

Social Telecoms – Lot 3 Cloud Support Service

Definition Document

1. Overview

Social Telecoms provides a comprehensive Cloud Support service designed to help public sector organisations adopt, migrate, optimise, and manage cloud-based telephony, unified communications, contact centre, and IoT platforms. This Service Definition applies generically across all supported technologies, including:

- Cloud telephony platforms (e.g., Social Telecoms Hosted Telephony)
- Unified Communications solutions (e.g., 8x8, Zoom)
- Omnichannel contact centre platforms
- IoT monitoring and automation platforms (HappyIoT)

Our Lot 3 service enables secure transition, continual optimisation, improved customer experience, and effective operational management.

2. Key Features & Capabilities

2.1 Cloud Migration & Transition Services

- End-to-end migration of telephony, UCaaS, CCaaS and IoT systems
- Parallel running of legacy and new platforms
- Scheduled downtime management
- Pre- and post-migration testing
- DDI/number migration and clean-up
- Transition-in and transition-out management

2.2 Numbering Rationalisation & Management

- Full audit of existing numbering plans
- Removal of redundant or unused numbers
- Standardisation of numbering structures
- Cost reduction through elimination of unnecessary services
- Ongoing lifecycle management of number allocation
- Centralised number inventory management

2.3 Porting Management

- Carrier liaison and governance

- Compliance with all carrier-specific porting rules
- Early submission of porting requests to secure cutover dates
- Clear change management to prevent delays
- Minimal downtime porting processes

2.4 Configuration & Integration Services

- Telephony and contact centre configuration
- Call flows, IVRs, queue design and routing setup
- CRM integrations (e.g., Dynamics, Salesforce, housing platforms)
- API-driven workflow automation
- IoT platform configuration and alert rules setup

2.5 Consultancy & Discovery Services

- Requirements discovery workshops
- Network and readiness assessment
- Workflow design for repairs, rents, ASB and customer services
- Digital transformation support
- PSTN switch-off planning and strategy

2.6 Project Management & Governance

- PRINCE2-aligned methodology
- Dedicated Project Manager
- Regular progress reviews and checkpoints
- Clear roles, responsibilities and escalation paths
- Full documentation, risk management and stakeholder engagement

2.7 Training & Adoption Support

- Administrator, supervisor and end-user training
- Remote, onsite, and hybrid training models
- Knowledge base and support documentation
- Go-live support and hypercare

2.8 Managed Service & Ongoing Support

- SLA-backed support
- Change requests and configuration updates
- Monthly performance and usage reporting
- Platform optimisation and continuous improvement
- Proactive reviews of routing, workflows, and system configuration

2.9 Analytics & Reporting

- Performance dashboards
 - Telephony, omnichannel and IoT reporting
 - Trend analysis for capacity planning
 - Optimisation recommendations
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3. Service Scope

Included as Standard

- Migration planning and consultancy
- Number rationalisation
- Porting management
- Configuration of telephony, contact centre and IoT systems
- Training for administrators and users
- Access to service desk and incident management
- Monthly reporting and governance reviews

Optional Add-Ons

- Onsite engineering
- Custom integrations and workflow development
- Managed IoT triage service
- Bespoke analytics and dashboard creation
- Extended hypercare

Not Included

- Licensing for telephony, UC, CCaaS or IoT platforms
 - Hardware (headsets, handsets, gateways, sensors)
 - Data storage beyond platform-provided retention
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4. Service Constraints

- Dependent on internet connectivity
 - Some integrations may require specific APIs or vendor licensing
 - Porting timelines subject to carrier constraints
 - Customer readiness (network, devices, data) impacts deployment pace
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5. Onboarding & Offboarding

Onboarding Activities

- Kick-off and discovery
- Number audit and migration planning
- System design and configuration
- Porting and DDI rationalisation
- Testing, training and UAT
- Go-live and hypercare

Offboarding Activities

- Export of configurations, call flows and data
 - Number port-out (if required)
 - Transition documentation
 - Deactivation of users and access
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6. Service Levels (SLA)

- 24/7 support for critical incidents (optional)
 - P1: <1 hour response
 - P2: <4 hours response
 - P3: <1 business day
 - Quarterly performance and service reviews
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7. Pricing Model

- Time & Materials or Fixed Project pricing for migration and implementation
 - Monthly recurring charges for managed service options
 - Optional professional services available by quotation
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8. Technical Requirements

- Stable internet connectivity
 - Supported devices and operating systems
 - API access for integration work
 - Browser-based administration portals
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9. Data Security & Compliance

- GDPR-compliant processes
 - Encryption in transit and at rest (platform-dependent)
 - Role-based access control
 - Audit logs and governance frameworks
 - Alignment with public sector security standards
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10. User Roles & Permissions

- **End User:** Standard telephony and/or IoT interaction
 - **Administrator:** Platform configuration and management
 - **Supervisor:** Workflow, queue and analytics oversight
 - **Super Admin:** Full configuration, integrations and governance
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11. Accessibility Statement

All supported platforms conform to accessibility expectations including screen reader support, keyboard navigation, high-contrast UI options, scalable text, and web-accessible administration.

12. Service Roadmap (Non-Binding)

- Expanded AI-driven automation
 - Enhanced integrations with housing sector systems
 - Advanced analytics and reporting
 - Improved low-bandwidth performance for cloud voice and video
 - Extended IoT sensor range and predictive modelling
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13. Terms & Conditions

- Social Telecoms standard terms apply
- G-Cloud 15 Call-Off Contract terms apply