



G-Cloud 15 Service Definition

Zoom Phone

**Unified Communications UCaaS
Platform**

Lot 2b

Lot 2b – Software as a Service (SaaS)



Prepared by:

Dave Harrison

Sales Manager – Public Sector

CloudClevr Ltd

Contents

Contents	2
Introduction	3
Company Overview.....	3
Our Expertise.....	3
Our Services.....	6
Why Cloudclevr Ltd.?.....	7
Value Proposition	7
What The Service Provides.....	8
Social Value	11
Overview Of The G-Cloud Service.....	12
Zoom Devices	14
Associated Services	21
1. Data Protection	22
Information Assurance.....	22
Data Back-Up And Restoration.....	23
Business Continuity Statement/Plan	23
Privacy By Design	24
2. Using The Service.....	25
Ordering And Invoicing.....	25
Pricing Overview	25
Availability Of A Trial Service	25
On-Boarding, Off-Boarding, Service Migration And Scope.....	26
Training.....	27
Implementation Plan	28
Service Management.....	28
Service Constraints.....	29
Service Levels.....	29
Outage And Maintenance Management.....	32
Financial Recompense Model For Not Meeting Service Levels.	32
3. Provision Of The Service	33
Customer Responsibilities.....	33
Technical Requirements And Client-Side Requirements.....	33
Development Life Cycle Of The Solution	33
After-Sales Account Management.....	33
Termination Process	34
4. Our Experience	35
Case Studies.....	35
Our Clients	39
Contact Details	40

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 solutions portfolio is strengthened by our strategic partnerships with industry-leading vendors like Zoom. Zoom have been included in the 2025 Gartner® Magic Quadrant™ for Contact Center as a Service (CCaaS) and Unified Communications as a Service (UCaaS).

Our Expertise

Market Leading Technology

Zoom have been voted A Gartner Magic Quadrant Leader for UCaaS and CCaaS continuously and a FastCompany Most Innovative Companies in 2024. Time and time again proving they are market leaders with a platform that is constantly evolving to bring the next wave of innovation.

Zoom Platinum Partner

Just a few months after achieving Zoom Gold Partner status, we have now officially been awarded Zoom Platinum Partner status – the highest tier in the Zoom Partner Program!

This isn't just another badge. It's validation of customer trust, extensive training, demonstrated expertise, and verified competencies that have driven our rapid rise to become one of Zoom's most strategically aligned partners in the UK.



What it took to get here

Becoming a Platinum Partner isn't about selling licenses. It's about capability – proven, assessed, and continuously developed.

To reach this level, we invested heavily in real, hands-on expertise. That includes:

- 150+ Zoom accreditations across engineering, presales & delivery

- Passing three formally assessed Zoom competency programs
- 30 hours of lab training time per engineer
- 120+ hours mastering product demos
- Time spent at Zoom's Executive Briefing Centres to stay aligned with Zoom's strategic focus and direction

This journey shows just how quickly our partnership with Zoom has evolved into something strategic, scalable, and valuable for customers.

This achievement comes right on the back of us **winning the Rising Star Award at the Zoom Partner Awards in October**, signalling continued momentum with Zoom and the organisations that trust us to take them forward.

Tony McNish, Head of Channel, EMEA North & EMEA South at Zoom commented on this achievement, *"Achieving Platinum Partner status marks another major milestone in the growth of our partnership with CloudClevr. The dedication, expertise, and pace at which CloudClevr have moved through the partner program reflects their commitment to excellence and their ability to deliver exceptional Zoom experiences to customers. We're excited for the next phase as we accelerate together and continue building on this momentum."*

What Platinum means for our customers

Platinum status isn't about our credentials – it's about your results. It means you're working with a partner who can remove friction, reduce risk, and help you move faster with confidence.

For our customers, Platinum means:

- **Faster answers when it matters most**
Priority access to Zoom's highest tiers of support and faster escalation if issues arise – keeping your teams productive and your services resilient.
- **Better commercial outcomes**
Access to exclusive pricing, promotions, and commercial flexibility that directly support your cost management and optimisation.
- **Design that fits your reality – not a textbook**
Whether you're fully cloud, hybrid, or mid-migration, you get a solution built around your environment, your risk profile, and your roadmap, not forced into a one-size-fits-all model.
- **Smarter decisions, backed by deeper insight**
Visibility of Zoom's roadmap and AI capabilities, so you're not guessing what's next – you're planning for it with confidence.
- **A platform that evolves with you**
From UCaaS and CCaaS to AI, integrations, and phased legacy migrations, you get a partner who doesn't just deploy Zoom – we continuously optimise it as your needs change.

The result? Less uncertainty. Less disruption. Faster time to value. And a collaboration platform that genuinely supports how your organisation works – today and tomorrow.

