



Unity IP Voice Service Definition G Cloud 15

Lot 2b – Software as a Service (SaaS)

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redcentric

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1. Service Overview

Unity IP Voice is the Redcentric hosted enterprise voice solution for organisations needing to update their existing telephony system, but who are also looking to control equipment, training, and operational costs.

Unity IP Voice delivers:

- A carrier-grade IP telephony system with an extensive and innovative range of enterprise level user features
- Optional Unified Communications features including instant messaging, presence, video calling and desktop sharing
- Access to the service from desktop IP phones, desktop PCs, laptops and supported tablet PCs and smartphones
- A fully managed and hosted service with 24-hour technical support
- Call centre option with advanced call control and reporting
- Free calls between staff connected to Unity IP Voice
- Low setup costs with additional users & features charged on a pay-as-you-use basis
- Improved productivity for mobile staff by providing them with full access to all voice functionality regardless of where they are working even on external phones such as in a hotel
- A powerful but easy to use provisioning interface for the system administrator - no need for specialised in-house or contracted skills to manage the telephone system
- Project managed migration from an existing PBX environment on a per-user basis to maximise existing investment and avoid the need for a large, simultaneous upgrade
- Rapid recovery in the event of major IT or office facilities failure with the ability to transfer all telephony services quickly and seamlessly to a temporary office location
- A future-proof and highly scalable communications platform which can be easily integrated with your desktop computing environment

2. Service Description

2.1 The Unity IP Voice Switches

The Unity IP Voice service is built on two centrally managed, software based, IP Voice Switches hosted in Redcentric highly secure and resilient Data Centre environments.

This completely replaces the need for any Customer site PBX equipment and enables Customers to deploy IP Voice services with minimal upfront capital investment or in-house skills.

The Unity IP Voice Switch technology is based on SIP (Session Initiation Protocol) which provides a highly, scalable, cost effective and future proof platform for the provision of IP voice services.

Redcentric Unity IP Voice platform has been implemented in a geographically dispersed configuration, ensuring high availability across Redcentric Data Centre sites.

2.2 Redcentric UK Network – Managed IP VPN

Unity IP Voice is provisioned on a dedicated, secure VPN across Redcentric Managed IP-VPN MPLS network*. To assure call quality and performance, Redcentric have implemented Quality of Service (QoS) systems throughout the network.

A direct connection from the customer site to the nearest Managed IP-VPN point of presence (POP) is required to provide service. These connections are available in bandwidths from 1Mbps to 1Gbps.

Unity IP Voice can also be delivered across 3rd party Internet connections by using the “Unity Off-Net” service.

2.3 Voice Connectivity

Redcentric provides voice breakout service directly from within its core network, removing the need for voice lines to be installed at each office. Redcentric voice interconnect enables IP callers to make and receive external calls.

2.4 Audio Codec Preference

Unity IP Voice can be specified to prefer either the G.729a or the G.711 audio codec.

Where a customer has G.729a preferred, all outbound calls made will attempt to negotiate in G.729a. This includes both inter site and external calls

Where a customer has G.711 preferred, all outbound calls made will attempt to negotiate in G.711. This This includes both inter site and external calls

All inbound calls from the PSTN will also attempt to negotiate in G.711. Inbound calls from other sites within the organisation will attempt to negotiate based on the codec preference for the calling site.

2.5 Moves, Adds and Changes

Unity IP Voice empowers customers with self-administration service management capabilities, enabling end-users to effortlessly configure and manage their own services. This streamlined approach significantly reduces the costs associated with customer service and operations.

Operating via a secure, hierarchical, web browser-based management interface, the portal caters to both system administrators and individual users, allowing them to tailor the Unity IP Voice Service to precise corporate practices and personal preferences.

2.5.1 Group Administrator

The Group Administrator, or Systems Administrator, has access to a web-based management tool that grants them control over the Unity IP Voice service at a company-wide level.

2.5.2 End User

Viewed through the user's own PC browser, each individual Unity IP Voice user has their own restricted access to the management web portal. Additionally, users can also control over their key service features via the soft phone application

2.6 Emergency Calls

Calls to the emergency services can be made using Unity IP Voice service, subject to the Unity IP Voice service being available.

Site location information is held by Redcentric, which defines the physical location address associated with each telephone number. This address information may be provided to the emergency services if they are contacted to direct them to the source of the call. As such the accuracy of this information is critical. The Customer is responsible for notifying Redcentric of any change address where voice services are provisioned.

2.7 Number Porting

Porting existing telephone number ranges, where feasible, is an integral aspect of Redcentric service delivery process.

Redcentric presales consultants will gather essential details to facilitate the number porting, necessitating the Customer's cooperation in identifying the current Service Provider and Range Holder of the numbers, along with site information including postcode and any associated direct dial inwards (DDI) numbers linked to the main billing number.

This information will be incorporated into the management summary of the contract, ensuring both parties have complete visibility of the porting scope. Additionally, Redcentric will request the Customer to provide a signed, Letter of Authority (LOA) on letterheaded paper. The LOA, combined with the porting request form, enables Redcentric porting desk to communicate directly with the losing operator's helpdesk regarding any number discrepancies.

Porting of numbers is subject to clause 5.7 Part A Additional Terms (A: Additional Terms that apply to Voice Service) of the Redcentric G Cloud Supplier Terms.

2.8 Service Components

2.8.1 Office Connectivity

Unity IP Voice is delivered as a service over a Redcentric connection (On-Net) or can also be delivered over a third-party internet connection (Off-Net).

2.9 Technical Data

Unity IP Voice uses the G.711 codec which consumes approximately 100kb/s per call, depending on the network technology being used.

Note: Unity IP Voice is not supported over bonded xDSL or rate adaptive ADSL Max / 2+ services.

2.10 Unity IP Voice across Managed IP-VPN

Each customer is provisioned with a private voice network over Managed IP-VPN. This ensures business grade call quality between sites. Managed IP-VPN is the Redcentric national MPLS network and is specifically designed to carry high volumes of both voice and data traffic without causing degradation to the voice service.

With the Managed IP-VPN connection, Redcentric provides a fully managed multi-service router for each Customer site to shape traffic and to ensure that voice traffic is not negatively impacted by other traffic (such as Internet traffic) also using the Managed IP-VPN connection.

2.11 Unity IP Voice across the Internet

Unity IP Voice can be delivered across certain Internet connections using the **Unity Off-Net** service. The Unity / Webex soft client also works via the Internet.

2.12 Unity IP Voice Bandwidth Requirements

If all available voice channels to a site are in use, the Unity IP Voice service will prevent an additional call being setup to protect the other active calls from call degradation. An incoming call which is unable to complete because the circuit is congested will be treated as if the person they were calling was on the phone. This may include for example, diverting the call to voice mail, placing it in a queue, or diverting it to someone else. A caller on hold does not consume a channel, it is only when the call is active (i.e. a two-way conversation) that a channel is needed.

Note: A call made between two phones on the same site does not consume a channel because once the call is established the call is routed between the two phones and not across the IP-VPN circuit.

