



G-Cloud 15 Service Definition

**Mitel Cloud Support, Maintenance, Applications
Engineering Support, and Implementation Services**

Lot 3



Prepared by:

Dave Harrison

Sales Manager – Public Sector

CloudClevr Ltd

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Introduction

Company Overview

CloudClevr is a converged MSP, focused on delivering a comprehensive portfolio of IT and communications services.

We have brought together four highly successful businesses, each with deep technology expertise across our six technology pillars and now operate as a fully integrated business, with national coverage.

We provide solutions that deliver measurable business value, so you can ensure a return on your technology investments. We achieve this through our engagement framework and leveraging Clevr360. This approach aims to provide every customer with a clear, measurable technology roadmap, transparency on our performance and delivers trust in the security of your technology estate.

Our Expertise

Mitel Solution Design

We develop detailed designs for Mitel Voice Platforms and associated applications to provide mobility, collaboration, contact centre solution, and messaging. Our technical consultants can work with your team to define timelines, resource effort, and work plans to support the recommended solution.

Mitel System Support

We offer a comprehensive Mitel System Support Service which can be tailored to meet the exact requirements of your business. Our proactive service model mitigates issues before they arise and underpins the reliable performance of your business-critical systems allowing you to focus on your strategy and business growth.

Mitel System Audit

The audits we do are detailed and confidential documents that offer a great insight into the operational wellbeing of your Mitel platform and associated applications. Our audits are carried out by our senior technical staff and highlight the potential for better technology use, performance, cost savings and best practice configuration.

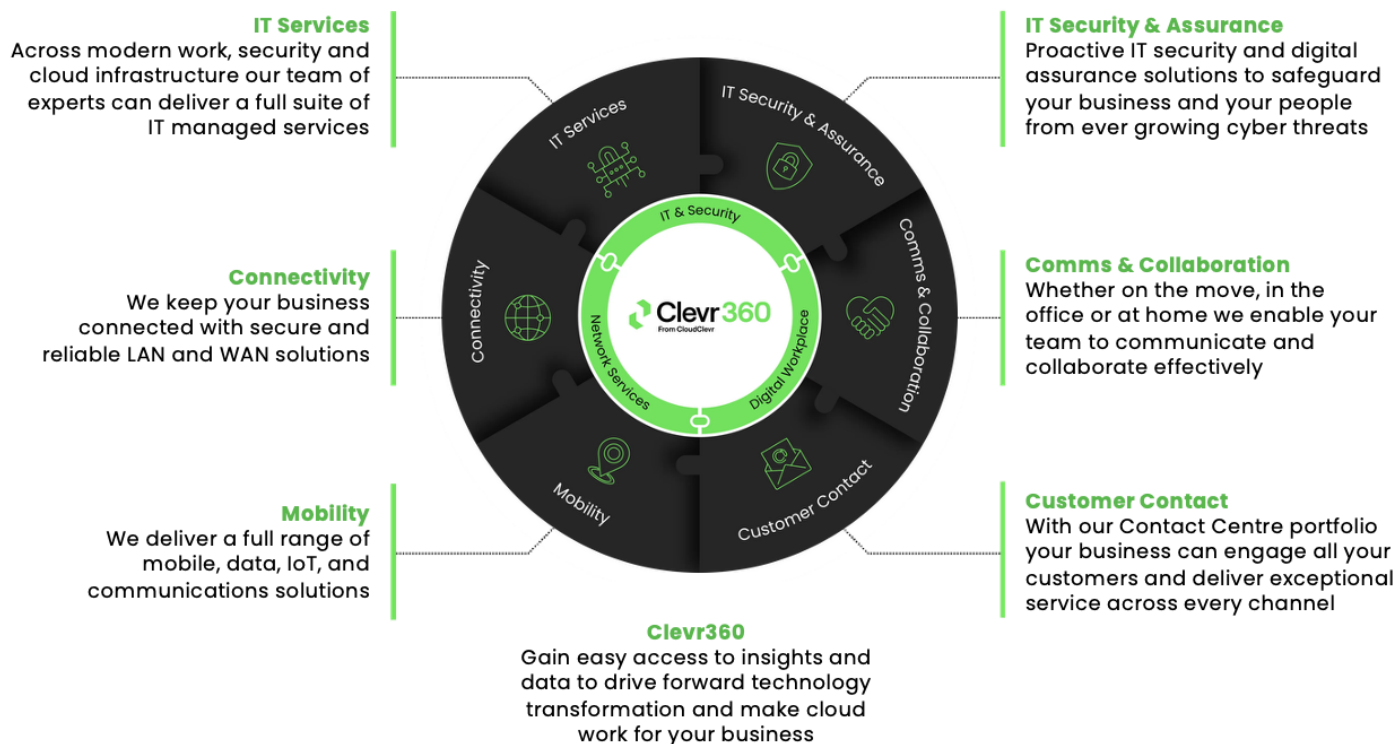
Our Services

As a converged MSP, we have both the breadth of portfolio and the depth of expertise to deliver the right outcomes for you.

We've listened to our customers and have curated a portfolio that addresses requirements across an increasingly converging world. We know managing multiple technology suppliers is time consuming, it adds to the complexity of admin work, and it delivers an inconsistent service experience.