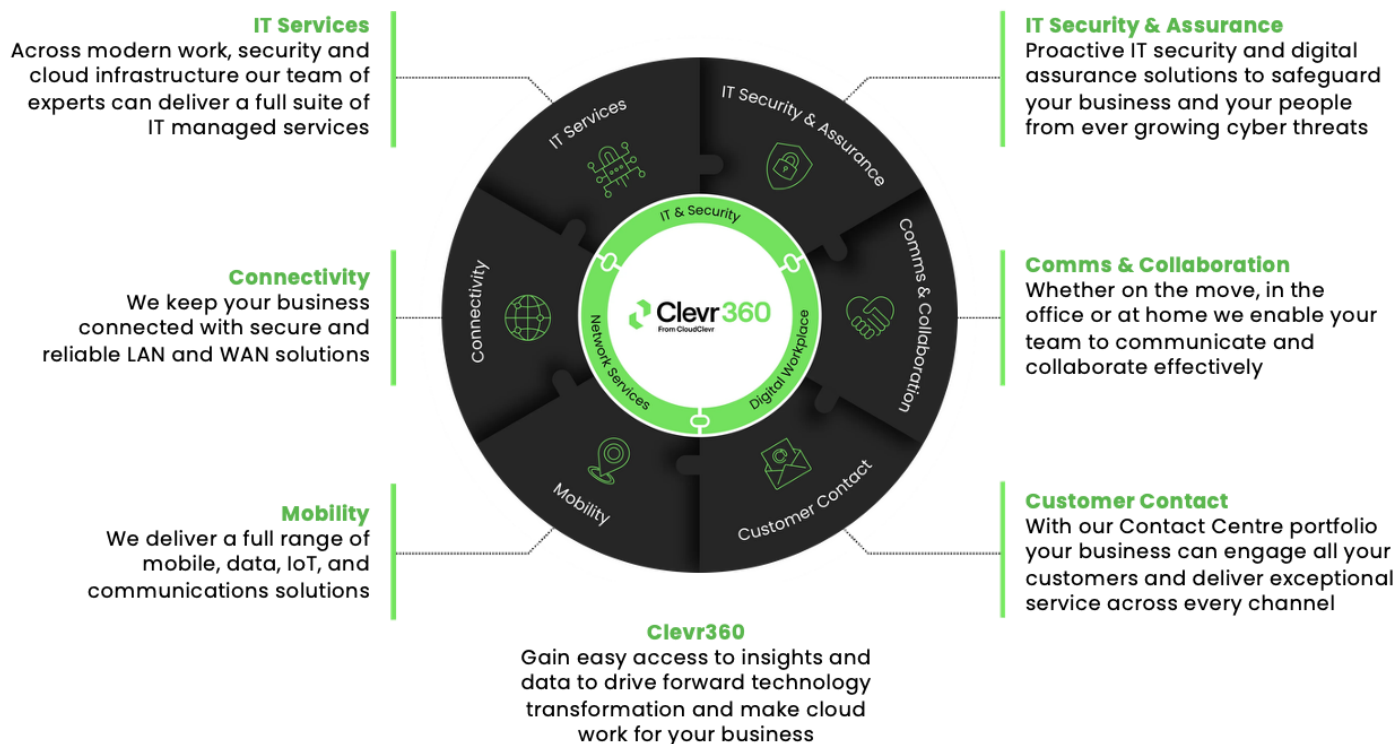
Our Services

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.?

- **Zoom Platinum Partner**
Our technical team holds Zoom accreditations at a Platinum level. It evidences our ability in solution design, service quality, and delivery at scale. Customers can benefit from better pricing and confidence.
- **Global Presence**
We maintain and monitor over 6,500 Zoom seats globally.
- **Technical Account Managers**
Our staff are fully trained in the Zoom portfolio and undergo annual refresher training sessions to provide you with a proactive and knowledgeable account management.
- **Knowledge Exchange**
With our proactive Account Management, you can stay up to date with all Zoom and other communications developments.
- **Proactive Support**
Our highly skilled and experienced support desk can be available 24x7 – CloudClevr offers multiple support models that can meet your operational needs.
- **Delivered With Experience**
All projects are delivered by our in-house Zoom Certified Engineers.
- **Satisfaction**
Our average CSAT Rating is 95%.
- **Fast Fault Resolution**
99.95% of faults are resolved against SLA.
- **Clevr360**
Clevr360 is a free of charge innovative software platform for CloudClevr customers. It consolidates and enhances data from multiple technologies and vendors under a single view, delivering an extensive range of analytics and smart insights, to provide unrivalled visibility across a technology estate.

Value Proposition

At CloudClevr, we believe that outstanding user experiences are the foundation of success. That's why we offer Zoom Phone, a next-generation omnichannel cloud-based customer engagement platform that combines the power of Zoom's award-winning video, voice, chat, and AI-driven automation into one seamless solution.

Zoom is an all-in-one collaboration platform that makes connecting easier, more immersive, and more dynamic for people and public sector organisations. Zoom's team chat, phone,

meetings, omnichannel contact centre, whiteboard, workspace, and AI solutions help hybrid teams collaborate and get more done.

