



G-Cloud 15 Service Definition

Gamma Horizon

Cloud-based VoIP System

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

CloudClevr is the next-generation Managed Service Provider – working with businesses of all sizes across the converged worlds of Communications and IT Services. We work with the top technology vendors in these fields so you have access to the tools that are right for you.

In some cases, that involves building on what you already have. In others, it might mean introducing you to a new vendor like Gamma. Whatever your new technology environment needs to look like, we'll make sure it's designed to address your current and future business needs. Not just in the fields of Comms & Collaboration but also in IT & Security and Networking & Connectivity.

Working Smarter Together

Save money by committing to a best-in-class SLA. Optimise your business investments using advanced call analytics and react with agility to unplanned events.



Gamma have been a Gold Partner with Microsoft for 15 years



Gamma Publish performance against a strict set of SLAs.



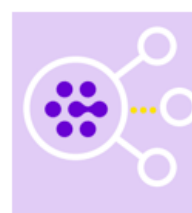
Gamma spent over £80 million on R&D in 2022.



Gamma are the No.1 SIP trunk provider in the UK.



Gamma are constantly audited to ISO standards



Gamma own and manage their own network.

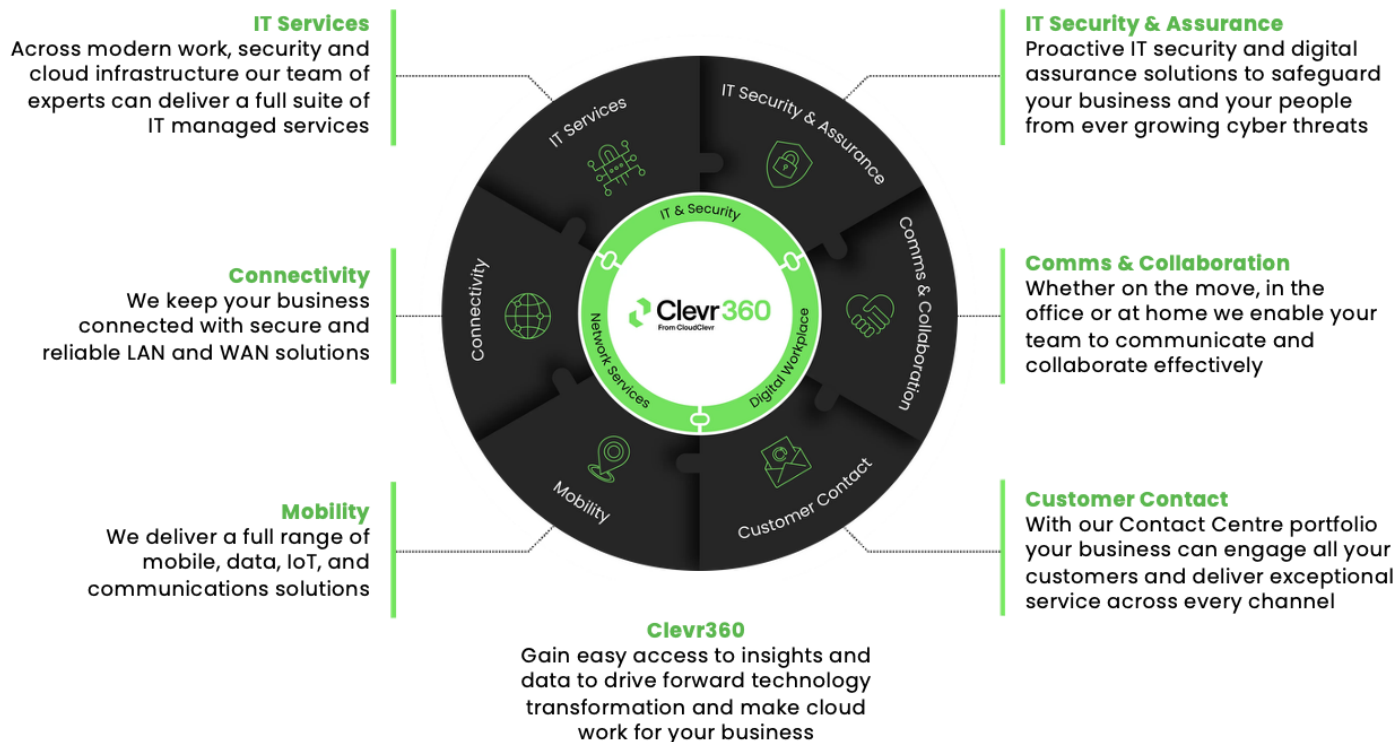
Our Services

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.?

