



G-Cloud 15 Service Definition

Microsoft Teams

Direct Routing & Operator Connect

Lot 2b

Lot 2b – Software as a Service (SaaS)



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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

As a tier 1 Microsoft Cloud Solution Provider (CSP) partner CloudClevr hold a direct relationship with Microsoft which provides key insight into Microsoft strategy and technologies. CloudClevr can supply all required Microsoft 365 licenses or Azure subscriptions as part of our CSP.

This provides customers with a single point of contact for purchasing, support & billing of Microsoft services. Due to the continued investment as a direct partner, CloudClevr IT can offer deep skills across Microsoft 365, Security & Azure Infrastructure technologies.

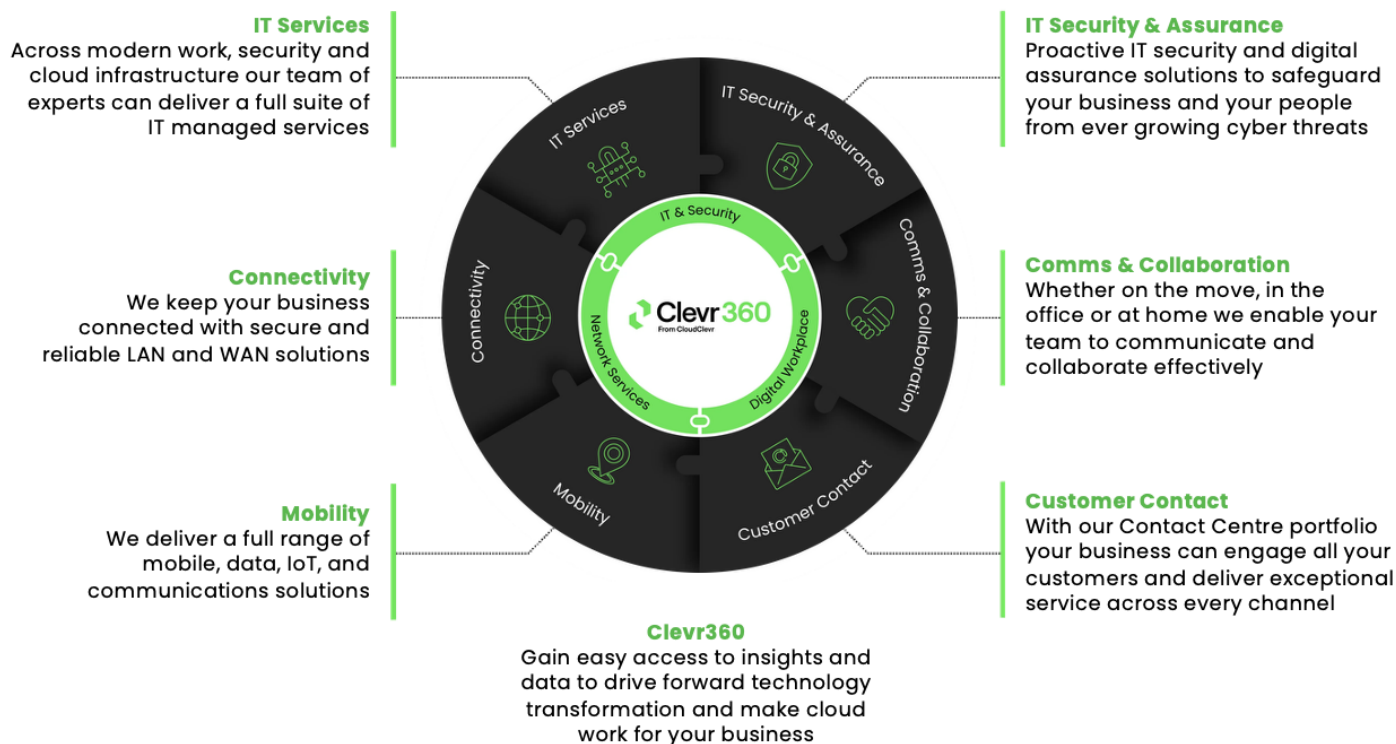
Our Services

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.?

- **Tier 1 Microsoft Cloud Solutions Provider**

We keep you ahead of the technology curve, delivering deep skills in solutions including Microsoft Teams, Microsoft 365 Security & Azure.

- **Trusted Advisor**

Our staff are fully trained in the Microsoft portfolio and undergo annual refresher training sessions to provide you with a proactive and knowledgeable account management. We thrive on solid relationships with our clients. You can trust us to provide unbiased advice that is right for you. We have your best interests at heart and we mean it.

