

SCG Corporate – G Cloud 15

Service Description

Teams Voice



Product Overview

Microsoft Teams is the fastest growing telephony solution enabling colleagues and external parties to collaborate / share documents and work together on projects via chat, email, conferencing and voice calling. Microsoft Teams comes with Office 365, and enables you to access heaps of services through the Teams hub and more: -

- Chat, call & meet across devices inc. mobile
- File and screen sharing
- Instant Messaging
- Track project notes, files, chat and meetings in 1 place
- Audio, web and video conferencing
- Cloud recording of meetings
- Advanced call management e.g. call routing, auto attendant and reporting Teams users are able to talk to other Teams users within their own organisation and in any other organisation also using Teams across the globe.

Southern Communications Corporate Solutions (SCGC) have built Teams Voice to enable users to make and receive external calls via the Microsoft Teams client, to people outside the Teams environment and external to the organisation. Enabling organisations to replace the existing Business telephone systems seamlessly with Teams Voice, saving money and managing telephony through Microsoft Teams.

Teams Voice calling plan includes unlimited calls to UK local, UK national, and UK mobile numbers. Out of bundle calls to numbers such as international destinations, 08 or 09 numbers are charged for each call made.

The solution offered by SCGC enables buyers to benefit from the integration of Teams Voice across devices including Mobile Devices to provide seamless integration between the business telephone system and mobile working.

Unified Communications enables effective working across devices including laptops, desktops, mobiles and tablets to ensure ease of working, consistency of communications and presence and value. With the rise of Microsoft Teams Voice and Mobile working it is essential that organisations are maximising Microsoft Teams to its full potential including reporting whilst also facilitating the demand for mobile working.

Cloud Telephony Solution – Teams Voice

Teams Voice from SCGC, now enables users to make and receive external calls via the Teams client to people outside the Teams environment. This means you can replace your exiting phone system with Teams Voice, saving money and managing your organisation through Office 365.



Offering traditional telephone system functionality like ring groups, auto attendants and voicemail, SCGC Teams Voice enables organisations to use Teams as a single communication platform that integrates a calling plan with, chat, audio and video conferencing, screen sharing, file storage and collaboration into single application that all works together seamlessly.

SCGC Teams Voice has been designed for organisations looking to replace their telephone system, enhance Teams services and benefit from full unified communications via Teams across all devices.

Teams Voice can provide a telephony solution for the following: -

- Existing Teams users or those in the process of adopting Teams for collaboration, file sharing and conferencing
- Organisations looking to move to a cloud-based system
- Old or on-premise telephone systems that need replacing
- Planning for business continuity and home working
- A need for a single application to provide voice, video, IM, collaboration

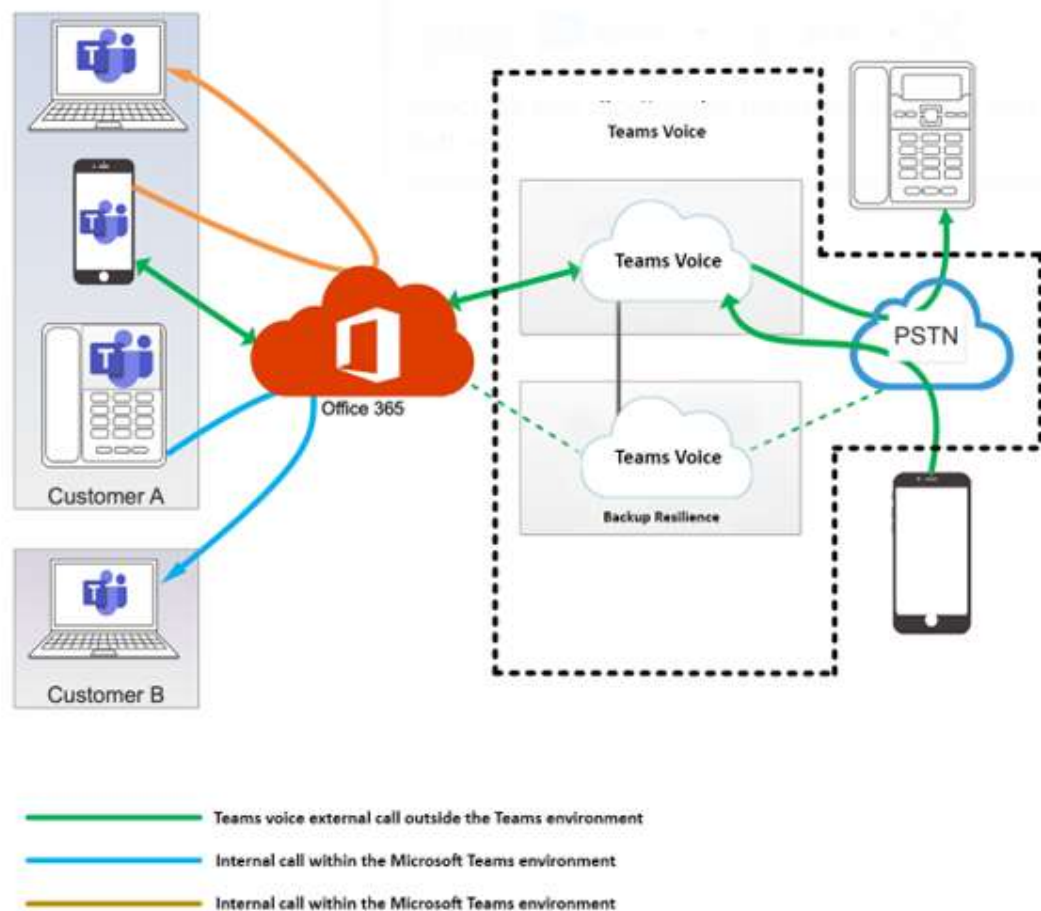
How does Teams Voice work?

