



G-Cloud 15 Service Definition

Webex

Unified Communications Collaboration Platform

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.

With over 20 years of experience, Gamma has established itself as a trusted provider of communication solutions for businesses of all sizes. As a long-standing partner of Cisco for over 10 years, Gamma combines industry-leading expertise with a deep understanding of Cisco's Webex platform, delivering unmatched collaboration solutions that fit your business needs.

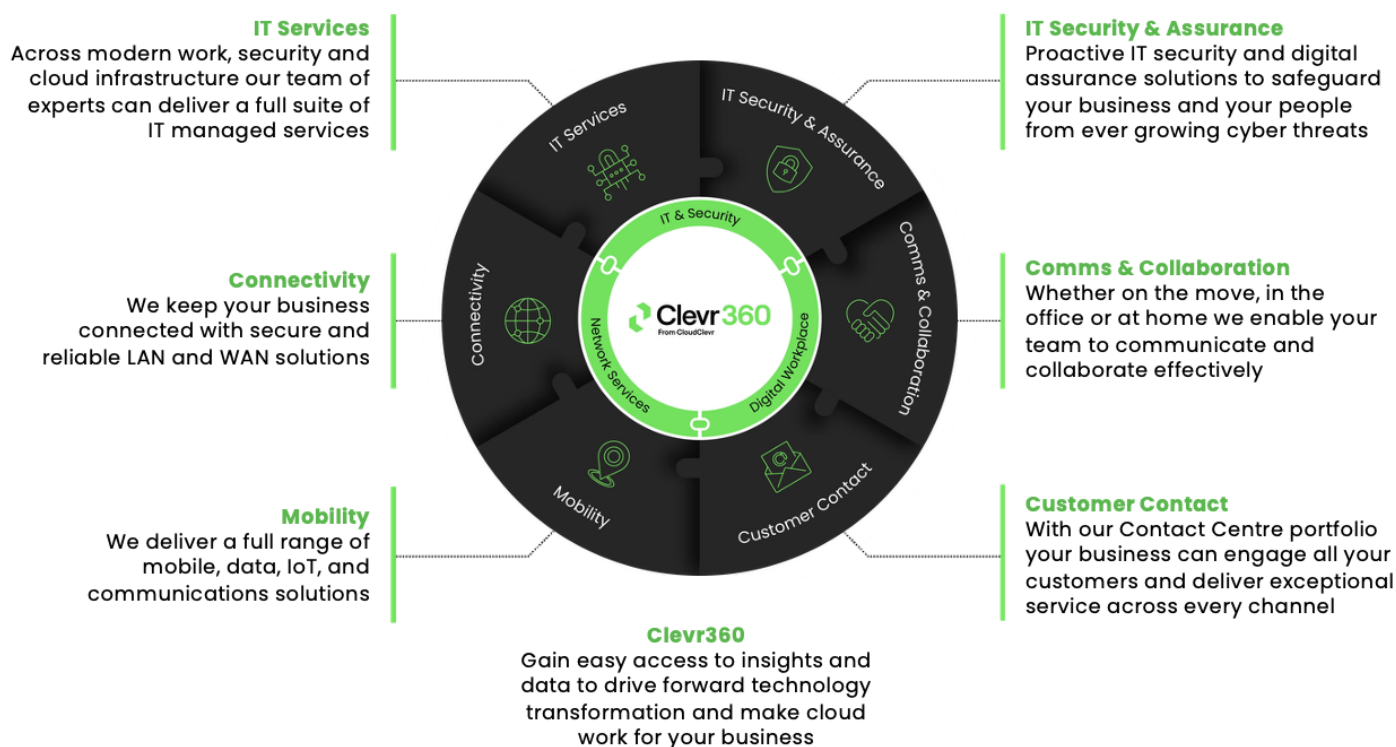
Our Services

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 Webex. 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 on 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

Webex enables public sector organisations to modernise communications using the enterprise-grade Cisco Webex platform, delivered over Gamma's secure, award-winning UK network. The solution provides a complete suite of collaboration capabilities—including voice, video, meetings, and messaging—on a single, accessible platform, supporting efficient communication between employees, partners, and citizens.

