

NCS One

Unified Communication Solution

Service Definition Document

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Table of Contents

1. Service Overview	5
1.1 What is NCS One?	5
1.2 Target Users	5
1.3 Key Benefits for Public Sector Organisations	6
Digital Transformation Enablement	6
Enhanced Citizen Engagement	6
Support for Hybrid and Remote Working	6
Operational Efficiency and Cost Optimisation	6
Flexible Commercial Model	6
Security and Compliance	7
Accessibility and Inclusion	7
2. Service Features and Capabilities	7
2.1 NCS Contact Center	7
Voice	7
Live Chat	8
SMS	8
WhatsApp	8
Email	9
2.2 NCS Business Phone	9
Voice	9
Team Chat	10
Email Integration	10
SMS	10
Fax	11
WhatsApp	11
Meeting	11
2.3 NCS Softphone	12
2.4 NCS Broadcast Platform	12
SMS Broadcast	12
WhatsApp Broadcast	13
Email Broadcast	13
Voice Broadcast	13
2.5 SDK and Integration Capabilities	14
3. Data Backup, Restore, and Disaster Recovery	14
3.1 Data Backup Strategy	14
3.2 Data Restore Procedures	15
3.3 Disaster Recovery	15
3.4 Business Continuity	15
Business Continuity Framework	16
Disaster Scenarios	16
Recovery Strategies	16
Business Continuity Testing	17

Business Continuity Review	17
Business Continuity Team	17
4. Onboarding and Offboarding Support	17
4.1 Onboarding Process	17
Phase 1: Discovery and Planning	17
Phase 2: Configuration and Setup	18
Phase 3: Testing and Training	18
Phase 4: Go-Live and Stabilisation	18
4.2 Onboarding Deliverables	18
4.3 Offboarding Support	18
Notice Period	19
Data Export	19
Phone Number Porting	19
Data Retention and Deletion	19
5. Service Constraints	19
5.1 Planned Maintenance	19
5.2 Customisation Options	19
6. Service Levels	20
6.1 Availability	20
6.2 Performance	20
6.3 Support Coverage	20
UK Support Coverage	20
US Support Coverage	20
7. After Sales Support	21
7.1 Technical Support	21
7.2 Account Management	21
7.3 Training and Resources	21
8. Technical Requirements	22
8.1 Network Requirements	22
8.2 Browser Requirements	22
8.3 Desktop and Mobile Applications	22
8.4 Integration Capabilities	22
9. Outage and Maintenance Management	23
9.1 Service Monitoring	23
9.2 Incident Management	23
9.3 Planned Maintenance	23
9.4 Emergency Maintenance	23
10. Hosting Options and Locations	24
10.1 Deployment Models	24
Public Cloud	24
Private Cloud	24
On-Premise	24
10.2 Data Centre Locations	24
11. Access to Data Upon Exit	24

11.1 Data Ownership	24
11.2 Data Export	25
11.3 Data Retention and Deletion	25
12. Security	25
12.1 Security Certifications and Compliance	25
12.2 Data Protection	25
Encryption	25
Access Controls	26
12.3 Infrastructure Security	26
12.4 Operational Security	26
12.5 Audit and Compliance	26
12.6 Data Processing	26
13. About Netstratum	27
13.1 Company Background	27
13.2 Netstratum Advantages	27
13.3 Company Journey	27
13.4 Global Presence	28
13.4 Contact Information	28

1. Service Overview

1.1 What is NCS One?

NCS One is a comprehensive Multi-Tenant Unified Communications as a Service (UCaaS) solution developed by Netstratum. The platform delivers enterprise-grade communication and collaboration capabilities through a single, integrated cloud-based solution, enabling organisations to consolidate their communication infrastructure while maintaining flexibility and scalability.

Designed specifically to address the communication challenges faced by modern organisations, NCS One brings together voice, video, messaging, and contact centre capabilities into one platform. This integration eliminates the complexity of managing multiple disparate systems, reduces operational overhead, and provides users with a consistent experience across all communication channels.

NCS One combines four core modules into one unified platform, each designed to address specific communication needs while working seamlessly together:

- NCS Contact Center: A comprehensive omnichannel customer engagement platform supporting voice, live chat, SMS, WhatsApp, and email interactions
- NCS Business Phone: Enterprise telephony solution with integrated voice, team chat, email, SMS, fax, WhatsApp, and meeting capabilities
- NCS Softphone: Cross-platform dialer providing unified access to all communication features
- NCS Broadcast Platform: Multi-channel mass communication system for SMS, WhatsApp, email, and voice broadcasts

1.2 Target Users

NCS One is designed for Enterprise and public sector organisations requiring modern, secure, and efficient communication solutions. The platform is particularly well-suited for:

- Central Government Departments seeking to modernise legacy telephony infrastructure and enable hybrid working
- Local Authorities requiring integrated citizen contact centre capabilities with multi-channel engagement
- NHS Trusts and Healthcare Organisations needing secure, compliant communication platforms for patient engagement
- Educational Institutions looking to consolidate communication tools and enable remote collaboration
- Emergency Services requiring reliable, high-availability communication systems
- Arms-Length Bodies and Public Corporations seeking cost-effective, scalable communication solutions

1.3 Key Benefits for Public Sector Organisations

NCS One delivers significant advantages specifically designed to address the unique requirements of UK public sector organisations.

Digital Transformation Enablement

NCS One serves as a cornerstone technology for public sector digital transformation initiatives. The platform enables organisations to modernise their communication infrastructure in alignment with the Government Digital Service (GDS) standards and the UK Government's digital strategy. By replacing legacy on-premise telephony systems with cloud-based unified communications, organisations can accelerate their digital journey while maintaining security and compliance requirements. The platform's API-first architecture supports integration with existing digital services, citizen-facing portals, and back-office systems, enabling digital service delivery.