You must determine the number of concurrent phone calls required at the site (number of channels) at any given time. As a rule of thumb, a standard office typically necessitates one channel—equivalent to a phone line—per 5 employees. However, certain workplaces like call centres may require one channel per employee due to high call volumes. Table 1 below is provided as a rough guide.

Managed IP-VPN Circuit (and applied bandwidth)	Voice Channels (G.711)
Ethernet 10Mb/s	100
Ethernet 100Mb/s	1000

2.13 Phones / Handsets / Soft Clients

Unity IP Voice service supports selected desktop models from the HPE (Formerly Poly), DECT devices from Yealink and Cisco Webex soft clients. These phones may either be purchased or rented by the Customer and are either supplied with the installation of the Unity IP Voice Service or may be sent to the Customer site for self-installation.

Please note that when purchased, phones, cables, and related accessories become the property of the Customer and as such, the Customer is responsible for their ongoing maintenance. They remain the ownership of the Customer at the end of the contract.

Unless otherwise stated, phones do not come with mains power supplies. If you are not intending on using 802.3af compliant Power over Ethernet, you will require power supplies which are available for an additional fee.

The following devices are supported for use with the Unity IP Voice service:

Handset Vendor	Device
HPE (Formerly Poly)	CCX 400
	CCX 500
	CCX 600
	CCX 700
	E350
Yealink	W79P
	W73P
	W79H
	W59R
	RT30
	CP925
	Yealink T33G
Cisco	Webex Client

Note: Other devices can be certified if required, but professional services costs will apply.

2.14 Headsets

Redcentric offers a range of wired wireless and USB headsets. Wired and wireless headsets may be used with supported devices. USB headsets may be used with a compatible PC using the Unity soft clients.

Headsets that develop a fault within the manufacturer's standard warranty may be returned to Redcentric in exchange for a replacement. This excludes headsets that have been damaged through misuse, through accidental damage or through operation outside of the manufacturer's recommended operating conditions.

Headsets are only offered on a purchase basis and become the property of the customer and as such the customer is responsible for their on-going maintenance. They remain the ownership of the customer at the end of the contract.

2.15 Unity Soft Client (Webex Client)

The Unity IP Voice service seamlessly integrates with Cisco's Webex cloud, providing users with feature-rich desktop and mobile clients. Through the Webex Collaborate client, Unity IP Voice users gain access to a comprehensive calling experience. They can effortlessly make and receive calls using their business phone number across various devices such as desktops, laptops, tablets, and smartphones. With essential features like voicemail, call forwarding, and call transfer, the Webex Calling app ensures uninterrupted connectivity and enhances productivity for users, whether they're in the office or on the move.

2.16 Unity Call Centre

2.16.1 Overview

Unity Call Centre is an optional enhancement to Unity IP Voice that is designed for help desk and call centre deployments. The system is flexible enough to be used for small teams where only a few agents are needed, to larger complex environments with many agents supporting multiple call queues. Unity Call Centre requires no additional hardware and is delivered by simply overlaying additional licences on a per user basis.

2.16.2 Call Centres and Call Centre Users

To join call centres, users must be assigned a call centre user overlay licence. This overlay is added in addition to their primary service pack.

Once a user has been licensed for call centre, they may join single or multiple call centres. Each call centre works in a similar fashion to a Hunt Group by distributing inbound calls to a group of predefined users. A configurable hunting policy defines the pattern in which these users are rung. There is also the ability to queue callers if all users assigned to the call centre are unavailable. Calls that have been held for a definable period can be overflowed to other call centres or other destinations. Callers into the call centre can be presented with a welcome announcement, music on hold, call position announcements and intermittent comfort messages.

There are two variants of call centre user overlay licence, Call Centre Standard and Call Centre Premium. The table below compares features between the two overlay licences:

User Features	Call Centre Standard	Call Centre Premium
Call Distribution Features		
Maximum calls in queue	50	525
Regular call distribution	✓	✓
Circular call distribution	✓	✓
Uniform call distribution	✓	✓
Simultaneous call distribution	✓	✓
Weighted call distribution	✓	✓
Announcements		
Entrance	✓	✓
Estimated Wait Message	✓	✓
Comfort Message	✓	✓
Music on Hold	✓	✓
Comfort Bypass		✓
Whisper		✓
Call Processing Features		
Overflow	✓	✓
Stranded calls	✓	✓
Bounced calls	✓	✓
Holiday services		✓
Night service		✓
Forced forwarding		✓
Reporting *		
Basic Statistics	✓	✓
Advanced Reporting *	✓	✓
Call Centre Monitoring		
Silent Monitoring (Supervisors) **		✓

* Please note that reporting functionality (except for Basic Statistics) requires additional Call Centre Agent and Call Centre Supervisor overlay licences to be assigned to call centre users (see Advanced Call Centre Functionality).

** Please note that only agents licenced with Call Centre Premium can be monitored.

2.17 Call Centre Reporting

Unity Call Centre reporting delivers essential insights into ongoing business operations, offering invaluable perspectives on call centre activities. Supervisors access a comprehensive suite of reports, covering call volumes, durations, and trends, presented in easily digestible formats. These reports furnish valuable insights into call centre activity, agent performance, and customer interactions, enabling businesses to streamline operations and elevate customer satisfaction. With Unity Call Centre reporting, businesses can make informed decisions, enhance efficiency, and foster stronger relationships.

For a full set of reporting capabilities please refer to the Unity Reporting Service Definition.

2.18 Unity Off-Net Service

Unity Off-Net enables Unity IP Voice to be delivered to supported HPE (Formerly Polycom), Yealink and Cisco Webex Soft client across a non Redcentric network connection. For a full list of required ports and URLs please refer to <https://support.redcentricplc.com/documentation/unity/voice-services-ip-address-and-ports/>

2.19 Professional Services

2.19.1 Project Definition Workshop

The project definition workshop is a design session during which a Redcentric technical consultant will design the voice solution with the Customer.

Project definition workshops may be undertaken over the phone, over a web conference, at a Redcentric office or at the Customer site subject to requirements.

2.19.2 Voice Technical Consultancy

Typical examples of voice technical consultations may include:

- Post-installation workshops to change the solution design
- Office moves
- Disaster recovery planning

Voice Technical Consultancy may be delivered over the phone, over a web conference, at a Redcentric office or at the Customer site subject to requirements.

2.19.3 Voice Project Management

Project management of voice service implementation. May also include project management of Customer specific requests such as site relocations for example.

2.19.4 Administrator Training

This mandatory course is to familiarise system administrators with the steps required to carry out Customer-managed adds, moves, and changes via the web administration portal.

The course objectives are:

- To be able to explain the roles of a group administrator and a user.
- To be able to set up Unity IP Voice for a user using the Unity IP Voice admin portal.

- To be able to manage group services.
- To be able to manage user services.

Unity IP Voice Administration Training is delivered at one of Redcentric training facilities or on the Customer site.

2.19.5 On-site Training

This optional consultancy service places a Redcentric voice training specialist onsite. Typical requirements for onsite training include:

Floor-walker training – provides users with hands-on training, typically on or near to the day the new service goes live. It ensures staff are comfortable and proficient with the key operations and features of the Unity service and provides an on-hand resource to answer any user queries.