With over 99.99% uptime, Gamma's resilient network delivers the reliability and service continuity required for critical public services. When communication is essential, the solution ensures that users remain connected across office, remote, and frontline environments. The network is optimised for performance, enabling clearer voice calls, high-quality video meetings, and reliable collaboration—supporting productivity and service delivery across geographically dispersed teams.

Webex is designed to scale in line with public sector demand. Flexible, transparent pricing models allow organisations to pay only for the services they use, helping to control costs and

demonstrate value for money. The platform scales easily to support organisational change, workforce growth, and hybrid or remote working models, without complex re-procurement or infrastructure changes.

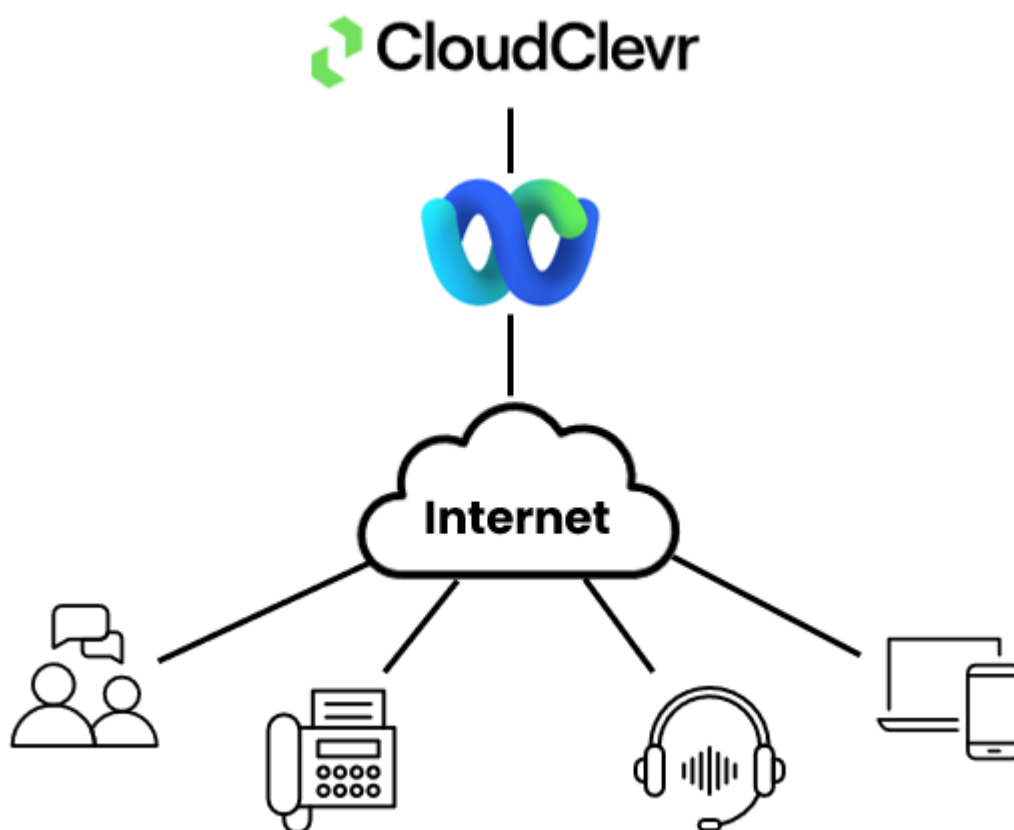
The solution ensures seamless integration with existing public sector systems, providing the technical expertise to integrate Webex with platforms such as Microsoft Teams, Salesforce, and Zendesk, as well as other line-of-business applications. This reduces operational complexity, supports joined-up working, and enables staff to focus on delivering services rather than managing technology.

Delivered with end-to-end implementation, ongoing service management, and expert UK-based support, Webex provides a secure, reliable, and accessible communications solution that helps public sector organisations collaborate more effectively, improve employee experience, and deliver better outcomes for citizens.