- **Trusted Advisor**
Our staff are fully trained to deliver and support Horizon. 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 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 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

Public sector organisations must deliver reliable, accessible services while supporting flexible working models, maintaining compliance, and achieving value for money. Gamma Horizon is a secure, cloud-based communications platform that enables public sector bodies to modernise telephony, improve citizen engagement, and future-proof services ahead of the UK's PSTN switch-off.

Delivered over Gamma's UK-owned and managed network, Horizon provides high availability (99.95% core service SLA) and resilient communications suitable for critical frontline and back-office operations.

Horizon supports hybrid and mobile working, ensuring staff can work effectively from any location without compromising service quality. Consistent telephony across office, home, and mobile environments improves workforce productivity, resilience, and staff retention.

With PSTN and ISDN services being withdrawn by 2027, Horizon provides a fully cloud-based, future-ready replacement, reducing migration risk and eliminating dependence on legacy infrastructure. Seamless integration with Microsoft Teams and leading CRM platforms protects existing investments while improving staff efficiency.

Backed by ISO-aligned governance, and delivered as a managed service, Gamma Horizon reduces operational overheads, consolidates suppliers, and offers a cost-effective, scalable communications platform aligned to public sector priorities.

What The Service Provides

Gamma Horizon through CloudClevr ensures you get a feature-rich, cloud-based VoIP phone system with expert management, seamless deployment, and ongoing support. As a trusted managed service provider, CloudClevr takes the complexity out of implementation, providing tailored solutions, proactive monitoring, and support to keep your business connected and running smoothly.

With security, scalability, and seamless integration with CRM platforms, Gamma Horizon delivers cost-effective, flexible, and future-proof communication. Partnering with CloudClevr means personalized service, reduced IT burden, and a hassle-free experience, allowing you to focus on growing your business while we handle the rest.

Horizon sits in the cloud. This vastly increases the capabilities, improves the reliability and customer experience of your business. Horizon allows your business to optimise your business investment, improve your customer satisfaction, retain talented staff and save time and money.

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

The solution provides customers with the ability to make and receive telephone calls to each other and to the Public Switch Telephone Network (PSTN).

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities through easy-to-use web and mobile interfaces. The service allows you, the administrator, to easily manage your business telephony environment whilst enabling your employees to maximize their productivity.

The service offers a range of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, whilst your employees can manage calls easily and effectively through additional services such as desktop and mobile client software.

With only a minimal capital outlay required or additional price support through lease agreements, Horizon is suitable for any sized business looking to improve their productivity or take a step into the many benefits of Hosted and Cloud Telephony.

Horizon's web portal has been specifically designed by Gamma's in house development teams to provide a positive and intuitive user experience when making and receiving calls, configuring the service and monitoring performance. Through the web portal a wide range of features can be configured and managed either at a company, site (location), or individual user level giving full and easy control of an entire telephony environment, even over multiple sites.

A number of mobile and desktop clients extend key functionality to the user's desktop and mobile phone and provide advanced features such as messaging, presence, CRM integration and, specifically for mobile clients, the ability to take and receive calls from anywhere.

The Gamma network is one of the UK's largest Tier 1 providers of voice and data services, switching in excess of 800 million minutes per month over our soft switch infrastructure. Our Next Generation architecture, which interconnects to BT at 650 local exchanges, has been specifically designed to:

- Support the end to end automation of customer transactions between our Portal and Network platforms
- Facilitate the rapid development and deployment of new product functionality
- Ensure very high levels of system availability through multiple layers of technical and geographic resilience
- Interconnect with a range of ISPs and Community based networks.

