

Renaissance Computer Services Ltd

3CX Phone System (Managed Service)

Service Definition Document (SDD) – G-Cloud Lot 2b (SaaS)

Organisation: Renaissance Computer Services Ltd

Service: 3CX Phone System (Managed Service)

Lot: G-Cloud 15 – Lot 2b (Software as a Service)

Resold Software Provider: 3CX

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Contents

1. Product Overview
 - 1.1 Service Summary
 - 1.2 Who the Service is For
 - 1.3 Service Constraints and Assumptions
2. Service Scope
 - 2.1 What's Included
 - 2.2 Buyer Responsibilities
 - 2.3 What's Not Included / Optional Services
3. Service Architecture and Deployment
 - 3.1 Deployment Options
 - 3.2 System Requirements
4. Service Features
 - 4.1 Unified Communications and Collaboration
 - 4.2 Call Management
 - 4.3 Integrations
 - 4.4 Reporting and Analytics
5. Implementation and Onboarding
 - 5.1 Implementation Approach
 - 5.2 Indicative Timetable
 - 5.3 Training and Documentation
6. Service Management
 - 6.1 Support Model and Channels
 - 6.2 Ticket Logging and Prioritisation

- 6.3 Escalation
- 6.4 Maintenance
- 7. Security and Data Protection
 - 7.1 Data in Transit
 - 7.2 Data at Rest
 - 7.3 Data Location and Control
 - 7.4 Vulnerability Management and Penetration Testing
 - 7.5 Identity and Access Management
 - 7.6 Logging and Monitoring
- 8. Availability and Resilience
- 9. Exit and Offboarding
- 10. Commercial and Billing (Summary)
- 11. Document Control

1. Product Overview

1.1 Service Summary

The **3CX Phone System (Managed Service)** is a software-based unified communications platform delivered and supported by **Renaissance Computer Services Ltd (Renaissance)**. The service provides voice telephony (VoIP), video/web conferencing, messaging, presence, and call management capabilities through the 3CX platform.

Renaissance provides a managed service wrapper around 3CX, including hosting, onboarding, configuration, operational management, and end-user support. 3CX is provided by the software publisher **3CX**, and Renaissance delivers the service as a reseller providing additional hosting, implementation, and support.

1.2 Who the Service is For

The service is suitable for organisations that require:

- A modern alternative to legacy PBX systems
- Support for **remote / hybrid working** via desktop and mobile clients
- Centralised call management (IVR, queues, routing)
- Conferencing and collaboration features through one platform
- Integration with productivity and CRM tools

1.3 Service Constraints and Assumptions

- **Compatible equipment** is required (e.g., supported SIP handsets where used and supported end-user devices).
- The service is dependent upon adequate bandwidth, latency, and jitter requirements to support call and video call quality.
- The service does not connect to **public sector networks** (PSN).

2. Service Scope

2.1 What's Included

Renaissance provides the following service activities as standard (unless otherwise agreed at call-off):

- Service onboarding and initial configuration
- Deployment of the 3CX platform to our cloud hosting environment
- Provisioning and configuration of SIP Trunks and public telephone number porting
- Configuration of extensions, call routing, auto-attendants (IVR), voicemail, and call handling policies
- User and device onboarding support (where within agreed scope)
- Operational support via telephone, email, and ticketing
- Incident and service request management
- Change management for agreed changes to the service configuration

2.2 Buyer Responsibilities

The buyer is responsible for:

- Providing and maintaining local network/internet connectivity suitable for VoIP
- Providing compatible end-user devices/handsets where required, and where not purchased through Renaissance
- Defining internal policies for user access, usage, and local device security
- Requesting service changes and support through agreed channels

2.3 What's Not Included / Optional Services

The following are available only where agreed at call-off and may incur additional cost:

- Enhanced support packages (e.g., extended hours, faster response targets, proactive monitoring)
- Onsite services (installations, migrations, complex changes, on-prem fault resolution)
- Named Technical Account Manager / lead engineer arrangements

3. Service Architecture and Deployment

3.1 Deployment Options

The service is hosted on Renaissance's cloud hosting platform. This is to help ensure maximum uptime, availability, and service quality.

3.2 System Requirements

- **Desktop softphone:** Windows 11
- **Mobile app:** Android 13+ and iOS 18+
- **Browsers (web interface):** Microsoft Edge, Chrome, Firefox, Safari, Opera

4. Service Features

4.1 Unified Communications and Collaboration

- Voice calling (VoIP/SIP)
- Presence and instant messaging
- Video and web conferencing
- Desktop, web, and mobile access

4.2 Call Management

- Auto-attendants (IVR)
- Call routing and ring groups
- Voicemail and call diversion
- Call queues and call-centre style functionality (where enabled)

4.3 Integrations

The service supports integration with productivity and CRM platforms via 3CX-supported integration options, including:

- Microsoft 365
- Google Workspace
- Supported CRM platforms

Integration scope and configuration are agreed at onboarding and may be dependent on the buyer's licensing and technical environment.

