



G-Cloud 15 (RM1557.15) Sangoma
Ltd.

Switchvox as a Service
Service Definition

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1 Introduction

1.1 Document structure

This Service Definition document provides information about the services offered by Sangoma under the G-Cloud 15 Framework. This document provides buyers with information to understand the functionality, security, pricing and management of our services, and provide clarity on how to engage with us through the framework.

The document contains three core sections:

- Service description: Provides an overview of our services, outlining key features, benefits, delivery methodology and assurance measures, including security and compliance
- Operational delivery and framework alignment: Details how our services are delivered under the G-Cloud 15 framework.
- Supplier information: Summarises our company background, mission, relevant experience and how to procure our services through G-Cloud

1.2 How to use this document

This document is intended to support buyers at every stage of their G-Cloud procurement journey, from initial service evaluation through to contract award and delivery management.

- To help determine alignment with organisational needs for early-stage evaluation, Section 2 (Service description) outlines our service scope, methodology and core benefits
- For due diligence and contract preparation, Section 3 (G-Cloud alignment information) provides the required detail on onboarding, service levels, data management, support and exit procedures
- To assure data protection and compliance, Section 4 (Security and data governance) outlines our information-security framework, data-handling standards and business-continuity measures
- For supplier verification, Section 5 (Supplier Information) includes background information on Sangoma, relevant accreditations and procurement routes

2 Service description

2.1 About our service

With over 40 years of experience, supporting over 100k customers, across 187 countries, Sangoma is an established, reliable provider of Unified Communications (UC). To ensure we respond to the unique needs of each customer, we will hold discovery calls to identify needs and pain points, tailoring our service accordingly. This flexible approach, combined with our experience with wide ranging customers, across multiple sectors, allows us to support a variety of customers, including:

- Local Authorities
- The NHS
- Schools/education establishments
- Construction
- Retail

For the G-Cloud 15 framework, we provide our proven Switchvox as a Service, a Voice over Internet Protocol (VoIP) UC hone system hosted and managed by Sangoma.

2.2 Delivery framework

The **Sangoma Switchvox as a Service** is delivered as a **fully hosted, managed Unified Communications (UC) lifecycle**, operating on an operational expenditure (OpEx) model. Sangoma provides, hosts, and manages the cloud-based business phone system, providing customers with a single supplier, single invoice, and end-to-end accountability. Users access the service via desktop and mobile applications, enabling secure remote and hybrid working while retaining their existing extensions and call functionality.

The service lifecycle encompasses **configuration, enablement, operation, and optimisation**. Call handling and call-centre capabilities are configured to support real-time call routing, VIP handling, wallboard monitoring, and presence visibility. Optional features such as per-extension call recording, analytics, and scheduled reporting support ongoing performance management, training, and audit requirements. CRM integrations enhance day-to-day operations through screen-pop caller information, while the cloud model allows customers to scale users up or down as required without disruption.

2.3 Service features / benefits

- **Mobile App:** Enables staff to make and receive business calls securely from any location, via their extension, supporting remote and hybrid working models. This ensures greater flexibility and enables a truly responsive communications service, improving continuity during disruptions or out-of-office working.
- **Desktop App:** Allows you to manage your calls from your desktop microphone or headset, providing a consistent user interface for all communications. This improves productivity by reducing application switching and supports standardised user experiences across devices.
- **Informal Contact Centre:** Allows teams to manage inbound calls efficiently, in real time, without the cost or complexity of a full enterprise contact-centre solution. Supporting efficient call management, this provides visual department viewing, intelligent routing and powerful queue management.
- **Call Recording:** Supports quality assurance, staff training, dispute resolution, and audit requirements. Enables organisations to evidence service delivery and improve outcomes through review and continuous improvement.
- **Reporting and Analytics:** Enables service improvements and monitoring, by providing actionable insights into:
 - Call volumes
 - Response times

- Missed calls
 - Service trends
- **App Integration:** Enables streamlined call management and communications, as Switchvox integrates with your apps, e.g. CRM systems. This improves efficiency through features such as screen-pop caller information and reduced manual data entry.
- **Video Meetings:** Enables secure, integrated video collaboration alongside voice services, reducing travel costs and supporting distributed teams. This improves collaboration and stakeholder engagement across locations, allowing a joined up place to discuss and file share, supported by recording transcription and screen sharing.
- **Multiple Languages:** Supporting accessibility and inclusivity Switchvox can be set to different languages, allowing users to interact with the system in their preferred language.
- **AI Transcription:** This service will improve efficiency, reducing administrative effort by accurately transcribing and saving calls. This will also support auditing and review process and effective knowledge capture.

