



G Cloud 15 Service Definition Document

Lot 2b

Cisilion Team Collaboration Managed Service

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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 24x7 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

Cisilion Team Collaboration Managed Service – Comprehensive Service Definition

2. Service Summary

Cisilion's Team Collaboration Managed Service offers end-to-end management, monitoring, support, and service assurance across Microsoft Teams, Cisco Webex, Teams Phone, Teams Rooms, Cisco UC, and integrated Contact Centre platforms. Delivered by Cisilion's UK-based operations team operating 24x7x365, the service ensures continual oversight of devices, applications, cloud components, SBCs, SIP trunks, and includes integrated reporting.

3. Full Service Description

Cisilion manages the complete lifecycle of Digital Workspace collaboration platforms, such as:

- Microsoft Teams (Phone, Meetings, Rooms, M365 stack)
- Cisco Webex Meetings, Webex Calling, Webex Rooms
- Cisco UC (CUCM, Unity Connection)
- Session Border Controllers (AudioCodes, Ribbon, CUBE)
- Call recording, SIP trunks, reporting platforms (Tiger Prism, Red Box)
- Contact Centre solutions (Luware, Webex Contact Center, Netcall)

Our services encompass Incident, Problem, Change, Request Fulfilment, Monitoring, Vulnerability & Patch Management, Reporting, Client Success Management, and Experience-based measurement (XLA).

4. Service Features

Cisilion provides the following technical and operational features:

- Comprehensive incident management across all collaboration platforms (React/Monitor/Manage)
- Both reactive and proactive problem management
- Change enablement for UC, Teams Rooms, SBCs, Webex, and Contact Centre
- End-to-end monitoring via Webex Control Hub, Teams Rooms Pro, and SBC tools
- Vulnerability & Patch Management for supported components
- Service request fulfilment across Teams, Webex, UC, and SBCs
- Configuration and firmware/software update management
- Monthly and quarterly reporting on performance, capacity, CSAT, XLA
- Contact Centre configuration, administration, and performance monitoring



- Call routing changes and custom reporting where technically feasible

5. Service Benefits

Key benefits aligned with your source Service Definition include:

- Robust collaboration performance across all supported platforms
- Enhanced stability through proactive monitoring and service management
- Reduced outages via structured, vendor-aligned change processes
- Improved incident response in line with SLA/XLA commitments
- Reduced risk through vulnerability remediation and secure configuration
- Transparent insights from regular service reports and reviews
- Superior voice/meeting experiences via targeted investigation workflows
- Business continuity within cloud collaboration ecosystems
- Scalability to accommodate organizational growth across users, rooms, and endpoints
- Ongoing improvements to ensure reliability and exceptional user experience

6. Service Levels & SLAs

Incident SLAs

- SLA Response: Included with Monitor tier
- SLA Target Resolution: Included with Monitor tier
- Enhanced SLA Response and Resolution: Included with Manage tier

Experience Level Agreement (XLA)

- XLA measurement and reporting included with Manage tier

Service Centre Coverage

- Fully remote delivery via UK-based 24x7x365 operations team

Client Success Management

- Dedicated Client Success Manager assigned to Manage tier clients

7. Onboarding & Offboarding

Onboarding Activities:

- Development of a Client Services Manual (contacts, escalation paths, communications)
- Teams Rooms onboarding (update rings, firmware process, portal configuration)
- SBC/Webex onboarding tailored to platform architecture
- Secure access provisioning: GDAP access and named Entra ID accounts



- Application of Cisilion standard onboarding procedures: structured access, monitoring integration, role definitions

Offboarding:

- Revocation of delegated access
- Transfer of final reports and documentation
- Clean, controlled service exit

8. Service Constraints

Examples include:

- Requirement for secure delegated access (GDAP plus named Entra ID accounts)
- Client first-line triage prior to ticket submission
- Some Teams Rooms firmware updates may necessitate onsite client assistance (particularly Intel NUC devices)
- Device/user quantities must not exceed contractual limitations
- Onsite maintenance is excluded unless purchased separately
- Webex Rooms maintenance is only provided where procured
- Cisco UC scripting/changes subject to established Change Enablement protocols
- Hardware support requires an active maintenance contract

Additional constraints:

- Service depends on stable connectivity, reliable power supply, and functional devices

9. Technical Requirements

- Administrative access to the client's Microsoft 365 tenant
- Access to Cisco Webex Control Hub, Webex Calling/Rooms, and UC platforms
- SBC access including AudioCodes, Ribbon, and CUBE devices
- Access to designated Contact Centre platforms: Luware, Webex CC, Netcall
- Required client infrastructure: connectivity, cabling, and compatible devices
- Named Entra ID accounts for delegated service access

10. Service Metrics & Reporting

- Monthly incident/problem/request/change reports for the Manage tier
- Quarterly reporting for Monitor and Manage tiers
- Performance and capacity reporting included with Manage tier
- XLA reporting focused on service experience outcomes

11. Pricing Model



Pricing is structured according to service tier (React, Monitor, Manage), user volumes, optional add-ons, and contract duration. This document does not include commercial rates.

12. Service Levels Included in Price

- Incident assistance across all tiers
- Monitoring provided for Monitor and Manage tiers
- Proactive service ownership for Manage tier clients
- Vulnerability & Patch Management available for Manage tier
- Change enablement and request fulfilment for Manage tier
- XLA reporting exclusive to Manage tier

13. Add-ons & Extensions

From Service Definition:

- Cisco ThousandEyes integration
- Teams Rooms Onsite Preventative Maintenance
- Extended Onsite Support

Cisilion Standard:

- Extended analytics and reporting packages available upon request

14. Termination & Exit Support

Cisilion provides a structured offboarding process, which includes removal of access privileges, runbook transfer, and final reporting.



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



Partner

Gold Integrator
Gold Provider



ARISTA **DELL**Technologies **Lenovo** **paloalto**
NETWORKS

silver peakTM **riverbed** **Yealink** **FORTINET**

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