CloudClevr has deep expertise so we can truly take on the role of your trusted technology partner. Our Technology Pillars focus on IT Services, Connectivity, Mobility, IT Security & Assurance, Comms and Collaboration plus Customer Contact, and all are backed up by consistent, exceptional service and our Clevr360 platform.

Three Practices. Six Technology Pillars. Deep Expertise.



Why CloudClevr Ltd.?

- **Mitel Platinum Partner**
Our technical team holds Mitel accreditations at a Platinum level. It evidences our ability in solution design, service quality, and delivery at scale. Customers can benefit from better pricing and confidence.
- **Technical Account Managers**
Our staff are fully trained in the Mitel portfolio and undergo annual refresher training sessions to provide you with a proactive and knowledgeable account management.
- **Knowledge Exchange**
With our proactive Account Management, you can stay up to date with all Mitel and other communications developments.
- **Proactive Support**
Our highly skilled and experienced support desk can be available 24x7 – CloudClevr offers multiple support models that can meet your operational needs.
- **Delivered With Experience**
All projects are delivered by our in-house Mitel Certified Engineers.
- **Satisfaction**
Our average CSAT Rating is 95%.
- **Fast Fault Resolution**
99.95% of faults are resolved against SLA.
- **Clevr360**
Clevr360 is a free of charge innovative software platform for CloudClevr customers. It consolidates and enhances data from multiple technologies and vendors under a single view, delivering an extensive range of analytics and smart insights, to provide unrivalled visibility across a technology estate.

Value Proposition

Mitel MiVoice Business is the perfect choice for cloud communications in the public sector. As a dedicated customer instance in a secure data centre, you get maximum flexibility to create your own communications environment without the complexity of managing it yourself.

You get full control over upgrade and maintenance windows. With the ability to integrate with legacy on-premises solutions, have local survivable gateways or even a true hybrid solution with essential data being stored locally.

Mitel MiVoice Business offers a level of control way beyond a multi-tenant public cloud solution.

What The Service Provides

CloudClevr are a Mitel “Platinum Partner” with technical accreditations for voice, unified communications, and contact centre, we are delivering on our promise of being the best at what we do.

The CloudClevr team work closely with Mitel, we have established an exceptional understanding and strategic partnership. We are all highly experienced in our field and pride ourselves on our ability to understand our clients’ requirements and design Mitel solutions that best compliment their needs.

Mitel offer a purpose-built communications solution built on a leading public cloud platform that improves business productivity. Mitel MiVoice Business offers proven reliability, security, and scalability to deliver uptime and compliance on which you can depend.

Social Value

Our social value commitments will be proportionate to the contract size. The below are some general initiatives a buyer can expect under each policy outcome; we will discuss and agree on a set of measurable targets for key initiatives with the Buyer at call-off stage.

Kickstart economic growth

CloudClevr ensure that our staff are treated fairly, safely, and ethically by promoting fair working conditions and good-quality employment. We support economic growth through the following:

- Fair working conditions and fair pay practices.
- Where feasible we will create high quality jobs either through new jobs or apprenticeships.
- We pay more than the National Minimum Wage and National Living Wage. Our staff have access to enhanced benefits including sick pay and volunteering opportunities.
- We support work progression by developing new skills through training schemes, career guidance and CV advice.

Make Britain a clean energy superpower

At CloudClevr we are proactively working towards a net zero carbon status by 2030. CloudClevr are compliant with PPN06/21 and are certified as Carbon Neutral by Positive Planet. Through the actions we have taken and the policies we have adopted as a business in recent years we are confident of our ability to deliver a sustainable reduction in our carbon footprint.

Additional environmental benefits that could be delivered in the performance of the contract include but are not limited to:

- Providing Carbon Literacy Training
- Using Volunteer days for environmental initiatives
- Auditing customer hardware estates and creating a roadmap to make environmental improvements across device lifecycles

Break down barriers to opportunity

We offer employment and training opportunities for those who face barriers to employment and reduce barriers to entry for under-represented groups. We do this through the following commitments:

- Training schemes
- Routes to apprenticeships
- Advertising and promotional outreach to raise awareness to reach target cohorts
- Engagement with schools, colleges and universities
- Inclusive and accessible recruitment practices

Build an NHS fit for the future

At CloudClevr we have inclusive and accessible recruitment practices, development practices and retention policies.

We invest in the health and wellbeing of our contract workforce through offering enhanced benefits including pay and leave entitlement, volunteering opportunities, and access to discounted gym memberships to name a few.

Social Value Governance

We will regularly monitor and report to our Buyers through service reviews with your assigned Account Manager/Director detailing our progress, challenges and success stories. We will collate feedback to refine and enhance our social value contributions over the life of the framework.

To monitor, measure and report on social value outcomes achieved through this framework we will utilise the National TOMs recognised framework to ensure our contributions can be quantified and audited in a consistent way.

Overview Of The G-Cloud Service

Maintenance and Support Services

CloudClevr offers a comprehensive Mitel System Support Service. With over 28 years of experience in supporting Mitel communications systems including Telephony, Unified Communications and Contact Centres, we understand the different technical aspects of maintaining your real-time applications. We can ensure your organisation remains connected all year round 24/7.