2.4 Service scope

Supporting streamlined, cost-effective communication for clients, Switchvox has the following deployment options and configuration characteristics:

- Service Type: Cloud based application
- Add-on or Extension: No
- Cloud Deployment Model: Public

2.4.1 Service constraints

We deliver our services within the following standard constraints:

- The service is fully hosted by Sangoma, in an environment which is optimised for our Switchvox as a Service
- The system required data connection, dedicated 5MB/s up and down
- Our service is compatible with iOS, android, Windows, Mac and all modern web browsers e.g. Chrome, Edge, Safari
- There is a minimum of three users per site
- Changes to user counts, admin and configurational changes can be done ad hoc with support from the Account Manager and Support Team
- Maintenance windows will be agreed with users for updates and will be between 30 minutes and 2 hours

2.4.2 System requirements

To ensure optimal performance, the service requires the following minimum system configuration:

- Supported browsers: Latest versions of Chrome, Edge, Safari and Firefox
- Operating systems: Windows 10+, macOS 12+, iOS/Android (latest two versions)
- Connectivity: Stable broadband connection (recommended minimum 5Mbps)
- User permissions: Standard user account; administrative rights required only for optional local integrations
- Third-party prerequisites (if applicable):
 - Valid Microsoft 365 / Google Workspace licence for productivity integrations
 - API keys for approved external systems

No specialist hardware is required. Any additional requirements specific to a buyer engagement will be confirmed within the Statement of Work.

2.5 User support

To ensure buyers can access help quickly, resolve issues efficiently and maintain continuity of operations, we provide a structured, responsive support service. We have aligned our support model to ITIL principles, and we deliver this through a combination of self-service resources, multi-channel helpdesk support and escalation pathways to technical specialists.

2.5.1 Support details

Allowing resilient, efficient delivery buyers can contact our support team by email and telephone. This includes standard support Monday to Friday, 08:00–18:00 and out of hours support outside these times. Ensuring an appropriate response and timely resolution, we have established industry-leading service level objectives that define, categorise and prioritise incidents based upon the overall impact to the customer’s organisation.

P4	Low priority where productivity and overall impact to the organisation is not affected (example: Endpoint features and programming, intermittent dropped calls).	Standard Operating Hours
P3	Normal priority where productivity is impacted for a single user and considered a nuisance (example: fax, Dial-Out issues, intermittent call quality).	Standard Operating Hours
P2	High priority where productivity is impacted for multiple/many users and is considered detrimental to the operations of the customer (example: Widespread call quality, dial-in, dial-out issues, fax).	Standard Operating Hours
P1	CRITICAL / OUTAGE where all systems/services are unavailable for all users/offices. No workaround available. (Example: UC Phone System Unit, all phones unable to place/receive calls, emergency calling failure, full DaaS outage) 24/7 Emergency Support On Call Service is available for Urgent issues, when the system/service is down. In addition to Urgent issues, in some cases Installation Support can be urgent, if the Service is not operational for an immediate cutover.	Standard Operating Hours & Emergency Support

All customers have access to a portal with FAQs on the service plus “how to” videos, 24x7 365 global support with the Sangoma Support team, onboarding team and a dedicated Account Manager.

All issues raised with Sangoma are assigned a case number, enabling progress tracking to ensure we meet Support Case SLA timescales. These timescales and escalation processes are dependent on severity/category P1-4. For example, for a system outage (P1) the following timescales will apply for response and escalation:

- Mon-Fri 08:00-18:00
 - Support from Support Tech within 5 minutes
 - If unresolved escalated to Chris Hinck and/or Nick Zetlimer the next working day

- Out of hours
 - Support from the Duty Manager within 15 minutes
 - If unresolved escalated to Chris Hinck and/or Nick Zetlaimer the next working day

Ensuring all customers receive the required support throughout the contract, each customer is assigned an Account Manager as their primary contact. This will ensure we can establish a relationship and truly understand the needs of our customers, providing support for onboarding, change requests and service performance.

