

Org



G-Cloud 15 – Lot 2b – Software as a
Service (SaaS)

FIZZ Analytics, Insight and Quality
Platform

Service Definition Document

Contact Details

For more information or questions about this service, please contact us at: bids@thisisorg.com

Notices

In the absence of any specific provision, this document has consultative status only. It does not constitute a contract between Org and any other party. Furthermore, Org does not accept liability for the contents of the document, although it has used reasonable endeavours to ensure accuracy and correct understanding.

Table of Contents

Org – Company Overview	4
Our Vision.....	4
Our Value Proposition: Transform Every Customer Interaction.....	5
Org Group’s Core Services	6
The Transformational Customer Journey: The 4 Cs for Success	6
Social Value	8
Fizz Service Overview	12
Service Scope	12
The Business Case for Fizz.	13
Intended Users:	13
Pricing Model.....	14
Service Delivery Model.....	14
Delivery Approach	14
Technical Requirements	16
Hosting and Data Location.....	16
Security	16
Using the Fizz Service.....	18
Ordering, Onboarding and Implementation.....	18
Service Availability and Service Levels.....	18
Support.....	18
Recovery and Assurance	18
Service Constraints	18
Evidencing our Experience	20

Org – Company Overview

At Org, we advise, resource, and deliver transformational change for our clients. Org is a more human kind of professional services company created to harness the power of people who get things done. We humanise the experience of transformational change for organisations and help you bring this to life with your people and customers.

Org is an Irish owned, globally operational, professional services business that was originally established in 1988. Since then, it has grown from a recruitment solution business into a business with three decades of expertise and experience across advisory solutions, resourcing and managed services. With over 3 000 employees and 2,500 associates operating from 20 locations in 10 countries across three brands (Org Advisory, Morgan McKinley and Abtran), Org provides end-to-end, seamless support to a global customer base. Their specialist technology division, Org Technology Services, specialises in the delivery of transformation change enabled by technology across marketing, sales, customer service, finance, HR, engineering, data, automation and AI. The capability within our group allows us to provide solutions to all needs within business transformation and growth.

Here at Org, we help make transformational change happen; our people have sat in your chair and walked in your shoes. We focus on understanding and addressing your “WHY” so we can develop customised solutions that deliver successful and measured outcomes. By harnessing the power of people and technology, we accelerate your time to value. Our aim is to provide a refreshing way of thinking and solutions development for modern day problems. We will work smarter and in a more practical and humanistic way to ensure that you see results in real time.



Org Group Overview

Our Vision

Our vision is to be the leading provider of independent advisory and technology services that deliver the solution you need, not the solution we have or ‘think’ you need; to offer expertise, time and value every step of the way, whilst delivering sustainable business change. At Org we help make transformational change happen.

WHY.

We are unashamedly different; we want to disrupt traditional thinking and make transformation More Human.

HOW.

By asking our clients to explore 'WHY' they are transforming, to ensure they can achieve successful outcomes.

WHAT.

Guide clients through the transformation journey, as our people that have walked in their footsteps.

Our Value Proposition: Transform Every Customer Interaction

Many public sector organisations know they need to modernise, but often aren't sure where to begin, how to guide their workforce through change, or adopt AI and automation safely and effectively. Familiar routines may feel comfortable, but they can slow progress, raise costs, and restrict capacity. Our service helps organisations recognise this tendency and gives them the skills, confidence, and ability to rethink how work gets done.

Reimagine CX with cloud-native flexibility and AI-driven intelligence.

Org recognises that the public sector also values continuity, which can make adopting innovative technologies challenging. Org will support public sector organisations to embrace change and new technology with targeted support to help teams:

- Understand the reasons for change,
- Recognise the practical benefits of new technology,
- Focus on improved outcomes for citizens and reduced admin workloads,
- Acquire digital skills and boost confidence,
- Adopt technology safely with clear oversight and governance.

This focus ensures that transformation is guided by people and organisational needs, not just technology; with Org's comprehensive support throughout the transition.

Org A&T drives value for our clients and delivers tangible business outcomes, delivering value at scale, optimising costs and boosting capability, whilst reducing TCO, unlocking automation with AI and empowering organisations and citizens through intelligent, adaptive experiences.

Reimagine Customer Engagement: The Benefits

Move beyond telephony. Amazon Connect is a cloud-native, AI-native platform that unifies voice, chat, and digital channels...enabling automation, self-service, and agent assist at scale through agentic AI.