4.4 Reporting and Analytics

- Service usage metrics including inbound/outbound calls and call duration
- Real-time dashboards (where enabled in the 3CX platform)

5. Implementation and Onboarding

5.1 Implementation Approach

Renaissance provides an onboarding approach aligned to the agreed deployment model and buyer requirements. Typical onboarding activities include:

1. Discovery / onboarding call and requirements confirmation
2. Configuration of 3CX instance, extensions, routing, and call policies
3. SIP trunk and number porting
4. User/device onboarding support
5. Testing and go-live

5.2 Indicative Timetable

Implementation timescales vary by complexity and number porting requirements. As an indicative guide:

- Simple deployments can be delivered in **weeks**, subject to buyer readiness
- Number porting may impact critical path and is dependent on third-party lead times

A project plan is agreed at call-off.

5.3 Training and Documentation

- Remote and/or onsite training is available (scope agreed at onboarding)
- Documentation is provided in **HTML and/or PDF** formats

6. Service Management

6.1 Support Model and Channels

Renaissance provides remote support via:

- Telephone
- Email
- Online ticketing system

Service Hours (UK time):

- **Telephone support availability:** Monday to Friday, **08:00–17:30**
- **Email/ticketing monitored:** Monday to Friday, **08:00–17:30**

Response targets (during service hours):

- Telephone: immediate handling (call answered/triaged during hours)
- Email/ticketing: initial response within **60 minutes** of ticket logging

Support is delivered on a priority basis aligned to business impact and urgency.

6.2 Ticket Logging and Prioritisation

Support requests are logged via email or the ticketing system. Buyers can view ticket status and set/agree priority within the service desk process.

Typical ticket categories include:

- Incidents (service faults/outages)
- Service requests (moves/changes)
- Configuration assistance
- User support requests

6.3 Escalation

Where required, Renaissance escalates incidents internally based on impact and urgency and coordinates any necessary escalation to third parties (e.g., hosting providers or the 3CX vendor) in line with agreed support procedures.

6.4 Maintenance

- Planned maintenance is scheduled to minimise service impact.
- Buyers are notified of planned maintenance where practical.

- Unplanned maintenance may be required to address service stability or security vulnerabilities.

7. Security and Data Protection

7.1 Data in Transit

- Data in transit between buyer environments and supplier-managed components is protected using **TLS 1.2 or above**.

7.2 Data at Rest

Protection of data at rest is achieved through a combination of:

- Physical access controls within the hosting environment
- Encryption of physical media
- Secure storage controls proportionate to the deployment model

7.3 Data Location and Control

- Data storage and processing locations are **United Kingdom**.

7.4 Vulnerability Management and Penetration Testing

- Vulnerabilities are managed through supplier-defined controls aligned to industry best practice.
- External penetration testing is conducted **at least annually** by an independent testing organisation.

7.5 Identity and Access Management

- User authentication is required.
- Single Sign-On (SSO) functionality is available for supported Identity Providers (IdPs), including Microsoft 365/Entra ID.
- Supported authentication methods include **username/password** and **multi-factor authentication (MFA)**.
- Management interfaces and support channels are restricted by **known IP ranges** and role-based access/privilege controls.
- Access restriction testing is performed **at least every 6 months**.

7.6 Logging and Monitoring

- Protective monitoring is delivered through platform logging and operational/security monitoring tools.
- System logs are retained for **at least 12 months**.
- Supplier audit information can be provided on request via the support team. Retention of supplier audit data is **buyer-defined** (as agreed at call-off).

8. Availability and Resilience

The service is hosted within a **secure, redundant data centre environment** operated by approved hosting partners. Renaissance ensures monitoring and capacity management to maintain service quality and resilience.

Outage reporting is provided via **email alerts**.

9. Exit and Offboarding

At contract end, the service may be terminated, extended, or migrated by agreement.

- Where the buyer hosts the service, configuration and service assets are managed in accordance with agreed exit procedures.
- Renaissance will support service termination and handover activities as agreed at call-off.
- The service listing states that **no buyer data is held within Renaissance systems** for end-of-contract extraction purposes; configuration and operational data remains within the hosted service environment.

10. Commercial and Billing (Summary)

Commercial arrangements are defined in the G-Cloud listing and confirmed at call-off.

- Educational discounts are available.
- No free trial is provided.

11. Document Control

Item	Value
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