- **Knowledge Exchange**

With our proactive Account Management, you can stay up to date with all Microsoft 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 Microsoft Certified Engineers.

- **Satisfaction**

Our average CSAT Rating is 95%.

- **Fast Fault Resolution**

99.95% of faults are resolved against SLA. 93% tickets are closed within 8 minutes.

- **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

CloudClevr enables public sector organisations to deliver secure, resilient, and future-ready voice services through Microsoft Teams Direct Routing and Operator Connect, fully integrated with Microsoft 365. The service modernises legacy telephony, supports hybrid working, and improves citizen and stakeholder engagement, while maintaining strong governance and value for money.

By leveraging carrier-grade PSTN connectivity and Microsoft-certified architecture, organisations can move voice services into Teams without reliance on on-premise PBX infrastructure. This provides a clear pathway away from legacy services while supporting business continuity and operational resilience for critical public services.

Direct Routing offers flexibility and control where integration with existing PSTN providers, analogue devices, contact centre platforms, or call recording is required. Operator Connect provides a simplified, fully managed model for rapid deployment, reducing complexity and accelerating time-to-value. CloudClevr supports both options, enabling customers to select the model best suited to their operational and commercial needs.

The solution supports anywhere, anytime working, allowing staff to make and receive calls securely from office, home, or mobile devices using a single Teams interface. This improves workforce productivity, supports modern working practices, and ensures a consistent user and citizen experience.

Advanced capabilities such as compliance call recording, contact centre integration, Teams Rooms, and certified hardware support public sector requirements for service transparency, training, auditability, and accessibility.

Delivered by a Tier 1 Microsoft Cloud Solution Provider, CloudClevr provides end-to-end design, implementation, and managed support, underpinned by ISO-aligned service management and Microsoft's Secure Development Lifecycle. This reduces operational risk, simplifies supplier management, and allows public sector IT teams to focus on strategic priorities rather than day-to-day telephony management.

What The Service Provides

A Phone Call Can Make All The Difference

Operator Connect is a solution available to Microsoft 365 customers who wish to use their preferred voice carrier to enable their users to make and receive PSTN calls in Microsoft Teams. Operator Connect enables PSTN calling and a range of additional call control features for Microsoft Teams. The service provides VoIP connectivity for Phone System, allowing inbound and outbound telephony for termination of both national and international destinations.

Microsoft Teams – Direct Routing is a solution available to Microsoft 365 customers who wish to use their preferred voice carrier to enable their users to make and receive PSTN calls in Microsoft Teams. Gamma operate a cloud model, whereby Microsoft-certified SBCs (Session Border Controllers) are deployed as a bespoke architecture within the carrier network, for interconnection to Microsoft Phone System for PSTN breakout.

At CloudClevr, we empower businesses with Microsoft Teams Phone, a fully integrated cloud calling solution that enhances collaboration, productivity, and connectivity. As a trusted managed service provider, we handle the setup, integration, and ongoing support, ensuring a seamless transition and optimized performance.

