Business Systems (UK) Limited

G-Cloud 15

Service Definition Document
Teleware ConnectPro

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1 Who are Business Systems?

Business Systems is an independent UK-based transformation partner with over 35 years' experience supporting organisations to modernise customer experience and contact centre operations.

We deliver outcome-driven solutions across AI and Automation, CX Management, Workforce Engagement Management, and Monitoring and Compliance. Our consultative, vendor-neutral approach supports complex, mission-critical environments, enabling secure transitions from legacy systems to modern, cloud-based platforms while maintaining operational integrity, regulatory compliance, and delivering measurable return on investment.

2 What is the Service?

When migrating to Microsoft Teams voice, organisations often find that they don't have all the features they need within Microsoft Call Queues, such as real-time statistics, agent wrap-up, CRM integration and historic reporting. Organisations turn to third-party contact centre solutions to address these issues but often sacrifice functionality or compromise on licences due to budget constraints. Teleware bridges the gap between Microsoft Call Queues and typical contact centre licencing, by offering advanced capabilities cost-effectively.

ConnectPro offers a tightly integrated experience in comparison to standalone contact centres, which are typically siloed to specific user groups (e.g. customer service team). This improves communication and collaboration between ConnectPro agents and other Teams users.

Who is it for?

Microsoft Teams customers who want a native solution that is cost effective & enables modern working for contact centres

Microsoft Teams customers who need dashboards to deliver real time goal & performance data

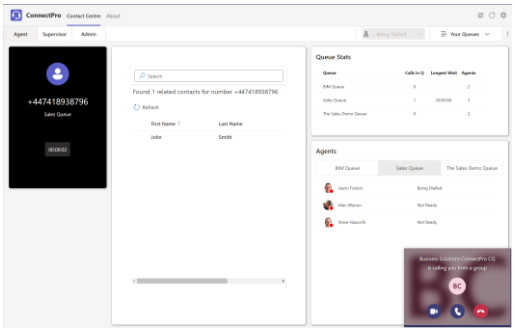
Microsoft Teams customers who want more feature functionality than Teams Call Queues

Simple deployment model

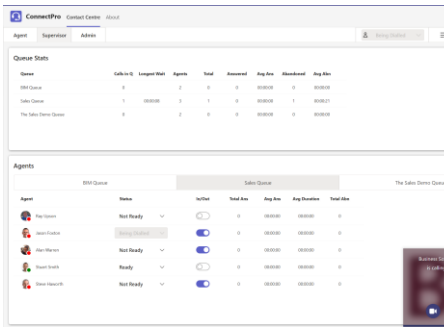
Microsoft Teams customers who do not need a high-end contact centre solution	Microsoft Teams customers who want easily accessible reporting data that can be managed departmentally	Microsoft Teams native solution that is easy to configure and use

ConnectPro Features and Benefits

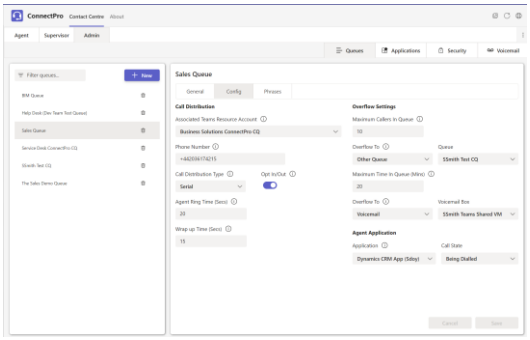
Integrated into Microsoft Teams natively, users are able to manage communications, supervise agents/queues or administrate queue configurations/behaviours, without leaving Microsoft Teams. Role-based access ensures users only have the features and services they need.



Agent Experience



Supervisor Experience



Administrator Experience

Feature	Benefit
• Natively integrates into Microsoft Teams. • Agent and Supervisor app providing real-time insights including call handling, queues, customer wait	• Departments can manage and supervise teams and agents in real-time. Adds, moves and changes reduced from hours to seconds without the need for IT.

