, including a dedicated helpdesk, for resolving technical issues to minimise disruptions to business operations.

Service Delivery and Approach

Service Delivery Model:

Our services are primarily delivered remotely, complemented by on-site support as needed. This hybrid approach ensures flexibility and responsiveness, adapting to client needs whether they are fully on-premises, cloud-based, or a combination of both.

Service Management:

Our approach to service management involves the use of sophisticated tools and methodologies to ensure continuous monitoring and management of all communication systems. This includes real-time analytics to pre-emptively identify and address potential issues before they affect business operations.

Onboarding and Offboarding Processes:

A detailed onboarding process ensures that every aspect of the service is tailored to meet the specific operational needs and integrated smoothly with existing business processes. Our offboarding process is designed to ensure that transitions are smooth and secure, with all data handled in strict compliance with legal and regulatory standards.

Performance and Service Levels

Key Performance Indicators (KPIs):

System uptime and reliability exceed industry standards, aiming for near-perfect uptime.

Support response times are aggressively managed, with tiered response levels depending on the severity of issues.

Customer satisfaction and retention rates are carefully monitored as indicators of service success.

Service Level Agreements (SLAs):

Detailed SLAs include commitments on system uptime, typically guaranteed at 99.9% or better.

Specific performance metrics for support response, ranging from immediate response for critical issues to less than 24 hours for non-critical issues.

Terms and Conditions

Contractual Terms:

Comprehensive service agreements detail the responsibilities and commitments of both parties, ensuring clear expectations are set and maintained throughout the service period.

Data Protection and Privacy:

Strict adherence to GDPR and other relevant data protection laws ensures that all client communications are handled securely and with utmost confidentiality.

Service Constraints

Maintenance Windows:

Scheduled maintenance is performed during off-peak hours to minimize impact, with all planned outages communicated well in advance.

Limitations on Customisations:

While we strive to meet all client needs, some customisations may be limited by vendor-specific constraints or technological compatibility issues.

Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Communications?

>100 years

Combined experience

100s

Unified Communications projects delivered

24/7

Support

Expertise

We are experts. With over 100 years of combined experience across our team.

Solutions

We work with the best. Partnered with leading telecom industry names including Avaya, NEC and Gamma to ensure our customers access the right solutions at the right price.

Innovation

We provide next-generation services. Harnessing Microsoft Teams Phone and Gamma to provide leading cloud-ready telephony solutions to offer anywhere, any device connectivity.

Accreditations

We have the badges. We're accredited partners of Gamma, Horizon, UC Solution, and 3CX - ensuring our customers benefit from trusted, industry-recognised communications expertise.

Strategy

We are here to help. With an appointed account manager and highly-skilled engineers who will work with you to seamlessly align your communications, connectivity and cloud requirements.

Find out more by searching
'Kick Communications'