At the heart of the Horizon product and combined seamlessly with the Gamma IP network is the world's leading call controller platform from BroadSoft. Supporting millions of business users worldwide with the broadest feature set and sole focus on delivering the richest user experience in Unified Communications, Horizon has a cutting-edge roadmap to ensure all your user requirements are met both now and in the future.

Our platform (Horizon) is a fully Cloud PBX solution that provides voice, messaging, presence services and multi-media collaboration and requires no on-site equipment apart from the

users' device, a soft client on a mobile/PC/laptop or physical IP handset. The service is managed end-to-end and includes service, support and optional hardware.

Horizon (based on Cisco/BroadSoft) is a fully resilient cloud voice platform deployed in multiple geographically diverse data centres within our own UK network and is fully owned and operated by us. Horizon is peered with communication networks such as multiple PSTN providers, mobile operators, IP networks – Janet and MPLS providers and the Internet. This allows customers to adopt Horizon without the need to change their WAN.

The platform is multi-tenanted, and each customer is securely partitioned. Horizon requires no PSTN interconnects.



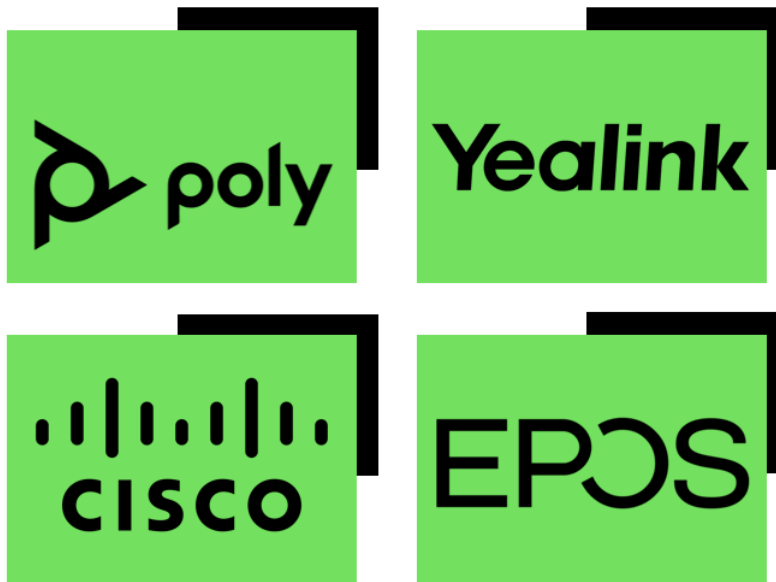
Customisable to Suit Your Specific Business Needs

Horizon Bolt-Ons at-a-Glance:

Horizon for Teams	Pair your existing Microsoft setup with Horizon to provide voice-enablement allowing you to make and receive calls internationally
Advanced Call Analytics	Real-time and historical advanced call analytics help your business efficiently manage resources by providing insights into call traffic, enabling effective allocation of resources as users become available..
Call Queuing	Manage incoming calls effectively by quickly routing them to available users, presenting a professional image to your customers.
Integrator CRM	Compatible with over 200 of the top CRM packages helping users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from their CRM system..
Call Recording	Deliver exceptional customer experience by using call recording to analyse call quality and provide staff with training.
Receptionist Console	Efficiently manage your call routing and monitor multiple contacts or sites with a low cost-solution. Ensure every call is answered professionally and promptly, improving customer service and increasing business efficiency.

CloudClevr are able to offer a full range of audio equipment; portable headsets perfect for workers on the move.

Desk phones ideal for office workers and those who work from home, as well as audio-conferencing units that deliver uncompromised audio quality and are suitable for meeting rooms and other settings.



System Administration

Horizon provides each customer with a secure web portal which provides a simple, easy to use management system that allows them to undertake the following tasks:

- Site Management—control site numbers and Schedules, Call Barring and Music on Hold
- User Management—create/edit users and assign devices, telephone numbers, set call barring and optional services
- Group Management—manage IVR, ACDs and Hunt Groups
- Call Recording Management—call recording and manage storage
- Security—manage username and passwords including soft clients

The administrator can also access statistical information across the customer estate for inbound and outbound calls.