Enhanced Citizen Engagement

Public sector organisations can dramatically improve citizen experience through NCS One's omnichannel contact centre capabilities. Citizens can engage through their preferred channel- whether voice, webchat, email, SMS, or WhatsApp- while agents have a unified view of all interactions. This channel flexibility is essential for meeting the diverse needs of the public, including digitally confident users who prefer self-service options and those who require traditional telephone support. The platform's intelligent routing ensures enquiries reach the right department or specialist quickly, reducing wait times and improving first-contact resolution rates.

Support for Hybrid and Remote Working

The shift towards hybrid working models in the public sector requires communication tools that work seamlessly regardless of location. NCS One enables staff to access full communication capabilities from any location using desktop applications, mobile apps, or web browsers. This flexibility supports business continuity, enables flexible working policies, and helps organisations attract and retain talent by offering modern working arrangements. The platform maintains security and compliance whether users are in the office, working from home, or operating in the field.

Operational Efficiency and Cost Optimisation

By consolidating multiple communication systems into a single platform, organisations can significantly reduce operational complexity and associated costs. NCS One eliminates the need for separate telephony, video conferencing, messaging, and contact centre systems, reducing licensing costs, infrastructure requirements, and administrative overhead. The platform's self-service administration portal empowers internal teams to manage users, configure services, and generate reports without requiring specialist technical support, further reducing operational costs.

Flexible Commercial Model

NCS One offers flexible commercial arrangements designed to accommodate public sector procurement requirements and budget cycles. Rather than rigid subscription models, Netstratum works with customers to develop pricing structures that align with their specific

usage patterns, deployment requirements, and budgetary constraints. This flexibility enables organisations to scale services up or down based on demand, ensuring they only pay for what they need while maintaining the ability to respond to changing requirements.

Security and Compliance

Public sector organisations operate under stringent security and data protection requirements. NCS One is built with security at its core, featuring end-to-end encryption, comprehensive access controls, and detailed audit logging. The platform supports UK data residency requirements with hosting in UK-based data centres and maintains certifications including ISO 27001, Cyber Essentials and compliance with GDPR and the UK Data Protection Act 2018. These security credentials provide assurance that sensitive citizen data and government communications are protected to the highest standards.

Accessibility and Inclusion

NCS One is designed to support accessibility requirements, helping public sector organisations meet their obligations under the Equality Act 2010 and the Public Sector Bodies Accessibility Regulations. The platform's multi-channel approach ensures citizens can communicate using their preferred method, while the user interfaces are designed with accessibility considerations for staff with disabilities.

2. Service Features and Capabilities

2.1 NCS Contact Center

NCS Contact Center is an enterprise-grade omnichannel customer engagement platform designed to transform how organisations interact with citizens, customers, and stakeholders. The platform unifies all communication channels into a single agent workspace, providing complete visibility of customer interactions regardless of how they choose to engage. This unified approach eliminates information silos, reduces handling times, and ensures consistent service quality across all touchpoints.

The contact centre solution incorporates intelligent routing capabilities that direct enquiries to the most appropriate agent based on skills, availability, and workload. Real-time dashboards and comprehensive analytics provide supervisors and managers with the insights needed to optimize operations, manage resources effectively, and continuously improve service delivery. The platform scales seamlessly to accommodate fluctuating demand, making it ideal for organisations that experience seasonal peaks or need to respond rapidly to emerging situations.

Voice

The voice channel remains central to contact centre operations, and NCS Contact Center delivers enterprise-grade telephony capabilities with crystal-clear audio quality. The platform supports sophisticated call handling including automated call distribution, skills-based routing, queue management, and priority handling. Agents benefit from screen-pop functionality that displays caller information before answering, while supervisors can monitor calls in real-time with whisper coaching and barge-in capabilities for training and quality assurance purposes.

- Automated Call Distribution (ACD) with intelligent routing algorithms
- Skills-based routing to match callers with appropriately qualified agents
- Queue management with configurable wait treatments and announcements
- Real-time call monitoring, whisper coaching, and barge-in
- Call recording with secure storage and retrieval
- IVR integration for self-service and call deflection
- Callback functionality to reduce wait times
- Comprehensive call analytics and reporting

Live Chat

Live chat enables real-time text-based conversations between agents and customers through websites and digital portals. This channel is particularly effective for handling routine enquiries, providing quick answers, and supporting digital self-service journeys. Agents can handle multiple chat sessions simultaneously, significantly increasing productivity compared to voice-only operations. The platform supports proactive chat invitations, automated responses for common queries, and seamless escalation to voice or video when needed.

- Multi-session handling allowing agents to manage several conversations concurrently
- Proactive chat triggers based on visitor behaviour and context
- Canned responses and knowledge base integration for consistent, rapid replies
- File sharing and co-browsing capabilities
- Chat transfer between agents and departments
- Post-chat surveys for customer feedback
- Full conversation history and transcripts
- Integration with CRM and back-office systems

SMS

SMS provides a universal channel for reaching customers on their mobile devices, with near-universal open rates making it highly effective for notifications, reminders, and two-way conversations. NCS Contact Center's SMS capabilities support both outbound messaging campaigns and inbound enquiry handling, enabling organisations to engage customers through their preferred channel while maintaining full visibility within the unified agent workspace.

- Two-way SMS conversations managed within the agent interface
- Automated SMS notifications and reminders
- Template management for consistent messaging
- Delivery tracking and reporting
- Opt-out management and compliance controls
- Short code and long code support
- SMS routing and queuing aligned with voice channels

WhatsApp

WhatsApp Business integration brings the world's most popular messaging platform into the contact centre environment. With billions of active users globally, WhatsApp offers a familiar and convenient channel for customer engagement, particularly for younger demographics and international communications. The platform supports rich media messaging, enabling agents to share images, documents, and location information to resolve enquiries efficiently.

- Official WhatsApp Business API integration
- Rich media support including images, documents, and location sharing
- Message templates for proactive outreach
- Automated responses and chatbot integration
- Full conversation history within the unified agent workspace
- End-to-end encryption for secure communications
- Business profile management

Email

Email remains a critical channel for formal communications, complex enquiries, and document exchange. NCS Contact Center's email management capabilities ensure that email enquiries are handled with the same rigour and visibility as other channels, with intelligent routing, SLA tracking, and full integration into the unified queue management system. Agents can respond efficiently using templates and knowledge base integration while maintaining a personal touch.