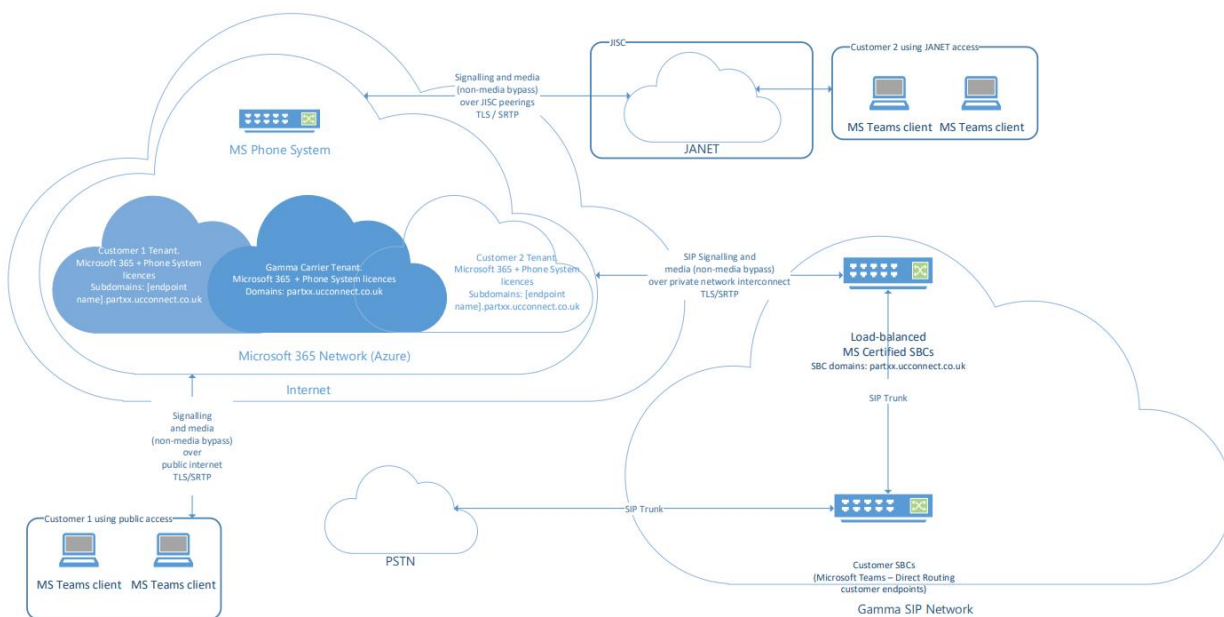
With enterprise-grade voice capabilities, advanced call management, and direct routing, Teams Phone allows businesses to consolidate communication tools into a single platform, reducing costs and IT complexity. Scalable, secure, and accessible from any device, it's the perfect solution for modern, hybrid workforces.

Differences with Gamma SIP Trunks

Customers will need to bear in mind there are several differences to Gamma SIP Trunks:

- Resilience models and architecture with the Gamma Network
- FQDN – use of domain names for authentication and routing
- Provisioning processes due to MS Teams configuration
- Encryption – signalling & media traffic will be secured by TLS 1.2 and SRTP, respectively

The following diagram illustrates the high-level architecture developed to support the hosted deployment of Microsoft Direct Routing on behalf of its MS Teams customers.



Teams Phone is the smart way to bring calling into the flow of work.



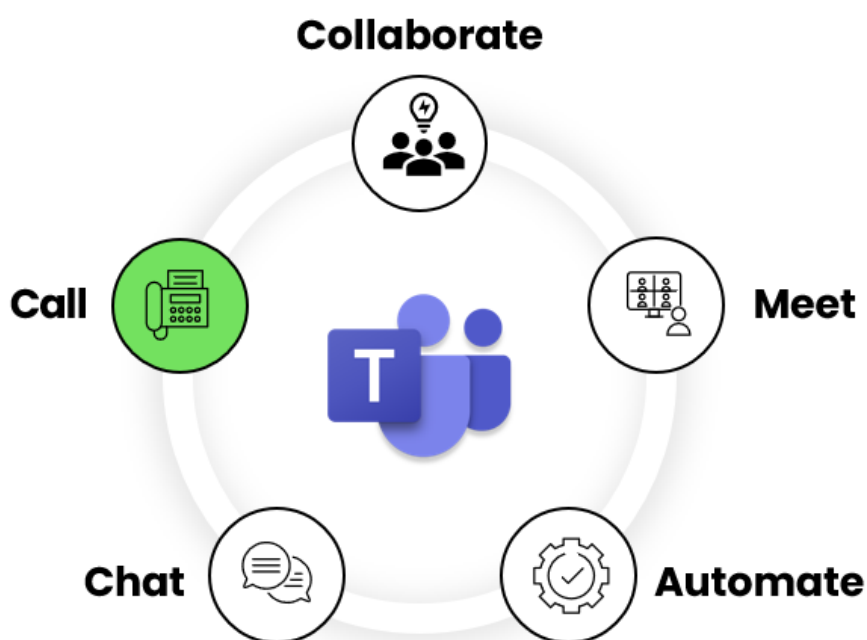
Flexible, Easy to Use & Cost Effective



Intelligent & Connected



Secure, Reliable, and Simple to Manage



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.