As a trusted managed service provider, CloudClevr ensures effortless deployment, expert integration, and ongoing optimisation, enabling the public sector to deliver superior customer service while reducing complexity.

With CloudClevr's expertise and Zoom's innovative technology, your business can elevate customer experience, increase efficiency, and drive long-term loyalty—all with a flexible, cost-effective, and scalable cloud solution.

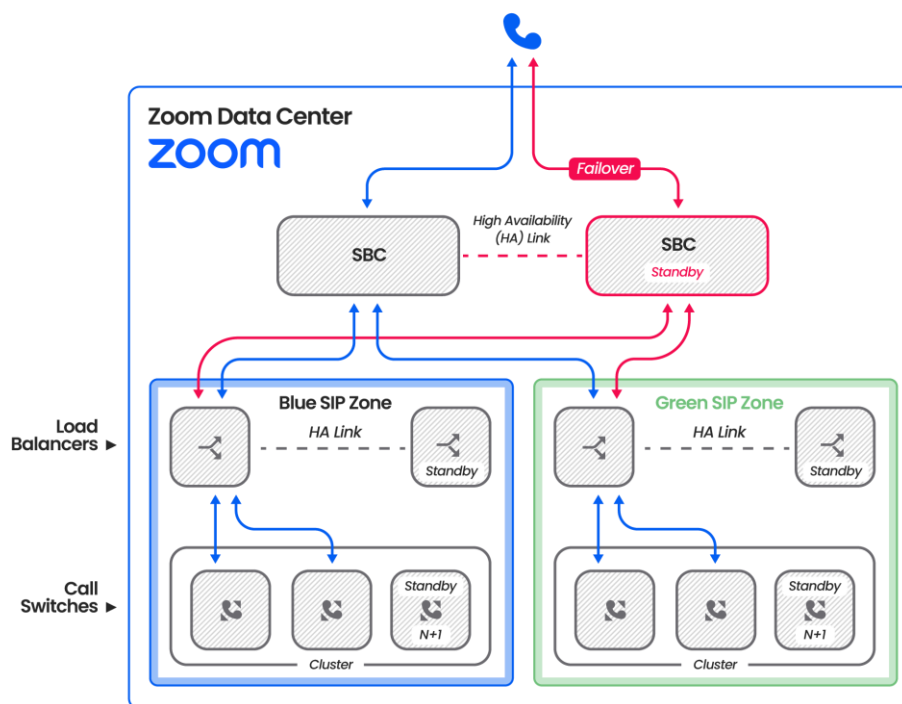
Zoom Phone, Contact Centre & CX is the perfect choice for cloud communications in the public sector. The robust infrastructure and products available allow us to design, build, and deploy best-fit solutions for our customers, and the pace of innovation and new feature delivery is in our opinion second-to-none in the market right now.

What The Service Provides

Zoom Phone is a cloud-based Voice over IP (VoIP) phone system that replaces traditional on-premise PBX telephony with a flexible, internet-delivered calling service. Built into the Zoom platform, it provides core phone capabilities such as inbound and outbound calling, voicemail, call routing, auto attendants, and call queues, all accessible from desktop, mobile devices, or desk phones.

As part of the broader Zoom ecosystem from Zoom Contact Centre, sZoom Video Communications, Zoom Phone integrates seamlessly with Zoom Meetings, chat, and contact management, giving users a single, consistent interface for all communications. For organisations, it offers simplified administration, rapid scalability, global coverage, and predictable costs—making it well suited to hybrid, remote, and multi-site working environments.

Through fault-tolerant architecture, Zoom offers proven reliability, security, and scalability to deliver uptime and compliance the public sector can depend on.



It delivers a complete solution in the cloud to enable unified, scalable, and mobile communications to anyone, anywhere and on any device. It's everything you need to take communications to the next level – more mobility, rich enterprise and team collaboration, exceptional customer experiences.

Zoom has been pursuing (and delivering on) an ambitious roadmap for Zoom Contact Centre, over 600 new features launched in 2023, including native Workforce Management and Quality Management. Zoom's product leadership and delivery teams comprise industry leaders from all major unified comms and contact centre providers, bringing deep industry knowledge, and innovation at pace.

In addition, Zoom AI Companion is included with every paid-for Zoom licence, making generative AI accessible to your contact centre agents.



AI can help the public sector focus on what matters to drive real business impact, examples include but are not limited to:

- Live Sentiment Analysis to improve customer satisfaction
- Follow-Up Tasks to boost productivity
- Use Engagement Preview & Conversation Summary and integration with back-end systems to strengthen customer relationships and improve first-contact resolution
- Talk Metrics to upskill and train staff to improve user experience

Why do organisations choose Zoom Contact Centre?