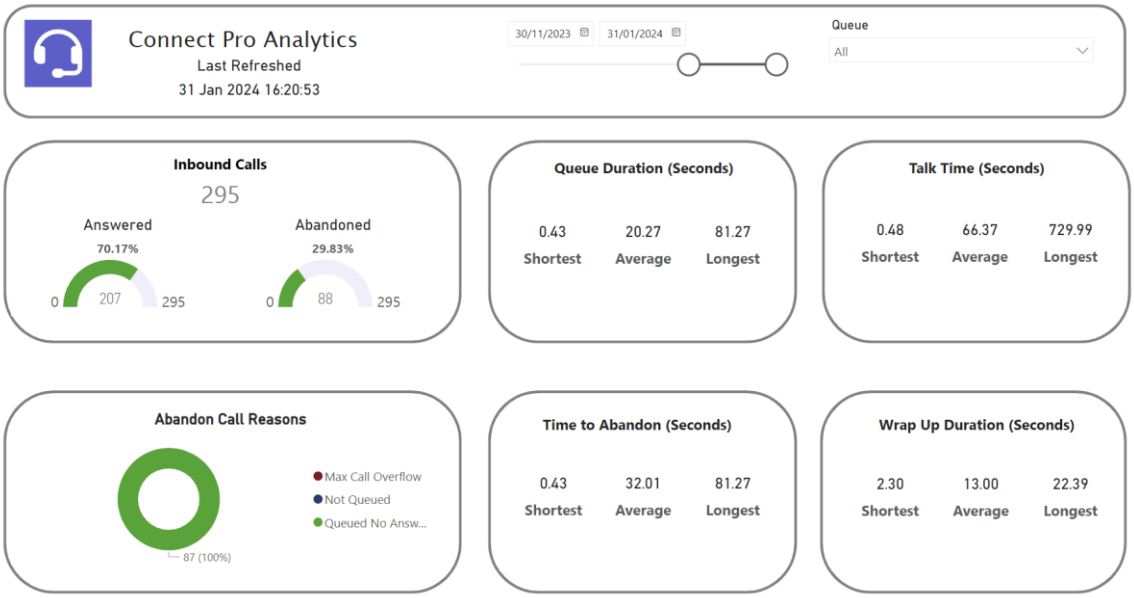
times, agent availability and performance metrics.
- Advanced routing and call queuing options, equipped with self-service capabilities provide flexibility to distribute work to the right people in your organisation at all times.
- Integration with third-party platforms using Power Apps, including CRM (e.g. Dynamics and Salesforce), helpdesk, HR and financial software.
- Optional recording for compliance and training purposes.
- Improves first contact resolution through better collaboration with experts from the rest of the business.
- Greater insights to make effective data-driven decisions.
- Easy to deploy globally, live within minutes, next to no setup costs.
- Enables hybrid working throughout the contact centre, helping reducing employee attrition and cost.
- Scalable solution with the ability to add or remove users easily.
- No hidden costs.

PowerBI Integrated Reporting

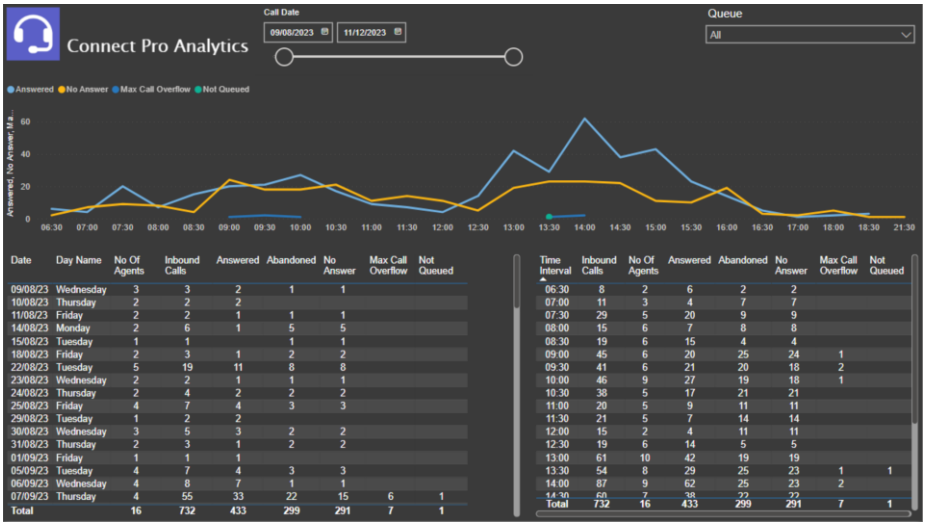
ConnectPro provides a comprehensive data set accessible through PowerBI. This provides a flexible approach to historic reporting, enabling you to manage ongoing reporting requirements. Reporting is defined as a role within ConnectPro, enabling the role to be applied to specific individuals or business units within your organisation.

