

Org



G-Cloud 15 – Lot 3 – Cloud Support

**Contact Centre as a Service (CCaaS)
Consultancy**

Service Definition Document

Contact

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.....	3
Our Vision.....	3
Our Value Proposition: Transform Every Customer Interaction.....	4
Org Groups Core Services	5
The Transformational Customer Journey: The 4 Cs for Success	5
Working with HappyPath Labs	6
Social Value	7
Contact Centre as a Service (CCaaS) Consultancy - Overview.....	11
Overview of the Cloud Support Service	11
Benefits of the Service	11
Scope of Services	11
Platform and Supplier Independence including Client-Side Partnerships	12
Service Features	12
Our Delivery Approach	13
Governance, Engagement and Assurance	14
Service Management and Support.....	14
Security and Data Protection	15
Onboarding and Offboarding.....	15
Skills and Experience	15
Flexibility, Customisation and Exit Management	15
Pricing	15
Ordering and Invoicing	17
Evidencing our Experience.....	19

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 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 centers 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.

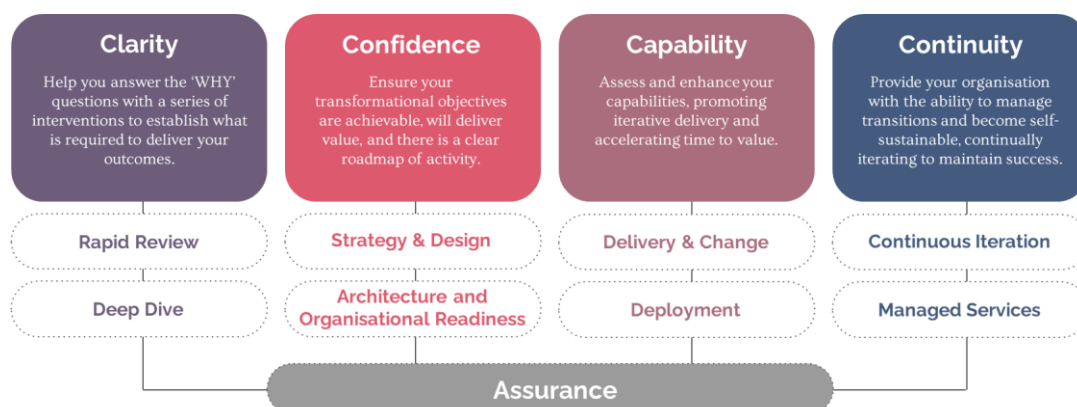
Org Groups Core Services

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 have achieved Cyber Essentials and Cyber Essentials Plus accreditations. HappyPath Labs are committed to achieving Cyber Essentials accreditation 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.

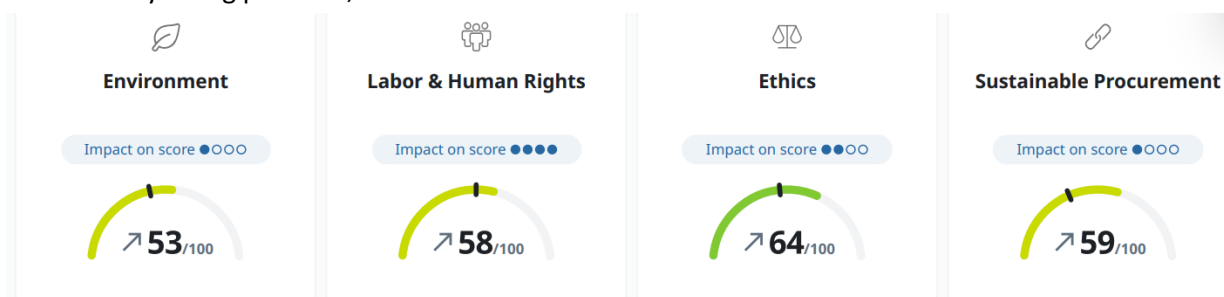
We have implemented a Green Public Procurement Strategy which ensures that products and services selected for our operations and client projects have the lowest possible environmental impact. Environmental and lifecycle considerations are embedded into procurement decisions, favouring suppliers that:

- 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, EcoVardis.



EcoVardis 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.