Receptionist training – focused training on ensuring receptionists are comfortable and proficient handling and fielding inbound calls using the Receptionist Console application.

Call Centre training – for call centre deployments, provides hands-on training to agents and supervisors on the use of the Call Centre solution and applications.

Train the trainer – a popular approach whereby the Redcentric trainer provides detailed end-user training to several customer-designated 'power users'. These power users then provide onward training and assistance to end users.

2.20 System Provisioning

Within the Unity IP Voice core platform Redcentric will create a dedicated and secure Administration Zone for the Customer. This will allow an authorised administrator to log onto the Unity IP Voice system to configure, manage and view all aspects of the service.

Subject to the Administrator having attended the recommended Unity IP Voice- System Administrator training course, Redcentric will provide initial help in setting up and establishing the key System Administration parameters plus help with any problems / issues relating to the set up.

2.21 System Maintenance

Redcentric may perform remote handset security checks and firmware upgrades during the hours of 8pm to 3am Monday to Sunday.

Note: The checks/upgrades will force a reboot of the end user's handset. In the unlikely event of a user not being able to make a call the affected user should in the first instance power cycle the handset and if this doesn't clear the issue follow normal support process and raise a ticket with the Redcentric support desk.

2.22 Customer Managed Adds, Moves and Changes

It is expected that all adds, moves and changes will be undertaken by the customer via the Unity web administration portal. The following lists the typical administration tasks.

- Administrator & User Password Management
- Group & Queue Management
- Call Queues (Call Centres)
- Auto-attendants (IVRs)
- Incoming and outgoing call plans (*in line with the Redcentric voice security policy unless otherwise agreed*)
- Holiday schedules

- Time schedules
- Authorisation codes
- Music on hold
- Group / departmental CLI (*telephone number*) presentation options
- Voicemail portal options
- Voice Prompts & Announcement Management
- User services and features Management

2.23 Security Best Practices

This section aims to detail the potential security risks associated with operating any phone system and to provide information and requirements on how to minimise these risks when using the Unity IP Voice service. Security and privacy must focus on controlling unauthorised access or excessive access to features within the voice platform.

It is imperative that you ensure the correct level of security is implemented on your organisation's configuration to prevent fraudulent use of the Service. Fraudulent use can result in additional call costs to your organisation if the appropriate security measures are not implemented.

It is your organisation's responsibility to ensure adequate security practices/processes are followed and that the appropriate security measures are implemented. The security requirements in the following document are subject to constant review and improvement.

2.23.1 Background: How Phone Systems are attached

Inherent within any voice system is the potential for abuse. The methods through which a service can be abused include the following:

- Unauthorised remote access to a telephony system to:
 - Make expensive calls at zero cost to themselves
 - Make calls to premium rate numbers to fraudulently generate revenue
 - Unlawfully intercept confidential information such as voicemail messages
- Deliberate and direct misuse by staff including:
 - Making expensive calls whilst at work to save on their own bill
 - Fraudulent use of call forwarding – when users misuse their call forwarding services to make long distance or premium rate calls by dialling their own number from outside the office
 - Calling premium rate numbers to generate revenue for themselves / another
- Inadvertent direct misuse by staff including:
 - Being coerced or tricked into dialling premium rate numbers
 - Being coerced or tricked into providing a service for fraudsters (such as through call forwarding)
- Deliberate remote misuse by staff including:
 - Dialling into the phone system from outside the office to make non-business or fraudulent calls
 - Accessing the system using a voice service web portal or software application to make non-business or fraudulent calls

Hackers are constantly looking for ways to access telephony systems via a user's account with a view to scanning the options for a means of making outbound calls. The customer ends up bearing the costs of these calls, which are often made to expensive premium rate or international numbers. Details of how to hack into telephone systems are even posted on the Internet.

Ensuring that each user's password is hard to deduce is the primary method to combating the fraudsters.

If a hacker accesses a system, fraudulent abuse may take the form of:

- Accessing a user's account and establishing an onward call from the system.
- Accessing a user's account, setting the call forwarding to an external number (such as a premium rate dialling service) and then calling the user's number at a local rate.
- Interception of the user's confidential voicemails.

All these attacks are preventable with the adoption of a simple voice security policy. It is imperative that adequate security is implemented on your organisation's telephony configuration to prevent this.

It is important to note that the following configuration elements including the definable policies are included within your security policy.

- Group Administrator and end-user Passwords
- End-user voice-mail passcodes
- Outgoing Calling Plan
- Housekeeping (managing new and redundant user accounts)

For a full list of Group Administrator and Unity user security policy rules, please refer to the Voice security policy

2.23.2 Restricted International Destinations

In the interests of minimising the risk of fraudulent calls, Redcentric has barred access to several high-risk international destinations.

Note: For a full list of Group Administrator and Unity user security policy rules, please refer to the Voice security policy.

3. Implementation & Acceptance

3.1 Onboarding

Redcentric project managed migration to the Unity IP Voice service is a five-phase technical and business consultative process.

Phase 1 - Technical Voice Audit - The objective of this audit is to document how the existing voice system is configured, and how any remote offices are inter-connected.

Phase 2 - Technical Infrastructure Audit - The objective of this audit is to determine the readiness of the installed LAN to support voice. It looks at bandwidth capacity, Quality-of-Service, resilience, Power-over-Ethernet capability to support phones, and UPS backup in the event of a power failure.

Phase 3 - Business Workshop - The objective of this workshop is to fully understand the Customer's telephony requirements, both now and in the future, and to design an IP telephony system to match them.

Phase 4 - Training - Administrator training is provided at Redcentric training facilities to provide an appointed Customer resource with the relevant skills to manage the Unity IP Voice Service at company level. In addition, end user training can be provided to help end users understand the Unity IP Voice Service and get the most from it.

Phase 5 - Service Provisioning - Once the phone system has been installed, the installation team can remain on hand where necessary to ensure that any problems are quickly resolved. Where required, Redcentric may also provide on-site support staff for the first day to handle any queries or issues from end-users.

3.2 Acceptance Criteria

- Device(s) registers to the Unity IP Voice platform
- Internal calls can be made and received
- External calls can be made and received (in line with user's calling plan rights)
- User voicemail service can be accessed (where licensed and where deployed)
- User training completed (where purchased and where applicable)
- Customer administrator training completed
- Customer administrative access provided

3.3 Offboarding

Upon expiration of the Service contract where the customer chooses not to renew with Redcentric, the following steps will be followed as part of the decommissioning process:

Phase 1 – Contractual - Expiration of the service contract or the customer decides not to renew.

Phase 2 - Service Decommissioning - Cessation of the Unity IP Voice service and associated optional features. Plus, the removal of user accounts from the core platforms.

Phase 3 – Number Export - Porting out of any telephone numbers out from Redcentric to the gaining party where this party has an existing porting agreement with Redcentric.

4. Associated Redcentric Services

The table below provides details of other compatible services with Unity IP Voice available from Redcentric via G-Cloud 15.