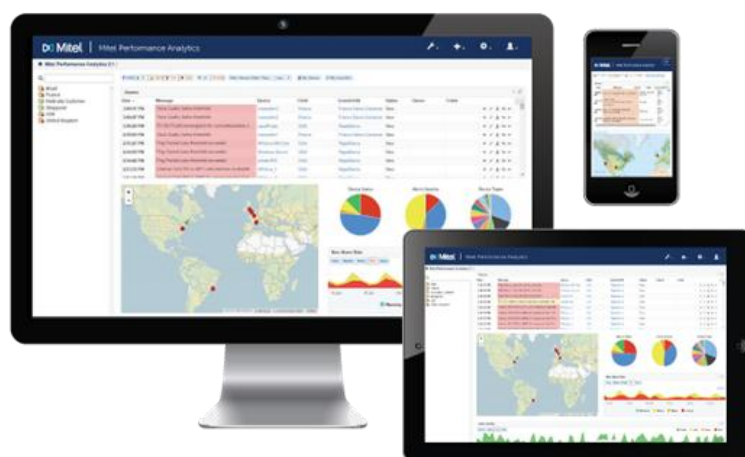
CloudClevr have several Support and Maintenance options, these define the level of interaction that you as the customer requires.

ENGAGE: (09:00 to 17:30 or 24/7/365)

Engage is designed to be entry level and comparable in its operation with the current markets best. It is a responsive contract with an account manager assigned to the client who in turn has access to the supporting design and technical expertise we have on offer. The lead and owner of the account relationship is the account manager.

MONITOR: (09:00 to 17:30 or 24/7/365)

Monitor is our standard Support and Maintenance option with MiVoice Business and takes it up quite a big step as this is proactive through the monitoring of alarms and management information. This service is led by a Technical Account Director and has a named principal engineer assigned as well as a supporting Account Manager and Executive Sponsor. In this scenario, the TAD is the lead person who has ownership of the account.



Associated Services

Our comprehensive audit service will identify areas for improvement in your current communications environment.

CloudClevr are Mitel Platinum partners. We have helped hundreds of clients make the most out of their communications networks, saving costs and increasing security and compliance.

Benefits of conducting a Mitel audit

- Increased security and compliance. We ensure your platform is robust and a compliant communication environment.
- An audit will identify areas of cost savings, potentially saving you thousands each year.
- Identification of areas where more product training is required.
- Our consultation will identify areas of opportunity for your business to grow and succeed.
- Our Audit will help identify pain points in your current setup. We can create solutions to eliminate roadblocks.

Our team of Mitel experts will arrange a site visit or remote consultation and we will analyse your current communication systems and create a plan of action, showing you how to get the most out of your communication solution.

Our audits are conducted by senior communications experts from CloudClevr and priced on an engineering day rate.

1. Data Protection

Information Assurance

CloudClevr is fully committed to maintaining the highest standards of information security, we do have Cyber Essentials and are weeks away from completing our Cyber Essentials Plus audit. While we are currently working towards achieving Cyber Essentials Plus certification, our internal controls, governance framework, and operational processes are already aligned to the certification's core principles.

Our Information Security Management System (ISMS) is in line with the international standard for information security ISO/IEC 27001:2013, it sets clear objectives for confidentiality, integrity and availability of data, and is formally reviewed through internal audit, external audit, and continual improvement cycles. This means that while Cyber Essentials Plus serves as an additional accreditation milestone, the practical controls that underpin it are well-established and actively functioning today.

Our information security policy is approved at senior management level and reviewed annually, or sooner where material changes arise. This policy defines roles, responsibilities and expectations for all staff and contractors and is supported by documented procedures for access control, asset management, vulnerability management, change control, encryption practices, and data handling. Policy compliance is monitored through internal audits, automated security tooling, and incident reviews, ensuring that standards remain consistently applied.

It is a fundamental principle of the Group's ISMS that the controls implemented are driven by business needs and this will be regularly communicated to all staff through meetings, awareness, education, training sessions and briefing documents or similar.

We operate a defence-in-depth model supported by a range of technical and administrative controls. All company devices are protected with centrally managed endpoint security, including anti-malware protection, application control, behavioural threat detection and automated patching. Network access is secured through firewalls, secure configurations, encrypted VPN access and strict password and authentication policies, including enforced multi-factor authentication for all remote or privileged access. Data is encrypted in transit and at rest, and access to systems is granted strictly on a least-privilege basis. All user accounts are managed centrally, with joiner, mover and leaver controls ensuring access is provisioned and removed in a timely and controlled manner. Regular vulnerability scanning, configuration monitoring and software patching ensures systems remain resilient and protected against known threats.

Security awareness is embedded as part of our organisational culture. Our workforce receives mandatory induction and annual refresher training covering key areas such as phishing awareness, secure handling of information, password hygiene, remote working security, and how to report incidents.

We maintain a clear and structured Information Security Incident Response Procedure that defines how we detect, evaluate, manage, and learn from security events. Once there is a confirmed information security event an Incident Response Team is set up to determine the

likely level and method of response to an incident, availability of resources to respond to an incident, understand any mandatory reporting/notification requirements e.g. to the ICO and define/agree on what can be said to both internal and external parties. Our core response to an incident includes:

1. Analysis
2. Containment/mitigation
3. Remediation/eradication
4. Recovery
5. Notification
6. Lessons Learned

Governance of information security sits at the senior leadership level, ensuring strategic alignment and prioritisation. Risk management is a core component of our ISMS and includes regular assessment of internal, external, operational, and supplier-related risks. Action plans are implemented to treat identified risks using recognised controls and industry best practice. We also expect our suppliers to demonstrate strong security practices and conduct due diligence to ensure they maintain appropriate standards. Where suppliers have access to systems or data, they must meet contractual security obligations consistent with our own. Our staff have all been trained and attend monthly training that focuses on the current top threats including Phishing and Ransomware.