Teleware also provides a PowerBI template to customers with options for customisation. PowerBI template includes:

- Inbound and Outbound Call Summaries
- Inbound and Outbound Queue and User Summary
- Inbound Call Matrix
- Inbound and Outbound Call Detail Analysis
- Agent Availability
- Queue Assigned Agents



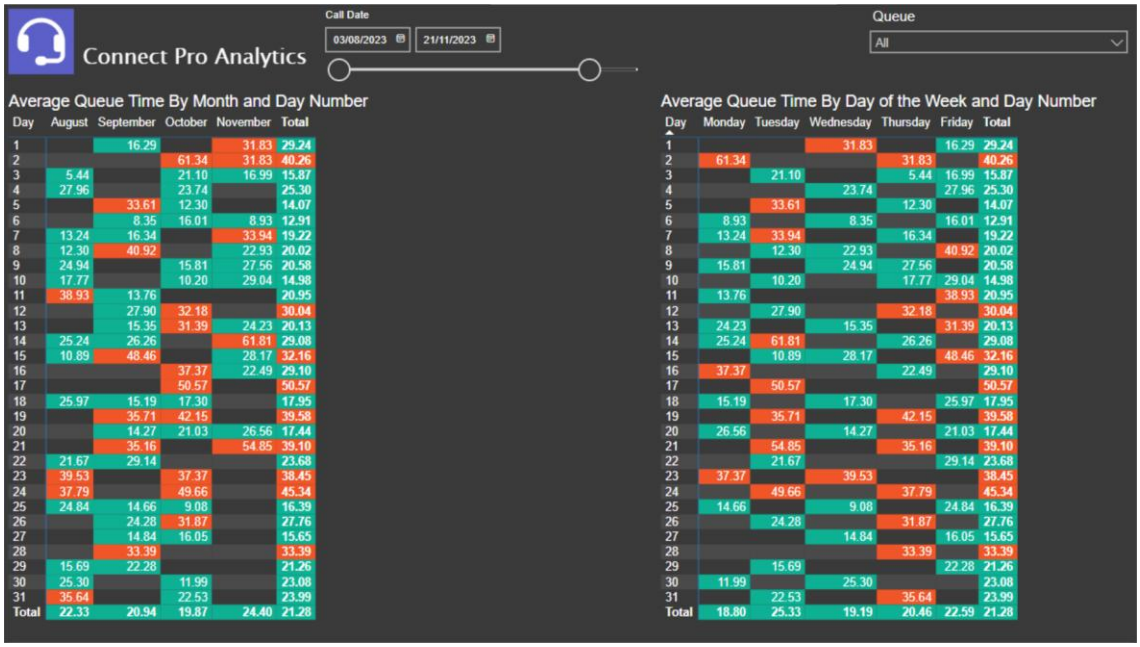
Inbound and outbound call summaries



Date	Day Name	No Of Agents	Inbound Calls	Answered	Abandoned	No Answer	Max Call Overflow	Not Queued
09/08/23	Wednesday	3	3	2	1	1		
10/08/23	Thursday	2	2	2				
11/08/23	Friday	2	2	1	1	1		
14/08/23	Monday	2	6	1	5	5		
15/08/23	Tuesday	1	1		1	1		
18/08/23	Friday	2	3	1	2	2		
22/08/23	Tuesday	5	19	11	8	8		
23/08/23	Wednesday	2	2	1	1	1		
24/08/23	Thursday	2	4	2	2	2		
25/08/23	Friday	4	7	4	3	3		
29/08/23	Tuesday	1	2	2				
30/08/23	Wednesday	3	5	3	2	2		
31/08/23	Thursday	2	3	1	2	2		
01/09/23	Friday	1	1	1				
05/09/23	Tuesday	4	7	4	3	3		
06/09/23	Wednesday	4	8	7	1	1		
07/09/23	Thursday	4	55	33	22	15	6	1
Total		16	732	433	299	291	7	1

Time Interval	Inbound Calls	No Of Agents	Answered	Abandoned	No Answer	Max Call Overflow	Not Queued
06:30	8	2	6	2	2		
07:00	11	3	4	7	7		
07:30	29	5	20	9	9		
08:00	15	6	7	8	8		
08:30	19	6	15	4	4		
09:00	45	6	20	25	24	1	
09:30	41	6	21	20	18	2	
10:00	46	9	27	19	18	1	
10:30	38	5	17	21	21		
11:00	20	5	9	11	11		
11:30	21	5	7	14	14		
12:00	15	2	4	11	11		
12:30	19	6	14	5	5		
13:00	61	10	42	19	19		
13:30	54	8	29	25	23	1	1
14:00	87	9	62	25	23	2	
14:30	60	7	38	22	22		
Total	732	16	433	299	291	7	1