Turn Conversations into Intelligence. Uncover patterns, sentiment, compliance risks, and opportunities, from churn prediction and contact drivers to cross-sell and coaching insights.

Deliver Measurable Business Outcomes. Reduce total cost of ownership, strengthen CX visibility, drive operational gains and garner richer insight across every interaction. Double-digit improvements in compliance accuracy, coaching effectiveness, and customer satisfaction.

Unlock the Value of Agentic AI. Contact centres sit at the edge of the Agentic AI shift. Older platforms drain cost, slow change, and cannot learn fast enough from real customer behaviour.

We support public organisations to:

- Prepare proactively for change rather than just respond to it.
- Find out where AI and automation truly add value.
- Get staff involved early so they feel engaged and not threatened.
- Develop reinvention skills throughout teams.
- Achieve real improvements in efficiency, quality, resilience, and citizen satisfaction.

Ultimately, we make technology adoption practical, responsible, and focused on what matters most: delivering better services for citizens and creating better workplaces for staff.

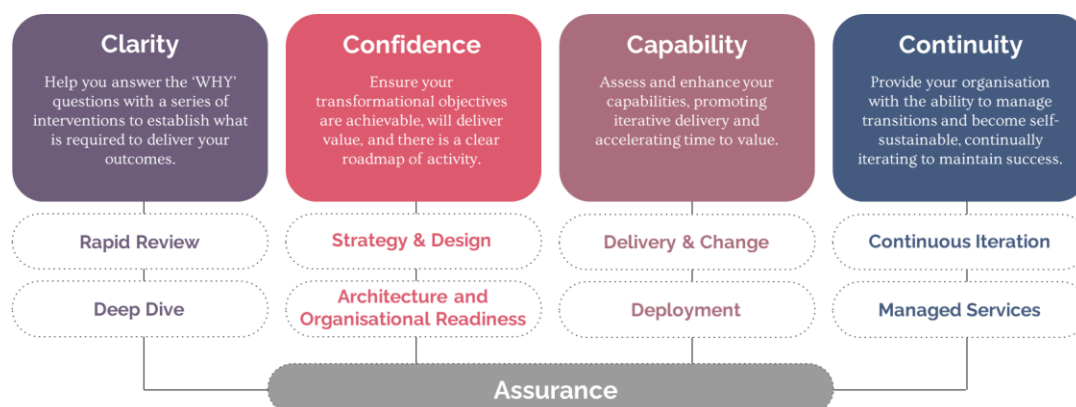
Org Group's Core Services

We put customer outcomes at the heart of Org and help develop solutions covering the entire spectrum of Professional Services, from Executive Strategy and Execution to full IT development and Support Services. Our Advisory & Technology Services include:

Organisational Effectiveness Structure, resilience and ability to service customers in a sustainable manner Target Operating Model Organisational Redesign UX Process Design Customer Journey	Transformation Capability Seamless solutions to manage transformational change across business and technology Portfolio Management Agile Adoption Change Management Transformation Office	Finance Optimisation Modernised and streamlined finance functions to provide best in class services Cost Performance Risk & Audit Data Reporting Centres of Excellence
Business Systems Systems designed to enhance business performance and user experience CRM Business Mapping ERP HRIS	Digital Ecosystems Digital transformation solutions that are aligned to the strategic objectives of organisation Cybersecurity Cloud Solutions Data & Analytics RPA & AI	Omnichannel Experience The Org Omnichannel ecosystem is a cloud-based Contact-Centre-As-a-Service solution tailored to the contact centre needs of an organisation Contact Centre Secure Mail Room Integrated Case Management Workforce Management

The Transformational Customer Journey: The 4 Cs for Success

We believe that careful consideration and planning of the steps in your journey to deliver your strategic objectives is essential to success. Org's 4 C's form a huge part of this success. At any point on the journey, there can be a complex set of variables, data and insights that require understanding and intervention.



Working with HappyPath Labs

Org Group acquired a minority shareholding in HappyPath Labs in September 2025, a provider of expert specialist contact centre services.

Founded in Cork in 2022, HappyPath Labs has quickly established itself as a leader in delivering innovative solutions across a wide range of industries and as an accredited 'Select Tier' partner of Amazon Web Services (AWS), has earned recognition for its proven technical expertise in AWS services: AWS have accredited HappyPath Labs as an Amazon Connect Service Delivery Partner.

Experts in BPO and Contact Centres, both on-premise and as part of our Contact Centre as a Service (CCaaS), HappyPath Labs provide:

- Operational assessment and discovery services
- Expert customer experience transformation activities
- Software engineering, IT and operational support services.