- Unified email queue management with priority handling
- Intelligent routing based on content analysis and sender information
- Template library for consistent, efficient responses
- Attachment handling and document management
- SLA tracking and escalation workflows
- Email threading for conversation continuity
- Auto-acknowledgement and out-of-hours responses
- Full audit trail and compliance archiving

2.2 NCS Business Phone

NCS Business Phone delivers a complete enterprise telephony solution that goes far beyond traditional voice calling. The platform integrates voice communications with team collaboration tools, messaging, and meeting capabilities, providing a unified communication experience for all staff. Designed for organisations of all sizes, from small teams to large enterprises with thousands of users, the system offers the features and reliability expected of enterprise telephony with the flexibility and ease of management of modern cloud solutions.

The solution supports multiple device types including IP desk phones, softphones, and mobile applications, enabling staff to communicate effectively whether at their desk, working remotely, or on the move. Advanced call management features such as auto-attendant, hunt groups, and call queues ensure that incoming calls are handled professionally and efficiently, while comprehensive reporting provides insights into call volumes, patterns, and performance.

Voice

At its core, NCS Business Phone provides enterprise-grade voice calling with HD audio quality and exceptional reliability. The system supports all standard business telephony features including call hold, transfer, forwarding, and conferencing, along with advanced capabilities such as hot desking, presence management, and busy lamp field. Number management is straightforward, with support for DDIs, extensions, and number porting to bring existing numbers onto the platform.

- HD voice quality with wideband audio codecs
- Call hold, transfer (blind and attended), and park/retrieve
- Call forwarding with conditional rules and find-me/follow-me
- Multi-party conference calling
- Auto-attendant with multi-level IVR menus
- Hunt groups and call queues with configurable routing
- Hot desking for shared workspace environments
- Presence and availability management
- Busy lamp field for receptionist and team visibility
- Visual voicemail with email delivery
- Call recording for compliance and training
- Detailed call analytics and reporting

Team Chat

Integrated team chat enables real-time messaging and collaboration without switching between applications. Staff can communicate instantly with colleagues through direct messages or group conversations, share files, and maintain persistent chat histories for reference. The chat functionality is fully integrated with presence information, making it easy to see colleague availability before initiating contact.

- Direct messaging between individuals
- Group chat for team and project collaboration
- Persistent chat history with search functionality
- File sharing with drag-and-drop support
- Rich media including images, documents, and links
- Message reactions, mentions, and threading
- Presence integration showing availability status
- Desktop and mobile notifications

Email Integration

NCS Business Phone integrates with organisational email systems to provide a unified communication experience. Users can access voicemail messages via email, receive call notifications, and maintain consistent communication workflows across voice and email channels.

- Voicemail to email transcription and delivery
- Missed call notifications via email
- Calendar integration for presence and availability
- Click-to-call from email contacts

SMS

Business SMS capabilities enable staff to send and receive text messages using their business phone numbers, keeping personal and work communications separate. SMS is ideal for quick notifications, appointment confirmations, and reaching contacts who may not be available for voice calls.

- Send and receive SMS from business numbers
- SMS history and conversation threading
- Template messages for common communications

- Desktop and mobile SMS access

Fax

Despite the digital transformation journey, fax remains necessary for certain business processes, particularly in healthcare, legal, and government contexts. NCS Business Phone includes virtual fax capabilities, eliminating the need for physical fax machines while maintaining compatibility with organisations that still rely on this channel.

- Send faxes from documents and digital files
- Receive faxes as digital documents
- Fax to email delivery
- Fax archiving and retrieval

WhatsApp

WhatsApp Business integration extends the reach of business communications to the world's most popular messaging platform. Staff can engage with contacts via WhatsApp using their business identity, maintaining professional separation from personal accounts while accessing a channel that many customers prefer.

- WhatsApp Business integration for professional messaging
- Rich media sharing including images and documents
- Business profile and branding
- Conversation management within the unified interface

Meeting

Integrated video conferencing and meeting capabilities eliminate the need for separate collaboration tools. Users can instantly escalate from a voice call to a video meeting, schedule meetings with calendar integration, or host large-scale webinars and town halls. The meeting solution supports up to 500+ concurrent participants with features including screen sharing, whiteboard, recording, and transcription.

- HD video conferencing with up to 500+ participants
- One-click meeting start from chat or call
- Calendar integration with scheduling and invitations
- Screen sharing and multiple simultaneous shares
- Interactive whiteboard for collaboration
- Meeting recording with cloud storage
- Automated transcription and meeting notes
- Waiting room and meeting security controls
- Breakout rooms for group discussions
- Dial-in access for audio-only participants

2.3 NCS Softphone

NCS Softphone is a versatile software-based phone client that transforms computers, tablets, and smartphones into fully-featured business communication devices. The application provides access to all NCS One communication capabilities through an intuitive interface, enabling staff to work productively from any location. Whether in the office, working from home, or travelling, users maintain full access to their business phone number, contacts, and communication features.

The softphone is available for all major platforms including Windows, macOS, Linux, iOS, and Android, ensuring compatibility with the diverse device ecosystems found in modern organisations. A web-based version provides access from any browser without requiring software installation, ideal for hot-desking environments or occasional users. The application is designed for simplicity, with an intuitive interface that requires minimal training while providing power users with advanced features and keyboard shortcuts for maximum productivity.

- Cross-platform support: Windows, macOS, Linux, iOS, Android, and web browser
- HD audio and video calling
- Integrated access to chat, presence, and contacts
- Call handling: hold, transfer, conference, and recording
- Visual voicemail with playback and management
- Contact directory with click-to-call
- Presence status management
- Push notifications for calls and messages
- Call history and recent contacts
- DTMF keypad for IVR navigation
- Auto-provisioning for easy deployment
- Automatic updates to ensure latest features and security
- Compatible with standard SIP infrastructure

2.4 NCS Broadcast Platform

NCS Broadcast Platform enables organisations to reach large audiences quickly and effectively through multi-channel mass communication campaigns. The platform is designed for scenarios requiring rapid, reliable delivery of messages to thousands or millions of recipients, including emergency notifications, service announcements, appointment reminders, and marketing communications. Campaigns can be executed across multiple channels simultaneously or in sequence, with automatic failover ensuring message delivery even if one channel is unavailable.