What The Service Provides

Webex brings a modern administration experience, subscriptions that match user types within a business backed by a wide ecosystem of software and hardware providers and integration options – and designed with security at the heart of its solution – giving businesses peace of mind.

Webex removes the stress caused by the chaos of disjointed communication platforms by delivery a seamless solution for all your business communication needs through a single platform and backed by a specialist ecosystem of products and services.



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

Webex Package Types – Built to mix and match according to your budget and needs

PACKAGE TYPES	Common Area Calling	Webex Voice	Webex Calling	Webex CX Essentials	Webex Suite	Webex Meetings
Calling	Conference / Lobby phone	Webex App: Softphone & Desk phone	Full feature calling for app & phone	Full feature calling for app & phone	Full feature calling for app & phone	
Messaging			Team Messaging	Team Messaging	Team Messaging	Team Messaging
Meetings			100 Participants	100 Participants	1000 Participants	1000 Participants
Customer Experience		- Call queueing - Call Back - Analytics	- Call queueing - Call Back - Analytics	- Agent and Supervisor Management - Screen pop config - Real time queue view in app - Monitoring - Call Back - Analytics	- Call queueing - Call Back - Analytics	

Enhance communication with the Webex app and Webex calling

The Webex App is Cisco's single end user experience that delivers calling, meetings and messages to businesses. In addition, it provides team collaboration features that meet the day-to-day enterprise meeting and collaboration needs. With the Webex app you can:

Make, receive, or decline calls on your desk phone or with the Webex App on your smartphone, PC, laptop, or tablet.

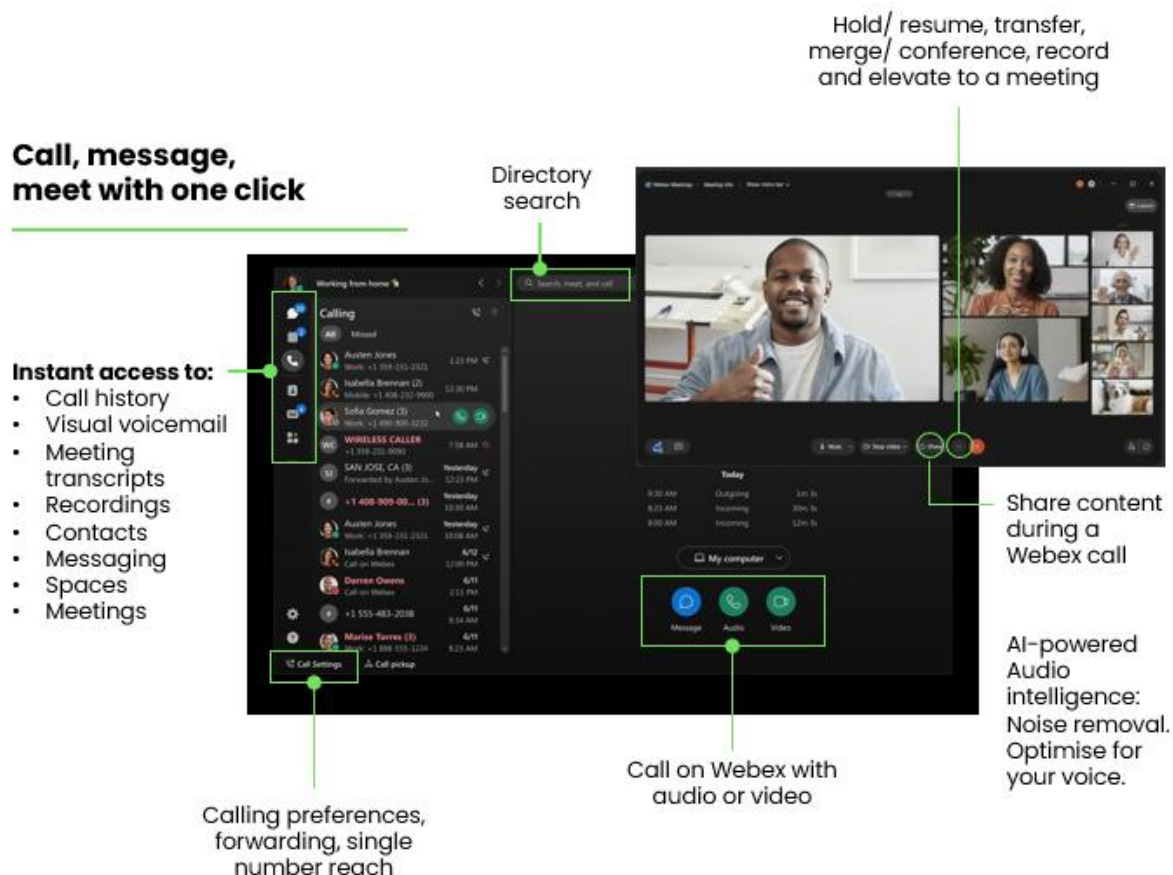
Elevate any call into a full-featured meeting to take advantage of screen sharing, whiteboarding, AI transcriptions, real-time transcriptions, notes and action items, recordings, and more.