HappyPath Labs provide hands-on engineering expertise, while Org take responsibility for contract management, governance, project management, engineering oversight, and architectural management.

- **Org Group:** Prime contractor responsible for project management, service delivery management, client relationship management, implementation and deployment management and testing.
- **HappyPath Labs** – Providing hands-on engineering expertise and responsible for enterprise architecture, solution design, migration design and development.

HappyPath have held ISO27001:2022 accreditation since 2024 and were voted 'National Start-Up of the Year 2025'.

Org are accredited with Cyber Essentials and Cyber Essentials Plus. HappyPath Labs are committed to achieving Cyber Essentials in advance of contract award.

Social Value

Org's approach to reducing the environmental impact of the proposed services/managed service is fully aligned with international best practice and recognised environmental standards.

We apply social value and sustainability principles across all areas of design, delivery and operation to ensure that every element of the proposed solution supports responsible procurement, energy efficiency and carbon reduction.

We have a dedicated Sustainability Manager and a comprehensive Sustainability Strategy aligned with the United Nations Sustainable Development Goals (UN SDGs), the EU Climate Action framework, and a Net Zero emissions policy. This strategy is embedded throughout our organisation, reflected in the delivery of all client programmes and provides reporting on the progress towards the Sustainable Development Goals.

Org's environmental and social responsibility is built on three core pillars, which align with G-Cloud's Social Values:

Org's Pillars of environmental and social responsibility		G-Cloud Social Value alignment
1	Happy Society	Breakdown Barriers to Opportunity Build an NHS for the Future
2	Healthy Planet	Make Britain a Clean Energy Superpower
3	Thriving Economy	Kickstart Economic Growth

These pillars guide how we deliver technology and services that create measurable environmental, social, and economic value.

Happy Society: Training is provided for our employees throughout their careers to continue their development. This consists primarily of training that is identified to support the individual's career development path, training to address any performance issues and training in new technologies and processes that are implemented in support of the service.

Within the Org Group, to support the community we have introduced a community investment policy that formalises our community partnerships and defines the conditions under which we provide support. Our employees vote annually on three charities they wish to support. We report on our community engagement metrics to capture community contribution data, this includes money donated, volunteering days and number of beneficiaries impacted.

Healthy Planet: We are an extremely low-impact organisation in terms of our carbon footprint. What we do is people based, we advise and deliver transformational types of service with extremely low impact. Travel of our staff is probably our highest impact on the environment. We work in a hybrid environment and actively encourage working practices that reduce energy usage and consumption of resources.

Within Org Group, we continue to reduce operational carbon emissions. In line with the public sector energy efficiency directives, we have aligned our target of achieving an absolute energy consumption reduction each year of 1.9% and committing to reach Net Zero emissions by 2030.

To reduce embodied and emitted emissions, our environmental initiatives focus on identifying opportunities to:

- Reduce energy consumption and emissions from the sites where our services are provided, including through the increased provision of renewables.

- Reduce emissions for transportation, for example by increasing the use of electric vehicles, public transportation, and remote working tools.
- Reduce paper and transition towards a paper-free service, encouraging customers and service users to adopt digital alternatives.
- Reduce embodied emissions by working with direct suppliers within the service to reduce the carbon footprint of products and services.

We are certified to ISO 14001 Environmental Management System and have successfully maintained certification through external surveillance and recertification audits. These standards provide the structure for continuous improvement, pollution prevention and compliance with all relevant environmental legislation. We are required to report on our targets and maintain an ongoing risk register of actions.

Thriving Economy: Org is committed to providing equal opportunities at all stages of employment and to avoiding unlawful discrimination in employment and in the conduct of its business. We aim to create a working environment which is free of discrimination, harassment and bullying. That everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment. We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We have an Equal Opportunities Policy available upon request.