We work with 3rd party security organisations to complete Pen Testing and provide annual audits to ensure our infrastructure is aligned with best practice to ensure that the risk of data/security breaches are minimal and always monitored.

Data Back-Up and Restoration

A communication and collaboration system must be reliable CloudClevr will ensure that your data back-up and restoration plans are robust whether it is our audit services to ensure an existing solution is configured correctly or a new Mitel MiVoice Business deployment we help to ensure business continuity.

Mitel MiVoice Business data back-up and restoration

A communication and collaboration system must be reliable, and a key feature of Mitel MiVoice Business. To that end, Mitel has developed the solution with multiple layers of redundancy and resiliency to guard against data loss and ensure availability.

The Mitel MiVoice Business applications can be virtualised and installed in Tier 3+ data centres in a VMware cluster that is using a redundant Storage Area Network (SAN) and VMware High Availability for host server redundancy.

The customer has the choice of installing in:

- A single data centre – Applications are protected by VMware High Availability,
- A single data centre with local survivability – Adds local application availability in the event of WAN communications being interrupted, or

- Dual data centres - Whereby using internal application resiliency and Zerto Disaster Recovery as a Service (DRaaS) a customer is protected from data centre outages.

This flexibility in deployments allows customers to create the service level needed for their business. All variants include VMware High Availability and redundant SAN.

When installed in dual data centres, several of the Mitel applications, including the IP telephony, have built in application-level resiliency whereby the applications (or end points) switch to the secondary data centre in the event of a problem being detected.

For applications that do not have this level of inbuilt resiliency, Mitel also optionally provides the ability to have application replication between data centres using Zerto when using dual data centres.

Application resiliency and Zerto capabilities are in addition to the intrinsic VMware High Availability (HA) functionality.

The Mitel MiVoice Business data centre connectivity is available over several Wide Area Network (WAN) technologies including, over the top Internet (OTT), MPLS, NNI and SD-WAN. OTT users can be mixed with the other WAN connected technologies, allowing some users to be on net and others to be off net.

In addition, daily incremental and weekly full backups are performed on all customers' systems.

To improve the availability of the core services further, and to counter the threat of a large incident in one region impacting service availability, the solution can be deployed across different geographical regions such as London and Manchester.

Deploying Mitel MiVoice Business in two geographically different locations ensures that a system is always available, even if one of the data centres becomes unavailable.

When installed in dual data centres, several of the Mitel applications, including IP telephony, have built in application-level resiliency whereby the applications (or end points) switch to the secondary data centre in the event of a problem being detected.

Five '9's Availability for Core Applications Deployment across different dual data centres and regions offers Five '9s' (99.999%) of service availability. This availability is offered across the core voice services. It does not apply to all the applications.

The core voice services that are offered with Five '9s' of availability are:

- MiVoice Business - Call Control
- MiVoice Border Gateway - SBC Function for SIP and Remote IP Phones
- Mitel Performance Analytics - Management and Reporting
- MiContact Centre IVR - Contact Centre
- MiCollab Softphone - Calling Functionality
- Mitel IP Phones

Availability of cloud hosted services is reliant on the connectivity to the data centre and for customers wanting the best uptime the connectivity should have guaranteed service levels as well.

The availability of non-core applications varies based on how the application is designed and how the application is deployed.

Business Continuity Statement/Plan

CloudClevr is a modern, forward-thinking company that uses the latest technologies to deliver its services to its customers. CloudClevr's whole business is built on resilience and providing a 24/7 service function. So, business continuity is not so much a plan as a way of life. Our detailed Business Continuity Policy and Procedures document can be provided to a buyer on request and is also publicly available on our website.

Privacy by Design

Data Privacy

Guarding users' privacy and that of their business data is taken seriously at CloudClevr. CloudClevr works hard to protect user information from unauthorized access.

All data requests are scrutinized to make sure they comply with the law and CloudClevr is committed to giving users notice, as permitted by law when their accounts are identified in a law enforcement request.

Only data required to provide the contact centre solution is collected and processed.

GDPR

Respecting the privacy of our customers and partners has always been integral to the way CloudClevr operates.

As a data processor, Mitel provides a pre-signed Data Processing Addendum (DPA), which outlines how they process customer data when Mitel provides services. Mitel's DPA meets the requirements of GDPR Article 28.

2. Using the service

Ordering and Invoicing

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you. Alternatively, you can call our dedicated G Cloud team on 0203 005 5075 and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the order form that we will provide to order the service.

Pricing Overview

Engineering

Our engineering, training and project management rates are detailed in the Rate Card.

Support and Maintenance Services for Cloud Communications

Our support and maintenance service pricing is detailed in pricing guide.

Engage is designed to be entry level and comparable in its operation with the current market's best. It is a responsive contract with an account manager assigned to the client who in turn has access to the supporting design and technical expertise we have on offer.