Date and call time analytics

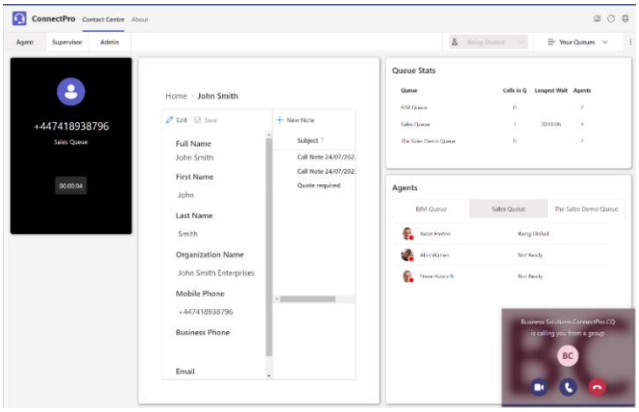


Day	August	September	October	November	Total
1		16.29		31.83	29.24
2			61.34	31.83	40.26
3	5.44		21.10	16.99	15.87
4	27.96		23.74		25.30
5		33.61	12.30		14.07
6		8.35	16.01	8.93	12.91
7	13.24	16.34		33.94	19.22
8	12.30	40.92		22.93	20.02
9	24.94		15.81	27.56	20.58
10	17.77		10.20	29.04	14.98
11	38.93	13.76			20.95
12		27.90	32.18		30.04
13		15.35	31.39	24.23	20.13
14	25.24	26.26		61.81	29.08
15	10.89	48.46		28.17	32.16
16			37.37	22.49	29.10
17			50.57		50.57
18	25.97	15.19	17.30		17.95
19		35.71	42.15		39.58
20		14.27	21.03	26.56	17.44
21		35.16		54.85	39.10
22	21.67	29.14			23.68
23	39.53		37.37		38.45
24	37.79		49.66		45.34
25	24.84	14.66	9.08		16.39
26		24.28	31.87		27.76
27		14.84	16.05		15.65
28		33.39			33.39
29	15.69	22.28			21.26
30	25.30		11.99		23.08
31	35.64		22.53		23.99
Total	22.33	20.94	19.87	24.40	21.28

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Total
1			31.83		16.29	29.24
2	61.34			31.83		40.26
3		21.10		5.44	16.99	15.87
4			23.74		27.96	25.30
5		33.61		12.30		14.07
6	8.93		8.35		16.01	12.91
7	13.24	33.94		16.34		19.22
8		12.30	22.93		40.92	20.02
9	15.81		24.94	27.56		20.58
10		10.20		17.77	29.04	14.98
11	13.76				38.93	20.95
12		27.90		32.18		30.04
13	24.23		15.35		31.39	20.13
14	25.24	61.81		26.26		29.08
15		10.89	28.17		48.46	32.16
16	37.37			22.49		29.10
17		50.57				50.57
18	15.19		17.30		25.97	17.95
19		35.71		42.15		39.58
20	26.56		14.27		21.03	17.44
21		54.85		35.16		39.10
22		21.67			29.14	23.68
23	37.37		39.53			38.45
24		49.66		37.79		45.34
25	14.66		9.08		24.84	16.39
26		24.28		31.87		27.76
27			14.84		16.05	15.65
28				33.39		33.39
29		15.69			22.28	21.26
30	11.99		25.30			23.08
31		22.53		35.64		23.99
Total	18.80	25.33	19.19	20.46	22.59	21.28

Call matrix

PowerApps



Seamless Integration: PowerApps can be seamlessly integrated within ConnectPro within Microsoft Teams, allowing for a smooth and unified user experience. By leveraging PowerApps' capabilities, you can enable custom screen pop applications that retrieve relevant customer information from external systems or databases and display it within Teams. This integration eliminates the need for users to switch between different applications, streamlining their workflows and improving productivity.

Contextual Information: When a call comes in, the screen pop application can automatically retrieve and display relevant customer details, such as their contact information, purchase history, previous interactions, and any ongoing processes or tickets associated with the customer. Having this information readily available enables employees to provide personalised and informed support, enhancing the overall customer experience.

Increased Efficiency: With quick access to customer information within Teams, employees can respond to inquiries or issues more efficiently, leading to faster resolution times and improved customer satisfaction. This increased efficiency allows employees to focus more on delivering quality service and building stronger customer relationships.

