CISILION

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Service Definition Document
Cisilion Cloud-based Contact Centre Support

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1.1 Disclaimer

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Cisilion Limited is registered in England under company number 3902228.

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2. Cisilion Business Overview

Cisilion is a UK-based technology consultancy and managed services provider, founded in 2000. Initially built on Cisco and Microsoft solutions, Cisilion now delivers IT services across 70 countries and five continents, holding Cisco Gold Integrator and Provider status for over 18 years.

Microsoft Business Overview

As a longtime Microsoft Solutions Partner, Cisilion specialises in designing, deploying, and supporting secure, modern digital workplaces. We help organisations maximise their Microsoft investments, enhance productivity, strengthen security, and modernise operations through deep technical expertise, ITIL-aligned managed services, and robust delivery capability.

Microsoft Proposition

We offer an end-to-end Microsoft portfolio covering:

- Modern Work: Collaboration, communication, and governance via Microsoft 365, Teams, SharePoint, OneDrive, Intune, Autopilot, and Viva.
- Intelligent Cloud & Infrastructure: Azure cloud design, migration, optimisation, networking, backup, and business continuity.
- Enterprise-Grade Security: Integrated Microsoft security, Sentinel SIEM, Entra ID, compliance, and governance solutions.

Cisco Business Overview

- Cisilion is a long-standing Cisco Gold Partner delivering secure, scalable, and high-performing network, collaboration, and datacentre solutions. Our Cisco proposition spans campus networking, SD-WAN, Meraki cloud management, security, contact centre, and collaboration platforms including Webex and Cisco Unified Communications. We combine deep engineering expertise with proven consulting, project delivery, and ITIL-aligned managed services to help organisations modernise infrastructure, enhance security, and improve user experience. Cisilion's UK-based NOC and SOC provide proactive monitoring, incident management, and lifecycle governance across Cisco technologies, ensuring reliability, resilience, and continual optimisation for public and private sector customers

Cisco Proposition

Cisilion is a Cisco Gold Partner delivering secure, resilient, and scalable networking, security, collaboration, and datacentre solutions. Our Cisco portfolio spans Catalyst networking, SD-WAN, Meraki cloud-managed IT, Webex collaboration, and Cisco Secure technologies. With deep engineering expertise and proven delivery capability, we design, deploy, and support modern infrastructure aligned to Cisco best practices. Our UK-based NOC provides 24×7 monitoring, incident response, and lifecycle management, ensuring performance, reliability, and continuous optimisation. Cisilion enables organisations to modernise operations, enhance user experience, strengthen security, and accelerate digital transformation through end-to-end Cisco solution lifecycle services.

Why Choose Cisilion



- Extensive Microsoft certifications and real-world transformation experience across public and private sectors.
- Full lifecycle delivery: consultancy through to managed services.
- Outcome-focused engagements with business alignment, user experience, security-first principles, and robust governance.
- UK-based expertise and compliance with strict regulatory requirements.

Cisilion is among the few UK partners to hold both Cisco Gold accreditations, supported by continuous skills development and regular audits. Additional specialisations include Advanced Collaboration, Data Centre, Enterprise Networks, Security, Video, WebEx, Cloud Services, and Application Centric Infrastructure.

Reasons to Choose Cisilion

- 1 of 2 Cisco FSO Managed Service Providers in EMEA
- Top 5 Cisco Certified Managed Service Provider in the UK
- Highly skilled teams with proven project delivery and service management
- Seamless supplier accountability and long-term trusted partnerships
- Comprehensive accreditations and strong client references
- Expert incident resolution via our ITIL-based service centre
- Holistic support from accredited pre-sales, consultants, and professional services teams

3. Service Overview

1. Service Overview

Cisilion provides managed support for cloud-based Contact Centre solutions, delivering proactive monitoring, incident management, configuration assistance, and service management across supported platforms. Backed by a 24×7×365 UK-based Service Centre and ITIL-aligned processes.