The platform provides comprehensive campaign management capabilities including contact list management, message templating, scheduling, and detailed delivery analytics. Organisations can segment audiences, personalise messages with dynamic content, and track delivery and engagement in real-time. Compliance features ensure adherence to regulations including opt-out management, sending time restrictions, and consent tracking.

SMS Broadcast

SMS broadcast enables mass text messaging with high deliverability and near-instant delivery. Messages reach recipients regardless of smartphone type or internet connectivity,

making SMS ideal for urgent notifications and audiences who may not have consistent data access.

- High-volume SMS sending with carrier-grade delivery
- Contact list management with import/export
- Message templates with personalisation fields
- Scheduled and immediate sending options
- Delivery tracking and analytics
- Two-way SMS for response handling
- Opt-out management and compliance
- Short code and long code support

WhatsApp Broadcast

WhatsApp broadcast leverages the popularity and engagement of WhatsApp for organisational communications. With support for rich media including images, documents, and interactive buttons, WhatsApp messages can be more engaging and informative than traditional SMS.

- WhatsApp Business API integration
- Rich media messages with images and documents
- Message templates approved by WhatsApp
- Interactive buttons and quick replies
- Delivery and read receipt tracking
- Two-way conversation handling
- Compliance with WhatsApp Business policies

Email Broadcast

Email broadcast supports high-volume email campaigns with professional design tools and comprehensive analytics. The platform ensures high deliverability through proper authentication and reputation management while providing the tracking and analytics needed to measure campaign effectiveness.

- High-volume email sending with deliverability optimisation
- Template designer with drag-and-drop editing
- HTML and plain text email support
- Personalisation and dynamic content
- Open and click tracking
- Bounce handling and list hygiene
- Unsubscribe management and compliance
- Scheduled and triggered sending

Voice Broadcast

Voice broadcast delivers pre-recorded audio messages to large contact lists, ideal for urgent notifications, reminders, and announcements that benefit from the immediacy and personal nature of voice communication. The platform supports text-to-speech for dynamic message generation and interactive options for recipient responses.

- Mass voice message delivery
- Pre-recorded audio message upload

- Text-to-speech message generation
- Interactive voice response options
- Call scheduling and retry logic
- Delivery confirmation and analytics
- Voicemail detection and handling
- Multi-language support

2.5 SDK and Integration Capabilities

NCS One provides comprehensive SDK support enabling organisations to embed communication capabilities into their own applications and workflows. The SDKs support rapid development with low-code integration approaches, allowing developers to add voice, video, and messaging features to web and mobile applications with minimal effort. This extensibility enables organisations to create custom communication experiences tailored to their specific requirements and user needs.

The platform offers ReactJS SDK and React Native SDK packages available through npm, supporting both web and mobile application development. These SDKs feature TypeScript support for type-safe development, comprehensive documentation, and example applications to accelerate implementation. The scalable architecture ensures that custom applications built on NCS One can grow with organisational requirements.

- ReactJS SDK for web application integration (npm package: hdmeet)
- React Native SDK for mobile app development
- TypeScript support for type-safe development
- Low-code integration approach for rapid deployment
- Real-time collaboration APIs
- Cross-platform compatibility
- Comprehensive documentation and examples
- RESTful APIs for system integration
- Webhook support for event-driven workflows
- Directory integration (LDAP, Active Directory)
- CRM and helpdesk system connectors

3. Data Backup, Restore, and Disaster Recovery

3.1 Data Backup Strategy

NCS One implements a comprehensive data backup strategy designed to ensure business continuity and protect against data loss. The backup approach encompasses all customer data including configuration, communications records, recordings, and user information, with multiple redundancy layers to safeguard against various failure scenarios.

The platform performs real-time replication for critical operational data, ensuring that active communications and configurations are continuously protected. Incremental backups capture configuration changes hourly, while full system backups are performed daily. Weekly

consolidated backups are retained for four weeks, and monthly backups are retained for twelve months, providing multiple recovery points for different scenarios.

Backup scope includes user accounts and configuration settings, call recordings and voicemail messages, chat history and file attachments, meeting recordings and transcriptions, contact lists and address books, campaign data and templates, system configuration and routing rules, and audit logs. All backups are encrypted and stored in geographically separate locations from the primary data to protect against site-level failures.

3.2 Data Restore Procedures

Netstratum provides data restore capabilities at multiple levels to address different recovery requirements. Point-in-time recovery enables restoration of databases to any point within the retention period, supporting recovery from data corruption or accidental deletion. Individual item recovery allows restoration of specific records, recordings, or files without requiring a full system restore. Full system restore capabilities enable complete platform recovery in disaster scenarios, while selective restore options allow recovery of specific modules or tenant data as needed.

Standard restore requests are processed within four business hours during normal support hours. Emergency restore procedures are available for critical situations, with a target recovery time of two hours for essential data. Customers can request data restoration through the support portal or by contacting their account team.

3.3 Disaster Recovery

NCS One is architected for high availability with disaster recovery capabilities designed to minimise service disruption in the event of infrastructure failures or site-level disasters. The platform utilises geographically distributed data centres with real-time data replication to ensure that a current copy of all data is maintained at the secondary site.

Recovery objectives are designed to meet the needs of business-critical communications. The standard configuration provides a Recovery Time Objective (RTO) of four hours and a Recovery Point Objective (RPO) of one hour. Enhanced disaster recovery options are available for organisations requiring faster recovery, with RTO of one hour and RPO of fifteen minutes, along with automated failover capabilities.

Business continuity measures include automated health monitoring with alerting for all critical components, documented disaster recovery runbooks that are regularly tested, annual DR testing exercises with customer notification, and established communication protocols for major incidents. Customers receive post-incident reports following any significant service disruption, detailing the cause, response, and preventive measures implemented.