- One intuitive experience to connect with customers and colleagues Empower agents with one app for customer engagement and real-time access to back-office experts with Zoom Phone or Microsoft Teams integration.
- Cost effective licencing and efficiency at its heart Reduce cost and complexity with an easy-to-use administration portal for contact centre.
- Solve issues faster and more efficiently with a video-optimised CCaaS. Agents can easily elevate a chat or voice interaction to a video call to improve the customer interaction.
- AI-enabled across the platform Transcription, summarisation, follow-up actions, speech analytics, and coaching uniquely included with every paid for Zoom licence.
- Gain insights to optimise your contact centre performance Improve customer satisfaction, proactively make improvements and optimise for efficiency.

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

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

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

CloudClevr can provide access to a cloud-based communications platform that brings together voice, video, messaging, webinars, collaboration tools, and customer-engagement capabilities. All services are delivered using Zoom's standard, off-the-shelf products, deployed through Zoom's global cloud infrastructure and supported with our configuration and onboarding assistance by highly skilled and experienced Zoom engineers.

The solution is cloud-native and fully managed with 2 support model tiers to choose from. Majority of the components have tiered options and Buyers should select based on their requirements. All services are provided as software-as-a-service through Zoom's public cloud deployment model; the inherent nature of cloud-based solutions ensures elastic scalability, services scale across users, channels and meeting capacity without local hardware or resource provisioning. Services are accessed through supported clients (desktop, mobile, browser) or certified devices, enabling hybrid and distributed teams.

Zoom services are distributed across multiple data centres with failover and resilience measures built into the platform. The solution uses a standard multi-tenant model with segregated customer data and controls in line with Zoom's published security and privacy frameworks. You have peace of mind that our solution can support your organisation's requirements securely. The solution includes feature updates, security patches and functional improvements delivered by Zoom directly so no customer-managed upgrade cycles moving forward.

Key Service Capabilities for Unified Communications:

- Video Meetings: Secure, high-quality video meetings with features such as screen sharing, virtual backgrounds, waiting rooms, breakout rooms and meeting recording.
- Team Chat: Persistent chat channels, file sharing, presence, and integration with meetings and phone.
- Zoom Phone: Cloud telephony delivered via Zoom's PBX architecture, including call routing, queues, auto-attendants, voicemail and call recording (where enabled).
- Interop and Integrations: Standard integrations with Microsoft 365, Google Workspace, CRM platforms, learning tools and identity providers (e.g., Azure AD, Okta).
- Devices: Support for certified desk phones, meeting room systems, video bars and personal conferencing hardware.

Key Service Capabilities for Contact Centre:

- Personalized Customer Care Experiences: Unified and AI-Powered Contact Centre for more meaningful conversations.
- Intelligent Multi-channel Routing: Inbound engagement via voice, webchat, SMS, email, with routing based on skills, capacity or business rules.
- Zoom Virtual Agent: Conversational AI & Chatbot for Better Customer Experiences.
- Agent Interface: Browser-based agent desktop with call controls, interaction history, real-time metrics and knowledge access.
- Supervisor Tools: Live dashboards, queue monitoring, historical reporting and quality management features.
- Empower, Upskill and Enhance Agent Care: Faster access to knowledge, personalized coaching, reduction of repetitive tasks and productivity improvement with AI.
- Workforce Engagement: Scheduling, performance insights and quality review tools.
- End-to-End Cloud Delivery: No local contact-centre infrastructure required.
- Deliver Better Business Outcomes: One platform for communications and contact centre, with actionable insights that help improve service efficiency you can deploy the right agent and beat SLAs.

Benefits to Public Sector Buyers:

- Reduced reliance on on-premises infrastructure, supporting cloud-first strategies and simplifying maintenance.
- Consistent user experience across meetings, calling, messaging and contact centre channels.
- Improved remote and hybrid working capability, supporting flexible workforces and multi-agency collaboration.
- Operational efficiency through centralised administration, reporting, identity management and provisioning.
- Accessibility features built into the platform, supporting inclusivity requirements (e.g., captions, transcripts, keyboard navigation).
- Compliance support, including data residency options (where available), retention policies and user-controlled recording settings.

Zoom Devices

CloudClevr can offer a complete range of entry-level phones to sophisticated IP phones and devices with cordless handsets, conference units, and attendant consoles.



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 E220

Easy to use and packed with features, the Poly Edge E220 IP desk phone keeps you sounding professional and productive. Bring style to any desktop or reception area with cutting-edge design and stay on track with Poly noise reduction technology.

- 2-line + 4-line keys with 2.8-inch colour display
- Signature Poly HD voice
- Poly NoiseBlockAI/Acoustic Fence technologies
- Includes 2-position stand/wall mount hardware
- Integrated Power over Ethernet (PoE) support
- Two gigabit ethernet ports
- Bluetooth® 5.0 Wireless Technology



Poly Edge E300

This versatile phone is outfitted with a bright 3.5- inch colour IPS LCD display and shows your lines, features, contacts, and speed dials. What's more, the Poly Edge E300 Series is designed to handle up to 32 lines to be more productive.