Teams Voice enables standard telephony via Teams allowing users to make and receive external calls to landlines, mobiles and international telephone numbers.

A variety of devices can be used to make and receive calls, from a selection of handsets, headphones connected to a PC, or a mobile app installed on your smartphone or tablet. Wherever you are, and whichever device you are using you have the capability to make and receive calls as well as all the standard features associated with Microsoft Teams.

Costs are kept to a minimum as you are leveraging your investment into the Microsoft Office 365 suite, which most organisations already pay for. By enabling SCGC Teams Voice your telephone system can be de-commissioned along with any costs associated with it; such as fixed line rentals, SIP trunk rentals or cloud telephony user licensing.





The diagram above shows two Office 365 customers.

The employees of Customer A can make calls via the Teams Phone System using the Teams client on their pc / laptop, the Teams mobile phone app and also Teams desk-phones.

Customer B is choosing to use the Teams pc / laptop client only.

The orange and blue lines represent calls to other Teams users which do not leave the Office 365 infrastructure (direct routing not required).

Both customers have configured their Microsoft Office 365 environment to connect to Teams Voice (a Microsoft approved, SCGC Session Border Controller) which is connected to the network. The green lines represent calls to and from the PSTN.

Why Teams Voice?

Features

- Use Teams as a single communication platform
- Microsoft approved
- Inclusive calls to UK landlines and mobiles
- Per user pricing
- Retain existing telephone numbers
- Connect homeworkers and other offices on 1 system
- Seamlessly add and remove users
- Answer calls from any location on any device
- Works with desktop handsets, softphones and mobile apps
- Utilise phone system features
- Auto attendants, hunt groups, DDI's music on hold
- Non-geographic / International numbers

Benefits

- Fully hosted service. No additional equipment needs to be installed on site
- Save money by replacing your telephone system
- Consolidate separate apps for ease of management
- Improve communication by combining telephone system and audio / video conferencing
- Enhance customer service by answering all calls whenever
- Improve organisational efficiency
- Preconfigured for quick and easy installation
- Scalable unified communications solution
- Fully supported by SCGC 24/7/365
- Secure through end to end encryption
- Fully cloud based to support disaster recovery

Solution Overview

SCGC is providing a communications platform that's accessible across your organisation and devices with voice, instant messaging, document sharing, web & video conferencing, and functionality.

Our vision for your new telephony environment:

- Allows calls to be made & received on any device from any location.
- A single application.
- Enables co-authoring & collaboration on shared files & documents.
- Automates back-up & restoration of data.
- Protects devices from ransomware and viruses.



- Centralises control on what can be done and by whom.
- Simplifies the end user experience.
- Reduces the number of applications used,

Microsoft Teams simplifies the end user experience by bringing multiple functions into a single application.

- Access your files from anywhere - applications like Word, Excel, Powerpoint, SharePoint & OneNote are all built into Microsoft Teams. File storage solutions like SharePoint & OneDrive are accessed through Teams so everyone has information & tools at their fingertips.
- Meet from anywhere - create and join audio & video conferences from any location, on any device. Invite colleagues and external parties to join online meetings and use whiteboards for a true meeting experience. All content can be recorded and shared later.
- Collaborate from anywhere - no more working on separate documents. Teams enables users to collaborate on a single document in real time.