1:1 and group messaging: Chat individually or in groups with messages, gifs, emojis, and animated reactions. Easily delete or edit messages, start a conversation thread, add people to conversations, see read receipts, and more.

File and content sharing: Share even the largest of files in a secure space that's neatly organized, searchable, and saved right alongside your chats so it is easy to find what you need.

Two-way whiteboarding: Whiteboard or draw with your team and share the interactive drawing in a chat. Keep iterating whether or not you're in a live meeting

Work with the tools you love: Forget app-switching and interrupted workflows. Integrate Webex with the tools you use every day for your most productive work. You can incorporate key and deep integration with the likes of Microsoft, Google, ServiceNow, and more



Powerful Analytics and Reporting with Webex

The Analytics in the Webex Control Hub give administrators access to rich and interactive data visualizations that show important information, such as usage and adoption trends. Explore data as it automatically adapts to parameters that you specify in real-time.

Meetings Analytics

Meetings Analytics provides you with details and descriptions about who's using Webex meetings, regardless of whether it's a Personal Room Meeting or a standard Webex meeting. You can also find out how many minutes people are spending in meetings, the quality of those meetings, and what type of audio people are using.

Calling Analytics

Adjust time periods and view some charts in a hourly, daily, weekly, or monthly timescale so you can track engagement over time and look for usage trends. This offers powerful insight into how incoming calls are being handled in call queues.

The dashboard contains powerful filtering tools. Click on the Filters bar to select which data you want to see. The filters that you select will automatically apply to all of the charts. You can filter by specific call queues, locations, and Supervisors. You can export any graph or detail view. Click the More button on the top right of the chart/list, and select the file format

for your download (PDF, PNG, or CSV, depending on whether it's a graph or list). When you combine file download with the filters available, you can easily generate useful reports about call queues in your organization.

Webex Microsoft Integrations

Webex can be integrated in the Microsoft Teams application. The user benefits from all the innovation and technology of the Webex platform within their Microsoft Teams application, without needing to purchase a Microsoft Phone System or E5 license.

With Webex Calling for Microsoft Teams, the Microsoft Teams users can access the enterprise-grade Webex Calling experience directly in the Microsoft Teams app. With a single click from the Microsoft Teams interface; you can access a complete suite of Webex Calling features. The features include directory search, PSTN dialling, speed dial, voicemail, call history, and artificial intelligence-powered background noise removal.

Hardware

Yealink and HP Poly



Yealink T46U

Yealink T4U series supports effortless mass deployment and Zero Touch Provisioning with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism, making the device management labour-saving and efficient for the administrators.

- 4.3" colour screen with backlight
- Optima HD Voice with Acoustic Shield and Smart Noise Filtering
- PoE support
- Stand with two adjustable angles, wall mountable
- Support expansion modules
- Dual USB Ports, dual-port Gigabit Ethernet
- Headset, EHS support



Yealink EXP43

The EXP43 is ideal for expanding the effectiveness of receptionists, administrative assistants and contact centres, managing large call volumes with ease with the ability to daisy-chain up to 3 EXP43s adding an additional 180 keys.