Contact Centre as a Service (CCaaS) Consultancy - Overview

Overview of the Cloud Support Service

Org provides specialist CCaaS consultancy and cloud support services to UK public sector organisations. This service is delivered by Org through its CCaaS delivery partnership with HappyPath Labs, providing access to experienced contact centre architects, engineers and operational specialists. For clarity throughout this service description, the term “Org” refers to the combined delivery capability of Org and HappyPath Labs operating as a single delivery team. Org supports buyers to design, deploy, implement, stabilise and continuously improve CCaaS solutions, covering both technology delivery and the operational change required to realise measurable outcomes. The approach is business-led, value-driven and technology-enabled, meaning delivery is anchored to service outcomes such as improved citizen access, reduced avoidable contact, improved compliance, reduced cost-to-serve, improved staff enablement and improved operational resilience. This is a professional cloud support service and does not include provision of cloud hosting or resale of infrastructure.

Benefits of the Service

This service supports buyers to achieve measurable improvements including:

- Reduced cost-to-serve through improved routing, demand management and automation.
- Improved citizen experience through reduced friction and clearer journeys.
- Faster delivery of new capabilities through controlled cloud-native implementation.
- Improved operational oversight through consistent reporting and insight.
- Reduced delivery risk through structured governance and transition controls.
- Increased resilience through modernised contact centre operating models.

Org’s CCaaS Consultancy and Cloud Support service provides UK public sector organisations with a controlled, outcome-focused approach to contact centre modernisation and operational improvement. By combining contact centre operating expertise, cloud and integration capability and disciplined governance, Org supports buyers to implement and run high-performing contact centre services while maintaining assurance, security and service continuity.

Scope of Services

Org delivers CCaaS cloud support and consultancy across the full lifecycle. Each engagement is delivered against a defined scope of work, deliverables, dependencies and acceptance criteria. Scope can include:

- Discovery and diagnostic assessment of current contact centre performance.
- Customer journey mapping, service blueprinting and service design.
- Target operating model alignment and readiness planning.
- Solution architecture and technical design (including integrations).
- CCaaS configuration, build and implementation support.
- Migration and transition planning from legacy contact centre platforms.
- Testing, go-live support and hypercare.
- Operational reporting, analytics and insight enablement.
- AI, automation and deflection opportunity design.

- Continuous improvement and roadmap adoption.
- Technical support and service improvement delivery.
- Knowledge transfer, enablement and handover to BAU.

Platform and Supplier Independence including Client-Side Partnerships

Org supports buyers through both direct delivery and client-side partnership models. In client-side partnership engagements, Org acts as an informed delivery partner providing governance, assurance and technical oversight across third-party suppliers to ensure delivery remains outcome-aligned and risk-controlled. This model supports buyers to retain control of outcomes, mitigate dependency risk and assure delivery quality across multiple vendors. Org's consultancy capability is structured to support wider contact centre modernisation requirements beyond any single platform or vendor, including channel strategy, journey redesign, WFM/WEM alignment, performance management, operational governance, analytics uplift and supplier assurance. Where required, Org also supports procurement readiness through shaping requirements, supporting evaluation and validating proposed supplier solution approaches.

Service Features

Org provides the following service features, selected as appropriate to buyer needs.

Discovery, Assessment and Service Design

- Operational diagnostic and performance baseline, including demand types, contact drivers, repeat contacts and failure demand.
- Journey mapping and friction point identification across citizen experience and agent workflows.
- Identification of improvement levers such as routing effectiveness, triage, containment and service workflows.
- Prioritised improvement backlog, roadmap and benefits tracking approach.
- Value case development to support prioritisation, approvals and delivery sequencing.

CCaaS Architecture, Implementation and Integration

- Target CCaaS solution architecture aligned to buyer operating model and policy constraints.
- Contact flow design, routing patterns and operational controls.
- Channel enablement across voice and digital channels as required.
- Integration design and delivery support for CRM, case management, data and identity systems.
- Configuration management, release governance and documentation standards.

Migration and Transition

- Transition readiness assessment and migration delivery planning.
- Cutover design including phased approaches and parallel running where required.
- Testing, go-live governance and hypercare support.
- BAU transition planning and operational enablement.

AI, Automation and Insight Enablement

- Automation design to improve containment and reduce avoidable contact.
- Conversational and intent-led journey design where appropriate.
- Routing optimisation based on service demand patterns and customer context.
- Quality and performance uplift through interaction insight and analytics.