Summary benefits:

- Reduces the number of applications you use, making user training easier & the user experience more intuitive: Voice, chat, Contact Centre, and conferencing.
- All information is easily accessible and from any location. Remote workers stay involved through video and audio conferences.
- Built-in business continuity & disaster recovery – move to any location and continue to access your files and make and receive calls.

Turn Microsoft Teams into your Telephone System

Microsoft Teams empowers collaborative working, making it as easy to work remotely as it is from the office. In addition to chat, messaging, video, and document sharing we will take you one step further by turning Teams into your office phone system. You will be able to make and receive **ALL** your external telephone calls with the usual features and benefits you would expect including Hunt groups, Auto-attendant, Call queues and Voicemail.

Using Teams as your single communications platform will allow you to consolidate your existing telephony infrastructure:

- No more line rental for analogue & ISDN telephone lines.
- No more call charges to UK mobiles & landlines.
- No more investment in telephony equipment.
- No more annual maintenance charges.

What's involved:

- Upgrade your Office 365 licenses to Microsoft Phone System.
- Program Teams to how you want to receive and distribute your incoming calls.
- Migrate existing telephone numbers into the Teams environment.
- Activate Teams Voice, our inclusive call bundle & direct routing package for your external incoming & outgoing calls.



Cloud Conference

Cloud Conference will be implemented for selected users who need to schedule audio or video conferences with guests outside the Microsoft Teams environment. A conference can be set up on any device to send guests an invitation to call in from a landline or mobile.

Features of Team Voice

	Teams & Teams Voice Features	Description
Microsoft Teams	Desktop Sharing	Allows anyone in a call or meeting to share out their desktop or a specific application. Ideal for collaborating.
	File Sharing	Share files with other users especially useful when presenting information on a video call or conference.
	Document Collaboration	Enables multiple users to edit a single document in real time.
	Instant messaging (chat)	1-1 or group chat enables quick messages to be sent between users or teams. Personalise these with Gifs and Emoji's.
	Multi-Party Audio & Video Conferencing	Up to 250 users can join an audio and / or video conference.
	Video Room system capability	Option to add a video room system to enable whole conference rooms to be included in video / audio calls. Integration with the room calendar enables users to invite the room at the touch on the screen.
	IoT and Android app	Access all Teams resources including audio / video meetings, chat, calls, files etc on the go on IoT or Android devices.
	Softphone	Use any version of the Teams applications as a telephone to make and receive internal calls. Add Teams Voice for external calling.
	Presence integrated with O365	Makes users aware of your availability. Automatically integrates with user calendar and client.
	Record Conference Calls	Conference meetings can be recorded and saved to stream later. All content is recorded including audio, video and screen sharing.
	Video Calling	Create a stronger collaborative experience using visual communication from mobile, tablet or desktop app.
	Call Waiting	Users are alerted when on a call that another caller is trying to reach them



Calling Transfers and Handling	Consultative transfers, forwarding and hold
Custom Ring Tones	Makes it easy to know when it is your phone ringing.
Do not Disturb and Breakthrough	Block unwanted calls while allowing important callers to ring you.
Busy on Busy	New or incoming calls can be rejected with a busy signal.



	Teams & Teams Voice Features	Description
Teams Voice	Unlimited UK Call Package	Unlimited calls to UK Landlines and UK Mobiles.
	Hunt Groups	Incoming calls ring to a group of users to increase the capacity of people answering calls to a single number. Setup to respond in different sequences.
	Auto Attendant	Menu selection option to assist with managing inbound calls and routing.
	Music on-hold	Play music to calls whilst the caller is on hold.
	CLI Presentation	Choose whether to present a telephone number to the destination where an outbound call is received.
	Call Queuing	When there are more calls coming into a group than agents available to answer them, the call will queue until an agent becomes available.
	Call Forward / Twinning	Forward calls to any another number, or twin to enables simultaneous ringing on another device.
	Click to Dial	Click on any contact in Teams to call them. Outlook contacts are also sync'd to Teams for click to call.
	Voicemail to email transcripts	When a voicemail has been left, Teams will use its artificial intelligence to convert the speech to text and emails a copy of the transcript.
	Web admin	Manage users, groups, auto attendants and policies using O365 web admin.
Conference Add on	Telephone number for audio conferencing	When creating a Teams conference, a telephone number is inserted into the invite. This enables non-Teams users to participate in the conference by dialling the number.
	Easily Create audio and videoconferences from Outlook	Teams natively integrates with other Microsoft applications like Outlook to make it easy to setup and create meetings



Why Move to Teams Voice?