3.4 Business Continuity

Netstratum maintains a comprehensive Business Continuity Management System (BCMS) to ensure that NCS One services can be maintained at normal or near-normal performance following any incident that has the potential to disrupt service delivery. The BCMS is approved by the Chief Information Security Officer (CISO) and forms part of Netstratum's

overall management system, providing structured and coherent arrangements to protect customer interests and maintain service availability.

The Business Continuity Management System enables Netstratum to assess risks to operations and the probable impacts should those risks materialise, mitigate identified risks by applying appropriate control measures, identify, communicate and respond to incidents in an effective and appropriate manner to minimise impact, recover business processes within agreed timelines in case of any disaster, and ensure adherence to regulatory and client contractual requirements.

Business Continuity Framework

Netstratum follows a structured approach to Business Continuity Management that includes regular threat assessments, identification of critical processes and corresponding application dependencies, development of appropriate recovery strategies for business processes, and testing of proactive recovery strategies on at least an annual basis. This framework ensures continuous improvement of business continuity capabilities.

Disaster Scenarios

The Business Continuity Plan addresses a comprehensive range of disaster scenarios that could impact service delivery:

- Natural Disasters: Events such as earthquakes, floods, cyclones, hurricanes, volcanic eruptions, tsunamis, blizzards, ice storms, and similar calamities
- Socio-Political Risks: Situations including strikes, riots, protests, curfews, and civil unrest
- Deliberate Threats: Incidents such as terrorist attacks, sabotage, and arson
- Technology Risks: Failures including loss of internet connectivity, malware attacks, ransomware attacks, communication server failures, equipment failures, and utility disruptions
- Information Security Threats: Including cyber attacks, information security breaches, and external attacks on data security
- Site-Level Incidents: Events impacting staff safety, fire, facility damage, and similar localised incidents
- Pandemic: Epidemic or disease outbreaks at local, regional, or global scale

These scenarios are assessed for their potential outcomes including unavailability of office premises, staff unavailability or safety concerns, disruption of commute, disruption of technology and communication systems, and inability of vendors or partners to provide services.

Recovery Strategies

Netstratum employs both proactive and reactive recovery strategies to maintain service continuity:

Proactive Recovery Strategies are implemented in advance to improve preparedness and facilitate recovery operations:

- Prioritisation of critical business operations to ensure essential services are maintained
- Remote access capabilities for team members supporting critical processes

- Cross-functional training of resources to ensure backup personnel can fulfil critical roles
- Availability of alternate locations for operations if primary sites are unavailable

Reactive Recovery Strategies are invoked during incidents to restore normal operations:

- Mobilisation of additional resources and extended working arrangements
- Activation of alternate site operations
- Escalation procedures for rapid response and decision-making

Business Continuity Testing

Netstratum conducts regular exercises to verify the effectiveness of business continuity plans and evaluate team preparedness:

Table Top Exercises are conducted half-yearly to assess the adequacy of business continuity plans and the preparedness of teams to cope with disaster scenarios through simulation exercises. These exercises test decision-making processes, communication flows, and the understanding of roles and responsibilities without disrupting actual operations.

BCM Simulation Testing (Stress Tests) are conducted annually to determine actual business recovery capabilities during a crisis. These tests involve controlled shutdown scenarios for specified time windows to demonstrate recovery procedures and validate that recovery time objectives can be achieved in practice.

Business Continuity Review

The Business Continuity Team conducts at least an annual review of all Business Continuity documentation. Reviews are triggered by administrative changes, regulatory and contractual requirements, changes to process criticalities, lessons learned from business continuity situations, and results of business continuity testing. This ensures that plans remain current and effective.

Business Continuity Team

A dedicated Business Continuity Team is responsible for coordinating business recovery efforts during any incident. The team comprises IT leadership, facilities management, and senior management representatives who have the authority and expertise to make rapid decisions and coordinate response activities. The Chief Information Security Officer provides overall leadership and has authority to decide which recovery strategies to initiate in case of a disaster.

4. Onboarding and Offboarding Support

4.1 Onboarding Process

Netstratum provides comprehensive onboarding support to ensure successful service adoption and a smooth transition from existing communication systems. The onboarding process is structured into phases designed to minimise risk, ensure thorough planning, and achieve successful outcomes for all stakeholders.

Phase 1: Discovery and Planning

The engagement begins with a detailed discovery process to understand the organisation's requirements, existing infrastructure, and objectives for the new platform. This phase includes requirements gathering workshops with key stakeholders, assessment of current communication infrastructure, analysis of integration requirements with existing systems, evaluation of network readiness, development of a detailed project plan, and definition of success criteria and acceptance standards. This phase typically spans one to two weeks depending on organisational complexity.

Phase 2: Configuration and Setup

Following discovery, the Netstratum implementation team configures the NCS One environment according to documented requirements. Activities include tenant environment provisioning, user account creation and configuration, phone number porting coordination with existing carriers, IVR and call flow configuration, integration setup with CRM and other business systems, branding and customisation of user interfaces, and security configuration including SSO integration. This phase typically spans two to four weeks.

Phase 3: Testing and Training

Before go-live, comprehensive testing ensures the platform meets requirements and users are prepared for the transition. This phase includes user acceptance testing against defined criteria, administrator training sessions for IT staff and system managers, end-user training delivery through instructor-led and self-service options, documentation handover including user guides and administration manuals, pilot group deployment for validation in production conditions, and feedback collection and configuration adjustments based on pilot learnings. This phase typically spans two to three weeks.

Phase 4: Go-Live and Stabilisation

The go-live phase is carefully managed to ensure a successful transition with minimal disruption. Activities include phased rollout execution according to the agreed plan, hypercare support with enhanced availability during the transition period, performance monitoring and optimisation, rapid issue resolution and fine-tuning, and formal transition to standard support following stabilisation. This phase typically spans two to four weeks depending on rollout complexity.