Compliant Call Recording

All calls inbound to ConnectPro teams and calls made outbound from ConnectPro can be recorded and stored by Teleware with an applied retention policy. Recordings are digitally signed and tamper evident to enable adherence to any regulations or agreements with customers. On completion of a call, the recording is securely stored away onto the cloud call recording platform and are accessible through the recording hub, as a permission-based function. The hub utilises Secure HTTP with additional options for IP address filtering where required. Secure login credentials will direct the user to their dedicated tenancy and access to call recordings which allows:

SEARCH	DOWNLOAD	PLAY	FEATURES
Search for files based on date,	Download individual or multiple recordings	Our play option will allow the user to	Users can take additional actions

time, user ID, number dialled, caller ID or direction (inbound or outbound).	as a zip file to your PC for playback through speakers or external transfer.	input the phone number they want to hear the recording on, once confirmed our platform will ring the number and play the recording on answer (minute rates apply).	such as placing files on litigation hold – ensuring files are not removed once expired. Or they can make notes against files as part of investigation or day to day operations.

3 Product Key Notes

1. A licence is required for each individual requiring access to agent or supervisor functionality. For access to PSTN from Teams, the customer must purchase a relevant Microsoft product (Direct Routing, Calling Plan or Operator Connect). Charges do not include consultancy, design and build of the applications, which will be charged at the standard day rates for Professional Services where required.

2. For PowerApp integration a licence is required for each agent and supervisor. The required appropriate Microsoft licencing for PowerApps usage is not included and is the responsibility of the customer. Charges do not include consultancy, design, and build of any PowerApp applications, which will be charged at the standard day rates for professional services where Teleware services are required.

3. Recordings of calls made with Business Call Recording are stored for 30 days. Recordings made with the Secure Call Recording or Encrypted Call Recorded products have retention for 185 days included (the required retention period needs to be specified on order).

4 On Boarding Support

BSL's Cloud Services are delivered in the form of Software as a Service (SaaS) and as a result, can be very quickly deployed. Hosted and managed centrally, standard services can be turned on and off and additional modules added as customer requirements evolve.

For every major on-boarding, BSL assigns a dedicated Prince2 certified Project Manager (PM). It is the PM's responsibility to ensure that all new installations are implemented against and adhere to the agreed project specification.

4.1 Training

Customer training is delivered by BSL Consultants as and where required. The training is consultative and enables the knowledge transfer through hands on exercises and support in building the hierarchy and schedules.

There are also online resources that provide a wealth of material for end users. This includes context driven help, process overview, and troubleshooting guides. End users will also have access to the customer portal which includes forums, FAQs, and product documentation.

BSL will provide training material covering the main modules. These guides provide an overview of the main functionality for modules in scope.

4.2 Service Transition Management

As part of the Project Implementation Services, BSL Group will assign a Service Transition Manager, with oversight from the BSL Head of Service Delivery, to manage the Service Transition, from Project to Support. All transition activities will be managed in conjunction with the relevant Client Service Design and Transition teams.

The key objectives of service transition are to:

- Plan and manage service changes efficiently and effectively
- Manage risks relating to new, changed, or retired services
- Successfully deploy service releases into supported environments
- Set correct expectations on the performance and use of new or changed services
- Ensure that service changes create the expected business value
- Provide good-quality knowledge and information about services and service assets

To achieve these objectives, there are many things that need to happen during the service transition lifecycle stage. These include:

- Planning and managing the capacity and resources required to manage service transitions
- Implementing a rigorous framework for evaluating service capabilities and risk profiles before new or changed services are deployed
- Establishing and maintaining the integrity of service assets.
- Providing efficient repeatable mechanisms for build in, testing, and deploying services and releases

- Ensuring that services can be managed, operated, and supported in accordance with constraints specified during the service design stage of the service lifecycle
- Some activities of the service transition processes may be carried out during the service design stage of the service lifecycle – for example, design of a release package or planning of a service transition

The scope of Service Transition includes:

- Managing the complexity associated with changes to services and service management processes
- Allowing for innovation while minimizing the unintended consequences of change
- Introducing new services
- Changes to existing services, e.g. expansion, reduction, change of supplier, acquisition, or disposal of sections of user base or suppliers, change of requirements or skills availability
- Decommissioning and discontinuation of services, applications, or other service components
- Transferring services to and from other service providers

Once Transitioned into live support, BSL will work with the Client to create an agreed escalation process for all aspects of the Service. Several levels of escalation contacts will be provided by BSL.