2.5.2 Accessibility and usability

To ensure Switchvox is accessible for all users, so that you can operate smoothly:

- Accessibility and usability are considered throughout the design and development of Switchvox, supporting inclusive use across a range of user needs.
- User interfaces and documentation are developed with reference to WCAG 2.2 Level AA principles. Including keyboard operability, clear focus indicators, readable contrast, and consistent navigation.
- Accessibility and usability checks are undertaken as part of major product releases, with issues identified through testing and user feedback.
- Documentation is provided in HTML and PDF formats, and alternative formats can be discussed

2.6 How users work with our service

2.6.1 Browsers

Switchvox is accessible through any modern standards-compliant web browser. We support the latest versions of:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

We recommend enabling JavaScript and cookies for full functionality. Buyers are notified in advance of any changes to browser support.

2.6.2 Desktop application

Driving efficiency, a dedicated desktop app is available for Switchvox as a Service, compatible with both Windows and macOS. This will allow you to manage your calls from your desktop, using the desktop microphone or headset.

2.6.3 Mobile

Switchvox as a Service is also optimised for mobile use, compatible with iOS and Android devices. Supporting efficient, streamlined call handling, this allows users to take calls anywhere on your mobile device through your extension.

2.6.4 Service interface

Switchvox WebUI is an intuitive, easy to use system which allows users to manage their phone system from an admin level, allowing full configuration of the phone system. Each user also has access to the Switchboard which allows them to manage call flow, click to dial, history and real time stats on calls.

2.6.5 API

Providing an API for this service, we allow users to:

- Configure most features and functions including user extensions
- Control agent login/logout, for configuration of service
- Create and get reports
- Create and manage call flow

Supporting accessibility and interactivity, our API uses HTML documentation. We also have access to a sandbox testing environment for our API, enabling development.

2.6.6 Accessibility and usability

Switchvox is designed with accessibility in mind, following key WCAG 2.2 AA principles. Supporting accessibility, Switchvox's usability is regularly reviewed, considering the needs of users who rely on assistive technologies. Features which support this include, keyboard navigation, screen reader compatibility, clear contrast, and scalable text.

Feedback from users and testing is used to improve accessibility in future updates.

2.6.7 Customisation

The service provides a range of configuration options that allow buyers to tailor the system to local needs without custom development. Customisable elements include:

- Custom ringtones based on caller ID
- Widgets on switchboard Sangoma's enduser operator panel
- BLFs
- Voicemail and IVR greetings and music on hold
- Ability to upload background screen
- Control phone ringing order

Most configuration can be performed by buyer administrators directly and more advanced options can be supported by our technical team.