- 8-line keys and 3.5" colour IPS display support up to 32 lines/contacts
- Signature Poly HD voice
- Poly NoiseBlockAI/Acoustic Fence technologies
- Includes 2-position stand/wall mount hardware
- Integrated Power over Ethernet (PoE) support
- Two gigabit ethernet ports
- Text-to-speech and new accessibility options



Poly Edge E350

The Poly Edge E350 is Wi-Fi-ready^[3] for hassle-free performance at home or office. Work anywhere with 802.11AC Wi-Fi included. With simple out-of-the-box Wi-Fi configuration, this phone gives you peak performance anywhere you've got a signal.

- Built in Wi-Fi connectivity
- 8-line keys on main 3.5" colour IPS display
- 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



Poly Edge E400

The perfect desk phone for the modern office, the Poly Edge E400 Series is packed with features and contacts. Built for hybrid working, these phones pair the famous Poly noise reduction technology with cutting-edge design that brings style to any desktop.

- 8-line keys on the main 3.5" colour IPS display supports up to 32 lines/contacts
- Signature Poly HD voice
- Poly NoiseBlockAI/Acoustic Fence technologies
- Includes 2-position stand/wall mount hardware
- Integrated Power over Ethernet (PoE) support
- Two gigabit ethernet ports
- A second integrated 6-key display supports up to 12 contacts



Poly Edge E450

The Poly Edge E450 is Wi-Fi-ready for hassle-free performance at home or office. Work anywhere with 802.11AC Wi-Fi included. With simple out-of-the-box Wi-Fi configuration, this phone gives you peak performance anywhere you've got a signal.

- Built in Wi-Fi connectivity
- 8-line keys on main 3.5" colour IPS display
- Second integrated 6-key display
- 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

**Poly Edge E500**

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
- Signature Poly HD Voice
- Text-to-speech and new accessibility options
- Two gigabit ethernet ports
- One USB 2.0 Type C port

**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

**Poly CCX 400**

Sometimes all you need is a reliable touchscreen phone. An always-on, always-ready phone you can always count on. The Poly CCX 400 is an entry-level business media phone that's easy to use. Its interface is simple and intuitive and contacts and meetings are one swipe or one tap away on a colour touch screen. 5-inch multitouch LCD display.

- Native resolution: 720 x 1280
- Gesture-based, multi-touch capable touchscreen
- Award-winning Poly audio technology
- Two gigabit ethernet ports
- One USB port (Type A) for headset connection
- Acoustic echo cancellation and background noise suppression



Poly CCX 500

The Poly CCX 500 Business Media Phone has workers feeling confident they'll sound professional on every call. No word or inflection is missed, thanks to legendary audio quality, Poly HD Voice, and Poly Acoustic Clarity. And let's hear it for Poly Acoustic Fence. It eliminates background noise to keep calls quiet wherever it's noisy— like open offices and call centers.

- Native resolution: 720 x 1280
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full duplex speakerphone operation with world-class echo cancellation
- Powerful chipsets to support next-generation features
- Easy to install anywhere with optional Wi-Fi dongle
- Headset options to suit any style (Bluetooth®, USB, RJ9)



Poly Blackwire C3220 USB-A

The Blackwire 3200 Series corded UC headsets are durable, lightweight, easy to deploy and come in a variety of connectivity and wearing options. The Blackwire 3200 series with Plantronics signature audio provides top notch features at a price you can afford.

- Available in monaural or hi-fi stereo with passive noise reduction
- Variants include universal USB or USB-C
- Intuitive inline controls to answer/end calls, control volume, and mute
- PC wideband audio with noise-cancelling microphones for high-quality PC telephony



Poly Blackwire C3215 USB-A

The Blackwire 3200 Series corded UC headsets are durable, lightweight, easy to deploy and come in a variety of connectivity and wearing options. The Blackwire 3200 series with Plantronics signature audio provides top notch features at a price you can afford.

- Available in monaural or hi-fi stereo with passive noise reduction
- Variants include universal USB or USB-C
- Intuitive inline controls to answer/end calls, control volume, and mute
- PC wideband audio with noise-cancelling microphones for high-quality PC telephony



Poly Voyager 4310 Bluetooth and Charging Stand

Free yourself from your desk with the perfect entry-level Bluetooth wireless headset. Meet the Voyager 4300 UC Series. It's everything you need to stay productive and connected to all your devices whether at home or in the office. Long day of calls made easier with all-day comfort and dual-mic Acoustic Fence technology that eliminates background noise.

- Escape the desk – up to 50 m/164 ft of wireless freedom
- The only headset you need – at home and in the office
- Stay connected to all your devices

**Yealink T31G**

Yealink SIP-T31G has an extra-large 132x64-pixel graphical LCD with backlight that brings clear visual experience for users. The T31P offers support for two VoIP accounts and includes local 5-way conferencing to maximize productivity.