- 4.3" 272 x 480-pixel colour screen
- 60 programmable LED keys spread over 3 pages
- 3 independent control keys are used for fast switch pages
- Supports up to 3 modules daisy chained (for a total of 180 extra keys)
- Supported for use with *|URL:T43U|*, *|URL:T46U|*, *|URL:T48U|*
- Powered via the host IP phone
- Stand with 2 adjustable angles
- Desk or wall mountable



Poly Edge E100

Easy to use and packed with features, the Poly Edge E100 IP desk phone keeps you sounding professional and productive. Bring style to any desktop or reception area with our cutting-edge design and stay on track with Poly noise reduction technology.

- 2-line and 4-line keys with a 2.8" color display
- Signature Poly HD voice
- Poly NoiseBlockAI and Acoustic Fence technologies
- Two position desk stand and wall mount hardware included



Poly Edge E550

This workhorse phone is outfitted with a big 5-inch colour display and is designed to handle up to 48 lines. What's more, the Poly Edge E500 Series can take on two additional expansion modules, supporting up to 66 more contacts each.

- 12-line keys and a large 5" colour IPS display support up to 48 lines/contacts
 - Built in Wi-Fi connectivity
 - Signature Poly HD Voice
 - Text-to-speech and new accessibility options
 - Two gigabit ethernet ports
 - One USB 2.0 Type C port
 - Integrated Bluetooth 5.0

Cisco



Cisco 9841

Cisco is bringing a new standard to desk phones with a portfolio built for working in modern office environments. The Desk Phone 9800 Series was designed with IT and facilities in mind. With expanded functionality – the 9800 Series combines secure enterprise calling, meetings, desk reservations, sustainability, and emergency notifications all in one device.

- 3.5-inch Grayscale LCD, 384 x160 resolution, backlit
- 4 Physical Line Keys
- One USB-A port: The USB-A port provides 0.25A power output at 5V or 1.25W under PoE, and 0.5A power output at 5V or 2.5W when using the Cisco Power Adapter 3 (local power supply).
- One Auxiliary port (console log collection only).



Cisco 9851

Cisco is bringing a new standard to desk phones with a portfolio built for working in modern office environments. The Desk Phone 9800 Series was designed with IT and facilities in mind. With expanded functionality – the 9800 Series combines secure enterprise calling, meetings, desk reservations, sustainability, and emergency notifications all in one device.

- 3.7-inch Color LCD, 480 x 240 resolution, backlit
- 6 Physical Line Keys
- One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under PoE, and 1A power output at 5V or 5W when using the Cisco Power Adapter 3 (local power supply).
- One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under PoE or when using the Cisco Power Adapter 3 (local power supply).



Cisco 9861

Cisco is bringing a new standard to desk phones with a portfolio built for working in modern office environments. The Desk Phone 9800 Series was designed with IT and facilities in mind. With expanded functionality – the 9800 Series combines secure enterprise calling, meetings, desk reservations, sustainability, and emergency notifications all in one device.

- 5-inch Color LCD, 800 x 480 resolution, backlit
- 10 Physical Line Keys
- One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under PoE, and 1.3A power output at 5V or 6.5W when using the Cisco Power Adapter 3 (local power supply).
- One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under POE or when using the Cisco Power Adapter 3 (local power supply).
- Wi-Fi CERTIFIED™ supporting 802.11a/b/g/n/ac, 2.4 GHz/5 GHz dual bands.



Cisco 9871

Cisco is bringing a new standard to desk phones with a portfolio built for working in modern office environments. The Desk Phone 9800 Series was designed with IT and facilities in mind. With expanded functionality – the 9800 Series combines secure enterprise calling, meetings, desk reservations, sustainability, and emergency notifications all in one device.

- 5-inch Color Touch LCD, 1280 x 720 resolution, backlit
- Wi-Fi CERTIFIED™ supporting 802.11a/b/g/n/ac, 2.4 GHz/5 GHz dual bands.
- One USB-A port: The USB-A port provides 0.5A power output at 5V or 2.5W under PoE, and 1.3A power output at 5V or 6.5W when using the Cisco Power Adapter 3 (local power supply).
- One USB-C port: The USB-C port provides 0.5A power output at 5V or 2.5W under POE or when using the Cisco Power Adapter 3 (local power supply).