4.2 Onboarding Deliverables

Upon completion of onboarding, customers receive a fully configured NCS One environment, administrator and user documentation, training materials and recorded sessions, integration documentation and technical specifications, support contact information and escalation procedures, and service level agreement documentation.

4.3 Offboarding Support

Netstratum is committed to ensuring a smooth transition when customers choose to discontinue the service. The offboarding process is designed to protect customer data, support migration to alternative solutions, and ensure compliance with data protection requirements.

Notice Period

Customers are required to provide thirty days written notice of service termination. This notice period allows sufficient time to coordinate data export, phone number porting, and transition activities.

Data Export

Customer data export is available on request during the offboarding period. Netstratum will work with customers to export their data in appropriate formats suitable for migration or archival purposes. Data export typically includes user accounts and configuration data, call detail records and communications logs, call and meeting recordings, chat history and file attachments, contact lists and directory information, campaign data and templates, and audit logs for the service period. Data export requests should be submitted through the support portal or account management team, and Netstratum will coordinate the export process to meet customer timelines.

Phone Number Porting

Netstratum provides assistance with porting phone numbers to alternative carriers or service providers. The porting process is coordinated with the receiving carrier to minimise disruption to ongoing communications.

Data Retention and Deletion

Following service termination, customer data is retained for sixty days to allow completion of data export activities. After this retention period, all customer data is securely deleted using industry-standard methods. Backup data is purged within ninety days of service termination in accordance with data protection requirements.

5. Service Constraints

5.1 Planned Maintenance

Netstratum performs regular maintenance to ensure optimal platform performance, security, and reliability. Planned maintenance activities are scheduled to minimise service impact, with preference given to periods of low usage.

Customers receive a minimum of five business days advance notice for planned maintenance activities. Maintenance notifications are delivered via email to designated contacts and posted on the service status page. Emergency maintenance for critical security vulnerabilities or stability issues may be performed with shorter notice, with maximum practical advance notification provided.

5.2 Customisation Options

NCS One provides extensive customisation capabilities within the platform framework. Standard customisation options available to all customers include branding customisation with organisation logo, colour schemes, and custom domains, fully customisable IVR call flows and audio prompts, configurable user roles and permission sets, custom report templates within the reporting framework, and API-based integrations with existing systems.

Additional customisation beyond the standard platform capabilities may be available through professional services engagement. This includes custom module development, bespoke integration development, non-standard compliance requirements, and dedicated infrastructure components. Such requirements are subject to scoping and separate commercial arrangements.

6. Service Levels

6.1 Availability

NCS One is designed and operated for high availability, with a target platform availability of 99.99% measured on a monthly basis. This availability target applies to core platform services including voice, video, messaging, and contact centre functionality.

Availability is calculated as the percentage of time the service is operational during the measurement period, excluding scheduled maintenance windows and force majeure events. Service credits are available for availability shortfalls as detailed in the service agreement.

6.2 Performance

NCS One is engineered to deliver responsive, high-quality communication experiences. The platform targets voice call setup times of under three seconds and video meeting join times of under five seconds at the 95th percentile. Message delivery typically occurs within two seconds, and the administration portal is designed to load within three seconds under normal operating conditions.

Actual performance may vary based on factors including network conditions, geographic location, and endpoint device capabilities. Netstratum continuously monitors platform performance and implements optimisations to maintain service quality.

6.3 Support Coverage

Netstratum provides support coverage aligned with customer requirements and service tier. Support is available through multiple channels including the support portal, email, and telephone depending on the support level.

UK Support Coverage

For customers in the United Kingdom, Netstratum provides support coverage as follows:

Standard Support Hours: Monday to Friday, 9:00 AM to 6:00 PM GMT

Emergency Support Hours: 24/7 for critical issues affecting service availability

Response Time Commitments:

- Critical Issues (service unavailable): Response within 1 hour
- High Priority Issues (major feature impaired): Response within 4 hours
- Medium Priority Issues (minor feature impaired): Response within 8 business hours
- Low Priority Issues (general enquiries): Response within 2 business days

US Support Coverage

For customers in the United States, Netstratum provides support coverage as follows:

Standard Support Hours: Monday to Friday, 9:00 AM to 6:00 PM Eastern Time

Emergency Support Hours: 24/7 for critical issues affecting service availability

Response Time Commitments:

- Critical Issues: Response within 1 hour
- High Priority Issues: Response within 4 hours
- Medium Priority Issues: Response within 8 business hours
- Low Priority Issues: Response within 2 business days

7. After Sales Support

7.1 Technical Support

Netstratum provides comprehensive technical support to ensure customers can maximise the value of their NCS One deployment. Support is delivered through multiple channels to accommodate different preferences and urgency levels.

The Support Portal provides 24/7 access to ticket submission, status tracking, and a comprehensive knowledge base with searchable documentation, troubleshooting guides, and how-to articles. Email support enables direct communication with the support team for non-urgent enquiries and detailed technical questions. Phone support is available during support hours for real-time assistance with urgent issues and complex troubleshooting. All support interactions are tracked and documented, ensuring continuity across multiple contacts and enabling trend analysis for continuous improvement.

7.2 Account Management

Customers benefit from dedicated account management to ensure ongoing success with the platform. A named Account Manager serves as the primary commercial contact, handling contract matters, renewals, and service expansions. Regular service reviews assess platform utilisation, identify optimisation opportunities, and discuss upcoming features and enhancements.

Premium support customers additionally receive a Technical Account Manager who provides proactive technical guidance, assists with complex configurations, and serves as an escalation point for challenging technical issues. Quarterly Business Reviews provide structured forums to discuss service performance, strategic alignment, and future requirements.

7.3 Training and Resources

Netstratum provides comprehensive training and self-service resources to support user adoption and ongoing skill development. The online knowledge base offers searchable documentation covering all platform features, with video tutorials demonstrating common tasks and advanced capabilities. An administrator certification programme validates expertise in platform management and configuration.

Regular webinars keep customers informed of new features, best practices, and industry developments. Custom training sessions can be arranged for organisations requiring tailored training programmes for specific use cases or large-scale deployments.