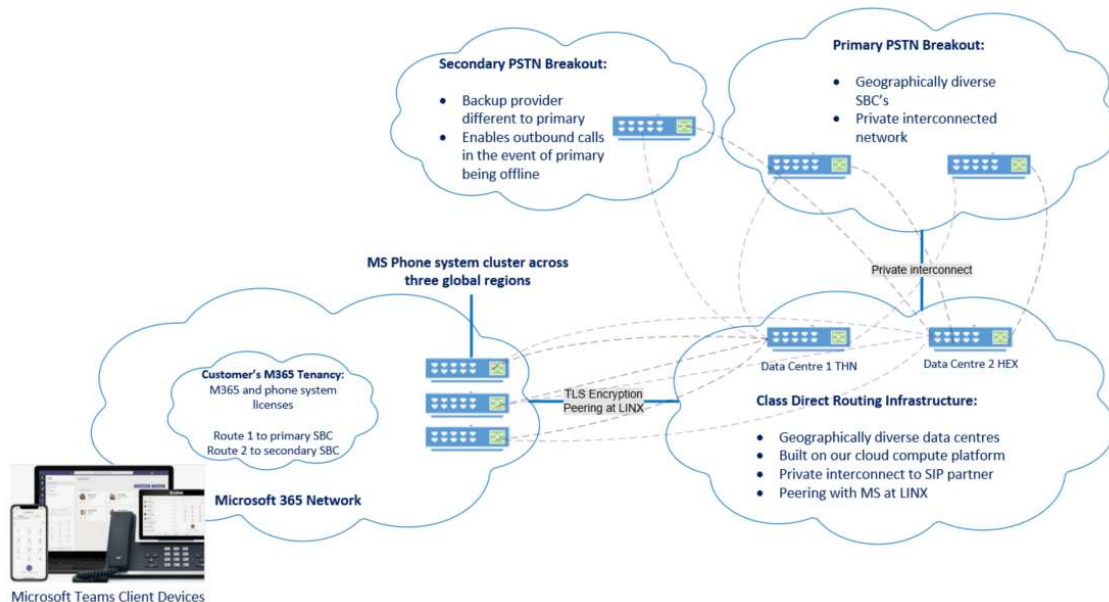
- **Cost Savings**
Most customers are using O365 and paying for licencing, therefore utilising Microsoft for a phone system functionality could represent a cost saving Vs a separate phone system. E.g. license costs, maintenance, lines and call costs.
- **Simple for end users to understand**
A single application for voice, video conferencing, IM, collaboration, file storage. Historically several applications provided these services
- **Ease of management and support**
Less applications to install and manage means less support requests from end users
- **Home working and disaster recovery**
Connect to teams on any device and location and continue to make / receive calls
- **Mobility**
Teams users that connect from many different locations, networks and devices
- **Access to voice services**
Users can access voice services from the installed software, mobile app, or web browser, overcomes difficult network environments
- **Less hardware on site**
Fully cloud based, no equipment is installed on site
- **Secure**
All data traffic between the end user client and our servers is secure and encrypted



Resilient Design

Our architecture is highly resilient to ensure guaranteed uptime and availability. The solution offers geographically diverse networks

- Geographically diverse networks. If one of our data centre's is unavailable, then traffic automatically routes to the other.
- As an ISP and cloud compute provider, all of the networking and IP transit for our Teams SBC's is owned and managed by us.
- We add two call routes in your Microsoft 365 tenancy so in the unlikely event of there being a problem with the primary route, outbound calls will try an alternative route.
- Geographically resilient SBC's with our primary SIP trunk provider to ensure connection to the PSTN.
- Second SIP provider to ensure that in the unlikely event of our primary SIP provider being completely offline, outbound calls route via our backup provider.
- Private interconnects to our SIP provider to ensure traffic does not traverse the internet.
- We peer with Microsoft in LINX to ensure traffic does not traverse the internet.
- Microsoft provide multiple SBC's across three global regions.



Licensing

Depending upon your current setup there are potentially 3 licenses that are required to deliver SCGC Teams Voice, direct routing:-

- **Microsoft Phone System license**

Provided by MS and enables the telephony features in Teams - It is required as an add on if the user has E1 or E3 licenses or lower

The user cannot make or receive any calls at this point, as a SCGC Voice license is required (calling plan)

- **Teams Voice license (Calling Plan)**

Provided by SouthernSCGC and delivers the calling package for Unlimited local, national, UK mobile calls

International calls charged on an individual basis

- **Microsoft Audio Conference license**

Provided by MS and is an optional add on that can be purchased at any time to allow external parties to call into your audio conferences

It provides a telephone number in Teams meetings that allows an attendee to connect to a Teams meeting via the PSTN.