2.6.8 Service levels and availability

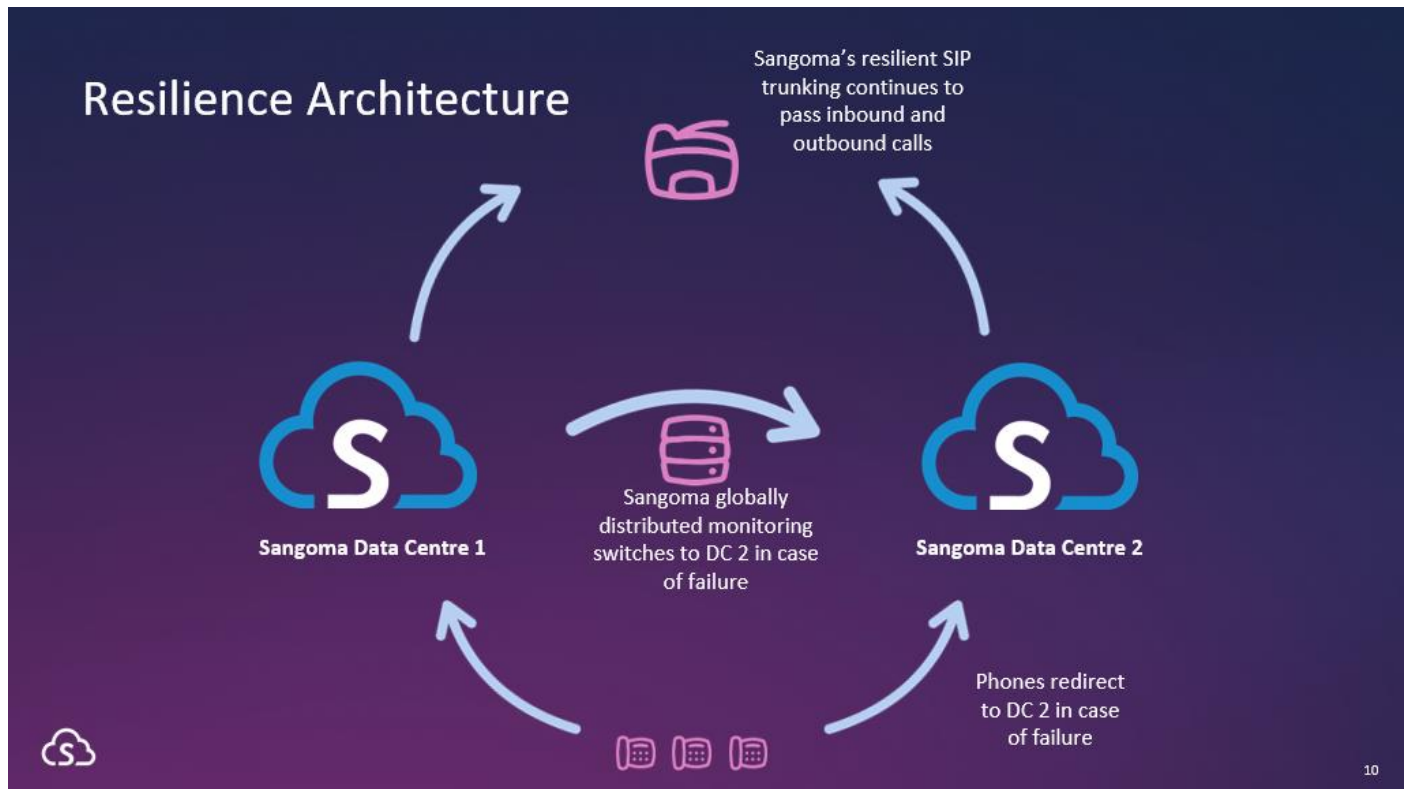
Ensuring a resilient service, Sangoma is committed to Service Level Agreements (SLAs) around service availability and responsiveness. These include:

- 99.999% uptime
- Responding to outages in 15 minutes
- 72 hour Recovery Point Objective (RPO) and 2 hour Recovery Time Objective (RTO), as standard, which can be amended to suit your needs

These metrics are monitored continuously, with results reviewed monthly as part of service management reporting.

Any breaches of SLA targets trigger internal escalation and, where applicable, corrective actions or service credits in line with the contract.

To enable our 99.999% uptime, we will use our backup data centre in case of failure, ensuring an effective, continuous service.



Allowing us to rapidly respond to service outages, within 15 minutes, we will conduct 24/7 system monitoring and proactive incident alerts. This is further supported through 24/7/365 access to our Sangoma Support Team and a dedicated Account Manager, allowing issues to be quickly identified and addressed.

3 G-Cloud alignment information

3.1 Section introduction

We deliver Switchvox in a collaborative, tailored approach, offering onboarding, consistent support, training and controlled offboarding. This approach is aligned with G-Cloud requirements and ensures we meet the needs of all our buyers.

3.2 Onboarding and offboarding processes

3.2.1 Onboarding

To ensure all parties are aligned prior to service delivery, we have a structured onboarding and implementation phase designed to establish clear expectations, roles, and delivery milestones. Typical onboarding and delivery steps include:

1. **Kick-off and scoping:** We hold an initial meeting is held with the customer to confirm objectives, key contacts, governance arrangements, and high-level requirements.
2. **Statement of Work (SOW):** A detailed SOW is produced and agreed, with the presales engineering team, defining scope, deliverables, responsibilities, dependencies, and implementation approach.
3. **Pre-installation planning and configuration:** A pre-installation meeting is conducted to confirm system configuration, deployment approach, and the agreed installation date.
4. **Number porting:** Number porting requests are submitted, and progress updates are provided throughout the porting process.
5. **Installation and deployment:** The service is installed and configured in line with the agreed design. On-site deployment is available where required, otherwise installation is completed remotely.
6. **Training and enablement:** Ensuring all staff are fully enabled to use the service, user and administrator training is delivered either remotely or on-site, as required.
7. **Post-installation handover:** Supporting a smooth process, a post-implementation meeting is held to confirm successful delivery, complete service handover to operational support, and address any outstanding actions.

