

SCG Corporate — 3CX Enterprise Cloud Telephony Proposal

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1. Executive Summary

SCG Corporate (SCGC) delivers a modern, resilient and scalable 3CX Enterprise Cloud Telephony solution that unifies voice, video, messaging, mobility, CRM integration and advanced call management into a single cloud-hosted platform. Hosted in SCG's UK private cloud with geo-redundant data centres, the service is engineered for high availability, security and performance. Pricing follows a cost-efficient concurrent-call model, avoiding per-user licensing while enabling elastic growth.

2. About SCG Corporate

SCGC is a leading UK provider of communications and cloud services, serving thousands of organisations across the public and private sectors. We operate to recognised standards including ISO 27001 (information security), ISO 9001 (quality), ISO 14001 (environment) and Cyber Essentials Plus, underpinning robust governance and data protection. Our teams provide end-to-end design, delivery and UK-based support.

3. Solution Description

3.1 Platform Overview

The 3CX Enterprise Cloud Telephony platform consolidates telephony and collaboration features into a single solution: omni-channel communications (voice, video, chat), auto-attendants and IVR, ring groups and queues, presence, softphones for Windows/macOS/iOS/Android, CRM integrations, reporting and analytics. Security is embedded via TLS/SRTP and WebRTC for browser-based calling.

3.2 Architecture & Security

The service is hosted within SCG's UK geo-redundant data centres with carrier-grade SIP infrastructure, DDoS protection and fraud-mitigation controls. UK-only data residency and segmented environments support strong security posture and compliance.

3.3 Licensing Model

Licensing is based on the maximum number of concurrent calls, allowing unlimited users without per-user charges. Capacity can be increased quickly to support growth or seasonal demand.

4. Features & Capabilities

- Cloud-hosted PBX with optional on-premises deployment for hybrid needs
- Integrated video conferencing and screen sharing
- Website live chat and WhatsApp/SMS messaging options

- iOS and Android apps for secure remote working
- Advanced call centre features: dynamic queues, wallboards and reporting
- CRM integrations with leading platforms for screen-pops and activity logging
- Call recording, analytics and exportable reports
- Advanced routing: skill-based distribution, time-of-day rules and overflow
- Encrypted signalling/media (TLS/SRTP) and WebRTC for browser calls

5. Implementation Plan

5.1 Project Approach

Our project team delivers an end-to-end migration with minimal disruption:

- 1) Initiation & discovery workshops
- 2) Configuration & system build
- 3) Number porting and testing
- 4) User acceptance testing (UAT)
- 5) Training and go-live
- 6) Hypercare and optimisation

5.2 Handset & Client Deployment

We support zero-touch handset deployment and pre-provisioning. Softphone clients and mobile apps are distributed with user-friendly guides and optional train-the-trainer sessions for administrators.

6. Support & SLAs

SCGC provides UK-based support via a structured ticketing and escalation model with optional 24x7 coverage. Target response and resolution times are shown below.

Priority	Initial Response	Estimated Resolution
P1 — Service critical	30 minutes	As soon as possible
P2 — Major impact	1 hour	1 business day
P3 — Minor impact	4 hours	2–3 business days
P4 — Information/request	8 hours	4+ business days

7. Commercials

We offer a predictable monthly service that can include the 3CX licence, SIP trunks and call bundles, managed hosting and proactive monitoring. Pricing is scoped per customer and typically falls within the following indicative ranges (subject to final requirements):

- Enterprise handsets: £50–£250 per unit
- Conference/video devices: £200–£800 per unit
- Concurrent-call licences: £400–£3,000+ depending on capacity
- On-site engineering: £400–£800 per engineer/day
- Professional services (design, configuration, PM): £500–£1,500 depending on complexity

A detailed, line-item quotation will be provided following discovery to confirm scope, options and any migration dependencies.

8. Value Proposition

- Lower total cost through concurrent-call licensing and bundled hosting
- Improved resilience via UK geo-redundant infrastructure and carrier-grade SIP
- Enhanced customer experience with omni-channel contact and analytics
- Faster change with intuitive admin, templates and automation
- Strong security posture (TLS/SRTP, DDoS protection, fraud controls)

9. Governance & Account Management

Each customer is assigned a dedicated Account Manager (commercial lead) and a Service Delivery Manager (operational lead). We conduct regular service reviews—typically quarterly—covering SLA performance, ticket trends, roadmap updates and optimisation opportunities. Clear escalation paths up to Director level ensure rapid attention when required.

10. Appendices

10.1 A. Assumptions & Dependencies

Suitable internet connectivity and LAN readiness (PoE switches, QoS) are in place. Number porting timelines are dependent on range holders. User acceptance testing and sign-off will be performed prior to go-live.

10.2 B. Optional Add-Ons

- Advanced analytics and wallboards
- WhatsApp/SMS connectors and website live chat
- PCI/MiFID recording integrations
- Enhanced 24×7 support
- On-site training and bespoke adoption programmes

10.3 C. Roles & Responsibilities (RACI summary)

SCGC: solution design, build, hosting, support and SIP. Customer: user acceptance testing, change approvals, end-user adoption. Third parties (where applicable): LAN/ISP readiness, specialist integrations.

10.4 D. Change Control & Risk Management

Changes are managed through a documented request and approval process with impact assessment. Risks are tracked during delivery and reviewed in governance sessions; mitigations include porting contingency windows and rollback plans.