This **can be** (M-F / 09:00 to 17:30) or (24/7/365) cover.

Monitor takes it up quite a big step as this is proactive through the monitoring of alarms and management information. This service is led by a Technical Account Director and has a named principal engineer assigned.

This **can be** (M-F / 09:00 to 17:30) or (24/7/365) cover.

Please note:

- Enterprise style deals & time limited discounts may be available.
- Individual Prices may increase during the contract as per CCS guidelines.
- Our Support service does require that every user (total quantity) on the Subscription service is included in the per user/per month pricing.

Availability of a Trial Service

We may be able to offer our audit service free of charge for customer that has an existing Mitel communications infrastructure and is looking to move to a new support partner.

On-Boarding, Off-Boarding, Service Migration and Scope

Implementation

Some orders are simple but where projects are defined and include Professional Services, we work closely with your team to ensure a successful implementation. Our goal is to ensure you receive exceptional service throughout every phase of the delivery.

CloudClevr uses a tried and tested five-phase approach which combines proven methodologies with our unrivalled experience of delivering custom communications solutions.

Phase 1 – Initiation

Following contract signature, we perform an internal handover from pre-sales to the CloudClevr project team.

A CloudClevr project manager is assigned, project documentation is drafted, and key stakeholder

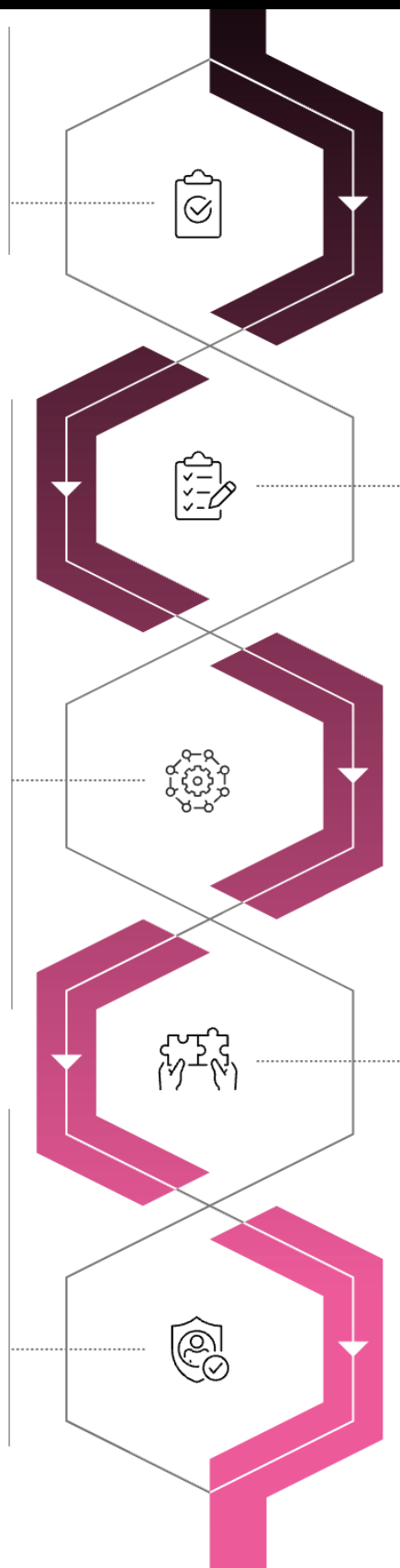
Phase 3 – Implementation

The CloudClevr project team will follow the project methodology that best suits the customer (Prince2, AMP, Agile etc.). Taking the following steps to successfully implement the solution:

- Build the solution
- Oversee Number Porting
- Coordinate customer Development Team (integration requirements)
- Host regular cadence meetings
- Circulate web-based training to all users and schedule instructor-led training
- Quality Assurance Testing (QA) and User Acceptance Testing (UAT)
- Go/No-Go Review to evaluate system readiness
- Schedule go-live date
- Support customer through go live

Phase 5 – Acceptance & Closure

Once the customer agrees to the closure of the project, the CloudClevr project manager will complete a project closure document in collaboration with the customer. The document confirms; objectives and deliverables have been met, confirm successful user adoption and to perform a lesson learnt. The service is handed then over to CloudClevr's BAU support team.



Phase 2 – Planning & Discovery

The CloudClevr project manager will set up a kick-off/discovery call to introduce all parties, confirm the customer's key milestones and deliverables and lay the foundation for a successful delivery. All project documentation is tailored to reflect the customer's project success criteria, key dates and organisational requirements.

Phase 4 – Enablement & Training

The CloudClevr project team will organise the relevant instructor-led training for each role within the customer's organisation. All users will also be given access to online, e-learning resources to complete in their

Project Team

CloudClevr's project team (PT) will support you through every phase of the project. Our PT are based in the UK, offering on-the-ground support to our customers. Each member of the PT is highly experienced – holding multiple accreditations, such as Prince2, AMP, Agile etc.