5 Support

BSL Group will utilise ITIL certified personnel and ITIL methodology to provide a dedicated service and support wrap including all elements listed below for the Clients chosen solution.

5.1 Service Desk

The BSL Group Service Desk is the central point of contact for any support issues related to the production environment, including any security related matters. This team will manage, update, and rectify issues in accordance with the Service Level Agreement.

Our self-service portal is the main way to log and manage any Incidents or Service Requests. The portal allows the Service Desk and client to add updates and attachments throughout the lifecycle of an open ticket.

Where a fix cannot be found at the Service Desk level, the team will manage all escalations to the appropriate resolver groups.

The Cloud platform provides 24-hour surveillance and should BSL be made aware of any security concerns, these will be proactively communicated to the customer.

Based in the UK, our Service Desk operational hours are 08:00 to 17:30 UK time Monday to Friday (excluding Bank holidays). A 24-hour facility is available to customers for incidents logged outside of these operational hours. Incidents logged via the 24-hour facility will be responded to via the on-call engineering team

Our Service Desk provides:

- Service Request Fulfilment
- Incident Management
- Major Incident Management
- Interaction with third parties for end-to-end fault diagnosis
- Problem Management
- First Level Escalation
- Vendor Escalation
- Remote Resolution (where applicable)
- Request Management

The BSL Group engineers will have responsibility for the technical solution and relationships, they all report to the Head of Delivery, and are certified professionals for multiple platforms. There is a full rota of engineers available 24 x 7 for incident management and resolution purposes.

Support is a priority for the engineers who provide:

- Incident Resolution
- Third line support
- Fourth line Vendor liaison for incidents
- Third party liaison for incidents
- Remote Resolution
- Root cause analysis

5.2 Service Level Matrix

Priority Level	Description	Response Time	Resolution Time	Target per Month
1 Critical	System inoperable - No work can be performed, or processing capacity is so limited that the probability of a serious outage and business or revenue impact	20 mins / 30 mins OOH	4 hours	95%
2 High	System Function is inoperable / Data being corrupted – Customer contact centre function is severely limited, and the defect has significant adverse impact on the business.	20 mins / 30 mins OOH	8 hours	95%
3 Moderate	Function Not Working as Specified - This includes issues with the Customer contact centre system which do not stop users from performing daily business or for which there is a reasonable workaround.	1 hour	3 Days	N/A
4 Low	General question or request	8 hours	5 Days	N/A
RCA	A Root Cause Analysis will be provided on the back of every P1 reported	5 Days	N/A	N/A
Proposals	A quote for requests for additional services where the Scope has been clearly identified	5 Days	N/A	N/A

5.3 Priority 1 - 24x7 Support

Priority 1 issues can be raised out of normal business hours (i.e. outside M-F 08:00-17:30, over weekends and UK Bank Holidays) through the contact number which will provided as part of the Service Transition process.

Resolution of Priority 1 issue denotes a restoration of service not necessarily a permanent fix (e.g., if the service is restored through use of a backup service). If there is a customer request for investigation outside of normal business hours to determine root cause this will be regarded as an Additional Day and charged at the rate specified.

5.4 Major Incident Management

A Major Incident is classified as an event which significantly affects a business or organisation, and which demands a response beyond the routine incident process. The aim in all these cases is to resolve the issue within a short time frame.

Major Incidents can be characterised as the highest-impact, highest-urgency incidents. They typically affect a large number of users, depriving the business of one or more crucial services.

During a Major Incident, the Service Desk will appoint an Incident Manager. Throughout the management process of a Major Incident ticket, the appointed Incident Manager for this ticket should be kept fully informed. It is the responsibility of the Incident Manager to ensure the customer is updated on all steps being performed to try and fix the incident. This enables the assigned Engineer to concentrate on providing a resolution to the reported Incident. The Incident Manager is also responsible for ensuring that internal stakeholders (e.g., the nominated Account Manager for the affected customer) are kept informed.

5.5 Service Delivery Management

A named Service Delivery Manager (SDM) can be provided, who will ensure the operational service is delivered end to end. Delivering all service commitments, ensuring SLAs are measured, reported on, met & improved, and acting as a key escalation point. Additional responsibilities include ensuring all service-based roles are delivered, namely, Transition and Service Introduction, Problem and Change management.