Associated Services

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

Horizon 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

Gamma's business continuity strategy aims to recover operations with minimal, if any, impact on the products and services supplied to our 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.

Typically, recovery of service comes in two forms; Core Network Recovery and Customer Solution Specific Recovery.

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.

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

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

Trials 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 SFIA rate card.

Implementation

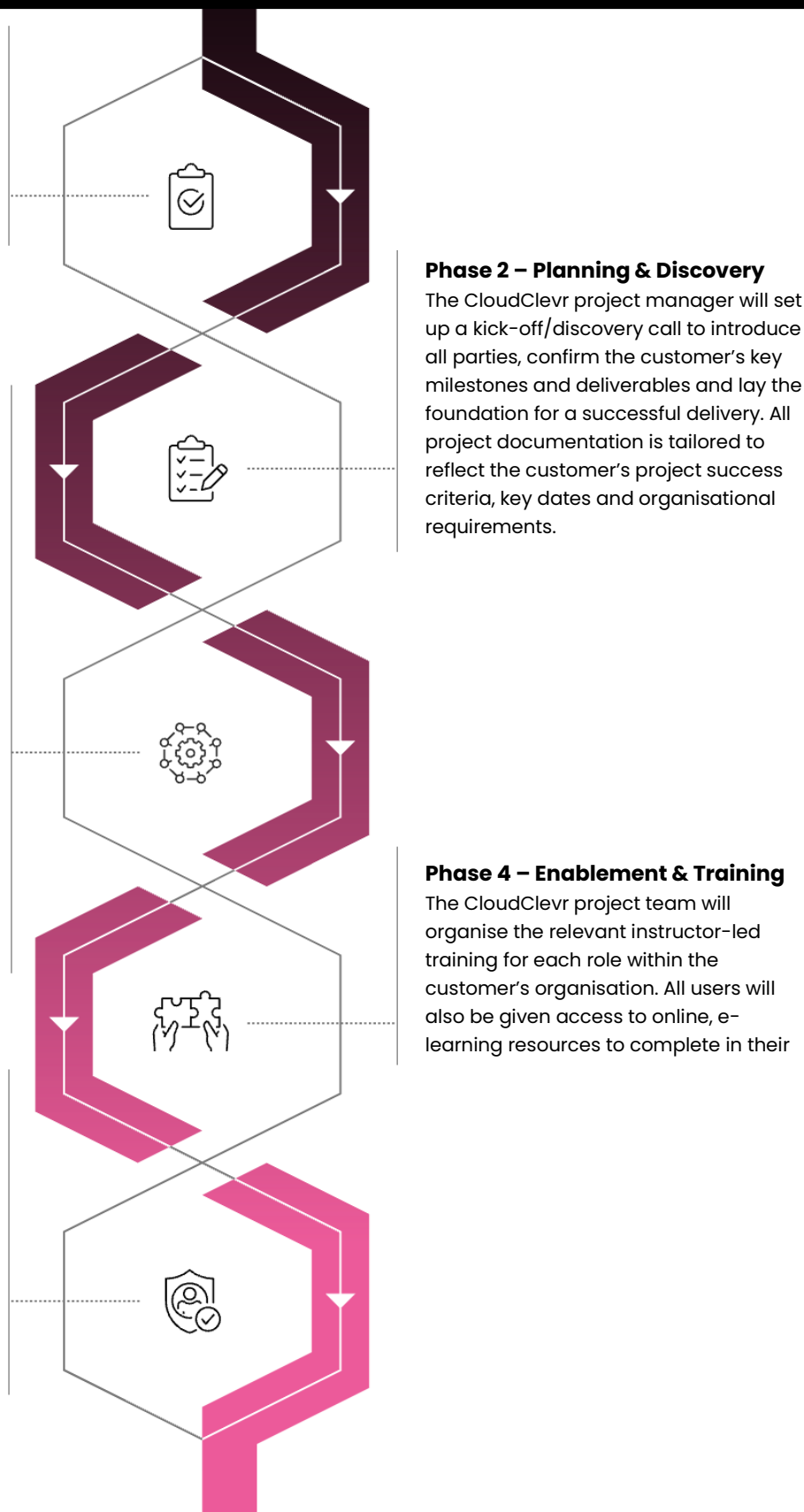
CloudClevr uses a tried and tested five-phase approach which combines proven methodologies with our unrivalled experience of delivering custom communications solutions.