CloudClevr's experienced PT will support you through every phase of the project. The project team consists of the following roles/resources:

- **Project Manager** – you are assigned a dedicated Project Manager for the length of the project. They will be your single point of contact for all project-related enquiries. They will host regular cadence meetings to provide project updates, whilst maintaining all the relevant project documentation.
- **Project Coordinator** – If required, the Project Coordinator will support the Project Manager to ensure the successful delivery of the project.
- **Pre-Sales Specialist** – Provide guidance on the proposed technical design during the RFP and work with the lead engineer to create the design workbook, signing off on the final design with you.
- **Lead Engineer** – You are assigned a dedicated Lead Engineer to design, build and implement your solution. They will be your single point of contact for all technical enquiries.
- **Additional Supporting Engineers** – If required, several additional Engineers will support the Lead Engineer to ensure the successful build and implementation of the solution.
- **Account Manager** – You are assigned an Account Manager at the start of the contract. They will act as your internal CloudClevr champion. After solution go-live, they will support you to transition to BAU support, then they will be your dedicated point of contact for support queries, escalations, service alterations and more. As regularly as required, they will host service review meetings with you.

Each member of the project team holds multiple accreditations that are relevant to their role – for example, our project staff are Prince2, AMP, Agile and Waterfall, and our engineers are certified in (name relevant solution being proposed).

Any off-boarding will be captured in an Exit Plan as per Call-Off Schedule 10 (Exit Management).

Training

Training is key to a successful Mitel implementation, and we can offer multiple training options. We can provide detailed user guides, application how-to videos, remote leader lead training and onsite training through to classroom training with technical accreditations. Our training charges are detailed in the Pricing Information.

Your Account Manager would discuss the training needed at the Sales and Design phase.

Implementation Plan

Preparation and planning are an important and integral part of the chargeable project cycle. With each solution being configured to deliver the required range of functionality within each client's unique IT and operational environment.

The implementation phase of any project represents the highest level of risk, and it is always our aim to reduce the unknowns and risks through being better prepared.

Delivered by a Senior Project Engineer to lead the engineering delivery of the client project. This process may require onsite investigation or meetings as well as remote access to any relevant platforms and information.

A detailed implementation plan can be provided to the buyer on request.

Service Management

CloudClevr holds ISO 9001:2015 and ISO/IEC 20000-1:2018. Our services are managed through a formal IT Service Management (ITSM) framework aligned to, the international standard for IT service management. We ensure consistent delivery of our products and services to meet customer and regulatory requirements, while continually improving performance.

This framework governs service design, transition, delivery, and continual improvement, ensuring consistent quality and reliability. Our staff also follows ITIL v4 best-practice principles, with staff holding ITIL Foundation and Practitioner certifications.

Maintenance windows, upgrades and downtime can be scheduled to best suit a client's requirements and the CloudClevr Engineering team can provide resource to match. Routine maintenance windows are scheduled outside normal UK business hours wherever possible and are communicated to customers in advance through service notifications. Critical updates or emergency maintenance are performed only when essential to maintain security or service integrity. A formal change management process is followed for any modifications affecting customers, including testing, rollback planning, and communication.

Service Constraints

Mitel MiVoice Business provides a cloud communications platform as a dedicated customer instance in a secure data centre. With MiVoice Business you get maximum flexibility to create your own communications environment without the complexity of managing it yourself.

This is ideal for the public sector as maintenance windows, upgrades and downtime can be scheduled to best suit a client's requirements. The quantity of engineering days would be confirmed by the account manager.

Service Levels

ENGAGE: (09:00 to 17:30 or 24/7/365)

Engage is designed to be entry level and comparable in its operation with the current markets best. It is a responsive contract with an account manager assigned to the client who in turn has access to the supporting design and technical expertise we have on offer. The lead and owner of the account relationship is the account manager.

MONITOR: (09:00 to 17:30 or 24/7/365)

Monitor is our standard Support and Maintenance option with MiVoice Business and takes it up quite a big step as this is proactive through the monitoring of alarms and management information. This service is led by a Technical Account Director and has a named principal

engineer assigned as well as a supporting Account Manager and Executive Sponsor. In this scenario, the TAD is the lead person who has ownership of the account.

Standard

Priority Level	Target Response Time
P1	4 hours
P2	8 hours
P3	16 hours
P4	24 hours

Working Hours is defined as 9:00 AM and 5:30 PM GMT on Business Days.

Priority 1 and Priority 2 Incidents must be notified immediately to the Support Desk using the Support Desk phone number.

Priority Levels

 SERVICE IMPACT	Entire Organisation	Multiple Sites / Departments	Single Site / Department	Multiple Users / Single User	Single User
All business functions, no workaround	P1	P1	P1	P2	P3
All business functions, with workaround	P1	P1	P3	P3	P3
Critical business functions, no workaround	P1	P2	P2	P3	P3
Critical business functions, with workaround	P2	P2	P3	P3	P4
Non-critical business functions, no workaround	P2	P3	P3	P4	P4
Non-critical business functions, with workaround	P3	P3	P4	P4	P4
No service impact or issue with third party system	P4	P4	P4	P4	P4

The following terms may be commonly interchanged in CloudClevr documentation and systems for each Priority Level:

- **"P1"** is considered priority 1, urgent, critical
- **"P2"** is considered priority 2, high, major
- **"P3"** is considered priority 3, medium, minor
- **"P4"** is considered priority 4, low, informational

Outage and Maintenance Management

Remote Monitoring

Monitor is our **standard Support and Maintenance option with** MiVoice Business and provides pro-active monitoring of alarms and management information from our Network Operations Centre. Our engineering team in the NOC pride themselves on our ability to pro-actively remove risks and issues before they become service affecting.