Reporting and Continuous Improvement

- MI definition aligned to buyer outcomes, SLAs and operational KPIs.
- Dashboard requirements and insight pack design.
- Continuous improvement cadence including backlog management, prioritisation and controlled releases.
- Adoption of new capabilities aligned to buyer roadmap and service change cycle.

Our Delivery Approach

Org delivers using a structured approach designed to reduce risk, demonstrate value early and maintain service continuity. Delivery is typically executed through defined workstreams with clear governance and assurance controls. Org can deliver in rapid prove-and-scale cycles to validate value early before scaling delivery across additional services, channels or departments. Typical delivery stages include:

- Understand: establish operational truth, constraints and baseline performance.
- Design: define service blueprint, journeys, target architecture and delivery plan.
- Implement: configure, integrate, document and build the agreed solution.
- Deploy: test, transition, stabilise and support the move to BAU.
- Optimise: improve outcomes using performance data, insight and feedback loops.

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 stakeholder(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.

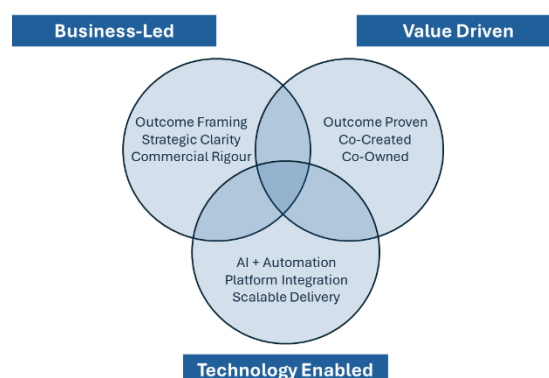
Synergy: Clients unlock more value, faster, through integrated business technology delivery.

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.

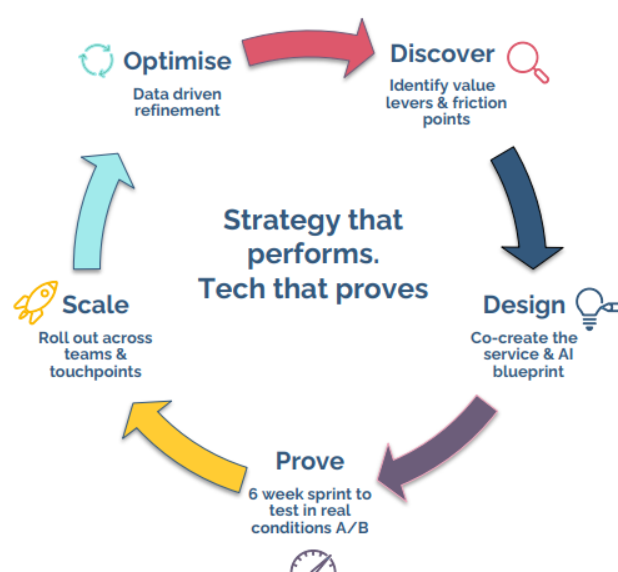
Outcome-owned: We don't hand over playbooks, we stay on the pitch to share success and shoulder risk.



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

Governance, Engagement and Assurance

Each engagement includes clear governance aligned to public sector assurance expectations, including:

- Named delivery lead and technical authority.
- Defined delivery plan and milestones.
- RAID management and decision logs.
- Progress reporting cadence aligned to buyer governance.
- Escalation routes, stakeholder mapping and structured communications.
- Acceptance and sign-off of deliverables.
- Embedded knowledge transfer and documentation throughout delivery.

Service Management and Support

Org provides configurable support services aligned to buyer requirements. Support can include:

- Configuration and controlled change support.

- Technical troubleshooting across CCaaS configuration and integrations.
- Incident investigation support and resolution coordination.
- Root cause analysis for material incidents and corrective action planning.
- Advisory support for enhancements and roadmap adoption.

Support hours, response targets and escalation routes are defined per engagement and documented within the Call-Off.

Security and Data Protection

Org delivers services with clear auditability and security controls aligned to buyer governance. Controls include:

- Role-based access controls and least-privilege access models.
- Controlled access onboarding and approvals aligned to buyer security processes.
- Secure configuration, documentation and artefact handling.
- Change control and release governance.
- Controlled handling of personal data limited to delivery need and aligned to buyer policy and contractual requirements.

Onboarding and Offboarding

Onboarding includes scope confirmation, delivery mobilisation, governance set-up, access onboarding aligned to buyer security processes, and confirmation of service management processes. Offboarding includes revocation of access, handover of artefacts and documentation, completion of data deletion or return requirements where applicable, and transition support to ensure service continuity.