As part of the support provided by the named SDM, monthly or quarterly service reports are provided and presented as part of the service review meetings. The reports give an overview of the service for the previous month or quarter and include details of Incidents, Major Incidents, Service Requests, Problems, SLA Adherence, Change, Release and suggested Continual Service Improvement initiatives. Any outstanding remedial actions, improvements or suggestions can also be tracked through the monthly reports.

In addition, to service reporting, the named SDM will lead the Service Review meetings. Suppliers and other parties can be pulled into these meetings as and when it is felt they are required. In addition to the information set out within the service report, the Service meetings will be used to measure the status of the ongoing relationship between the client and BSL. Some of the methods BSL use to gauge the status of the relationship are regular Net Promoter Score (NPS) surveys and feedback from the completed Customer Satisfaction (CSAT) surveys. CSAT surveys will be issued after the closure of every ticket.

As part of the ongoing service, the service delivery team is also responsible for documenting and managing the progress of any complaint made by the Customer. Any corrective actions that are found to be required as a result of a complaint, can be tracked as part of the service report. BSL will work closely to ensure the complaints process meets the Customer's needs.

Service Level Agreement (SLA) metrics and Service Credits will form part of any final contractual agreement. BSL use response, resolution/fix times, and availability to measure SLAs.

5.6 3rd Party Liaison

BSL will liaise with Customer managed third party vendors (i.e. those contracted directly by the Customer such as line providers) during a system impacting issue. This would only occur following Tier 1 (the Customer) making the initial contact with the third-party vendor and the issue being a combination of our supplied services or an unknown issue where the vendor platform may be a contributor of the root cause. BSL will communicate directly with a third-party vendor where there is a joint investigation agreed (e.g. an unknown issue between the network and Vitality, where both parties need to test in unison to ascertain the root cause) following an initial triage meeting completed as part of the Tier 1 function.

5.7 Vendor Management

Provided by a combination of BSL staff, this includes Commercial negotiation and management for any additional services/licenses required, performance management, relationship management and senior level escalation, liaise with senior sponsors in the vendors, organise vendor innovation sessions, drive requirements and problems into the vendors for innovation.

5.8 Change Management

Change Management is responsible for controlling the lifecycle of all changes to a live environment, either for our customers or internal to BSL. Change Management enables change to happen with minimum disruption to its IT services. The purpose of this section is to detail the BSL Change Management Process for customers.

5.8.1 Definitions

A Change is the addition, modification, or removal of anything that could have an effect on Services. All Installs, Moves, Additions and Changes (IMAC) to the infrastructure, physical or virtual, and any software changes, across the whole service lifecycle should fall under the control of Change Management.

5.8.2 Objectives

The primary objectives of Change Management are:

- Enable beneficial Changes required by the business to be made with minimum disruption to IT services
- Ensure that standardised processes are used to handle changes efficiently and that the overall business risk is optimised
- Ensure that all proposed changes are evaluated for their benefits and risks, and that all impacts are considered
- Prioritise changes so that the focus is on those changes that produce the greatest benefit and that the resources are allocated based on the real needs
- Ensure that all changes are thoroughly tested where possible, and that each deployment includes a back-out plan to restore the state of the service in case of failure
- Ensure that documentation is updated to reflect the effect of any changes
- Be stable, reliable, and predictable

5.8.3 Change Management Communication

The change implementer will inform the Service Desk before implementing the change. If there is any planned down time scheduled, they will also provide details about the extent of the outage and what users will be impacted.

The Service Desk or allocated Service Delivery Manager will communicate the details of the planned change to the customer via email.

5.9 Problem Management

The definition of a problem is a cause, or potential cause, of one or more incidents. Problems can be raised in response to a single significant incident or multiple similar incidents. The purpose of this section is to detail the Problem Management process for BSL.

Problem management is concerned with:

- The identification and recording of problems impacting service
- Identifying underlying problems to prevent incidents before they occur. Conducting trend analysis of problem management data and incident records helps to achieve this

5.9.1 Goals and Objectives

The goal of problem management is to rectify issues and errors within an infrastructure and to prevent the recurrence of incidents related to these errors. To achieve this goal, problem management seeks to establish the root cause of incidents and then initiate actions to correct the situation.

The objectives of problem management are to:

- Identify and take ownership of problems affecting infrastructure and service
- Take steps to reduce the impact of incidents and problems
- Identify the root cause of problems and initiate activity aimed at establishing workarounds or permanent solutions to these identified problems
- Perform trend analysis to predict future problems

The problem management process has both reactive and proactive aspects. The reactive elements provide direct support to the day-to-day operational activities of other service management functions, such as incident management, and are concerned with initiating activity aimed at resolving problems in response to one or more incidents currently causing Issues.