Our experience has demonstrated clearly that prevention is better than cure.

Financial recompense model for not meeting service levels.

Our service levels and response times will be discussed in regular customer review meetings; however we do not offer a financial recompense model for not meeting service levels.

As per Call-Off Schedule 14 – Performance Levels Option C should be selected (and populated) where the Buyer wishes to apply Key Performance Indicators. These will be discussed and agree as part of the call-off process.

3. Provision of The Service

Customer Responsibilities

It is the customers responsibility to provide site access as required and a suitable working environment for the CloudClevr engineering team.

Technical Requirements and Client-Side Requirements

Network Assessment

We can provide network assessment services to both existing Mitel customers and customers that are looking to migrate to a Mitel VoIP solution.

An assessment of the network connections should be conducted prior to deployment of any VoIP or UC installation. It is essential to assess the network, and if necessary, configure it to maintain good voice quality, video quality, and product functionality for users.

Depending on the results of the network assessment, the existing network may need to be modified, or equipment with QoS capabilities may need to be installed.

The network should be re-assessed any time there have been any major changes to the network design, or if there has been a significant increase in the number of users.

The main network issues affecting voice and video quality are delay, jitter, and packet loss.

Use the network limits shown in the following table to evaluate the results from a network assessment. For ideal voice and video packet transmission the LAN or WAN should be:

Packet Loss:	<0.5%
Jitter:	<20ms
End to End Delay:	<50ms
Ping Delay:	<100ms

Development life cycle of the solution

Mitel use CICD or Waterfall depending on the product but don't disclose details externally.

CICD. CI and CD stand for continuous integration and continuous delivery/continuous deployment. In very simple terms, CI is a modern software development practice in which incremental code changes are made frequently and reliably.

Automated build-and-test steps triggered by CI ensure that code changes being merged into the repository are reliable. The code is then delivered quickly and seamlessly as a part of the CD process. In the software world, the CI/CD pipeline refers to the automation that enables incremental code changes from developers' desktops to be delivered quickly and reliably to production.

After-sales Account Management

After-sales Account Management is key to managing and maintaining a strong relationship between a customer and a supplier. Following contract signature a dedicated Account Manager/Director will be assigned to your account.

The Account Manager/Director will be responsible for ensuring that you get the very best value from CloudClevr. They will make sure that they understand business requirements matching these to the best solution and providing continuous service innovations to match changing business requirements. They will be accountable for delivering on CloudClevr promises and maintaining a relationship that delivers continuous value add

The Account Manager/Director is available from 8am-6pm, Monday-Friday, they will manage day-to-day queries, service alterations and support escalations. They will also be responsible for service reviews, project and product roadmaps and continual service improvement. In exceptional circumstances, by prior arrangement directly with the Account Manager, they can also be available at other times.

We have a full suite of management information reporting, customer requirements will be discussed during the ordering process.

Termination Process

There is a requirement of a minimum of 90 days' notice to cancel the contract in advance of any renewal terms however 180 days' notice is recommended to ensure a smooth transition and offboarding with professional engagement and clear handover documentation. This will be discussed during the ordering process and is defined in the Order Forms. Early termination may incur early termination fees.

4. Our Experience

Case Studies

Family Fund

Family Fund is the UK's largest grant-making charity for families raising disabled or seriously ill children, on a low income. They believe that these families should have the same choices, quality of life, opportunities and aspirations as wider families.



They wanted to work with a trusted partner who understood their requirements and could deliver a smooth transition from a legacy system to a new Contact Centre as a Service solution.

The challenge

Family Fund was using an on-premise contact centre solution that was being managed and maintained in-house, which was proving both time-consuming and operationally challenging.

As the UK's largest grant-making charity for disabled children, they deal with a high volume of emails with high data requirements.

This puts a significant strain on their existing on-premise storage which in turn impacted the speed of the application and the overall network, not to mention the increased cost.

Additionally, the company's IT team also faced challenges in ensuring reliable remote working and system stability.

To address these challenges, when the existing on-premise contact centre contract was about to end, it provided the perfect opportunity for Family Fund to review their solution.

The approach

Family Fund has a long-term strategy to move its solutions to the cloud.

Following a previous bad experience with a cloud-based telephone system, Family Fund had moved the solution back in-house to regain control but knew that advancements in cloud-based technology meant the solution was more likely a better fit for them.

Family Fund partnered with CloudClevr through its NGC business unit to help them solve the challenges. CloudClevr proposed a contact centre as a service solution (CCaaS) that would not only resolve the challenges they faced but also integrate with a CRM project that was running in parallel to make the process seamless.

The results

Since the introduction of the CCaaS solution, Family Fund has experienced a plethora of benefits from improved customer and agent experience to better data insights.

By centralising multiple systems agents are able to get a central view of customer records and communication history, providing a more efficient customer experience.

The new solution allows the Family Fund IT team to easily monitor and manage the system and easily adapt. It also empowers the contact centre team to make immediate changes to areas such as welcome messaging and call routing, which improves operational efficiency.

Multiple spreadsheets and data inconsistencies are now a thing of the past. The reports function with the CCaaS solution can be easily utilised to provide managers and the senior leadership team with valuable insights to help identify customer insights and trends such as call volumes, call handling times and first point of contact resolution stats.