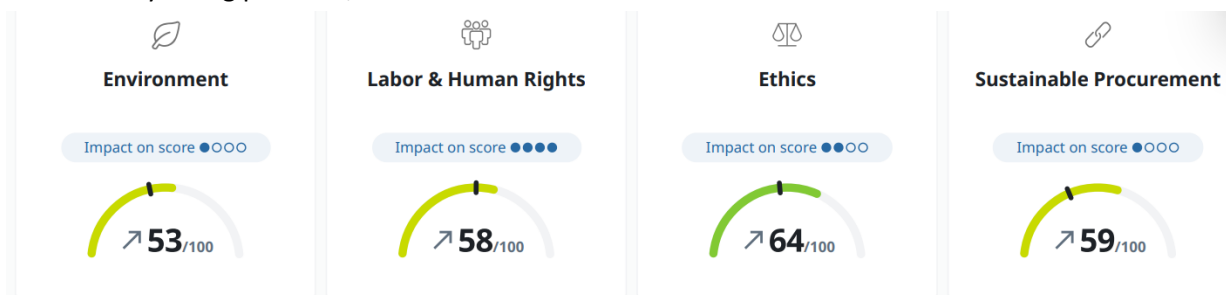
We have implemented a Green Public Procurement Strategy which ensures that products and services selected for our operations and client projects have the lowest possible environmental impact. Environmental and lifecycle considerations are embedded into procurement decisions, favouring suppliers that:

- Demonstrate sustainable and ethical business practices.
- Provide environmentally responsible materials and products.
- Offer low-carbon alternatives to disposable or high-impact goods.

Our Supplier Code of Conduct requires all partners to meet strict sustainability criteria, including accountability for emissions, responsible waste management, and the adoption of recyclable or biodegradable products wherever possible.

Measuring our Success

To ensure that we are achieving against our social metrics, we have engaged with the globally recognised sustainability rating platform, EcoVadis.



EcoVadis Scores for 2025

We have made significant progress since our initial assessment in 2024 and will maintain the momentum into 2026. We have implemented a number of activities that align with our sustainability pillars and social values.

Happy Society – Break-down Barriers to Opportunity

We actively foster an inclusive, diverse workforce culture, ensuring every employee feels valued and given the support they need. From global awareness training to employee engagement groups, and surveys to assess our performance, we're continuously reviewing ways to improve each year.

- Provision of skills development training and actions to promote internal mobility through regular assessment of individual performance. Individual development and career plans for all employees.
- Actions to ensure equal pay for equal work and grievance mechanism to report concerns around working conditions.
- Actions to promote the inclusion of employees with disabilities.
- Training of employees and grievance mechanism to report child labour, forced labour and/or human trafficking issues.
- Family Friendly programs (FFPs) implemented (e.g. parental or care leaves, childcare services or allowances).
- Flexible organisation of work (e.g. remote work, flexitime).
- Actions to address stress and psychological wellbeing in the workplace.

With more than 800 of our people all over the world taking the time and effort to make a difference in the lives of others, we are proud to reveal that we have reached our target of £1 000 000, supporting over 200 charities in our global communities and volunteering for more than 8,000 hours with local causes.

At the end of 2025 we launched a group wide ESG initiative called Org Group Impact which is our new unified group CSR initiative to amplify our positive influence across communities worldwide. The key areas covered will be fundraising, volunteering, sustainability, partnerships and supporting your community. This will be tracked and reported on regularly.

Environment - Make Britain a Clean Energy Superpower

In 2026, our carbon reduction plan and carbon footprint measurement will be verified by a third party, which will provide a transparent view and action plan in terms of our emissions. Some of our initiatives are detailed below:

- Efficient utilisation of office space to allow HVAC systems, PC's, and lighting to be turned off when not in use and installing of LED lighting across all sites
 - We have seen a reduction of energy consumption of lighting systems, saving approximately 54 000kWh per year reducing energy consumption by 22%.
 - We are working towards reducing our waste carbon footprint to below 2 tonnes per person of CO² from all sources by 2050. For two of our sites, we have already achieved 1.79 tonnes of CO² and 1.80 tonnes of CO².
 - Across our sites 49% of our waste was recycled.
 - We have reduced our energy consumption by 1.7% overall and we will continue to reduce our energy consumption by installing solar panels at our office locations. This will save an estimated 121 metric tons of CO² equivalent annually.

- We are also working with our electricity provider on continuing to increase renewable energy sources. We are currently at 71% renewable energy and we are reviewing options to increase this to 100% verified green electricity by 2026.
- Training of employees on energy conservation/climate actions, waste reduction.
 - Recycling rates increased from 40% to 51%. All our sites have clearly labelled segregation bins in strategic areas
 - We share and implement great ideas to create a smarter, greener environment. This includes Tidy Towns, STEM programmes, and Beach clean-ups.
 - Promoting sustainable travel through our Cycle to Work Scheme and subsidised cost public travel passes.

Thriving Economy – Kickstart Economic Growth

The scale and urgency of climate change and rising inequality require collaboration at every level. Our suppliers are key to our success and we understand that by working closely with them to encourage continual improvement, will have an impact beyond ourselves alone.