Ensuring effective delivery, with governance, data access and communication structures are in place, onboarding concludes when all stakeholders have approved the SOW and project initiation documents. This process usually takes 14 days but is flexible dependant on customers available installation dates so as not to disrupt and completion of ported DDIs.

3.2.2 Offboarding

To ensure a controlled and secure transition at the end of service provision, each engagement concludes with a structured off-boarding process. This approach ensures continuity of service for the buyer, secure handling of data, and clear confirmation that all contractual obligations have been met.

Typical off-boarding activities include:

1. **Service closure review:** A final review meeting is held with the buyer to confirm service cessation requirements, agreed timelines, number porting arrangements, and successful completion of exit obligations in line with the contract.

2. **Configuration and service handover:** Relevant service information is provided to support continuity, including call routing configurations, extension mappings, number inventories (DDIs), and any agreed documentation required to support migration to an alternative service.
3. **Number porting and transition support:** Where applicable, support is provided for the orderly porting of telephone numbers to the buyer's nominated provider to minimise disruption and maintain service availability during transition.
4. **Access removal and data handling:** All customer access to the service is removed in accordance with agreed timelines. Customer data is retained, returned, or securely deleted in line with contractual requirements, data protection legislation, and buyer information-governance policies.
5. **Service termination confirmation:** Once off-boarding activities are complete, formal confirmation is provided that the service has been decommissioned, and the contract exit process has concluded.

This structured off-boarding process ensures buyers retain control of their numbers and data, experience minimal disruption, and meet governance and compliance requirements when exiting the service.

3.3 Data

3.3.1 Data importing and exporting

The service supports flexible and standards-based data import and export, compliant with local regulations, as set out in the Data Process Agreement, signed by Sangoma and each customer. Buyers can upload data using open formats such as CSV, PDF or XML, with bulk imports available via secure upload or API integration.

Ensuring portability to other platform and that data is accessible for our customers, all data stored within the system can be exported in open formats. These exports will be completed following a written request to a dedicated Account Manager.

At contract end, buyers receive a full data extraction in their chosen open format, ensuring that all records, audit trails and configuration elements can be reused elsewhere without vendor lock-in.

3.3.2 Analytics

The service includes built-in analytics, providing buyers with configurable reports covering usage, performance and operational activity, including:

- Inbound and outbound call stats
- Missed calls
- Time on calls

This data can be accessed through the user interface, exported for use in external BI tools, or retrieved programmatically via the REST API.

Buyers can monitor key indicators such as user activity, system performance, error rates and throughput, enabling informed decision-making and proactive management.

3.3.3 Independence of resource

Enabling a reliable service for all our users, Switchvox is delivered through on our secure, robust cloud, with constant monitoring. Our single tenant architecture ensures strict separation between buyers, so that activity from other customers does not impact performance.

Resource isolation, prioritisation controls and automated capacity management ensure consistent performance regardless of wider platform demand.

3.3.4 Public sector networks

Where necessary, Switchvox supports secure integration with authorised public sector networks, including PSN, HSCN, JANET, PNN and SWAN. All connections are implemented in accordance with the applicable governance, accreditation, and security frameworks, ensuring that data exchanged across these networks is appropriately safeguarded. Any requirement for connectivity to a specific public sector network will be identified during onboarding and implemented in line with the relevant technical and compliance standards.

3.3.5 Data-in-transit protection

To ensure data security and confidentiality, we will encrypt data in transit, using industry-standard TLS 1.2+ encryption. Adhering to best practice, we have ISO27001 and WebRTC certification.

3.3.6 Asset protection

Aligned with GDPR requirements, all data is stored in UK data centres that comply with recognised security standards such as ISO 27001 and CSA CCM. These data centres provide robust physical access controls, such as monitored entry points, controlled access zones and continuous oversight.

Data sanitisation follows industry best practice, using cryptographic erasure or secure deletion techniques to ensure information cannot be recovered. In accordance with recognised standards e.g. ISO27001, any end-of-life equipment is disposed of in accordance with recognised standards to ensure complete destruction of stored data.