The ability to enable remote working as needed has now been made possible via a central administration portal, subsequently improving business continuity measures. Cloud-based compliance and security are now managed as part of the solution easing pressure on the internal IT team.

"As part of the tender process, we carried out market testing, engaged in demos and gathered indicative costs from multiple suppliers. NGC provided the solution we needed at a competitive cost. This, combined with an existing partnership with NGC for telephony and connectivity, gave us the confidence that they would deliver the project on strict timelines."

Jamie Greaves IT & Infrastructure Manager, Family Fund

"The reporting ability we now have has been a game changer, with access to real-time data at the touch of a button. This has not only provided us with more valuable insights but also reduced the time required to produce reports."

Nicola Foster Contact Centre Manager, Family Fund

"As part of the tender process, we carried out market testing, engaged in demos and gathered indicative costs from multiple suppliers. NGC provided the solution we needed at a competitive cost. This, combined with an existing partnership with NGC for telephony and connectivity, gave us the confidence that they would deliver the project on strict timelines."

Jamie Greaves IT & Infrastructure Manager, Family Fund

London School of Hygiene & Tropical Medicine

Background

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities, ranked #2 globally and #1 in the UK. A key player in the UK's response to COVID-19 and the Ebola outbreak, LSHTM is known for its cutting-edge research in infectious and tropical diseases.

LONDON
SCHOOL of
HYGIENE
& TROPICAL
MEDICINE



With sites in London, Uganda, and The Gambia, LSHTM focuses on research and postgraduate education to create a healthier, sustainable, and equitable world.

Challenge

With live research environments running 24/7, including laboratories and insectaries in London, LSHTM depends on uninterrupted access to secure, high-performing systems. Any downtime risks disrupting the research that underpins global health responses.

"It's a constant live environment. The systems can't be switched off due to 24/7 analysis", says Jaspal.

LSHTM had been a long-time Mitel user, but this traditional telephony setup was starting to show its limits. With physical handsets to manage, mounting maintenance costs, and little flexibility for remote and hybrid working, the experience didn't match the global, modern demands of their workforce. **LSHTM needed to:**

- Enable anywhere, anytime access to comms solutions, securely.
- Simplify telephony maintenance and management.
- Migrate to a modern voice set-up with minimal research disruption.
- Support hybrid working while reducing hardware costs.

Solution

Working closely with LSHTM, CloudClevr developed a hybrid model that overlays Zoom on top of the existing Mitel infrastructure.

"We didn't want a rip-and-replace. We wanted flexibility, and CloudClevr understood that."

Already using Zoom for room bookings, the team considered both Microsoft Teams and Zoom as their unified comms platforms. The decision came down to **ease of rollout, licensing costs and inclusions, ease of adoption for employees and students, and minimal disruption.**

Storage was another critical factor. With continuous research generating large volumes of sensitive data, LSHTM was paying extra for secure cloud storage. CloudClevr's inclusion of unlimited storage included in the Zoom licensing, removed that barrier, making it easier (and more cost effective) to store and access research data at scale.

"We visited Zoom HQ. We didn't just want a demo – we wanted to know how other organisations had implemented it, what problems they faced, and how it's performing now. That gave us confidence."

LSHTM has been a customer of CloudClevr's Head of Public Sector Sales, Dave Harrison's, for 15 years. CloudClevr's in-depth knowledge of LSHTM's infrastructure meant conversations were faster, smoother, and focused on outcomes — not rehashing technical discovery.

"CloudClevr already knew our estate – that was important to me, especially as someone fairly new to the organisation. They could fill in the missing pieces of the puzzle."

Key features in the proposed strategy included:

- **Phased out-of-hours migrations** – To avoid interrupting critical research environments.
- **Proof-of-concept testing** – Giving teams the space to learn, test, and adapt before going live.
- **User empowerment** – to enable users to personalise settings such as speed dials, without relying on central IT.

"Whether it's empowering users or ensuring business continuity, this isn't just a tech project, it's a smarter way to support our research," says Jaspal.

Outcomes Expected

The project is in its planning phase, with a 12-month phased strategy in motion. The roadmap is clear, and the outcomes LSHTM is targeting are already in focus:

- **Zero downtime** for live research environments.
- **Global access** to a unified comms platform.
- **Less maintenance overhead** for the IT team.
- **Flexible, future-ready infrastructure** to support evolving research needs.
- **Better user experience** with less technical dependency.
- **Lower total cost of ownership** through storage consolidation and fewer physical devices.

"We needed a solution that keeps pace with our research, without getting in the way of it."

Why CloudClevr?

When asked what three words he would use to describe the LSHTM relationship with CloudClevr, Jaspal said:

"Straightforward. Approachable. Consultative. You've simplified the approach and delivery, communication is honest, easy, and non-formal, and you really understood our needs and put that into the plan."

"Zoom gives us the agility we need for remote and hybrid working," Jaspal added. "But there are parts of our environment where Mitel still fits best. This wasn't about one vendor – it was about the right solution. The fact that our employees can still use a Teams interface with a Zoom underlay, makes it a better employee experience during adoption and change management."

"CloudClevr listened, they adapted, and they delivered a plan that actually fits us. That's exactly what we needed," Jaspal summed up.

Our Clients



Contact Details

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