To achieve our aims, we have a documented Supplier Code of Conduct, that enables continuous improvement and reflects our sustainability expectations relating to ethics, decent working conditions and plans to measure and reduce environmental impact.

Where possible we commit to environmentally sound procurement practices and ensure that our supply partners adhere to ethical business practices. Part of our procurement selection process is an evaluation as to whether the products and services have a reduced environmental impact throughout their life cycle, compared to their competition, and to choose those with the lowest footprint where possible.

For example, all onsite consumables are either biodegradable or recyclable and we have recently revised our strategy regarding cleaning products to ensure that only eco-friendly consumables are used across our sites.

These measures not only help lower our environmental impact but also contribute to cost savings for the company and align with Green Public Procurement (GPP) principles

Along with our suppliers, we learn and work together to achieve our sustainability targets.

Fizz Service Overview

Fizz is an AI-powered analytics, insights and quality platform provided by Org through HappyPath Labs Ltd. It helps organisations understand every customer interaction and act on it. Using AI and automation, Fizz can analyse up to 100 percent of voice, chat and email conversations to surface themes, sentiment, compliance signals and performance trends. Fizz combines insights, analytics and quality assurance in one place so teams can see what is happening, why it is happening and how to improve it.

Fizz supports both manual quality assurance activities and automated analysis. The platform enables organisations to move from sample-based review approaches to broader, data-driven visibility across customer interactions, subject to customer configuration and usage.

Turning Conversations into Business Intelligence.

Fizz is an AI-powered analytics and quality assurance platform, that can transform every customer interaction into structured and actionable intelligence delivering insight that drives performance and quality. Fizz delivers

- **Complete customer visibility.** 100% of customer interactions are captured, across all channels. Its' analytics capability will identify the root causes of churn, complaints and costs; giving you a complete view of your CX environment.
- **Insight that drives action.** Real-time trends and sentiment analysis converts data into insights to power faster, evidence-based decision making across the organisation.
- **Automated, trusted quality.** The cost and effort of your quality assurance processes are drastically reduced, whilst evaluating 100% of customer interactions to deliver consistent, unbiased results.
- **Visibility at every level.** Fizz provides real-time reporting through dashboards that connect CX, KPIs and quality assurance results and turns operations data into executive insight.



Service Scope

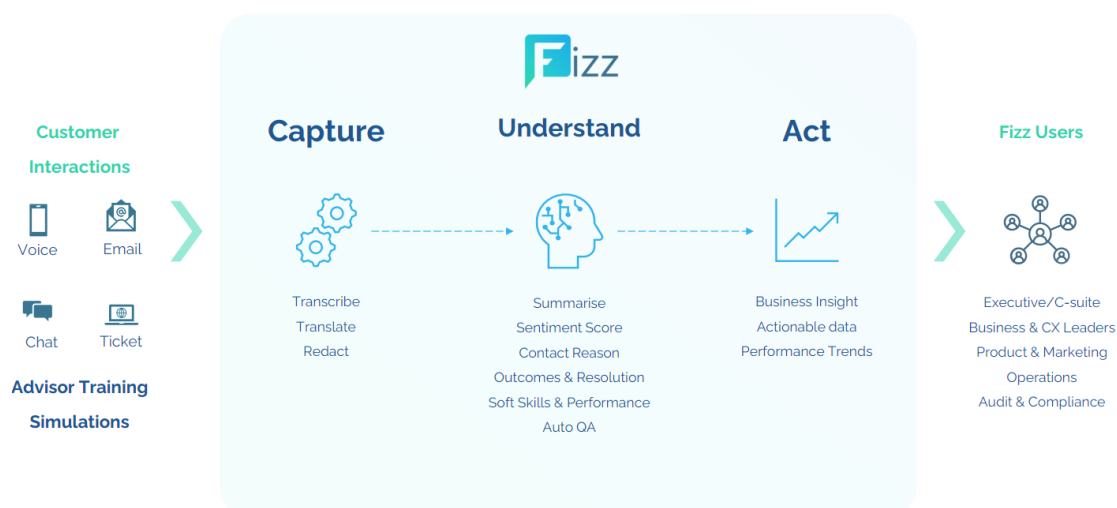
Fizz includes the following core features and capabilities:

- Secure ingestion of customer interaction data from supported platforms
- Manual quality assurance workflows including scorecards, evaluations, calibration and audit trails
- Automated interaction analysis for voice and non-voice channels where enabled
- Quality scoring, alerts and compliance flagging based on configured rules

- Reporting and management information dashboards
- Role-based user access and permissions
- Ongoing platform operation, maintenance and updates.