Service Name	Service Summary
Agentic AI Contact Centre	Agentic AI Contact Centre is an AI powered contact centre solution that allows you to effortlessly create self-service tools that improve the experience for everyone interacting with your business. Imagine customers being able to quickly resolve issues at any time whether that's clarifying a bill or updating their address
Redcentric Unity Extend	Redcentric Unity Extend service empowers customers to effortlessly transform any unlocked mobile handset into a robust business communication tool. With a comprehensive array of features including DDI numbers, short-dial extensions, call transfer, hunt groups, IVR, voicemail, shared call appearance, and more, it delivers all the essential functionalities expected from a premium business telephony service.
Redcentric Unity PCI Comply	Redcentric Unity PCI Comply is a cloud-based PCI payment service which works seamlessly within a customer's Unity IP Voice environment to enable organisations of any size to protect card payment data taken over the phone.
Unity Call Recording & Insights	Unity Call Recording & Insights service enables the capture and analysis of conversations, unlocking their full value.
Unity Reporting	Unity Reporting is a secure web-based reporting service that is fully integrated with Redcentric Unity IP voice service. Providing customers with meaningful insights into their ongoing business operations. A feature rich, fully customisable selection of real-time dashboards and historic reports, which are ideally suited to all customer environments.

5. Service Levels and Service Credits

5.1 Service Levels

The Service Levels applicable to the Unity IP Voice service are as follows:

Service Level: Availability	Measurement Period: Month
Service Level	Not less than 99.99%

5.2 Exclusions from Availability

In calculating Availability, in addition to the exclusions listed in clause 7.9 Part A - General Terms of the Redcentric G Cloud Supplier Terms the following shall be excluded:

Call completion not possible due to busy signal – fully utilised Trunk line or network capacity.

5.3 Floor Service Levels

The Floor Service Level applicable to the Unity IP Voice service in respect of Availability shall be 85% in any given Month.

5.4 Service Credits

The Service Credits applicable to the Unity IP Voice service shall be calculated as follows:

In the following table:

“≥” means “greater than or equal to”

< means “less than”

“MS” means the total Charges payable in respect of the Service for the same Month.

Service Availability	Service Credit
99.99%	None
≥ 99.95% but < 99.98%	10% of MS
≥ 99.75% but < 99.94%	15% of MS
< 99.75%	25% of MS

6. Responsibilities and Accountabilities

6.1 RACI Matrix

The following table outlines Redcentric and customer responsibilities using a RACI model.

- Responsible: Do the task
- Accountable: Approve the task
- Consulted: Input provided to the task
- Informed: Notified on task progress or completion

Task	Redcentric	Customer
Unity IP Voice Core system operation, availability & customer zone implementation	R, A C,	I
Quality of Service across Managed IP-VPN VPN and across core network	R, A C,	I
UK and international dialing dial plans	R, A C,	I
Provision for the customer's ability to make / receive calls to / from the PSTN	R, A C,	I
Supply of any software application required to use the Unity IP Voice Service	R, A C,	I
Redcentric reserves the right to access the administration Interface and the information stored by the customer at any time for technical and operational reasons and to amend, modify and replace the Administration Interface as reasonably required from time to time.	R, A C,	I
Unity IP Voice Core system operation, availability & customer zone implementation	R, A C,	I
Under the OFCOM Condition 4 of the General conditions of Entitlement relating to site location information for emergency services:		
Provision of accurate site location information for each telephone number provided as part of the Unity IP Voice Service	I	R, A, C
Immediate notification of any changes of address associated where voice services are provisioned	I	R, A, C
LAN Design, capacity, performance, and availability	I	R, A C,
LAN port availability, cabling to desk, UTP patch cable supply	I	R, A C,
LAN IP addressing, DHCP server availability and configuration	I	R, A C,
Provision of required Quality of Service settings on LAN	I	R, A C,
Provision of suitable computer hardware, software, equipment, and services necessary to connect to and to use the Unity IP Voice service, and for ensuring that all equipment connected conforms to the specifications and routing protocols specified by Redcentric;	I	R, A C,
Configuration of any firewall or other Internet limiting device to provide Internet access on required ports to user PCs as specified to operate Unity IP Voice software applications	I	R, A C,

Task	Redcentric	Customer
Local dial plans, definition of extension numbers and ranges, CLI preferences	I	R, A C,
Local (company) dial plans and numbering	I	R, A C,
Ensuring Customer administrators are authorised and trained in the use and configuration of Unity IP Voice system	C, I	R, A
Identification of any analogue telephone line requirements such as FAX machines, Franking machines, PCs with modems etc.	I	R, A C,
Cabling / patching for any analogue devices such as FAX machines etc. to an analogue telephone line (which would usually be installed in the comms/server room).	-	R., A, C, I
Provision, management, maintenance, and availability of any non-Redcentric network used for the delivery of the Unity IP Voice service when using the Unity Off-Net service.	-	R., A, C, I
Ongoing self-administration of system settings configurable within Group Admin configuration portal: access to the administration Interface by the Customer's system administrator enables control over certain functionality of the Unity IP Voice Service and the management of accounts including:	-	R., A, C, I
creation/configuration of authorised users (where required licenses have been assigned by Redcentric)	-	R., A, C, I
enabling/disabling licensed features and;		
entering and maintaining dial plans, DDIs, extension numbers and CLI settings;	C, I	R, A
controlling voice mail settings;	C, I	R, A
integrating company-wide directories for click to dial features; and	C, I	R, A
setup and configuration of licensed group services such as ACD/Call Centers and Auto Attendant	C, I	R, A
Ensuring the security and proper use of all user IDs and passwords (including those of the System Administrator) used in connection with the Services (including changing passwords on a regular basis) and must take all necessary steps to ensure that they are kept confidential, secure, used only for the proper purpose, and not disclosed to unauthorised third parties.	-	R, A, C, I

7. Business Continuity & Disaster Recovery

7.1 Business Continuity

Redcentric under its ISO22301 Business Continuity certification, operates and maintains a robust Business Continuity Management System (BCMS). The BCMS scope includes.

- Data Centers
- Managed Services
- ICT technologies and systems
- Staff and business functions

and is externally assessed by the BSI annually to ensure continued effectiveness in line with BSI published standards.

Our Business Continuity Policy Plan (BCP) is fully supported by the Board and is designed to enable a return to normal operations in the shortest practical time, with minimum disruption. The primary objective is to restore and deliver continuity of key services in the event of a critical incident.

Our overall Business Continuity strategy is to provide resilience for all systems that support critical processes, by having data backed up to alternative Data Centers, or dual site services configured as active-active.

We use the same cloud backup service (Acronis BaaS) for our own IT and services as we do for our customers, ensuring fully secure, encrypted data is available off-site when needed. Departments and services are required to test backup and restore annually

Testing

Our BCP is routinely tested annually, and as Redcentric is a provider of critical services to the NHS (Peering Exchange and Consumer Network Service Provider), is independently witnessed by a member of NHS England.

Disaster Recovery plans underpinning the BCP have been developed for each Department and Service, and these are externally audited and tested annually.

Network resilience.

Our network is designed and engineered to deliver highly available, stable connectivity to maintain business access to critical applications. To maximise resilience, multiple carriers provide core connectivity and routing, and switching devices are from market leaders Cisco Systems. The network design and build are geographically resilient providing a minimum of 99.99% availability (to resilient end points).