8. Technical Requirements

8.1 Network Requirements

NCS One is a cloud-based communication platform that requires reliable internet connectivity for optimal performance. The platform is designed to operate effectively over standard business internet connections, with adaptive technologies that adjust to varying network conditions.

For optimal voice and video quality, Netstratum recommends sufficient bandwidth to support concurrent users, with voice calls requiring approximately 100-150 Kbps per call and HD video requiring 1.5-3 Mbps per participant. Network latency should ideally be below 150ms round-trip for voice quality, with jitter below 30ms and packet loss below 1%.

Organisations using network firewalls should ensure that outbound HTTPS traffic (port 443) is permitted for signalling and that UDP traffic on the media port range is allowed for voice and video. The platform supports TURN relay for environments where direct media connectivity is not possible. Detailed network configuration guidance is provided during the onboarding process.

8.2 Browser Requirements

The NCS One web interface and browser-based softphone are designed to work with modern web browsers. Google Chrome and Mozilla Firefox are the recommended browsers and receive primary testing and support. Other modern browsers including Microsoft Edge (Chromium-based) and Safari generally work well with the platform. For the best experience, Netstratum recommends keeping browsers updated to recent versions.

8.3 Desktop and Mobile Applications

NCS One desktop applications are available for Windows, macOS, and Linux operating systems. The applications are designed to work with currently supported versions of these operating systems. Mobile applications are available for iOS and Android devices running recent versions of their respective operating systems.

System requirements are modest, with the applications designed to run efficiently on standard business computers and mobile devices. Specific version requirements and download links are available through the customer portal.

8.4 Integration Capabilities

NCS One supports integration with a wide range of third-party systems and enterprise applications. Integration options include RESTful APIs with OAuth 2.0 authentication for custom development, webhook notifications for event-driven integration with external systems, SIP trunking for PSTN connectivity including support for customer-provided carriers, directory integration with LDAP and Active Directory for user synchronisation and calendar integration with Microsoft 365 and Google Workspace.

Pre-built connectors are available for popular CRM and helpdesk platforms, and the Netstratum professional services team can assist with custom integration development for specific requirements.

9. Outage and Maintenance Management

9.1 Service Monitoring

Netstratum operates comprehensive 24/7 monitoring of all NCS One platform components. Automated monitoring systems continuously assess service health, performance metrics, and security indicators, with real-time alerting for anomalies and threshold breaches. Synthetic monitoring simulates user interactions to proactively identify issues before they impact customers.

9.2 Incident Management

When incidents occur, Netstratum follows established incident management procedures to minimise impact and restore service as quickly as possible. Incidents are classified by severity and addressed according to priority, with critical issues receiving immediate attention from on-call engineering teams.

Customers are kept informed through multiple channels during incidents. The service status page provides real-time updates on service health and ongoing incidents. Email notifications are sent to designated contacts for incidents affecting their service. In-app notifications alert active users to issues that may affect their experience. Regular updates are provided during ongoing incidents, with communication frequency appropriate to incident severity.

Following significant incidents, Netstratum provides post-incident reports within five business days detailing the root cause, timeline, response actions, and preventive measures implemented.

9.3 Planned Maintenance

Planned maintenance is essential for keeping the platform secure, performant, and feature-rich. Netstratum schedules maintenance activities to minimise customer impact, with preference for low-usage periods. Customers receive at least five business days advance notice for planned maintenance, with details of the work to be performed and expected impact.

Maintenance activities include security patches and updates, feature releases and enhancements, infrastructure upgrades and optimisations, and routine operational procedures. Where possible, maintenance is performed without service interruption using rolling update techniques and redundant infrastructure.

9.4 Emergency Maintenance

Emergency maintenance may be required to address critical security vulnerabilities, stability issues, or other urgent situations. In these cases, Netstratum provides the maximum practical advance notice given the circumstances, along with real-time status updates during the maintenance window. Post-maintenance communication is provided within 24 hours explaining the issue addressed and any customer actions required.

10. Hosting Options and Locations

10.1 Deployment Models

NCS One supports flexible deployment options to meet varying organisational requirements for security, compliance, and operational control.

Public Cloud

The public cloud deployment is a multi-tenant SaaS model fully managed by Netstratum. This option provides rapid provisioning, automatic updates and maintenance, and cost-effective pricing for most use cases. The platform automatically scales to accommodate demand and includes all standard features and capabilities.

Private Cloud

Private cloud deployment provides dedicated infrastructure for organisations requiring enhanced isolation and security. This option is suitable for sensitive workloads and organisations with specific compliance requirements. Private cloud deployments can be hosted in Netstratum data centres or customer-nominated facilities.

On-Premise

On-premise deployment installs NCS One within customer-controlled infrastructure, providing maximum control over data and security. This option is suitable for air-gapped environments, organisations with strict data sovereignty requirements, or those preferring to manage their own infrastructure. Netstratum provides ongoing support and maintenance services for on-premise deployments.

10.2 Data Centre Locations

NCS One public cloud services for UK customers are hosted in UK-based data centres, ensuring compliance with data residency requirements. Data remains within the UK throughout its lifecycle, including backups and disaster recovery copies. All data centres maintain ISO 27001 certification and meet industry standards for availability and resilience.

Additional hosting regions are available for organisations with international requirements, including European Union, United States, and Middle East locations. Multi-region deployments can be configured for organisations requiring geographic distribution of services.

11. Access to Data Upon Exit

11.1 Data Ownership

All customer data processed and stored within NCS One remains the property of the customer throughout the service period and beyond. Netstratum acts solely as a data processor and does not claim any ownership rights over customer data. Customers retain full rights to their data and can request export at any time during the service period.

11.2 Data Export

Customers can request data export at any time during the service period and for sixty days following service termination. Data export requests are submitted through the support portal or account management team, and Netstratum coordinates the export process to meet customer timelines and format requirements.