Primary O365 License	Microsoft Phone System license (Add on) *	SCGC Teams Voice license	Microsoft Audio Conference license (Add on)
O365 Business Premium/E1/E3 *	Required	Southern Teams Voice calling plan	Optional
O365 E5	Included in E5	Southern Teams Voice calling plan	Included in E5



Impact of Teams Voice

Feature Rich

Teams Voice is accessed via the Microsoft Teams App and supports all the major browsers, giving you ease of access to view and configure the settings including:

- Voicemail notifications
- Call Diverts
- Simultaneous ringing options
- Call records
- Search for users by name
- Update account settings

Integration with Microsoft Teams

For organisations that have already embraced Microsoft Teams, Teams Voice provides further integration with business systems.

Easy to Use

For ease and convenience, the interface is intuitive, and most users find it easy to learn and utilise to maximum effect.

Increases productivity

A number of features included in this portal create a working environment where your communications can be managed efficiently, and users can increase their productivity. Reporting software is available that enables users to view and create reports.



Handsets For Microsoft Teams Voice

We offer a range of Microsoft Teams compatible handsets to suit the needs of every employee and office environment.

At SCGC we offer a wide range of handsets as part of your managed telephony solutions. If included in the licence, as part of our Microsoft Teams Voice offering, handsets are preconfigured installed, maintained and serviced by us, so there are no additional maintenance costs for you.

Choice of handsets

Our handsets are designed to meet the requirement of every office environment. They deliver the highest standard of audio performance are easy to use with programmable keys and high-quality displays.

Reception Modules

Programmable keys and expansion modules enable receptionists to easily see who is on the phone and who is available, allowing a smoother transition of the caller to recipient.

The modular design of the phone enables multiple expansion modules to be added, to cater for businesses of all sizes.

Handsets & Conference Phones

A full range of handsets are available for users on a rental basis or outright purchase

Handsets	Recommended For:
Yealink MP50 Teams Edition USB Only	Cost effective handset for basic users that just make and receive calls.
Yealink MP54 Teams Edition	Mid-level handset designed for users that need to transfer calls.
Yealink MP56 Teams Edition	High-end handset that supports Bluetooth headsets and camera.
Yealink MP58 Teams Edition	Entry level handsets for lobby's, stockrooms etc.
Conference Phones	Recommended For:
CP960 Yealink IP Conference Phone	Enterprise grade conference room phone.



CP960 Yealink IP Conference Phone with mics	Enterprise grade conference room phone with additional microphones for larger rooms.
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Yealink MP50 Teams Edition USB Only 	Yealink MP54 Teams Edition 	Yealink MP56 Teams Edition 
Yealink MP58 Teams Edition 	CP960 Yealink IP Conference Phone 	CP960 Yealink IP Conference Phone with mics 

Headsets			
Jabra Evolve2 40 USB-C, MS Teams Certified, Mono	Jabra Evolve2 40 USB-A, MS Teams Certified, Stereo	Jabra Evolve2 65 Link380 USB-A MS Teams Certified Mono	Jabra Evolve2 65 Link380 USB-A MS Teams Certified Stereo



3rd Party Teams Integration Bolt-on:

SCGC can provide a 3rd party bolt on that provides some contact centre features that delivers inbound & outbound contact with customers through voice, email, webchat & common social media channels to users & agents located within the customer's organisation. The solution is Cloud-based so on-premise hardware or software is not required & can be provided with agent answer points (handsets or soft client) or integrated with the customer's existing PABX service which means the platform can handle all the Contact Centre intelligence & present to any DDI the customer provides.

The platform also integrates with customer's CRM or line of business applications. As standard we natively support; Microsoft Dynamics, Salesforce & ServiceNow but can integrate with any open Restful API (such as SQL).

Teams Voice Contact Centre – Anywhere 365

Anywhere365 Call Centre Overlay

Having access to the very latest call centre solutions is crucial in helping modern businesses to organise and efficiently manage their customer interactions. At SCGC, we can help you set up Anywhere365 call centre solutions to revolutionise the way you communicate with your clients and staff. Our unique direct routing as a service solution and trusted partner status with Anywhere365 enables our certified engineers to provide you with fully end to end support.

As Microsoft's first officially certified Cloud Contact Centre and Dialogue Management solution, Anywhere365 is able to leverage the (voice) capabilities of Microsoft Teams. Direct routing enables your contact centre agents and knowledge workers to make and receive calls from Microsoft Teams. Route calls directly to Teams powered agents with all our rich features, such as Call recording, Real-Time Translation, IVR, Supervisor, Reporting, Wallboards and many more.