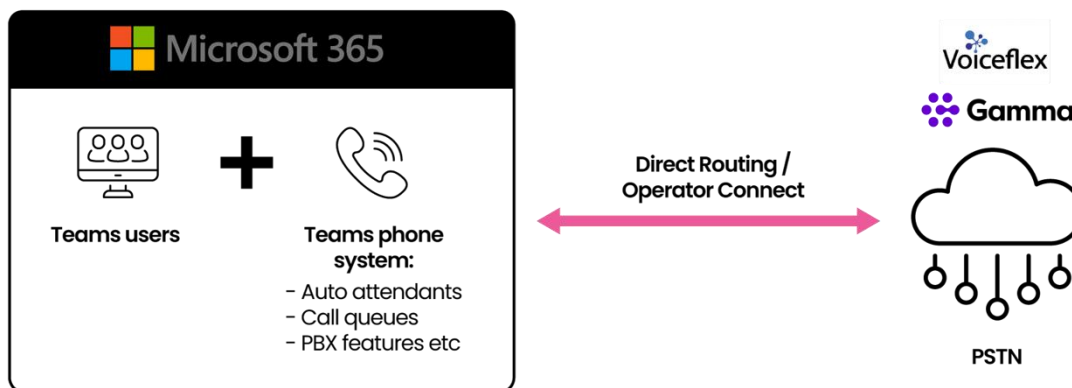
Social Value Governance

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

Getting the right connectivity to underpin your Microsoft Teams deployment is vital. We offer certified voice connectivity options tailored to your requirements and budget.



Direct Routing

Direct Routing allows organisations to connect their own SIP Trunks directly to Office365. Organisations can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. Our cloud-based Direct Routing platform offers features and functionality that other hosted Direct Routing platforms cannot offer including native SIP device registrations, analogue device support, Call Recording and Contact Centre integration.

The benefits of Direct Routing:

- Ability to connect local PSTN providers to Microsoft Phone System
- Ability to integrate Microsoft Phone System with legacy PBX
- More flexible than Microsoft Calling Plans
- Cost/Scalability
- Flexible routing capabilities (Automatic DR failover, LCR)
- Can coexist with on-premise Skype for Business Server infrastructure
- Can be used in conjunction with Microsoft Calling plans and Operator Connect

Operator Connect

Microsoft Teams - Operator Connect is delivered as a service to enhance the standard Microsoft Teams offering by adding enterprise telephony - connecting Microsoft Teams to the public switch telephony network (PSTN).

It allows businesses to leverage Microsoft Teams to make and receive external calls without the need for Microsoft Calling Plans or on-premise equipment. Microsoft Teams - Operator Connect services are designed to help organisations get the most out of MS Teams and deliver:

- Carrier-grade technology
- Fast On-Boarding and ROI
- Better value and choice of calling plans
- Flexibility and integration

- Resilience and reliability
- Flexible scaling
- Support and simplification

Associated Services

Our pricing document lists all components for Microsoft Teams solutions, it is designed as a catalogue to allow Buyers to tailor make their solutions.

Microsoft Teams is a unified communications platform, if there is a requirement for Contact Centre services, these can also be provided – please refer to our other listings on G-Cloud 15.

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.

Business Continuity Statement/Plan

The cloud-deployment model for MS Operator Connect requires Gamma to deploy Microsoft Certified SBCs into its network. The certification of devices/manufacturers is determined and conducted by Microsoft.

Distributed MS Certified SBC clusters will be deployed on the Gamma network, for geographic resilience, and for load-balancing of traffic, on both the public and private sides of the interface between Gamma and the Microsoft 365 network.

These SBCs will be connected to geographically distributed, load-balanced SBC clusters in the Gamma core network, for SIP connectivity and PSTN breakout.

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.

Gamma's business continuity strategy aims to recover operations with minimal, if any, impact on the products and services supplied to customers. The primary objective during any incident is to resume service, this may be achieved with a temporary fix or resilient failover as part of the incident management process. Gamma has a rehearsed method of recovery of business and services in the event of an incident and our strategy focuses on delegating responsibilities for critical recovery procedures of each functional service area and communicating the status of the event to customer representatives as required.

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.

At Gamma they are mindful of the importance of supporting their customers and partners they do business within their endeavours. In that line, they recognise the need to ensure that any personal data that they may collect is properly protected and that they are transparent and responsible in the way they handle it.

Gamma acts as the controller and collects and process such data on the grounds of its legitimate interest of managing the relationship with Business Partners and compliance with its legal obligations.

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

Both Microsoft Teams Direct Routing and Operator Connect are priced as Per User, Professional Services may be required to set-up either solution and this will be scoped following a discussion with one of our specialists. Support should also be factored into pricing and all other pricing components are optional.

For any questions we are happy to provide a free of charge, no obligation, pricing workshop with one of our specialists.

Please note:

- Deals and time limited discounts may be available please speak to the contact provided in this document for any available offers.
- Individual Prices may increase during the contract as per CCS guidelines.