3.4 Availability and resilience

3.4.1 Guaranteed availability

- The service is hosted across multiple UK data centres to ensure resilience and prevent downtime.
- We guarantee 99.999% uptime, with 24/7 monitoring and automatic alerts for any issues.
- To reduce service impact in the event of an outage, we conduct backups three times a week.
- Standard RTO of 72 hours and RPO of 2 hours, this can be amended to suit the varied needs of users.

3.5 Governance

Our services are delivered under a fully integrated management system, which has proved effective for our 2.7m users across over 100k different customers. Ensuring the security of all the data we manage, we operate aligned with GDPR requirements and have ISO27001, WebRTC and PCI Compliance certification.

To drive continuous improvement, for a secure service, performance data, customer feedback and audit findings are reviewed monthly to identify improvement opportunities and track corrective actions.

3.6 Security

We have a robust suite of security and governance policies in place, aligned with ISO27001, that inform our day-to-day delivery. These policies are embedded throughout our organisation, with all staff receiving training in security as part of their induction. To ensure these policies remain compliant and fit for purpose, they are reviewed annually, with any changes implemented and communicated to all staff.

3.6.1 Operational security

To deliver ongoing operational security, all changes are managed through a structured change control process. As part of this process, vulnerabilities are proactively identified and addressed, to maintain security. Minimising disruption, changes are delivered through staged rollouts.

Through this formal process, we undertake SIEM monitoring, allowing early detection and resolution of vulnerabilities and suspicious activity. Incidents follow a documented response plan, with rapid triage, containment, resolution and reporting to affected buyers

3.6.2 Staff security

All staff with access to systems or customer data undergo background screening that meets BPSS or BS7858:2019 standards. Access is granted on a strict least-privilege basis and protected through MFA and activity logging. For roles which require additional security, security clearance check can be sponsored, to ensure these requirements are met.

3.6.3 Secure development

Switchvox is developed in-house, according to our proven, secure software development lifecycle. This process ensures continued security through threat modelling, code review, secure coding standards and automated security testing. Policies and procedures are aligned with ISO 27001, and software undergoes annual penetration testing to validate security controls.

3.6.4 Identity and authentication

Protecting data security, user access is controlled through strong authentication options including multi-factor authentication (MFA) and SSO. Access is granted on a least-privilege basis, and all administrative actions are captured in the SIEM for auditing and review, ensuring that only authorised users can perform privileged functions and all activity is traceable.

3.7 Auditing

Comprehensive audit logs capture all significant user and system actions, including authentication events, data changes and administrative activity. Buyers can access audit logs in real time or receive them through scheduled reports.

Logs are retained in line with buyer requirements and can be exported in open formats for compliance and investigation purposes. Supplier activity is also logged and made available on request, ensuring full transparency.

3.7.1 Performance monitoring and metrics

To effectively measure performance, we record all performance information and Key Performance Indicator (KPI) adherence and review these monthly. Promoting collaboration, we will discuss these with buyers at monthly contract review meetings. Providing accountability, Account Managers will be responsible for embedding remedial actions if required. Operational reports can also be provided to buyers on request.

Embedding continuous improvement principles from the start of each contract, we will review our progress against agreed milestones at review meetings. Continuing to gather feedback throughout contracts, we will also discuss improvements at monthly review meetings/post-project review stage. Where improvements are identified, we will implement these immediately, sharing learnings across the organisation.

3.7.2 Compliance and quality management

Our services are delivered under a fully integrated management system, aligned with recognised standards e.g. ISO27001, SIP and WebRTC. Performance data, customer feedback and audit findings are reviewed monthly to identify improvement opportunities and track corrective actions.

Governance of all management systems is overseen by our Compliance Manager, who reports to the board-level Quality and Security Committee.

3.8 Backup, restore & disaster recovery

To safeguard all client and corporate information assets, we maintain comprehensive Data Protection, Business Continuity and Information Governance policies. Ensuring service continuity, data integrity and minimal disruption to client operations, our approach is fully aligned with ISO27001.

Overview and governance

Our Business Continuity Management (BCM) framework identifies potential threats, evaluates their impact and defines structured response procedures. Our CIO department activates recovery protocols, coordinate communications and oversee service restoration. We conduct a full risk review bi-annually, and verify readiness, test technical resilience and evidence compliance through annual continuity and disaster-recovery exercises.