Cisco MPP 8841

The Cisco IP Phone 8800 Series offers premium desk and conference-room phones with color displays and advanced collaboration features like mobile integration, Bluetooth, and video. The 8800 Series offers multiplatform VoIP phones that can be deployed on Cisco-approved unified-communications-as-a-service (UCaaS) platforms.

- 5 SIP accounts (5 programmable line keys)
- 5" high resolution colour display (800 x 480 pixels)
- Dual Gigabit Ethernet (10/100/1000) Ports
- PoE IEEE 802.3 af/at Class 3 compliant
- Wide band audio (G.722)
- Hands free talking (speaker phone)
- Wall mountable (optional wall mount kit available)
- Headset support: Corded RJ9 connection, USB, Bluetooth, Support for wireless EHS headsets (requires EHS adaptor)
- Hearing aid compatible (HAC) handset



Cisco MPP 8851

The Cisco IP Phone 8800 Series offers premium desk and conference-room phones with color displays and advanced collaboration features like mobile integration, Bluetooth, and video. The 8800 Series offers multiplatform VoIP phones that can be deployed on Cisco-approved unified-communications-as-a-service (UCaaS) platforms.

- 5 SIP accounts (5 programmable line keys)
- 5" high resolution colour display (800 x 480 pixels)
- 2x 10/100/1000 Gigabit Ethernet Switch
- PoE IEEE 802.3af/at Class 3 compliant (PSU available separately)
- Wideband audio (G.722)
- Hands free talking (speaker phone)
- Wall mountable (optional wall mount kit available)
- 1 x USB ports
- Compatible with up to 2 x Cisco IP Phone 8800 Key Expansion Modules
- Headset support: Corded RJ9 connection, USB, Bluetooth, Support for wireless EHS headsets (requires EHS adaptor)
- Hearing aid compatible (HAC) handset



Cisco MPP 8861

The Cisco IP Phone 8800 Series offers premium desk and conference-room phones with color displays and advanced collaboration features like mobile integration, Bluetooth, and video. The 8800 Series offers multiplatform VoIP phones that can be deployed on Cisco-approved unified-communications-as-a-service (UCaaS) platforms.

- 5-in. high-resolution (800 x 480) widescreen VGA backlit color display. Localized language support, including right-to-left on-screen text, meets the needs of global users.
- Built-in Gigabit Ethernet switch for both network connection and your PC connection.
- Supports campuses with 802.11a/b/g/n/ac WLAN enabled.
- Support for Cisco EnergyWise™ technology makes the Cisco IP Phone 8861 more energy-efficient and ecofriendly; the phone is qualified by the Energy Star organization.
- An optional wall-mount kit is orderable as a spare part for customers seeking this capability.
- Up to three optional IP Phone 8800 Key Expansion Modules can be supported for 108 additional line/feature keys.

Associated Services

Our pricing document lists all components for Webex, 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

Webex has business continuity plan scripts for its operational units. The organization maintains its operations, including spare capacity in multiple data centers, to ensure continuous availability. The organization adheres to guidance in ISO 22301, which specifies requirements for establishing and maintaining an effective business continuity management system.

Testing for the business continuity plan is scheduled annually. Following a real-world incident, follow-up actions and post-mortem analysis is conducted for the purpose of evaluating and improving future operations. The business impact analysis reflects on the organization's designs and evaluates its business continuity and disaster recovery systems according to levels of risk assessed against a variety of operational failure scenarios to ensure that operational commitments are consistently met.

The organization implements backup procedures. Incremental backups are conducted daily and are stored offsite for at least three weeks, full weekly backups are stored offsite for at least three weeks, and some backups are retained for years. Backups are stored on storage nodes in two redundant data center locations, and also in encrypted third-party cloud storage. Backup integrity is tested at least monthly in practice, and backup testing is required in conjunction with annual testing of the contingency plan.

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

Privacy by Design

We are committed to respecting the privacy of your data:

- Webex does not rent or sell user data to third parties.
- Webex implements all features with security and privacy in mind.
- Webex is transparent about our privacy practices.