Proactive problem management is concerned with identifying problems and known errors before incidents occur.

5.9.2 Inputs & Outputs

The majority of the incident records are raised either in reaction to users contacting the service desk via phone, email, or the self-service portal. Technical staff who notice potential failures and suppliers that send a notification of a difficulty needing attention also constitute frequent triggers.

Inputs:

- Information about known errors and their workaround
- Communication and feedback about Change Requests and releases that have been implemented or planned for implementation
- Communication of events that were triggered from event management
- Operational or service level objectives
- Customer feedback on success of incident resolution activities

Outputs:

The Problem Management process will generate the below outputs:

- Resolved problems, and actions taken to achieve their resolution
- Updated problem records with accurate details and history
- Raising of problem records for recurring incidents where an underlying cause has not been identified

- Feedback on problems related to changes and releases
- New or updated Knowledge Management Database articles and known errors
- Communication sent to users, including automatic notifications from the ITSM tool
- Satisfaction feedback from customers who are affected

6 Continual Service Improvement (CSI)

6.1 Objective of CSI

BSL service improvement focuses on increasing the efficiency, maximizing the effectiveness, and optimising the IT service management processes. The only way to do this is to ensure that improvement opportunities are identified throughout the entire service lifecycle.

The primary purpose of Continual Service Improvement (CSI) is to continually review and analyse service level achievement. To identify and implement specific activities to improve IT service quality and improve the efficiency and effectiveness of the enabling processes. To improve the cost effectiveness of delivering services without sacrificing customer satisfaction.

6.2 How we manage CSI

Continual Service Improvement is at the heart of the BSL model with a strong focus and belief on driving forward delivering improvements to the customer and user experience. We aim to improve motivation and engagement levels to increase value, individual capability, and knowledge as well as team ability.

Methodologies used to achieve this include:

- Review management information and trends to ensure that services are meeting agreed service levels
- Review management information and trends to ensure that the output of ITSM processes are achieving the desired results
- Conducting maturity assessments against the process activities and roles to highlight areas of improvement or concern
- Reviewing analysed data
- Presenting recommendations to senior management for improvement
- Helping prioritise improvement opportunities
- Leading, managing and delivering cross functional and cross divisional improvement projects
- Building effective relationships with the business

- Influencing all levels of management to ensure that service improvement activities are receiving the necessary support and are resourced sufficiently to implement solutions

6.3 Our Process Model

The improvement process can be summarised in six steps:

- Embracing the BSL ethos by identifying the high-level business objectives
- Assessing the current situation to obtain an accurate, unbiased snapshot of where the organisation is right now. This baseline assessment is an analysis of the current position in terms of the business, organisation, people, process, and technology
- Understanding and agreeing on the priorities for improvement based on a deeper development of the principles defined in the vision
- Detailing the CSI plan to achieve higher quality service provision
- Verify that measurements and metrics are in place to ensure that milestones were achieved, process compliance is high, and business objectives and priorities were met by the level of service
- Finally, the process ensures that the momentum for quality improvement is maintained by assuring that changes become embedded into our organisation

6.4 Service Development

- Innovation - Digital Transformation, Pipeline activities
- Technology – identification and, implementation of tools to enhance service delivery
- Customer Experience - Customer Satisfaction Programme CSAT, enhanced service delivery

7 Ordering and Invoicing Process

All customers are assigned a BSL account manager who will be the first point of contact for commercial queries. Any customer requirements are discussed and documented for sign off by the customer before any cloud services are set up.

- Information and sales enquiries can also be directed to Tel 020 8326 8326
- Purchase Orders should be sent to accounts@businesssystemsuk.com
- Standard payment terms are 30 days
- All charges are subject to VAT at the prevailing rate

8 Off-Boarding

To facilitate service transition, there are numerous options available for extraction of data at the end of the contract. These would be scoped and agreed with BSL, and a price provided on a time and materials basis.

9 Technical Requirements

Service scope

Software add-on or extension

Yes

What software services is the service an extension to

Microsoft Teams with Phone system add-on licence

Cloud deployment model

- Public cloud
- Hybrid cloud

Service constraints

Requires Microsoft Teams with Phone system add-on licence

System requirements

- Microsoft/Office365 active tenancy
- Requires an Internet Connection
- Microsoft Teams licences with Phone system licence add-on

business systems

G-Cloud 15

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