Skills and Experience

Org teams include practitioners with proven experience in:

- CCaaS architecture, service design and contact centre operating models.
- Integration design and delivery in complex environments.
- Platform migration and transition governance.
- Performance analytics, operational insight and continuous improvement.
- Delivery within regulated and public sector settings.

Flexibility, Customisation and Exit Management

The service can be tailored to buyer operating model, organisational scale, supplier landscape and regulatory requirements. Org supports continuity and reduces dependency risk through transparent documentation, standard APIs and integration patterns, and structured transition support to alternative suppliers where required.

Pricing

Org provides this service on a project basis, through client-side partnership engagements, and/or as an ongoing support service. All pricing is based on time and materials, using the role-based day rates (and where applicable, hourly equivalents) set out in the G-Cloud Pricing Document. Buyers only pay for the

time and roles required to deliver the agreed scope. Org can provide an estimated level of effort and delivery plan to support buyer budgeting and internal approvals. See the Pricing Document for the full rate card.

Project-Based Delivery (Scoped Projects)

For discrete delivery initiatives (e.g., discovery, solution design, migration, implementation, integration or optimisation programmes), Org prices delivery on a time and materials basis against an agreed scope of work. Prior to commencement, Org will define the delivery approach, workstreams, deliverables and assumptions, and provide an estimated level of effort to guide budget planning. Project pricing typically includes:

- Defined scope, deliverables and acceptance criteria.
- Delivery plan, milestones and governance cadence.
- Estimated resourcing model by role (e.g., delivery lead, solution architect, engineer, analyst).
- Delivery activities billed using the day rates and/or hourly equivalents in the rate card.

Where buyers require increased predictability, Org can structure delivery in phases (e.g. discovery then implementation phases), enabling stage-gate approvals and controlled mobilisation, whilst remaining time and materials based.

Client-Side Partnerships

Assurance and Delivery Oversight

Where Org is engaged as a client-side partner (including delivery oversight, technical authority, assurance, governance support and supplier coordination), pricing is time and materials based on the level of involvement required. This model is commonly used where buyers have multiple suppliers, internal delivery capability or an incumbent systems integrator and require Org to provide informed client-side leadership and assurance. Client-side partnership pricing is typically based on:

- Agreed governance model and engagement cadence (e.g., weekly assurance, design reviews, release governance)
- Defined roles (e.g., technical authority, delivery lead, service design lead, assurance analyst)
- Planned level of effort per week or per month
- Attendance at key delivery gates (design authority, testing readiness, cutover, BAU transition), where required

Charges are based on actual time incurred against the engagement model using the G-Cloud rate card, with reporting provided to maintain transparency and budget control.

Support Services

Ongoing Cloud Support

For ongoing cloud support services, Org provides support on a time and materials basis aligned to buyer requirements and service criticality. Support pricing is determined by:

- Support scope (e.g., incident investigation, configuration changes, enhancements, reporting updates, advisory).
- Support model (e.g., ad-hoc support, scheduled support capacity, or defined monthly service hours).

- Roles required (e.g., support engineer, solution architect, delivery lead).
- Working patterns (e.g., business hours; extended hours if agreed).

Support can be delivered as:

- Ad-hoc support, billed against actual time and materials as work arises.
- Monthly support capacity, where a buyer purchases an agreed volume of support hours/days for predictable access to resources.
- Planned improvement support, where a portion of support time is allocated to continuous improvement and roadmap adoption.

All support work is delivered through controlled workflows with recorded time, activities and outputs to ensure transparency and auditability.

Commercial Controls and Cost Management

Org applies commercial controls to help buyers manage spend and maintain full transparency over delivery effort. Controls include:

- Upfront delivery estimates to support budgeting, based on scope and assumptions.
- Reporting of progress and effort consumption (e.g., hours/days burned against forecast) at an agreed cadence.
- Prior buyer approval where forecast effort is likely to exceed the agreed estimate or where scope changes materially.
- Use of change control where new requirements, dependencies or constraints impact effort, timelines or delivery approach.
- Clear separation between reactive support work and planned service improvement work (where applicable).
- Itemised invoicing aligned to agreed milestones or monthly reporting periods, including roles, time incurred and work performed.

