

Unified Communications

Purpose:

To help you exploit the latest cloud-based VoIP and Unified Communications Technology.

Overview:

Actica has extensive experience in reviewing legacy PBX, mobile and telephony technologies and advising on the transition and adoption of new VoIP, cloud-based and Unified Communications Solutions in order to offer operational agility and business benefits. We are able to audit existing systems, make recommendations on new technology provision, develop programme plans, assist with transition and advise on cost saving mechanisms for new telephony provision covering both fixed and mobile communications.

With significant knowledge in the deployment of operational telephony systems, our team can advise on every aspect ranging from single switches, multiple switches, multiple sites, convergence, call handling and call centres. We can audit existing legacy networks and make strategic recommendations on the best way forward. This includes helping clients with Voice Over IP, Video Over IP, Radio Over IP and Unified Communications Convergence.

Planning:

- Develop project and programme plans
- Advise on single switches, multiple switches, multiple sites, telecoms architectures
- Provide call centre convergence, call-handling, control room, emergency systems advice
- Advise on cost saving mechanisms for new telephony provision
- Review 4G, LTE, 5G roadmaps and future use.
- Development of mobile solution and procurement, security, performance, quality plans
- Benchmarking to identify areas of improvement
- Our service is subject to ISO9001 certified quality controls

Set-up and Migration:

- Audit existing systems, make recommendations on new technology provision
- Develop programme plans, roadmaps and transition plans
- Transition planning and support to assist transition
- Pragmatic application of best practice

Information Assurance:

We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP). Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who

will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition, a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement, Actica will send a fully priced proposal detailing the services to be provided. Once approved, a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client, Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

The Consumer should appoint a single point of contact for reporting purposes.

Contact Details

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