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

The CloudClever 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

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.



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
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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

- We require peer-to-peer engagement with a project/order lead at the customer and access to on-site contact(s) where local works are in scope.
- We need engagement with the customer's technical team.
- Often, an Executive Board (Steering Committee) will be appointed including representatives from both CloudClevr and customer to take a senior role in decision-making.
- The customer has, or will have by time of installation, a Local Area Network capable of supporting industry standard VLANs and industry standard Quality of Service markings.
- We will provide guidance on LAN requirements if required.
- The customer must consider their requirements for configuration of the hosted platform including but not limited to; user mapping, extension format, domain name, administrator details, additional sites, homeworkers, Music on Hold, number presentation and training. CloudClevr can offer guidance and assistance with this.
- The customer must highlight any requirements for porting existing numbers on to the service and should supply full numbering information along with the losing supplier details.
- Customer communicates call routing requirements.
- Customer to sign-off Network Configuration Guidelines and Customer Responsibilities document provided.
- Customer technical resource required for design, deployment and test.
- Customer is happy for numbers' legacy host service to cease upon porting (if not, customer may need to make arrangements to reconfigure the current host service).
- Customer is prepared to self-manage their solution post-migration (Horizon).
- Customer has authority to order services for the site(s).
- Customer is responsible for contractual obligations with incumbent suppliers.
- Customer is responsible for cessation of legacy services.

Technical Requirements and Client-Side Requirements

Horizon needs to be delivered over a voice focused network, ensuring that the required amount of bandwidth has been provided based on the number of consecutive calls and codec (G.729, G.711, G.722) being used.

If required, Gamma will provide dedicated QoS based access ranging from SoGEA to single or highly available Ethernet access.

Minimum requirements for all clients:

- Microsoft Windows
 - 1.2 GHz or higher Pentium 3 or compatible CPU
 - 512 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
 - 60 MB available hard disk space
 - Video graphics card with minimum of 8 MB of RAM
 - Super VGA monitor (15 inches or larger)
 - 1024 x 768 minimum screen resolution
 - HTTP(s) connectivity to the Broadworks Xtended Services Platform
- Software requirements:
 - Windows XP with SP3 (or higher), Windows Vista, Windows 7, Mac OS X 10.5 or 10.6, or Citrix XenApp 4 or 5
 - Sun Microsystems 32-bit Java 6 Update 19 (or later) Runtime edition only
 - Outlook 2003, 2007, 2010 (32-bit or 64-bit edition) – Required for Outlook contact directory
 - Microsoft Excel (Optional)
 - Flash Player 9 or 10.X Runtime (ActiveX Control)
 - Internet Explorer 7.0, 8.0, or 9; Firefox 3.6 through 15; or Safari 5

Please note that JavaScript must be enabled on Internet Explorer.

- Users' PC:
 - The installation footprint is approximately 215 megabytes (MB)
 - A minimum 1 GB random access memory (RAM)
 - Minimum 1 GHz processor however 1.5 GHz is recommended
 - Open Graphics Library (OpenGL) 1.5 or higher is recommended
 - For audio calls, a sound card, speakers, and a microphone or a headset are required
 - Internet connection, mouse and keyboard
- Desktop soft client compatible operating systems:
 - Windows 7
 - Windows 8/8.1
 - Windows 10 (Classic view only)
 - Mac OS 10.10 Yosemite
 - Mac OS 10.11 El Capitan
 - Mac OS 10.12 Sierra
- Mobile soft client is currently available for the following operating systems:
 - Android 5 and above
 - iPhone iOS 10 and above
- Call Recording:
 - To achieve the best experience Gamma recommend using the latest Firefox or Chrome browsers.

Please note that the hosted portal is not guaranteed to work on all smartphone/tablet devices and operating systems. On completion of provisioning of the service, the customer should perform a pre-test to ensure the service works with their desired browser/smartphone/tablet device.

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.