- Yealink HD Voice
- 2.3" 132x64-pixel graphical LCD with backlight
- 2 line keys
- Dual-port Gigabit Ethernet
- PoE support
- Local 5-way conferencing
- Stand with 2 adjustable angles

**Yealink T33G**

Yealink SIP-T33G offers support for 4 lines and includes local 5-way conferencing. For its fashionable appearance as well as an extra-large 320x240-pixel colour display with backlight, it brings comfortable operation experience and clear visual experience for users.

- Yealink HD Voice
- 2.4" 320 x 240-pixel colour display with back-light
- 4 line keys
- Dual-port Gigabit Ethernet
- PoE support
- Local 5-way conferencing
- Stand with 2 adjustable angles

**Yealink T44W**

The SIP-T44W IP phone is a feature-rich business tool for excellent communications and extended functionality. Integrated with Hall Switch, T44W gives you a quieter operation and environment. It is a 12-line IP phone that comes with a 2.8-inch colour display with backlight and the EXP43 support.

- 2.8" 320x240-pixel colour LCD with backlight
- Dual USB ports
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n/ac)
- T4U Auto-P template unified
- PoE support
- USB headset and EHS support
- Supports colour-screen expansion modules
- Stand with 2 adjustable angles
- Wall mountable

**Yealink T46U**

Designed for busy executives and professional, the SIP-T46U IP phone is an ultimate communication tool that has the better overall performance. The phone employs an appealing high-resolution TFT colour display that looks brighter and more vibrant.

- 4.3" 480 x 272-pixel colour display with backlight
- Optima HD Voice
- Dual USB Ports
- Acoustic Shield
- Unified Firmware
- Dual-port Gigabit Ethernet
- PoE support

**Yealink T54W**

Especially designed for busy executives and professionals, Yealink SIP-T54W is an easy-to-use Prime Business Phone with an adjustable 4.3-inch colour LCD screen that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs.

- 4.3" 480 x 272-pixel colour display with backlight
- Adjustable LCD screen
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi(802.11a/b/g/n/ac)
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Dual-port Gigabit Ethernet
- PoE support

**Yealink T57W**

With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T57W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T57W is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.

- 7" 800 x 480 capacitive adjustable touch screen
- Adjustable LCD screen
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi(802.11a/b/g/n/ac)
- USB 2.0 port for USB recording,wired/wireless USB headsets and EXP50
- Dual-port Gigabit Ethernet
- PoE support
- Wall mountable

**Yealink UH34 Dual Pro Headset**

The Yealink UH34 is a professional USB wired headset with crystal clear audio. The UH34 offers a lightweight form factor that is comfortable to wear, even for an entire workday. It's suitable for workers who spend a lot of time wearing headsets for voice communications.

- Optima HD Voice
- Leather Ear Cushions
- Simple and Flexible Connectivity
- Ultra-lightweight, All Day Wearing Comfort
- Unparallel Audio Experience
- Intuitive Controller

**Yealink UH34 Lite Mono Pro Headset**

The Yealink UH34 Lite Mono is a professional USB wired headset with crystal clear audio. The UH34 Lite Mono offers a lightweight form factor that is comfortable to wear, even for an entire workday. It's suitable for workers who spend a lot of time wearing headsets for voice communications.

- Optima HD Voice
- Leather Ear Cushions
- Simple and Flexible Connectivity
- Ultra-lightweight, All Day Wearing Comfort
- Unparallel Audio Experience
- Intuitive Controller

**Yealink WH62 Mono Pro**

The Yealink WH62 is a new entry-level DECT wireless headset, with WH62 Dual and WH62 Mono two models. Work seamlessly with major UC platforms and integrate natively with Yealink IP phones. For crystal sound experience, Yealink Super Wideband Technology and Acoustic Shield Technology make you talk and hear clearly during phone calls and video conferencing. With easily on-ear control, interruption free, comfortable wearing, WH62 is a nice partner either for communicating or collaborating.

- Acoustic Shield Technology
- Optima Audio Experience
- All Day Wearing Comfort
- Built-in Ringer
- Multiple Devices Connection
- Customizable Busylight
- Easy Management
- Plug and Play

Re-using Existing Hardware

Buyers also have the possibility to re-use existing hardware to extend its life and maximise return on investment. There are a number of certified devices that are compatible with Zoom, requirements for compatibility include but are not limited to:

- Desk phones must support TLSv1.2 to work with Zoom Phone.
- You must have these latest firmware version for your device to work properly. A list is provided on the Zoom website for reference and as part of our scoping we will review and confirm whether existing devices can be re-used.

Associated Services

For Zoom Phone you will need to purchase:

- Zoom Phone license
- Professional Services
- Support

In addition you will also need to include professional services to set-up your solution and ensure a successful set-up or migration and select which support model best aligns with your operational targets.

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.

1. Data Protection

Information Assurance

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

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

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

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

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

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

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

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

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

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

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

Data Back-Up and Restoration

Zoom leverages AWS cloud to store its data. Backup configurations have been reviewed by AWS admins and have been approved by the Head of DevOps.