Why Anywhere 365?

Anywhere365 is a communications management and contact centre solution which is geared entirely around the Microsoft stack. It is available globally and works across communications channels, with chat, email, voice and social media capabilities.

It's cloud-based, so you can use it with any device in any location, and by managing all your communications through one central hub, you can track customers across platforms throughout their journey. To help you get the most from your contact centre, Anywhere365 is integrated with additional Microsoft features like Azure Cognitive Services and Power BI, enabling data analysis and visualisation, AI tools and more. SCGC are a trusted partner of Anywhere365, with a host of certified engineers.



Anywhere 365 – Key Features

Native Microsoft Teams Contact Centre

Supercharge your Microsoft environment with timeline dialogue management, skills based routing, attendant console, all utilising native Teams integration from the first approved Microsoft Contact Centre solution.

Power BI Dialogue Reporting

Create accurate and bespoke reports using the Power BI reporting tool. Focus on forecasting, workforce management, recording and quality monitoring.

Wallboards

Integrated wallboards for granular call and dialogue metrics, designed for Contact Centres with easily viewable SLA's, agent overviews and queue breakdowns.

CRM Integration

Effortlessly connect your CRM for seamless data and dialogue integration, including a number of out the box connectors with Servicenow, Salesforce, Dynamics365, SAP and more.

Omni-channel

Streamline all channels of dialogue with a full Omni-Channel experience for agents integrating SMS, WhatsApp, Twitter, Facebook, Ai Bots, Emails and more.

Snapper Tool

On the go Contact Centre agent application for scalable agent and supervisor experience, consolidating applications into one easy to use tool.



Teams Voice – Mobile

Teams Voice Mobile - Standard

Solution is based on a Teams and Mobile bundle sharing unlimited minutes across the Microsoft Teams Softphone and Mobile App with allocated DDI (Geographic Number) and mobile number with dual mailbox for Voicemail and Mobile Call History

Unlimited Call Bundle applies to calls across mobile and Teams Voice and two contact numbers are included.

Users require:

- Microsoft Teams Phone License
- Mobile Voice and Data Package
- Compatible device for Teams Voice App.

Teams Voice Mobile Enhanced

The Teams Voice Mobile Enhanced solution enables:

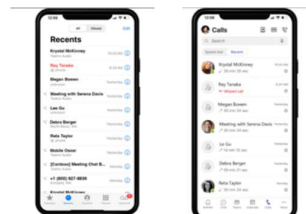
- staff to move seamlessly between mobile and Teams endpoints, using either personal or company numbers, underpinned by business security policies across all mobile devices. Teams offers single mobile numbers, voicemail and call history.
- Increased staff availability and productivity - simultaneous call alerts on Teams, desktop and mobile devices result in fewer missed calls and both mobile and desktop calls appear as “in a call” on the Teams client.
- Consolidated platforms and systems - provide a single user experience regardless of user profile, location or device used. All managed through a single administration portal, with condensed time and resources to manage your estate.

Key Features

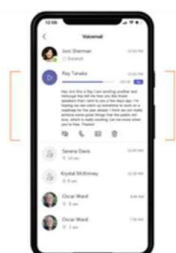
Seamlessly integrate your users’ mobile identities with Microsoft Teams, and enable flexible calling and collaboration, from anywhere.



Single Number Reach – across Teams and Mobile

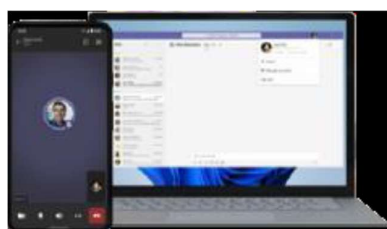


Unified Voicemail – combined Voicemail across devices



Unified Call History – all Voicemails visible across devices.

Seamless Call Transfer between devices and between mobile and the Teams App.



Integrated Presence updated across mobile devices and Laptop/PC.

Benefits to Users

Field workers

Operations-based workforce such as engineers – often processing workloads, inputting data and communicating back to head office

Benefits

- Greater reach and availability
- Deeper collaboration for working more effectively
- Ability to improve workloads with better UX and automation
- Secure devices and communication

Frontline workers

Customer-facing/shop floor staff, responding to customers and communicating with other teams

Benefits

- Simplifies communication between frontline and back-office staff
- Frees up frontline staff to spend more time with customers
- Improves workflow with better UX
- Secure devices and communication

Mobile-centric hybrid workers

Workforce blending working from different locations: home, on the go, or in the office

Benefits

- Simultaneous ringing on mobile device and Teams desktop app
- Seamless switch between devices without dropping calls
- Uplift of mobile voice calls to Teams for video and screen-sharing
- Seamless collaboration including addition of multiple people
- Enables recordings and transcription on the go

Contractors

Temporary staff working on limited time projects or seasonally

Benefits

- Enables administrators to quickly and easily add new users
- Secure devices and communication
- Offers clear view of usage through analytics

Both Teams Mobile bundles require a Teams license and Mobile Voice and Data package which is available across all UK networks.