Backup and data protection

- **Daily automated backups:** All electronic files are backed up three times a week and held for two weeks
- **Weekly off-site copies:** Encrypted replicas are transferred to a geographically separate, ISO 27001-aligned data centre
- **Cloud replication:** Critical operational and clinical-system data is synchronised in real-time to a secure UK-based cloud environment managed by our Operations Team
- **Secure retention:** Backup media is encrypted at rest and stored in controlled facilities isolated from environmental hazards

Disaster recovery and restoration

In the event of disruption, our Disaster Recovery Plan sets out recovery priorities and escalation procedures.

Our defined objectives are to:

- Restore essential systems within two hours
- Limit potential data loss to 72 hours
- Maintain continuous communication with clients throughout recovery

Continuous improvement and assurance

Following every exercise or live incident, we complete a post-event review and integrate lessons learned into updated procedures.

This cyclical improvement model strengthens resilience and maintains full compliance with DSPT requirements and G-Cloud 15 Call-Off Terms.

3.9 Training

Ensuring uptake across your team, enabling efficient communication, we provide training and resources, empowering buyers to effectively use Switchvox. This training is a vital part of every engagement, tailored to the needs of each buyer, we offer:

- Onsite and/or remote training from Sangoma staff, if required
- Access to online how to videos, which can be referred to at any time
- Online support documentation
- User guides for headsets

Through this offering, our training is flexible to the needs of all our buyers, allowing them to effectively use our systems to drive their efficiency.

3.10 Service pricing

Sangoma Switchvox as a Service will be priced according to the number of seats required, charged monthly with additional costs for optional extras, e.g.:

- Microsoft Teams
- Scribe AI Call Transcriptions and Insights
- Phone rentals

Ensuring flexibility, and that you are not paying for unused services, each seat has a range of contract length options:

- 3 years
- 1 year
- Month-to-month

A full breakdown of all our pricing is provided in the separate Pricing Document.

3.11 Invoicing process

Invoices will be provided monthly, in advance for each seat and will be available to view and download via the portal once issued. All invoices must be paid within 14 days of issue.

3.12 Termination terms

Termination is governed by the Crown Commercial Service G-Cloud 15 Call-Off Terms and Conditions. The minimum contract term is one month. Buyers may terminate the contract in accordance with these terms by providing written notice 30 days prior to renewal. Sangoma may terminate only in cases of material breach or non-payment. Upon termination, all data will be handled in line with our offboarding and data-deletion process described in Section 4.3.

4 Security and data governance

4.1 Data protection and encryption

To ensure data security and confidentiality, all data in transit is encrypted using TLS 1.2 or higher. Internal traffic between system components is also encrypted and routed through secure API gateways and segmented networks. We maintain security, adhering to best practice, aligned with ISO27001.

4.2 Data at rest, storage locations, and physical security

Aligned with best practice and GDPR, all data is stored in our secure, UK based data centres, compliant with:

- CSA CCM v4.0
- SSAE-18 / ISAE 3402

Safeguarding data at rest, these data centres provide robust physical access controls, such as monitored entry points, controlled access zones and continuous oversight.

4.3 Data sanitisation and disposal

Ensuring data security, data is securely sanitised in line with industry best practice. Deleted data is rendered irrecoverable using cryptographic erasure or secure overwrite methods prior to storage reuse or system decommissioning.

When hardware reaches end-of-life, equipment is disposed of through accredited third-party destruction services that comply with ISO 27001, CAS(S) or CSA CCM requirements. Certificates of destruction or erasure can be provided on request.

4.4 Security testing and assurance

Supporting resilience and continued security, Sangoma operates a robust testing, identifying threats through continuous:

- Vulnerability scanning
- Configuration reviews
- Risk assessments

Addressing any issues, critical vulnerabilities are addressed as a priority and deployed as soon as testing is complete, with lower-risk updates applied during scheduled maintenance windows

4.5 Incident and protective monitoring management

Sangoma operates a formal incident management process to handle security and service issues promptly. Ensuring a timely resolution, users report incidents via Sangoma's customer account team, where necessary this is then escalated to the security team following internal procedures. Each incident generates a formal report documenting actions, outcomes, and any required follow-up. This process demonstrates our commitment to robust security, data governance, and service continuity, and a copy of the procedure can be provided on request.