2. Service Scope

Included Services

- Proactive incident management aligned to ITIL workflows
- Contact Centre platform monitoring and performance analysis
- Configuration changes managed via Change Enablement
- Event and performance monitoring with automated alerting
- Vulnerability and patch management activities
- Routine checks on service health and configuration
- UK-based 24×7×365 Service Centre support availability
- Service delivery via secure delegated access

Supported Platforms

- Cisco Webex Contact Center
- Microsoft Teams Contact Centre integrations
- Luware, NetCall, and other CCaaS platforms

3. Service Features

- Omnichannel support (voice, chat, email, bots)
- Advanced IVR with DTMF and optional speech recognition
- Call recording and management information reporting
- Integration with CRM platforms (Salesforce, Dynamics, Zendesk, ServiceNow)
- Secure, scalable architecture with 99.99% uptime

4. Benefits

- Maximises uptime and reliability of Contact Centre environments
- Rapid incident response and resolution
- Reduces operational risk through proactive management
- Enables client IT teams to focus on strategic goals

- Ensures compliance with industry best practices
- Provides actionable reporting and performance insights
- Scalable to evolving client requirements

Appendix A. Cisilion Overview

Cisilion offers market-leading companies a dynamic partnership that is responsive to their needs in the long term. Our bespoke technology services and solutions allow our clients to gain a competitive advantage.

Transformation goes beyond simply introducing technology updates and solutions. It is an expansive service that reimagines a more resilient, flexible, and digitally focused future and actively works to achieve it.

Cisco Gold Integrator

Master Collaboration Specialisation

Advanced Enterprise Networks Architecture Specialisation

Advanced Security Architecture Specialisation

Advanced Collaboration Architecture Specialisation

Advanced Data Centre Specialisation

Customer Experience Specialisation

Environmental Sustainability Specialisation

Security Specialisation

Cisco Gold Provider

Meraki Access

Meraki SD-WAN

Cloud Calling

Webex Contact Centre

Microsoft Gold Partner

Solutions Partner for Digital & App Innovation (Azure)

Solutions Partner for Modern Work

Solutions Partner for Infrastructure (Azure)

Solutions Partner for Security

Networking Services

Adoption and Change Management

Calling for Microsoft Teams

Meetings and Meeting Rooms for Microsoft Teams

Cloud Security

Threat Protection

Infra and Database Migration

Azure Virtual Desktop

Cisilion are more than just an IT services and solutions provider. We are a trusted partner that is truly invested in our clients' success.

We offer a trusted and dynamic partnership that responds to our clients' long-term goals.

Combining market leading tech with world-class service, we go above and beyond expectations to ensure our clients are ready for a digital future.

We believe in long-lasting relationships with our clients and are truly invested in their success. With our client-focused approach and bespoke services and solutions, we respond to our client's needs today and for the future.

What truly sets us apart is our people. Our culture is defined by deep expertise, years of experience, and their commitment to building strong, long-lasting relationships.

Awards

Cloud Solutions Provider of the Year Finalist

IT Europa Awards

Best SME UC Solution of the Year

Comms National Awards

Enterprise Reseller of the Year

Comms Business Awards

Best Enterprise Solution (On-Prem/Cloud) of the Year

IT Europa Awards

Cisco Innovation Partner of the Year (EMEAR and UK&I)

Cisco

Best Connected / Mobility Solution of the Year

IT Europa

Corporate Reseller of the Year

CRN Channel Awards

Enterprise Reseller of the Year

Comms Business Awards

Best Enterprise UC Solution of the Year

Comms National Awards

Storage Project of the Year

SVC Awards

EMEA Partner of the Year

Riverbed Partner Summit

Enterprise Solution of the Year

IT Europa European IT Excellence Awards

Architectural Excellence Borderless Networks Partner of the Year

Cisco Global Summit

Mobility Solution of the Year

IT Europa European IT Excellence Awards

Enterprise Convergence Solution of the Year

Comms Business Awards

50+

Vendor Partners

500+

Unique certifications

£650

Technology assets under management

23

Years in business

70

Countries we work in

98%

Managed service renewal rate

100%

Organic revenue growth since 2019

Presence in

UK, US, EU, and ASIAPAC

Strategic Vendor Partners

Cisilion is vendor independent and committed to helping customers meet their challenges with the most appropriate technology.

Recognised by vendors, Cisilion offers market-leading levels of accreditation, and we understand that to be able to deliver the business innovation our clients demand, collaborating with the best vendors is critical.

Our Partners Include

Cisco Partner
Gold Integrator
Gold Provider

Microsoft Solutions Partner

ARISTA
DELL Technologies
Lenovo
paloalto NETWORKS
silver peak™
riverbed
Yealink
FORTINET
pureip
Jabra GN
meld CX™
APPSPACE
Gamma
Luware
Teleware
SAMSUNG

SCAN ME

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