The Redcentric highly resilient, high-capacity core has connections to several carriers providing multiple options for our internal business operations and critical services, and customers wishing to access cloud services, applications, and data:

- Geographically resilient connectivity to multiple Tier-1 Internet transit providers and Internet exchanges.
- Geographically resilient connectivity directly into the inner core of the HSCN network.
- Core network engineered to withstand multiple concurrent failures and to re-route a failed transit path in under a second.

7.2 Disaster Recovery

The Unity IP Voice service has been designed and engineered to deliver highly available, stable connectivity to maintain business access to critical applications. To maximise resilience, multiple

carriers provide core connectivity and routing, and switching devices used are from market leaders Cisco Systems. The network design and build are geographically resilient, providing a minimum of 99.99% availability (to resilient end points).

8. Data Processing

8.1 Data Processing Scope

- Redcentric does not access, alter, or use any application data that is running on the Unity IP Voice Service except as specifically stated below.
- In terms of operating the Unity IP Voice service, API commands are passed into the IP Voice associated supporting servers to orchestrate the build/management of identified users that have subscribed to the service.
- Admin users that have the appropriate role/privileges assigned to them can access the service via a secure web portal to manage their company configuration.
- End users that have the appropriate role/privileges assigned to them can access the service via a secure web portal to manage their individual configuration.
- The agreed roles and responsibilities are provisioned based on documented customer requirements.

8.2 Data Storage and Unencrypted Data

- All Unity IP Voice service associated data is stored within Redcentric privately owned and managed data centre facilities.
- All access to data within the Unity IP Voice service is via secure portal.
- All access to data is restricted to Customer identified users.

8.3 Data Processing Decisions

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Unity IP Voice Service. Processing is automated and instigated by the customer.
- Redcentric Support can be asked by the Customer to intervene in the event of an issue with the Service. In such a case Redcentric may make decisions that can affect data processing, but such actions will only be undertaken at the request of and in conjunction with the customer.

8.4 Service Configuration with Respect to Data

- The initial service configuration is built using a combination of Redcentric and Customer provided information.
- As data controller, Redcentric holds the following information on Users on Redcentric BroadWorks telephony service delivery platform:
 - **Company Information:** Company Name, Address,
 - **Account Admin User Data:** First name, Last Name, Email Address, Phone Number, Company Address
 - **User Data:** First Name, Last Name, BroadWorks Username, Optional: Email Address
 - **Call Metadata:** Party A, Party B, Call Length, and other SIP attributes or the CDR: Time and Date, BroadWorks Enterprise ID, GroupID and UserID, Call TrackingID and CallID.

8.5 Data Backup

- Redcentric performs daily database data backups.
- Backup data is encrypted during transit.
- Backup data is encrypted whilst in storage.

8.6 Sub-processors

No other parties are involved in delivering the Unity IP Voice Service, and there are no sub-processors appointed by Redcentric.

8.7 Customer Access to Data

- The customer has login rights to the Unity IP Voice service via secure web portal.
- Access to the Unity IP Voice Service is based on roles and responsibilities defined by the customer as part of the service setup.
- Redcentric can access reporting data but would only do this after a formal support request by the customer/authorised user.

8.8 Security Arrangements & Options

- Customers have access via a secure portal to manage their own Unity IP Voice customer level configuration, but they are unable to interact directly with the back-end systems to modify any service wide configurations.
- Customer access to the portal uses role-based access controls (RBAC), integrated with Redcentric core voice platform
- Redcentric's core infrastructure and hosting locations comply with ISO27001 information security standard and controls.

9. Exit Plan

Upon expiration of the Contract where the customer chooses not to renew with Redcentric, the steps set out in paragraph 3.3 will apply.

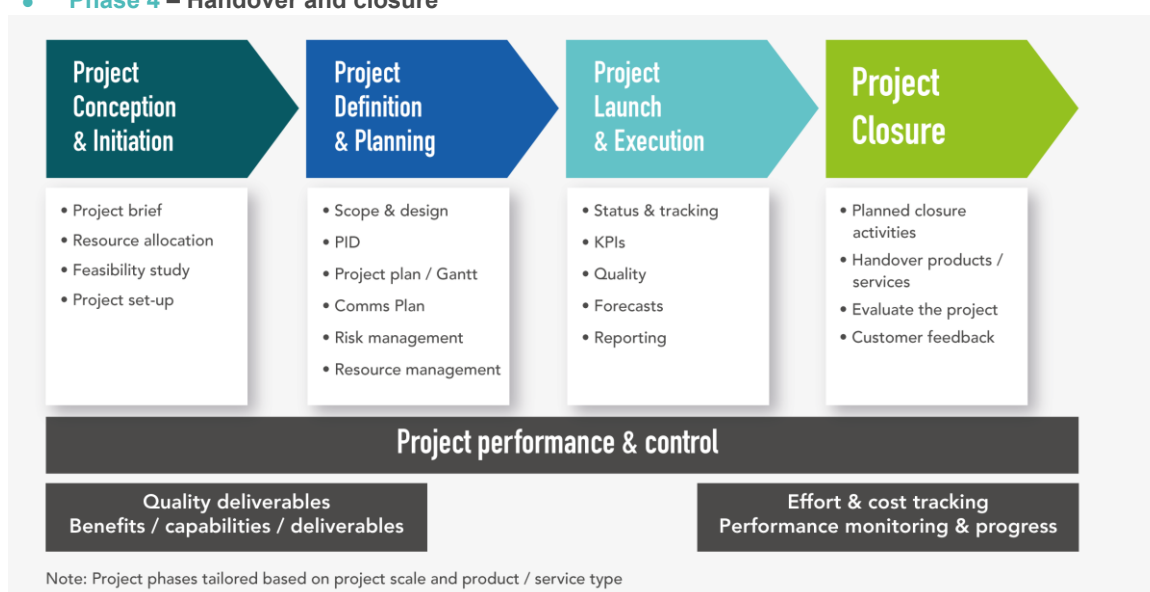
10. Project management

We understand you need to be confident we can deliver projects successfully and without risk to you or your customers. We know collaboration and communication with you is the key to successful project delivery, and the best way to ensure we can deliver the business value you expect from us.

Redcentric uses a hybrid project approach based on PRINCE2 and Waterfall methodologies, that is strengthened by ITIL project best practise. Our approach has been honed to foster a close working relationship between you and the dedicated project team that will be responsible for the onboarding of your new services.

The 4 phased approach that will steer your project delivery is:

- **Phase 1 – Conception and initiation**
- **Phase 2 – Definition and planning**
- **Phase 3 – Execution**
- **Phase 4 – Handover and closure**



We recognise the importance of making sure your project and programme of work is delivered on time and meet your quality and cost considerations. Our highly skilled team of project managers have years of project management and solutions expertise which enables us to provide you a clear understanding of when your solutions will be delivered in preparation for a seamless handover into live service.