Implementation

The following steps are all overseen by SCGC Service Delivery Team with a project manager assigned to deliver the chosen solution, providing a managed set-up which ensures a smooth transition with minimal disruption, delivered to agreed timescales.

Please see below a brief outline of the process.

- 1) **Implementation meeting between SCGC and the Customer:** This is to ascertain your preferences for how you would like the system setup e.g., ring groups, voicemail, number allocation etc.
- 2) **Number porting requested and new numbers ordered:** This is the process of moving the current telephone numbers into Teams Voice. This can take anywhere from less than a day to a couple of weeks.
- 3) **Share Teams User details with SCGC:** This allows Southern to run checks and begin setup process.
- 4) **SCGC configure system:** e.g., Setting up each user with their own numbers and putting them in ring groups, putting auto-attendants on, music on hold etc.
- 5) **System Testing:** It is of course crucial everything is setup how you need it to be – Southern Communications will liaise with an approved representative to ensure this is the case.
- 6) **Train staff and make system live:** The best bit- changing your phone system over to Teams! SCGC will provide training and materials to quickly get everyone up to speed.

Further information regarding the implementation can be provided upon request.

Timetable

SCGC can confirm that lead times for delivery are normally dictated by the number porting process.

Delivery times for Microsoft teams voice can vary depending on the complexity of the project. We expect the set up and delivery of Microsoft team voice to take approx. 4-6 weeks, however this will be agreed upon contract award.

SCGC manages this process to ensure that it is delivered successfully and without delay to the project. However, we know that some clients want to work to their own project timescales and deliverables and therefore a bespoke implementation plan is always agreed on each project.

Call Plans

As standard, SCGC Team's Voice call plan includes unlimited mins to landline numbers and UK mobiles for all users.

There is a fair usage policy of 2,000mins per user, per month.



Out of bundle charges such as international calls and calls to non-geographic numbers are charged at a pence per min rate.

This simple pricing structure aims to give our customers flexibility and value around their call plan. This differs to Microsoft who charge an increased license cost to be able to access just their international call bundles.

Number Porting

SCGC Teams Voice provides customers with the ability to retain their existing numbers, whether they are on ISDN or VoIP. To retain numbers, customers would need to go through the standard porting process in order to migrate their numbers onto team's voice.

SCGC would manage this process for end to end to ensure it runs smoothly in line with the project timescales.

Number porting timescales can vary depending on where the numbers currently reside. For a standard range of numbers, average lead time would be 4-6 weeks for acceptance of the porting order.



Account Management

SCGC aims to build long term relationships with customers towards working together for mutual benefit.

Quarterly reviews are one of the features that SCGC can provide. The aim of these reviews is to look at the entire relationship and identify areas that are working well and where there needs to be improvement. It is also a good opportunity for both parties to provide a top-level overview of the market and business developments. Sharing this information often highlights areas where Southern may be able to assist in more effectively delivering the business strategy and/or providing a solution to a business issue.

A draft agenda for the review meetings are:

- Review of Teams Voice configuration including call routing
- Service review and ticket analysis
- Review of Microsoft 365 developments
- Business developments
- Southern developments

From the start of the customer relationship the aim would be to ensure the initial transition completes effectively and we complete the initial review following completion of the project to identify the objectives of the contract over the contract period.

Support

SCGC offer access to the support team which are based on site within our offices. The team are available to resolve support issues as well as respond to service queries.

Standard support hours are Monday – Friday 0830-1730

- Support tickets logged with a unique ticket ID to aid fault tracking and faster resolutions.
- Support tickets operate to SLAs around response time and updates with tracking in place and an escalation path communicated should it be required.

A range of support offered includes:

- Configuration changes
- Adding and removing new users
- Fault management
- Advice on best practice
- Access to experts on the full M365 application stack
- Manage escalations into Microsoft



Logging Support tickets

SCGC support desk work using a simple incident ticket system whereby each request logged receives a unique ticket ID to enable the ticket to be tracked quickly and effectively throughout the process.

A priority is allocated to each ticket depending on the incident and impact on the organization.

A summary of ticket priority allocation is provided below for reference.