Zoom performs continuous incremental backups and daily snapshots of the production databases on Amazon AWS. Backup files are securely transferred to AWS for storage. Data stored in Amazon S3, Amazon DynamoDB, or Amazon RDS is redundantly stored in multiple physical locations as part of the normal operation of those services. Zoom has reviewed the AWS SOC-2 Report and has determined the AWS backup systems meet company requirements.

Business Continuity Statement/Plan

Zoom Phone uses a best-in-class, active-active architecture to deliver reliable, enterprise-grade phone service. In an active-active architecture, resiliency and redundancy are key. Each Zoom Phone data centre features two identical, interconnected SIP zones equipped with dedicated hardware and services for independent resiliency and sustainability.

During normal operations, a load balancer evenly distributes calls between both SIP zones within a data centre. Within each SIP zone, calls are equitably distributed among a cluster of

call switches, which are responsible for various functions such as call routing, setup, and teardown. From the call switches, calls connect to a Session Border Controller (SBC) within each zone, which connects to Zoom's underlying network of providers for PSTN routing until the call reaches its destination.

Within this framework, each integral piece of architecture—i.e., SBCs, load balancers, and call switches—is supplemented with redundant hardware on standby for resiliency. If one SIP zone experiences a service-impacting event, a call's active media, signalling, and registration will failover to the other zone for uninterrupted service. Further, because Zoom strives for no greater than 50% capacity within each SIP zone at any given time, in the event of a service-impacting event within a SIP zone, calls should failover to the opposing zone without issue until standard operations resume.

Zoom's infrastructure accommodates growing customer needs and to meet peak usage requirements which supports billions of meeting minutes a month and is built to handle growing levels of activity. Zoom operates their own global network of data centres, in the event of capacity constraints at the data centre nearest a user, additional traffic will be routed to one of their other data centres. In the case of exponential demand Zoom can access and deploy tens of thousands of AWS servers within hours, and in full compliance with its Privacy Policy (zoom.us/privacy), to seamlessly scale without any impact to users.

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

Privacy by Design

Data Privacy

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

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

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

GDPR

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

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

2. Using the service

Ordering and Invoicing

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

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

Pricing Overview

For Zoom Phone you will need to purchase:

- Zoom Phone license
- Professional Services
- Support

In addition you will also need to include professional services to set-up your solution and ensure a successful set-up or migration and select which support model best aligns with your operational targets.

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

Please note:

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

Availability of a Trial Service

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

For Contact Centre instead of a trial we can offer an in-depth demo of the solution, the demo can be tailored to your requirements including use cases and scenarios.

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

Implementation

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

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

Phase 1 – Initiation

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

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

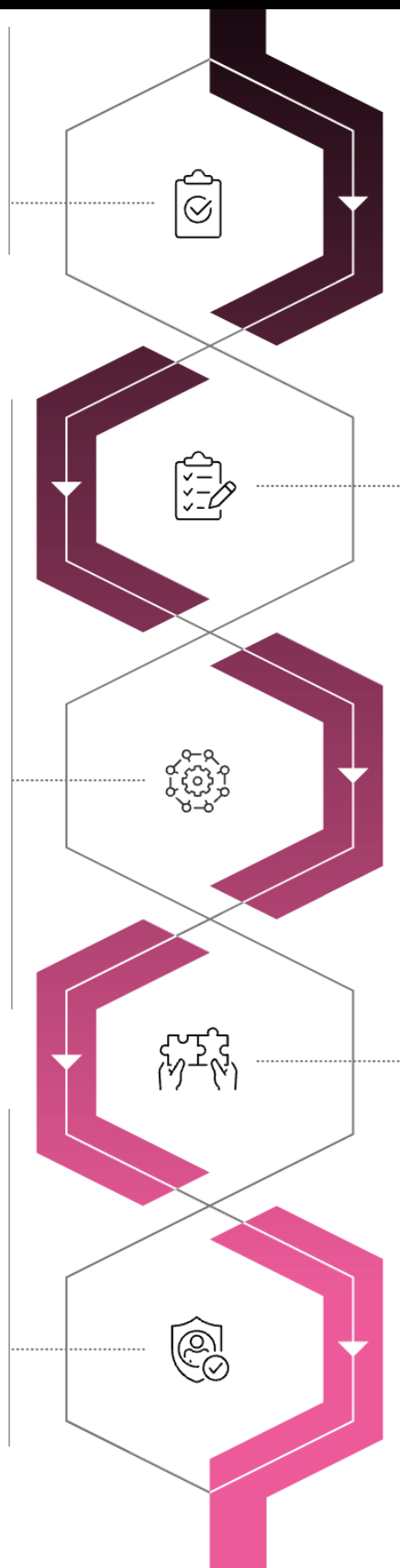
Phase 3 – Implementation

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

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

Phase 5 – Acceptance & Closure

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



Phase 2 – Planning & Discovery

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

Phase 4 – Enablement & Training

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

Project Team

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

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

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

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

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

Training

Training is key to a successful Zoom implementation, and we can offer multiple training options.