You will benefit from our experience of managing a very broad spectrum of complex projects across our range of solutions for customers in a variety of sectors including highly sensitive sectors such as healthcare where disruption to BAU might result in a risk-to-life, or commercial sectors for example, retail or legal, where any disruption would have a significant impact on operational or commercial outcomes for the customer.

To meet your individual needs, we understand we need to be flexible to ensure we can deliver results quickly and with the expected outcome for the project. To achieve this, we will work closely with you to understand your needs and learn how issues impact your business. This will provide a clear insight into working together to resolve any challenges.

The main advantage of our meticulous approach is the handover process at each stage of the project. Risk is a key part of the agenda, which in turn promotes the continuity of risks and the identification of assumptions, issues, and dependencies. This early and continuous detection of risk means we can promptly and effectively mitigate any challenges as early as possible.

Quality assurance processes are embedded throughout the delivery lifecycle, underpinned by our ISO 9001, 14001, 20000, 22301 and 27001 certifications and supported by our centralised programme management office.

The project toolbox

We will use a suite of project tools designed to ensure your project delivery is seamless, transparent, managed effectively, and delivered to your agreed specification. Each device has been refined over time based on our experience and as our knowledge evolves with the introduction of new technologies.

- Project initiation document to develop a detailed scope of your requirements
- Comprehensive project plan to refine the delivery approach
- High level solution design
- Low level solution design
- RAID Log to identify, control and govern project risks
- Site audit report to help identify issues and challenges at each project location

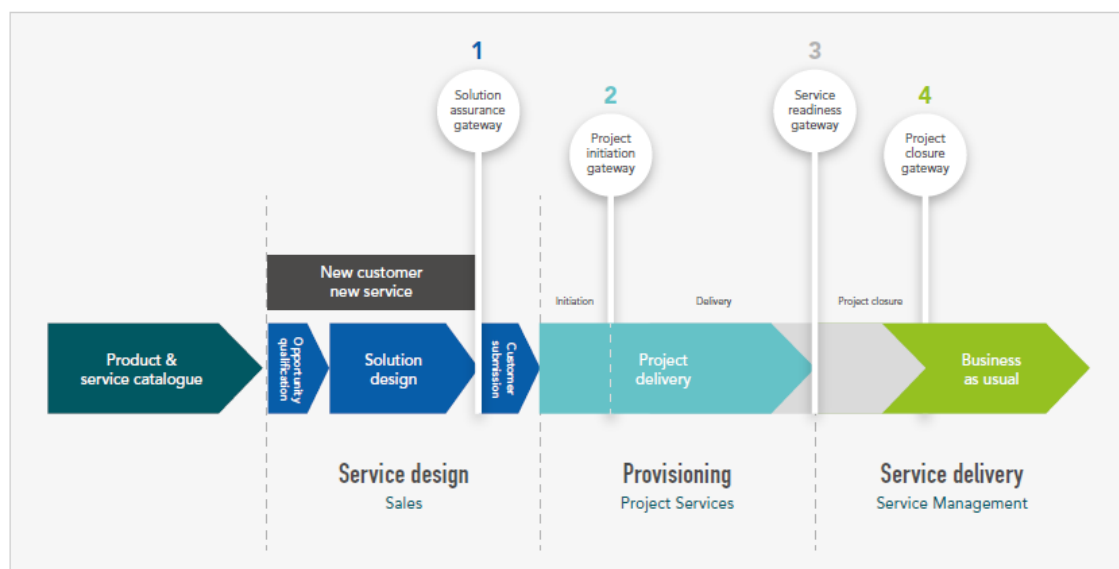
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack

Transition management

It is important to Redcentric that you experience a seamless and smooth transition into your service management team. With an established and proven approach to transitioning customers from solution design, through to projects and into your support team. Redcentric are confident you will feel supported and comfortable for the project team to step back, to let the service management team take over.

Using an effective project delivery approach throughout your transition journey, will ensure:

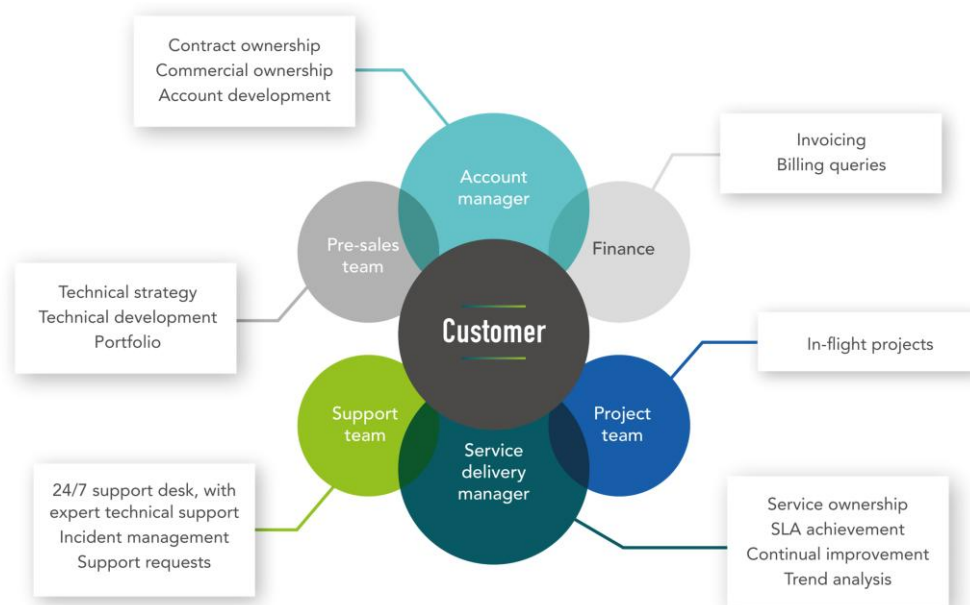
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



With 30 years of track record of delivering projects, Redcentric is knowledge and approach to mitigating risk during the project transition phase is based on experience. Their mature and proven approach is employed as a standard risk management framework which flows from initial bid stage through to project delivery, and into live service.

11. Account management

We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from the very beginning to create a single, cohesive, and focused team.



Your Account Manager will build an understanding of your current and long-term strategy and ensure that the wider Redcentric team understands your needs. They are responsible for the day-to-day commercial relationship between the customer and Redcentric. Our aim is to develop a long-standing partnership with you.

Sharing Technology advancements with you

A key role of your Redcentric account manager is to understand your business and to keep you proactively informed on the technology and industry developments that may be of strategic benefit to you. As part of your monthly service reviews, we will discuss our product and services roadmap and where required involve our technical design resources to better understand your requirement and provide guidance.



Our technology roadmap review forms part of the service delivery programme. Our aim is to ensure you are fully informed of the wider developments that we are planning to introduce and allow us to discuss any requirements you would like us to consider for the future.

Working in partnership to drive continuous improvement.

We fully embrace the continuous service improvement and will work with you to develop a continuous service improvement plan (CSIP). At the simplest level your CSIP will act as a way of prioritising and tracking minor improvement initiatives such as tweaking process to better suit your need but is equally used to drive technology enhancements and innovations to align evolving business requirements, including technology refresh, changes, and upgrades throughout the contract period.