Webex is secure by default

- Webex security is built-in as a key foundational element and is secure by default. It's never your responsibility to opt-out of sharing your data, or change settings in order to be protected.
- Webex enables strong passwords by default for any service
- Webex has security cyber governance and is transparent when there are security issues
- Cisco's Security and Trust Organization oversees security and privacy for Webex, and publicly discloses security vulnerabilities.

Security is priority for Cisco. We have always invested—and will continue to invest—heavily in security and privacy. Webex was built from the ground up to provide end-to-end security for you. We have the mature processes and governance in place to protect your privacy and deliver security you can trust. Our mission is to enable collaboration without compromise.

Webex collaboration platform provide multiple levels of security for tasks that range from administrative functions to end-user interactions.

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

It is not advised by Gamma to allow sign up for a free Webex account because the user will be outside the control of CloudClevr in terms of security, privacy and data protection.

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

Implementation

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

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

Phase 1 – Initiation

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

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

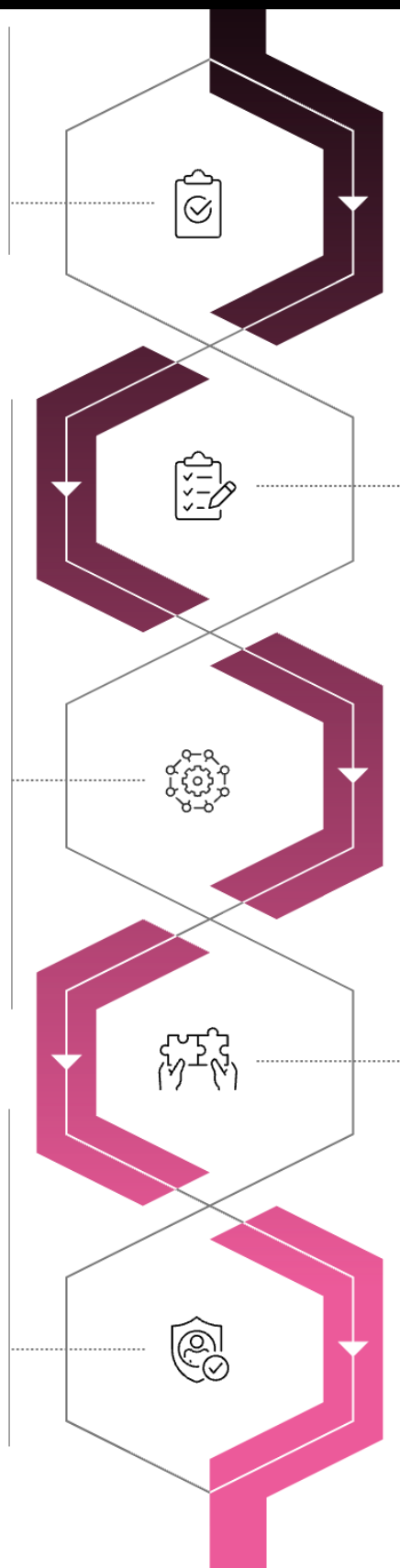
Phase 3 – Implementation

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

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

Phase 5 – Acceptance & Closure

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



Phase 2 – Planning & Discovery

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

Phase 4 – Enablement & Training

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

Project Team

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

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

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

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

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

Training

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.

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

Outage and Maintenance Management

Release and maintenance activities for the Webex environment can be found at <https://status.webex.com>. Firmware and the Webex app will automatically update when a stable version becomes available.

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.

2. Provision of The Service

Customer Responsibilities

- Bandwidth availability for cloud solutions
- Firewall - opening ports and considerations for cloud traffic
- Downloading and installation user rights
- Relevant APIs available in the system to integrate with

Technical Requirements and Client-Side Requirements

- Supported browsers
 - Internet Explorer 11
 - Microsoft Edge
 - Firefox
 - Chrome
 - Safari
- Compatible operating systems
 - Android
 - iOS
 - macOS
 - Windows

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.

3. 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.