Self-Paced E-Learning

Web-based E-Learning will be proactively circulated to users during the implementation. All users will have access to the Zoom Learning Centre, a free educational platform (<https://learning.zoom.us/learn>) where users can access courses that expand their knowledge on Zoom products. Users can enrol in short, interactive, on-demand courses, or quick help in learning a specific skill or feature using a collection of "Show Me" product videos. It's continually enhanced and updated with the launch of new features and products.

Instructor-Led Training Sessions

We believe the most efficient and effective way to deliver instructor-led training sessions is virtually. By hosting the training sessions virtually, users can join from any location, and they can be recorded for users who cannot attend, or who join organisations in the future.

Training sessions will take place during the implementation and into BAU, depending on user availability.

Our training model can be adapted to your requirements, e.g. if on-site support is needed, this can be arranged at an additional cost. Your Account Manager or Specialist would discuss the training needed at the Sales and Design phase.

Implementation Plan

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

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

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

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

Service Management

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

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

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

Zoom sets a platform minimum version every 3 months (the first weekend of February, May, August, and November). When each enforcement takes effect, Zoom will also announce the minimum version that will be required in 3 months. This approach provides customers with a 3-month advance notice, allowing them to prepare for upcoming changes. Additionally, Zoom will make an effort to support a given version of the app for at least 9 months before it

is considered for end-of-life, at which point users will be prompted to update to the minimum version or higher.

This policy is aligned with industry practices and designed to help ensure that Zoom users receive the latest Zoom features, as well as any privacy and security enhancements we make to the platform. Please note that while there will be a minimum Zoom Workplace desktop and mobile app version required, they may require additional updates outside of this release window to address additional security or compliance features. We encourage customers to refer to their release notes for any included security enhancements or Security Bulletins to learn more about fixed issues.

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. Support is charged per user per month.

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

Zoom is backed by a globally distributed cloud architecture and a 99.999% uptime SLA, delivering enterprise-grade reliability. Built-in redundancy and geographic failover capabilities ensure continued service even during unexpected outages. Additionally, advanced monitoring and reporting tools provide real-time insights, allowing us to proactively address performance or usage issues.

Zoom's scheduled maintenance varies, and these are carried out in a phased approach. Maintenance/patching typically has no service downtime. Zoom's services status, including any scheduled maintenance, is posted on the Zoom Status page at <https://status.zoom.us/>, and customers may subscribe to receive email notifications of Zoom's service status and scheduled maintenance. Scheduled maintenance is performed between the hours of 11 pm and 3 am PT.

Financial recompense model for not meeting service levels.

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

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

3. Provision of The Service

Customer Responsibilities

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

Technical Requirements and Client-Side Requirements

Connectivity is key to any successful contact centre implementation. Our solution can be OTT (over the top) with public access or accessed via private connectivity (such as MPLS or SDWAN, subject to implementation). As with any VoIP solution the local internet access needs to be 'fit for purpose', we use a Zoom network connectivity tool that is run from various sites/PCs to test connectivity and suitability. This ensures that your network can support Zoom efficiently, and optimise Zoom performance and user experience.

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

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

Further to this we also send firewall rules to ensure the solution will work.

Development life cycle of the solution

Zoom has developed application security standards based on industry best practices for application security development guidelines from OWASP.

Zoom has established a formal SDLC process that includes peer code review, testing, static and dynamic code scans, as well as Zoom's formal change management process.

Software goes through quality assurance and testing is done on Zoom's development and testing environments before deployment into production. No customer data is used in Zoom's development and testing environments. Zoom's SDLC is reviewed as part of Zoom's annual SOC 2 audit.

After-sales Account Management

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

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

The Account Manager/Director is available from 8am-6pm, Monday-Friday, they will manage day-to-day queries, service alterations and support escalations. They will also be responsible

for service reviews, project and product roadmaps and continual service improvement. In exceptional circumstances, by prior arrangement directly with the Account Manager, they can also be available at other times.

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

Termination Process

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

4. Our Experience

Case Studies

Family Fund

Family Fund

Helping disabled children

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

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

The challenge

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

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

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

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

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

The approach

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

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

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

The results

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

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

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

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

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

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

Jamie Greaves IT & Infrastructure Manager, Family Fund

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

Nicola Foster Contact Centre Manager, Family Fund

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

Jamie Greaves IT & Infrastructure Manager, Family Fund

London School of Hygiene & Tropical Medicine

Background

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

LONDON
SCHOOL of
HYGIENE
& TROPICAL
MEDICINE



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

Challenge

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

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

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

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

Solution

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

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

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

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

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

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

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

Key features in the proposed strategy included:

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

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

Outcomes Expected

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

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

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

Why CloudClevr?

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

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

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

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

Our Clients



Contact Details

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

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

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

