

SERVICE DEFINITION DOCUMENT

Flotek Cloud Communications & Support Services

Service Overview

Flotek provides a fully managed cloud communications, IT support and collaboration service designed for SMEs and organisations transitioning to modern, cloud-first communication platforms. Our service brings together cloud telephony, Webex-powered collaboration, connectivity, monitoring, and technical support into a single, people-first managed service.

The service includes:

- Cloud telephony and unified communications
- Webex collaboration (calling, meetings, messaging)
- Contact centre solutions
- IT and comms helpdesk support
- Monitoring, maintenance, patching and proactive issue resolution
- CRM integrations and automation
- On-site engineering where required

Key Features

2.1 Cloud Communication Services

- Webex calling, messaging and meetings
- FloCX contact centre platform (AI-enabled)
- CRM integration (65+ CRMs supported)
- Call reporting, analytics & wallboards
- Optional WhatsApp/SMS channels

2.2 IT & Comms Support

- UK-based helpdesk, 7 days a week
- Remote diagnostics, patching & maintenance
- Proactive monitoring and alerts
- Ticket logging, tracking and escalation

2.3 Deployment & Migration

- Number porting and migration planning

- Device provisioning and configuration
- End-user training and onboarding resources

2.4 Security & Compliance

- Secure remote access
- Patch and vulnerability management
- Cisco-backed cloud infrastructure

Support Levels

Flotek provides a simple, tiered support model.

3.1 Standard Helpdesk Support (Included)

3.2 **Availability:**

- Mon–Fri: **08:00–18:00**
- Sat–Sun: **08:30–17:00**

Channels: Web chat, email, telephone

Services included:

- Incident logging and resolution
- Remote troubleshooting
- Technical Q&A
- Proactive monitoring and issue prevention
- Remote access for diagnosis and fixes

3.2 Managed Support / Enhanced Support

Includes all Standard Support plus:

- Automated patching
- Software updates
- Remote rebooting, script execution
- Network performance tuning
- Diagnostics and monitoring software installation

3.3 On-Site Engineer Support

- Used for complex faults or physical installations