The service does not include ownership, hosting or operation of the buyer's contact centre platform, telephony services or customer data sources.

How it works:



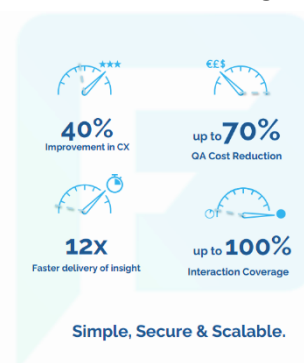
Functional Modules:

Fizz is delivered using a modular service model:

- **Core QA Module** - The Core QA module supports manual quality assurance activities. It provides scorecards, evaluations, calibration workflows, audit trails and alerts. Core QA licences are required for users accessing the platform and managing quality workflows.
- **Auto QA and AI Module** - The Auto QA and AI module enables automated analysis of customer interactions, including transcription, sentiment analysis, language translation and compliance flagging. Automated analysis volumes are consumption-based and depend on customer usage.

The Business Case for Fizz.

- **Unified Intelligence.** QA, insights and coaching on one platform.
- **Works Anywhere.** Integrates seamlessly with any major CCaaS platform.
- **Value in weeks, not months.** Deploys rapidly to deliver results fast.
- **Enterprise Grade Trust.** ISO27001 certified and built for scale and compliance.



Intended Users:

Fizz is intended for use by:

- Quality assurance teams

- Contact centre operations teams
- Supervisors and team leaders
- Compliance and risk teams
- Operational and senior management users.

Pricing Model

Fizz pricing consists of fixed per-user licence fees for the Core QA module and variable, consumption-based charges for automated analysis.

Core QA Module - Licences are billed monthly per user, with tiered pricing based on the number of users.

Auto QA and AI Module - Automated analysis is billed based on actual usage. Voice interactions are priced per minute analysed. Non-voice interactions are priced per token analysed, with one token representing one thousand characters. Usage pricing is tiered, with lower unit rates applying at higher volumes. All charges are calculated monthly based on usage during the preceding billing period. For full details on pricing, see the Pricing Document.

Capabilities	Description	Core QA	Auto QA & AI
Manual QA	Manual quality assurance with scorecards, evaluations, calibration, workflows, audit trails, and alerts.	✓	✓
Auto QA	Automated evaluation of up to 100% of interactions with transcription, sentiment, translations, and compliance flagging.	—	✓
Reporting & M.I.	Dashboards, visualisations, and trend analysis for real-time visibility of performance.	✓	✓
AI-Powered Insights	Advanced AI-driven analysis to identify patterns, root causes, and trends.	—	✓

Service Delivery Model

Fizz is delivered as a multi-tenant cloud service accessed via a secure web interface. Integration with customer contact centre platforms and supporting systems is configured during onboarding, if applicable. Org is responsible for contractual arrangements, service governance and customer relationship management. HappyPath Labs is responsible for product engineering, platform configuration and technical delivery of the Fizz service.

Delivery Approach

Our approach to planning and managing the delivery of the service will be multi-faceted. A strong and experienced team will deliver a de-risked implementation, framed by effective governance and strong communication. The approach is underpinned by our overarching determination to make the customer journey as smooth as possible. We work with our clients from the outset to ensure that the operation is set up for success by making sure that client expectations are clearly understood. We meet with all key stakeholders(s), collaborating to build a delivery plan that works for both parties. Org will be responsible for developing and proactively driving this plan through to completion.

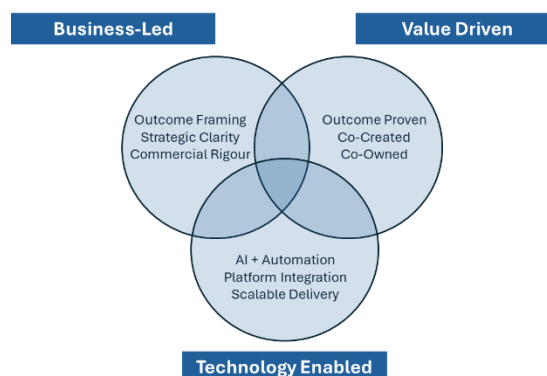
Synergy: Clients unlock more value, faster, through integrated business technology delivery.