4.6 Configuration and change management

Sangoma Switchvox as a Service phone system uses ITIL-aligned configuration and change management processes. Ensuring effective change management, all service components, including platform infrastructure,

customer configurations, and security controls, are recorded in a central CMDB and tracked throughout their lifecycle from provisioning to decommissioning.

Changes are managed through a formal change process and classified as standard, normal, or emergency. As part of these processes, each change includes risk, impact, and rollback assessment. All changes are reviewed for potential security impact, including effects on access controls, encryption, and service availability. Changes with security implications are approved by authorised personnel and tested prior to deployment.

4.7 Information security management and certifications

Evidencing the strength of our governance framework and third-party validation, we:

- Hold ISO 27001 accreditation, evidencing a robust information security management system.
- Maintain WebRTC compliance, ensuring secure real-time communications.
- Follow NIST cybersecurity framework principles to guide risk management and controls.
- Implement GDPR and UK Data Protection Act 2018 requirements, ensuring compliance with privacy and data protection standards.
- Conduct annual internal audits and risk assessments to continuously improve security and operational resilience.
- Adopt ITIL-aligned processes for secure service management and incident handling.
- Are active members of the Comms Council UK, engaging with industry best practices and standards.
- Use secure software development practices, including code reviews and vulnerability testing, aligned with OWASP guidelines.

4.8 Secure development and cryptography

Demonstrating secure coding and cryptographic controls, our system is developed in-house following secure development practices and stores all data using AES256 encryption. Operations adhere to UK data protection principles.

4.9 Identity and access management

Ensuring only authorised users can access Switchvox, we manage access through strict role-based access control, supported by password controls and multi-factor authentication. By retracting access to management interfaces, through additional admin credentials, we ensure only authorised users can access these elements.

5 Supplier information

5.1 About us

Founded in 1985, Sangoma is a pioneer and global leader in business communications, as the leading developer of Asterisk and FreePBX, the world's two largest open-source communications systems. It is our mission to unite businesses of all sizes, connecting the people and processes that matter.

With over 40 years of experience, supporting 2.7m users, across more than 100k customers in 187 countries, we will support the needs of any customers, improving efficiency and delivery through effective communication.

Providing a single-vendor framework, we offer reliable, affordable, and fully integrated UC solutions featuring telephony, meetings, messaging, and more. Through our constantly expanding portfolio, Sangoma can meet all your communication needs, as the only provider you will need.

5.2 Relevant experience and testimonials

An established global communications provider, we have a wealth of experience supporting customers in the UK, across multiple sectors, including but not limited to, education, healthcare and government.

Case study: Northgate Academy

Working with Northgate Academy ahead of the ISDN switch-off, we explained that digital modernisation offered a timely, cost-effective way of transforming and future-proofing the Academy's communication capabilities.

Supporting this transition, we deployed VEGA VoIP gateway SIP trunks, converting the analogue phone signal and allowing connection to a VoIP network. We then rolled our Switchvox Cloud, providing a slick and ultra-reliable service, instantly reducing telephony costs by 20%.

We replicated all the academy's communication functionality on any connected device, anytime and anywhere via a single application. Key features included:

- Voice and video calling
- Interactive Voice Response (IVR)
- Call redirect during school holidays
- Full call management and analytics

Testimonial:

"The consultative nature of our relationship was key. They talked us through the technicalities of the switch-off and the benefits on offer of moving to the cloud. Our existing system was ageing and out of service, and we were persuaded that now was the time to fully digitise."

"The reduced costs, the simplicity and reliability, the enhanced functionality and agility – the benefits are everywhere. Our new Sangoma handsets are modern and robust, and the Sangoma Switchvox solution unifies all of our internal and external communication channels in a way which enables us to navigate the switch-off, improve user experience, and future-proof our organisation."

The Academy's Executive Head Sheralee Webb

5.3 How to buy

Sangoma's services can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace.

Buyers can search for Sangoma on the Digital Marketplace and select the required service listing.

Once selected, the buyer and Sangoma will:

1. Agree a Statement of Work (SOW) detailing scope, deliverables, timescales and pricing
2. Raise a Call-Off Contract under the G-Cloud framework terms
3. Issue a Purchase Order (PO) to confirm commencement

Ensuring transparency and compliance with public-sector procurement regulations, all engagements are delivered in line with G-Cloud framework conditions.

Enquiries or pre-contract discussions can be arranged through our central contact point:

- uksales@sangoma.com
- 01344269220