Priority	Initial Response	Frequency of Update	*Estimated Time to Close
P1	Call within 1 hour of issue being logged	Hourly	ASAP - dependent on the issue
P2	Call/Email within 2 hours of issue being logged	Twice a day	1 Business Day
P3	Call/Email within 4 hours of issue being logged	Once a day	2-3 Business Days
P4	Call/Email within 8 hours of issue being logged	On completion	4+ Business Days

Escalation

Escalation Level	Contact	Contact Number
Level 1 Assistance to reprioritise or request updates on inflight faults	SCGC Support Desk	0333 800 8811
Level 2 Escalate if actions of level 1 have not rectified the situation to a successful outcome	Service Delivery Manager	01372 385727
Level 3 Would deal with significant performance failures within above levels	Operations Director	01372 387667
Level 4 Serious contract issues e.g. Repeated SLA non-compliance	Managing Director	01372 385732



Billing

SCGC will invoice the customer for all active services including user rental and call charges.

Web Portal and Reporting

SCGC issue invoices monthly via our billing webportal. The portal provides users with an array of flexible reporting tools to enable customers manage their estate as much or as little as you like. Available features include:

SCGC offers various options for managing charges which include:

- Alerting of high usage
- Client Web portal for invoicing and reporting
- Training around web portal usage.
- Ability to view charges breakdown and unbilled usage
- Export of billing data to excel
- Management reports of usage.
- Allocation of users by cost center, subsite and / or department.

Customers can structure their invoice and charges by:

- Site
- Subsite
- Department
- Cost Centre

Individual usage can be analysed by:

- Call destination
- Call duration

Standard reports available for analysis are:

- Most frequently dialled numbers
- Most frequently dialled destinations
- Most expensive dialled numbers – Total
- Most expensive calls
- Longest calls
- CLIs with most calls
- CLIs with highest calls cost

Payment can be made by either BACS or Direct Debit and payment terms are 30 days.

As part of the onboarding process customers are provided portal training to understand the reporting tools that are available.



New Billing profile set-up

Prior to the commencement of invoicing, SCGC will setup a Customer billing account using the following information:

- Customer invoice address;
- Payment method;
- Payment date;
- Contact details (including where the electronic bill should be sent); and Opt-in to electronic billing, in addition to paper bill.

Modify existing billing profile

The customer shall advise SCGC of any changes to an existing billing account via

Method	Details
Email	accounts@SCGCorporate.co.uk
Telephone	01256 391 050
Business Hours	Monday – Friday 0900 - 1700

Activating and Billing Services

SCGC will charge for services in accordance with the signed service order.

Monthly invoices will be generated 14 (fourteen) days in advance of the payment due date. The invoice will list all sites (and associated Access Circuits), bill to/from dates together with any additional charges as applicable e.g. connection charges.

The Customer must validate any invoice received (whether received via paper and/or electronically) and advise their SCGC Service Relationship Manager of any disputes to charges relating to an invoice within 14 (fourteen) days from the invoice date.

Add / amending rating component

If a Customer is eligible for any reductions or adjustments to the SCGC Price List, SCGC will apply these to the relevant invoice together with a description.



Billing Dispute

A Customer must advise SCGC within 14 (fourteen) days of date of invoice, if they wish to dispute the charges. SCGC will place a dispute on the relevant invoice; this will remain on hold until such times as SCGC confirm the dispute is correct or declined.

Any confirmed dispute will result in SCGC rebilling the invoice accordingly, placing a credit amount on the Customers billing account.

Maintenance

Planned Maintenance

SCGC endeavour to give you as much notice as is reasonably practicable to carry out scheduled maintenance with the intention of providing a minimum of 5 (five) business days' notice.

Any queries regarding maintenance notifications you receive should be directed to your SCGC Service Relationship Manager.

SCGC will take into consideration any comments and / or direction as to the timing and duration of the scheduled maintenance from our Partners, but it may not be possible to negotiate alternative outage dates and times due to circumstances beyond the reasonable control of SCGC, such as third party suppliers or carrier driven works.

Where the suspension of service is required, SCGC aim to perform maintenance between the hours of 2300 and 0600.

In the event of you undertaking planned maintenance on your network or end customer site, please raise a "No service Impact" ticket against the service via the SCGC Assurance Portal for the purpose of alarm suppression and monitoring.

Unplanned maintenance

There are occasions where it is not possible to provide prior notice of maintenance in the event of an emergency. However, SCGC will notify you as soon as is practicable of any emergency maintenance.

Maintenance notifications

Notifications raised against your circuits are available in the maintenance tab of SCGC Assurance Portal and will also be emailed to the group email address provided during on-boarding.