Business-led: We don't chase tech trends, we chase results. Everything we do is framed around outcomes clients care about: scalability, resilience, experience and cost control.

Value-focused: We front-load the business case. If it doesn't pay off fast, it doesn't fly.

Technology-enabled: We operationalise AI, platforms, and automation to deliver speed, scale, and self-improving systems.

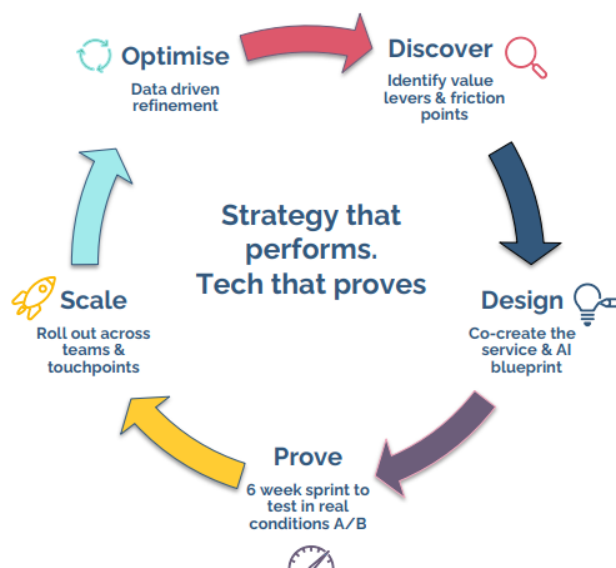
Outcome-owned: We don't hand over playbooks, we stay on the pitch to share success and shoulder risk.



Delivery Execution

Our solution for the implementation of our managed services is based on a Lean Agile project management methodology. Our methodology focuses on the practicalities of operational implementation within a structured framework. All plans will be clear, transparent and proactive.

This approach has been chosen to ensure that we can flex and scale for the service, whilst ensuring that the required quality standards are achieved from day one. Our methodology has been refined and shown to be successful through many notable and complex implementation projects within the Government public sector.



One team, no seams: Cross-functional pods blending strategy, design, development and delivery from day one.

Rapid rhythm: Agile governance, fortnightly reviews, no dead zones, no drift.

Two-to-six-week sprints: Prove value fast - then scale hard.

Co-created blueprints: Clients aren't handed plans, they build them with us.

Outcome-anchored KPIs: No proxy metrics - only business results count.

CCaaS accelerators: Prebuilt plays for agent automation, channel orchestration, and workforce redesign.

AWS Partner Accreditation in Amazon Connect Delivery.

Fizz: Give clients answers to the questions that they haven't even asked.

Org have experience applying best practices to accelerate the design, delivery and integration of digital eco-systems to transform customer experiences.

Technical Requirements

Fizz is accessed using a modern web browser. No local software installation is required. Integration with customer systems requires secure connectivity and appropriate permissions to ingest interaction data. Buyers are responsible for providing access to source systems.

Hosting and Data Location

Fizz is hosted on secure cloud infrastructure. Hosting location and data residency options, including United Kingdom or European Economic Area hosting, are agreed during onboarding. Customer data is logically segregated within the platform.

Security

Fizz is designed and operated using security by design and privacy by design principles. The platform is engineered and operated by HappyPath Labs under an ISO/IEC 27001:2022 certified Information Security Management System, with Org Group providing service governance and assurance.

Architecture and Tenancy

Fizz is deployed as a single-tenant SaaS platform per tenant, hosted on Amazon Web Services. Each tenant operates within a dedicated AWS account, providing strict isolation of data, configuration and access. Within each tenant, multiple clients and lines of business are segregated using row-level security controls.

Identity and Access Management

Fizz integrates with customer identity providers, including Microsoft Entra ID and Google, using federated single sign-on. Access is controlled through role-based security profiles that enforce least-privilege access. Multi-factor authentication is required for privileged access. All authentication and administrative actions are logged.

Data Segregation and Access Control

All interaction data is logically segregated by tenant, client and line of business. Users can only access interactions, evaluations and analytics associated with their assigned scope. This model enforces strict separation of customer data across the platform.

Data Ingestion and Processing

Fizz ingests interaction data from supported contact centre platforms, including Amazon Connect, using secure, read-only integration mechanisms. Data is transferred using TLS encryption and processed within controlled staging environments.

Data Redaction and Minimisation

Sensitive personal data is automatically detected and removed from transcripts and audio files as part of ingestion. Redaction is mandatory and cannot be disabled. Original unredacted data is permanently deleted immediately after processing. AI-driven analytics are applied only to redacted data.