12. Service management

Redcentric will provide a centralised service management model for all services we deliver to you. Our proven model will ensure you receive service management and support services that is easily accessible and effective.

Our mature processes are based on the ITIL framework, fully supported by Gartner-referenced service management tools and process automation which ensures you receive a best-in-class user experience.

The proposed solution is inclusive of our support and account management service, which include:

- Genuine 24/7/365 service desk which is manned, monitored and maintained using as mature ITSM tool
- Best-in-class secure management and monitoring tools, designed to ITIL guidelines.

Our service is underpinned by comprehensive, yet agile, documented processes that include major incident management. We have recently introduced enhanced SLAs within our support services; this means we will respond to you quicker and we are committing to faster fix times.

Service Reviews are an opportunity for us to collaboratively evaluate service performance and ensure it is effective and aligned to your needs. The service reviews seek to understand how we can work in partnership with you and your teams and to identify how we can improve performance. We work proactively to propose solutions to problems and suggest the best way to resolve any issues.



What happens at the monthly service review?

- Review service delivery using performance data and provide this in a graphical format.
- Analyse support tickets to identify patterns that indicate we need to explore further to identify the root cause.
- Review service availability, service exceptions, significant incidents, and related trends.
- Build operational relationships between our customers and the wider Redcentric team.
- Seek to align internal resources within Redcentric to ensure effective service delivery.
- Identify areas for improvement and include them in the service improvement plan.
- Seek your input on how we can evolve our services to suit your future objectives.
- Share our vision to demonstrate how we can support your future strategic aims.
- Create and hold formal records in the Redcentric document management system.

The monthly service pack provides a basis for discussion. It can be tailored to meet specific customer reporting needs as part of the onboarding process or within the lifetime of the contract. As standard, we provide a service pack that includes up to 12 months of data extracted from the support system and service monitoring systems. We analyse current and previous months' performance and identify any trends.

We operate a Service Management System which meets the requirements of ISO/IEC 20000, which means we have a tried and trusted model for service delivery that provides a consistent approach.

13. Support Services

We understand that our customers trust the Redcentric team to ensure that our services meet your needs. Our relationship with our customers goes beyond just complying with contractual SLAs and meeting industry standards.



We seek to understand the importance of service delivery to your organisation and work with you to provide the support that leads to the rapid resolution of any issues.



We take a pro-active approach to supporting you so you can be sure that the services which your business relies on are in safe hands.



Our support operations meet the highest industry standards, and service management processes are based on the ITIL framework.



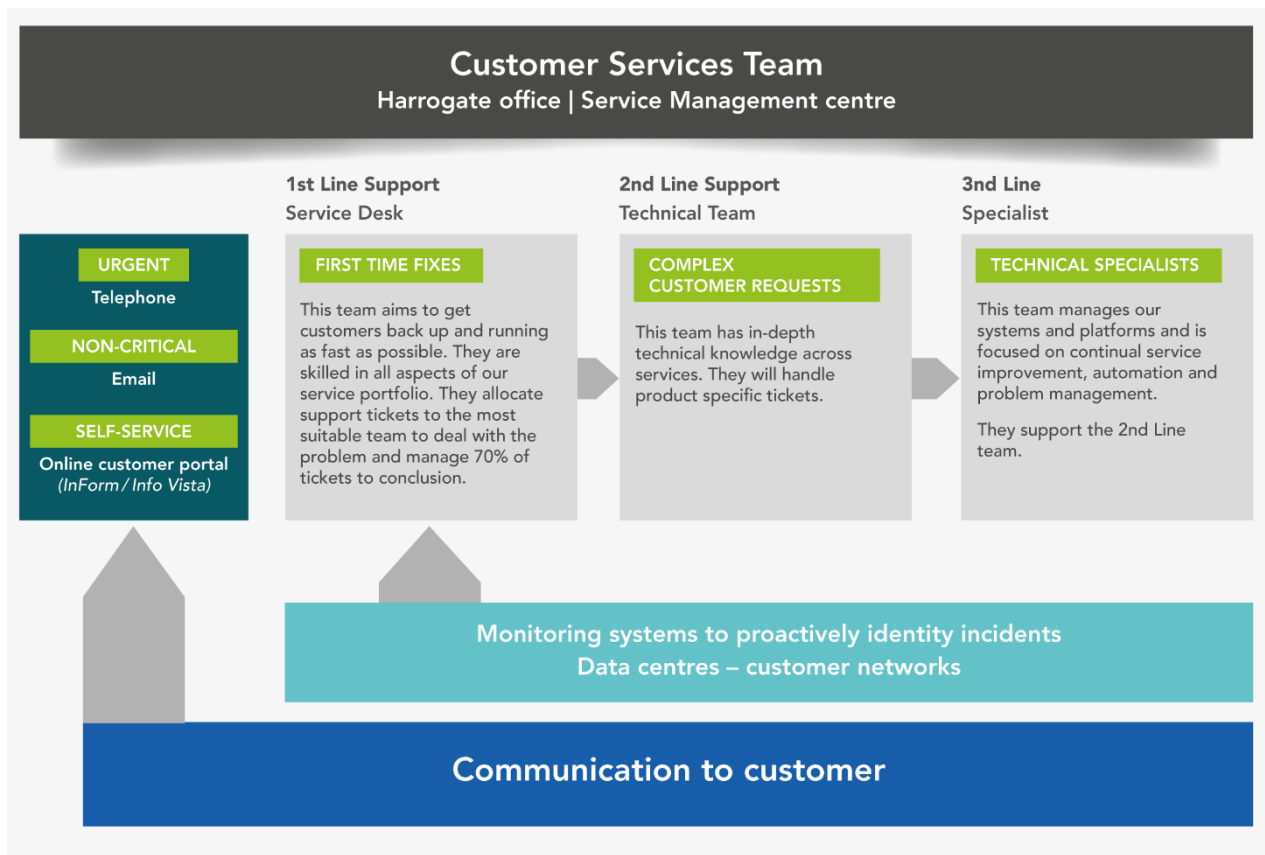
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



We use best-in-class secure monitoring tools to manage the services we provide to you actively. We use Gartner-referenced service management tools and process automation, which allow us to work smarter.

Our support function is structured to ensure fast resolution of incidents with timely escalation where appropriate.

The service journey you experience is important to us. Every interaction is monitored by our customer services team, who are highly experienced in handling customer interactions, and understand the importance gathering accurate and timely information to ensure the correct resources are allocated to reach a rapid conclusion.



Our incident management process has been engineered to be customer focused and designed to ITIL guidelines. We follow a proven process for incident management, with clear steps marked out for each team to ensure you are supported in the most effective and organised manner.

14. Information assurance

Certifications

Redcentric are ISO 20000-1 certified, demonstrating that we adhere to ITSM (IT Service Management) best practice, and ITIL (Information Technology Infrastructure Library) provides advice on ITSM best practice.

ITIL v4 is at the heart of Redcentric managed service operation and support. Redcentric believes that to deliver a high quality, professional service it is necessary to invest in training people, empowering them to be strong ambassadors of our service model.

Redcentric has provided managed services to the UK public and private sector for over 30 years. As a highly accredited business, we are proud of the standards and processes for which we are certified.