Availability of a Trial Service

We can offer a trial of service for Microsoft Teams and this would be subject to specific scale and requirements. The associated professional services will be scoped by a specialist and will be priced as per the Pricing Document or rate card.

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

Implementation

Some orders are simple but where projects are defined and professional services are included, 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

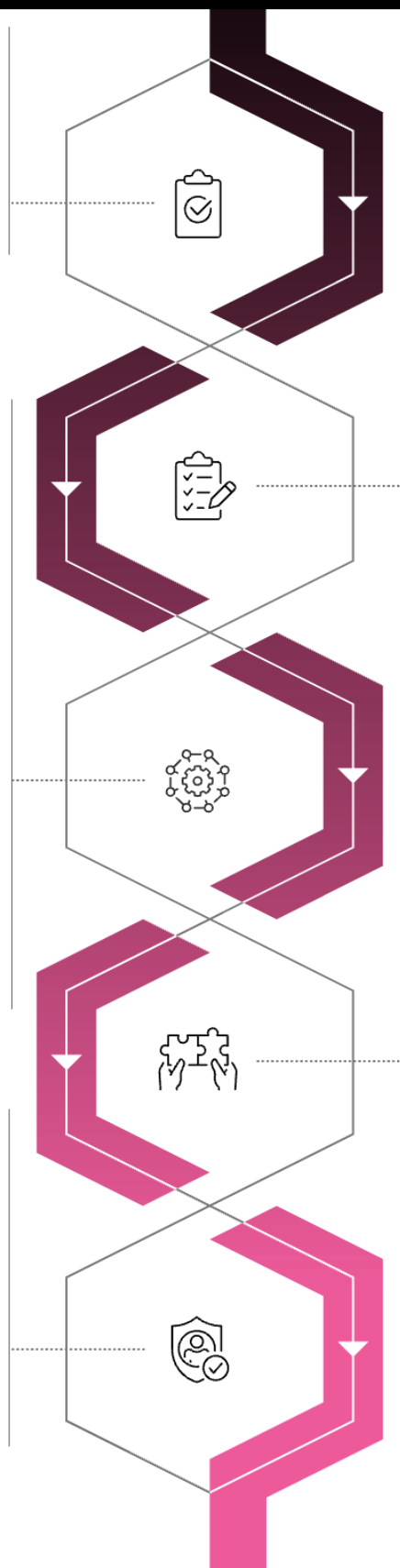
Phase 3 – Implementation

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

CloudClevr and its partners can provide training services for end users and administrators across both Teams Phone and Teams Room environments.

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

There are no service constraints, but should any arise from customer requirements these will be communicated.

Service Levels

At CloudClevr we offer multiple support tiers, you can choose a support tier that meets your operational targets.

Standard

Service Coverage	Priority Level	Target Response Time
Working Hours	P1	4 hours
Working Hours	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Extended

Service Coverage	Priority Level	Target Response Time
24x7x365	P1	4 hours
24x7x365	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Enhanced

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	2 hours	1 day
24x7x365	P2	4 hours	7 days
Working Hours	P3	8 hours	14 days
Working Hours	P4	16 hours	

Premium

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	1 hours	4 hours
24x7x365	P2	4 hours	3 days
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Premium+

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	30 mins	4 hours
24x7x365	P2	4 hours	8 hours
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 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

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 either the CloudClevr or subcontractor engineering team.

- Office 365 tenancy configured, and necessary domains verified either through an E1, E3 or E5 licence.
- A phone system licence, which can be fulfilled either through an add on to the E1 or E3 licence or alternatively, it is already included in the E5 licence.
- Audio Conferencing is required for hosters only; A Microsoft Audio Conferencing licence, which can be found as part of the E5 licence or as an add-on for the E1 and E3 licence. This is required in order to add external participants to scheduled meetings.
- Directory synchronisation/single sign on in place (optional)
- Direct Routing also supports users with the additional licence for the Microsoft Calling Plan.
- Delivery activities will occur during working hours.

Development life cycle of the solution

Microsoft has established application security standards aligned to industry best practices through the Microsoft Security Development Lifecycle (SDL). Microsoft guidance commonly aligns with community frameworks such as OWASP where applicable.

Microsoft Teams is engineered under Microsoft's SDL, which requires peer code reviews, comprehensive testing, and both static and dynamic security analysis, with formal review gates and approvals before release.

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

Helping disabled children

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.