Exportable data includes user accounts and configuration settings, call detail records and communications logs, call recordings in standard audio formats (MP3, WAV), meeting recordings in standard video formats (MP4), chat history including file attachments, contact lists and directory information in standard formats (CSV, vCard), broadcast campaign data and templates, and audit logs for the service period.

Netstratum works with customers to determine appropriate export formats based on the intended use of the data, whether for migration to an alternative platform, archival storage, or compliance purposes.

11.3 Data Retention and Deletion

Following service termination, customer data is retained for sixty days to allow completion of data export activities. This retention period ensures customers have adequate time to retrieve their data even if export requirements were not fully identified before termination.

After the sixty-day retention period, all customer data is securely deleted using industry-standard data sanitisation methods. Backup copies are purged within ninety days of service termination. Data deletion is performed in compliance with GDPR Article 17 (Right to Erasure) and other applicable data protection requirements.

12. Security

12.1 Security Certifications and Compliance

NCS One is designed and operated with security as a foundational principle, maintaining certifications and compliance with recognised standards and regulations. The platform holds ISO 27001:2022 certification for Information Security Management, ISO 27017 for Cloud Security Controls, and ISO 27018 for Protection of Personally Identifiable Information in Public Clouds.

The platform is Cyber Essentials Plus certified, demonstrating commitment to fundamental security practices recognised by the UK government. Data processing is fully compliant with GDPR and the UK Data Protection Act 2018, with appropriate technical and organisational measures in place to protect personal data.

12.2 Data Protection

Data protection is implemented through multiple layers of security controls designed to protect customer data throughout its lifecycle.

Encryption

All data in transit is protected using TLS 1.2 or higher for signalling and SRTP for voice and video media streams. Data at rest is encrypted using AES-256 encryption. For private cloud

deployments, customer-managed encryption keys can be configured for enhanced control over data access.

Access Controls

The platform implements role-based access control (RBAC) enabling granular permissions management. Session management includes configurable timeout controls, and IP allowlisting is available for additional access restriction. Privileged access management controls are in place for administrative functions.

12.3 Infrastructure Security

Platform infrastructure is protected by multiple security layers including network segmentation and micro-segmentation to isolate components and limit lateral movement. Web Application Firewall (WAF) protection defends against common web attacks, while DDoS mitigation services protect against volumetric attacks. Intrusion Detection and Prevention Systems (IDS/IPS) monitor for and block malicious activity. Regular vulnerability scanning identifies potential weaknesses, and annual penetration testing by independent assessors validates security controls. Security Information and Event Management (SIEM) provides centralised security monitoring and alerting.

12.4 Operational Security

Security operations encompass both technical controls and organisational practices. The platform is monitored 24/7 by security operations teams with established incident response procedures for security events. All staff with access to customer data undergo background checks, and regular security awareness training ensures personnel understand their security responsibilities. Change management controls govern platform modifications, and a secure development lifecycle (SDLC) ensures security is built into new features and updates.

12.5 Audit and Compliance

Comprehensive audit logging captures security-relevant events across the platform, with logs retained for twelve months by default (configurable based on customer requirements). Self-service audit report generation enables customers to demonstrate compliance to their stakeholders. Netstratum supports third-party audits and can provide SOC 2 Type II reports on request to customers requiring assurance over security controls.

12.6 Data Processing

Customer data is processed in accordance with documented data processing agreements aligned with GDPR Article 28 requirements. Netstratum maintains a sub-processor list with notification of changes to customers. The platform is designed following privacy by design principles, implementing data minimisation and purpose limitation throughout. Support is available for customers requiring Data Protection Impact Assessments.

13. About Netstratum

13.1 Company Background

Netstratum is a leading software development company delivering cutting-edge IT solutions globally. Our experienced team offers customized product development services that fit the unique business and operational needs of each client, leveraging the latest technologies. As a strategic partner, Netstratum will determine the right technologies for your organization from the tech that exists today to the emerging technologies of tomorrow. We drive positive change for our clients by providing greater flexibility, measurable value and desired results. With offices in seven key locations worldwide, we are well positioned to cater to diverse regional needs, ensuring a global reach with local expertise.

13.2 Netstratum Advantages

Netstratum brings significant value and capabilities to support complex consultancy programs and enterprise-level digital transformation. With deep experience in designing strategies, implementing governance frameworks and delivering enterprise-grade technology solutions, Netstratum is well positioned to guide clients from ideation to execution with measurable outcomes-

- Extensive expertise in consulting and digital transformation, with a proven track record in enterprise and public-sector programs.
- Capability to design and implement customized enterprise solutions from strategy through to execution.
- A multidisciplinary team skilled in integrating complex systems across platforms, domains and regulatory environments.
- Global delivery reach with expert consultants and technical specialists available across regions and time zones.

13.3 Company Journey

Key milestones in Netstratum's history demonstrate continuous innovation and expansion of capabilities. In 1997, the company pioneered logistics tracking solutions for managing transportation and freight across air, ocean, rail, and road networks. By 2005, Netstratum had developed enterprise solutions integrating major business procedures to help companies save time and resources.

In 2010, the company delivered an easy-to-integrate payment gateway solution enabling credit card transactions and online payment processing through multiple channels. 2014 saw the development of advanced call centre system architecture, enhancing functionalities in call routing, bridging, and load processing to handle large call volumes efficiently.

Netstratum achieved a significant milestone in 2018 by developing a blockchain-based banking and supply chain management system for the agriculture industry. From 2020 to 2023, the company developed the comprehensive NCS communication and collaboration system for enterprise-level organisations. Most recently, in 2023-2024, Netstratum developed a cutting-edge AI platform offering language translation, speech-to-text, AI chatbots, and data management capabilities.

13.4 Global Presence

Netstratum operates globally with established presence in the United Kingdom, United States, United Arab Emirates, India, Uzbekistan, and several African nations including Zambia, Liberia, and South Africa. This international footprint enables Netstratum to support customers across multiple time zones and regions while understanding local market requirements and regulatory environments.

13.4 Contact Information

For business enquiries regarding NCS One or other Netstratum solutions:

- Email: sales@netstratum.com
- Website: <https://netstratum.com/>

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