These controls ensure buyers retain control over cost, scope and prioritisation while allowing delivery to remain flexible and outcome focused.

Ordering and Invoicing

Ordering

To discuss requirements or place an order, buyers should email bids@thisisorg.com and include:

- Summary of required outcomes and scope.
- Indicative timelines and constraints.
- Current contact centre context (channels, volumes, operating model).
- Known dependencies (e.g., CRM/case management, identity, security approvals, third parties).

Org will then confirm:

- Recommended engagement model (project delivery, client-side partnership and/or support).
- Scope and deliverables.
- Roles and responsibilities.
- Governance and reporting approach.

- Pricing basis (time and materials) and invoicing schedule.

Invoicing

Invoices are issued in line with the agreed commercial schedule, typically:

- Milestone-based invoicing for project delivery, and/or
- Monthly invoicing for ongoing support services

All invoices provide itemised transparency of time, roles and activities delivered.

Evidencing our Experience

Case Study – Abtran (BPO) Public Sector CCaaS Cloud Support and Continuous Improvement

Customer

Abtran is a leading Business Process Outsourcer (BPO) delivering outsourced contact centre services on behalf of numerous UK and Irish public sector organisations and semi-state bodies. Abtran operates multiple high-volume citizen service contracts across voice and digital channels within regulated environments, requiring strong assurance around availability, security, data protection, auditability and operational control.

Requirement / Challenge

Abtran required specialist CCaaS consultancy and cloud support services to strengthen and continuously improve its cloud contact centre capability across multiple public sector client contracts. Key objectives included:

- Modernise and optimise contact centre capability while maintaining service continuity
- Improve resilience, scalability and operational control across multiple services and contracts
- Strengthen governance, change control and documentation for audit suitability
- Enable greater use of cloud-native CCaaS capabilities and integrations
- Improve monitoring and reporting to support operational oversight and compliance

Service Provided

Org delivered this service through its CCaaS delivery partnership with HappyPath Labs, operating as an extension of Abtran's operational and delivery teams. The service was delivered as professional consultancy and cloud support (not platform provision), governed through defined delivery controls with documentation and knowledge transfer embedded throughout.

Approach

Org delivered an outcome-focused model aligned to operational performance and regulated service delivery expectations:

- Establish operational truth through discovery and diagnostic assessment
- Design improvements aligned to service outcomes and contract requirements
- Implement changes through controlled configuration, integration and release governance
- Deploy and stabilise improvements with readiness controls and hypercare
- Optimise continuously through performance insight and managed improvement backlogs

Key Activities and Deliverables

Work delivered included:

- Discovery and diagnostic assessments to baseline performance and constraints.
- Service and solution design covering journeys, queue structures, routing models and controls.
- Configuration and enhancement of CCaaS routing logic and contact flows.
- Enablement and optimisation of both voice and digital service patterns.

- Integration support with downstream platforms including case management and reporting environments.
- Monitoring, reporting and operational insight enhancements to improve oversight and governance.
- Controlled testing support, release governance and go-live readiness controls.
- Ongoing cloud support including incident triage, investigation, configuration changes and performance tuning.
- Documentation pack and knowledge transfer to support BAU operational ownership.

Governance, Security and Assurance Controls

Delivery incorporated public-sector-aligned governance and security practices including:

- Role-based access controls and least-privilege access.
- Auditable change activity and configuration management.
- Controlled release and approval processes.
- Secure handling of service information and operational artefacts.
- Structured incident workflows including investigation and root cause analysis for material events.

Outcomes / Benefits Achieved

The engagement enabled Abtran to operate a more resilient, scalable and governable CCaaS capability across multiple public sector client contracts, delivering the following outcomes:

- Improved platform stability and scalability through cloud-native optimisation and structured continuous improvement
- Increased operational control via enhanced routing governance, monitoring and reporting
- Reduced operational risk through disciplined change control, documentation and auditable configuration updates
- Faster responsiveness to incidents and service change requirements through defined support workflows
- Improved consistency of service delivery across multiple contracts while maintaining service continuity and compliance readiness
- Stronger readiness for ongoing enhancement through managed backlogs and controlled release cycles

Evidence of Lot 3 Suitability

This case study demonstrates Org's ability to deliver Lot 3 CCaaS consultancy and cloud support services in regulated, high-volume environments, combining technical delivery with governance, assurance and continuous improvement to protect continuity and compliance across multi-client public sector operations.

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