Encryption and Key Management

All data at rest is encrypted using AES-256 encryption, with keys managed through AWS Key Management Service. All data in transit is encrypted using TLS 1.2 or higher.

Monitoring and Logging

Fizz uses AWS-native security and monitoring services including CloudTrail, CloudWatch, GuardDuty, Security Hub and Web Application Firewall. Access to temporary staging areas is logged and audit logs can be made available on request.

Sub-processors

Fizz is hosted on Amazon Web Services. Supporting technologies used for transcription, data removal and analysis are hosted privately within the Fizz environment and are not publicly accessible.

HappyPath Labs holds ISO 27001 certification covering information security management. Org Group provides security governance and oversight.

Using the Fizz Service

Ordering, Onboarding and Implementation

Buyers can discuss requirements or place an order by contacting Org at bids@thisisorg.com with a brief description of the organisation, required service scope, and any timelines or constraints. Org will support the buyer to complete the G-Cloud Order Form and will provide the required service information including scope, roles and responsibilities, deliverables and pricing (as set out in the Fizz Pricing Document for this Service).

Org provides the Fizz service through HappyPath Labs Ltd. Fizz is delivered as a cloud SaaS service. Subscription, usage charges and the included onboarding activities are defined in the Fizz Pricing Document for this Service. A detailed implementation plan can be provided to the buyer on request.

Standard Onboarding Package (Included)

Fizz subscription and usage charges include a Standard Onboarding Package to get teams operational quickly. This covers environment and account setup, user provisioning and access control, and train-the-trainer enablement for administrators and QA users. Standard onboarding inclusions are defined in the Fizz Pricing Document for this Service.

Onboarding, Training and Knowledge Transfer

Training is provided as part of the Standard Onboarding Package and includes administrator and QA user training delivered remotely and supported by electronic documentation. Knowledge transfer is included to enable the buyer to operate the service independently following onboarding.

Service Availability and Service Levels

Fizz is provided as a cloud service and is available continuously, subject to planned maintenance. Planned maintenance windows are communicated in advance. Standard service levels apply as defined in the service order.

Support

Support for Fizz is provided through the Fizz Help Desk (Jira Service Management). Support is available Monday to Friday, 9am to 5pm (excluding public holidays). Requests are submitted via the online portal and are managed through standard SaaS support processes. Standard support is included as part of the Fizz subscription.

Recovery and Assurance

Business continuity and disaster recovery arrangements are reviewed and tested at least annually, including tabletop exercises and technical recovery testing. Security and service incidents are managed under HappyPath Labs' ISO 27001-governed incident management procedures, including escalation and, where required, regulatory notification within seventy-two hours.

Service Constraints

Fizz is delivered remotely and relies on timely access to buyer systems and data. Delivery timelines may be impacted by changes to scope, configuration or integration requirements. Fizz supports quality

assurance and analytics activities and does not replace a buyer's underlying operational teams or contact centre platform.

Evidencing our Experience

Case Study – Public Sector Returns Contract

Background

Fizz has been deployed to support a public sector returns contract operating a contact centre handling citizen interactions. The service is delivered within a regulated environment with strict requirements for quality assurance, data protection, auditability and operational resilience.

Prior to adopting Fizz, quality assurance activities were largely manual and sample based. This limited visibility across interactions, increased operational overhead and created challenges in consistently identifying compliance issues and coaching opportunities.

Solution

Fizz was implemented as a Software as a Service platform to support both manual quality assurance and automated interaction analysis. The platform was integrated with the existing cloud contact centre environment to ingest voice and digital interactions securely.

The Core QA module was used to standardise scorecards, evaluations, calibration workflows and audit trails. The Auto QA and AI module was configured to analyse a significantly larger proportion of interactions, enabling broader visibility while ensuring sensitive data was removed during processing.

Role-based access controls were applied to ensure that agents, supervisors and quality teams could only access data relevant to their roles. Reporting dashboards were configured to support operational oversight, compliance monitoring and management reporting.

Outcomes

The deployment of Fizz enabled the organisation to move from limited sampling to data-driven quality assurance. Quality teams gained improved consistency and auditability, supervisors received clearer insight into performance trends, and compliance risks were identified earlier in the process.

The platform reduced the manual effort required to manage quality assurance activities and provided improved transparency across the contract, supporting ongoing service improvement while operating within public sector security and data protection requirements.

this is Org

Advising, Resourcing and Delivering
Transformational Change for Organisations