Our data centres and all supporting operations are fully UK Sovereign and are congruent with;

- The Government's Security Classification Policy ('Official-Sensitive')
- The Government's previous Protected Marking Scheme classification (BIL4 - Confidential)

Note – Redcentric can also support information and assets classified above the GSCP level of 'Official-Sensitive'.

ISO

- ISO 27001:2022 Information Security Certified
- ISO/IEC 27017:2015 Cloud Security Certified
- ISO/IEC 27018:2019 Personally Identifiable Information (PII)
- ISO 9001:2015 Quality Management Certified
- ISO22301:2019 Business Continuity Management
- ISO 14001:2015 Environmental Management System Certified
- ISO 20000-1:2018 IT Service Management System Certified

NHS standards

- Registered HSCN CNSP (Health and Social Care Network, Consumer Network Service Provider)
- DSPT (Data Security and Protection Toolkit) assessed as exceeding standards
- NHS Certified Commercial Aggregator
- NHS Business Partner
- Authorised to transmit, process and store Person Identifiable Data (PID)
- NHS England IGSoC Compliant Commercial Third Party (NACS code: YGMAP)

- NHS England accredited Service Provider (Network Access Agreement number: 0740).

HMG / other standards

- PCI-DSS Compliant for physical hosting and managed firewall services within our data centre locations
- Cyber Essentials Plus Certified
- Data Centres are externally certified to attest they have the necessary physical security measures to process HM Government 'Official-Sensitive' classified data
- Main data centres are certified as Police Assured Secure Facilities
- Full alignment with the Security Policy Framework
- All services are designed, built, implemented and supported using all relevant and appropriate NCSC GPGs, Cabinet Office and NHS England standards

Networks Connectivity

- The Public Internet via Private or Public IP VPN
- The HSCN Peering Exchange
- PSTN
- PSN (Public Sector Network) certified as one of the few DNSPs (Direct Network Service Provider)
- PSN Gateway Access for both PSN-Assured and PSN-Protected
- JANET (Joint Academic Network)

Further information with regards to the Redcentric assurance and governance framework can be found within the Redcentric customer security pack which consist of the following documents:

- Cloud Security Principles (aligned with the NCSC 14 principles)
- Security Management Plan
- Security Statement
- Accreditations and Mappings (lists all business accreditations and relevant controls and standards utilised for Redcentric G-Cloud services)
- Security Control Framework

Copies are available under NDA upon request.

15. Professional services

The Redcentric Professional Services team is drawn from across the organisation, bringing together a unique mix of experience, know-how and talent to help deliver substantive value to its consulting assignments.

Strategists, designers, developers, technicians, engineers, analysts, security specialists and project managers from the worlds of infrastructure, networks, applications, communications, and mobile can come together to deliver expert, targeted, outcome-driven assistance where it's needed.

The common denominator in every professional services engagement is that we are responding to a specific client need. We provide tailored responses to your requests for assistance, whether that's for help of a strategic or tactical nature, short or long-term, on premises or off, single vendor or multi-vendor environment, in a lead role or in support.

Redcentric provide Professional Services using either our in-house team or approved third parties. Professional Services are not part of the service unless

so specified in the customer's order. Professional Services require a separate order or change control procedure.

Available services

- IT strategy.
- Project management.
- Change management.
- Design integration.
- Staging and installation.
- Integration design.
- Service migration.
- Optimisation and performance tuning.
- Physical lift and shifts.
- Audits and compliance.
- Application development.
- On premise and/or remote access support.

15. Company profile

Redcentric is a managed service provider, delivering highly available network, cloud and collaboration solutions that help public and private sector organisations succeed.

We provide:



Assured availability – Delivering highly available solutions that organisations can rely on to improve productivity and performance



Organisational Agility – Helping organisations to address operational, financial, and regulatory challenges at speed



Smarter Working – Enabling and empowering organisations to connect, communicate and collaborate

Our aim is to work in partnership with you to improve efficiencies, drive transformation and enhance the services you provide to your citizens, patients, students and tenants and our services are provided in line with the most stringent public sector standards.

We are here to support you, whether that be with traditional infrastructure or making the move and taking advantage of what the cloud and hybrid environments have to offer.

Today we can offer a rich end-to-end solution portfolio covering the full spectrum of cloud, network and collaboration designed and delivered by our own highly skilled teams from our privately owned, UK based multi-million-pound infrastructure.

Our ethos is one of collaboration; our aim is transformation: helping clients secure desired outcomes, substantive gains, and a measured route forward for the future.

Our assurance comes from a long track record across both the private and public sectors, characterised by deep domain expertise, continuous innovation, proactive management, and an enduring commitment to business improvement through better IT. We'd like to think that there are hundreds of organisations out there where Redcentric has already made a significant and lasting difference.

- Multiple wholly owned UK data centres
- Serving over 800 customers across the UK
- Health and Social Care Network approved CN-SP
- NHS Digital approved N3 Aggregator since 2014
- Accredited to connect and supply over Janet
- Authorised to process HM Government data marked 'Official-Sensitive'
- Accredited to store patient data
- HSCN Peering Exchange Provider
- Accredited to connect and supply over Public Services Network (PSN)
- Accredited and experienced G-Cloud supplier
- 15+ years of N3 experience
- Fully aligned with ITIL Service Management Standards
- ISO 9001, 14001, 27001, 22301 and 20000-1 certified
- Cyber Essentials and Cyber Essentials Plus certified
- PCI Compliant for physical hosting services
- Services designed, built, implemented and supported using appropriate NSCS GPSs, Cabinet Office and NHS Digital standards
- Fully approved HSCN connectivity to Azure and AWS environments.

16. Why choose Redcentric?



Owned infrastructure

We believe that service quality is dependent on end-to-end control and capability, which is why we've spent the past three decades building our own infrastructure and skills base: a UK-wide MPLS network, UK-based data centres, Voice and IaaS platforms, Network and Security Operations Centre, and a large ITIL-based support operation.



Expert guide

We are not about the provision of one-off IT commodities but rather helping clients over the short, medium, and long-term through the strategic alignment of our services to organisational requirements. We guide you on your journey at whatever speed and in whatever direction the need dictates.



Customer-centric culture

It is the 'can do' attitude of our teams that we are most proud of and which our customers most value and often comment on. We invest in our staff and work hard to develop and preserve a culture that prioritises staff satisfaction and motivation. We believe that the happier, more engaged, and dynamic we are as a team, the more we can achieve together, ensuring we deliver the best results for our customers.



Open-minded and innovative

We pride ourselves on being an innovative service organisation which means we are always willing to think and do differently and to go beyond norms and conventions. We are always reviewing our proposition, introducing new proven technologies that dovetail with our existing offering; and bringing these opportunities for further gains to our customers. But equally this spirit of innovation may be seen in our flexible approach to project management, and it extends to all aspects of how we work with our customers.



Breadth of services

Our great strength is our ability to be a single unifying partner who can deliver a comprehensive range of IT and Telecoms services across multiple sites with confidence.



Security and integrity

We invest in our systems and processes, that in turn allow us to attain the highest standards of certification and accreditation. These are not badges of honour, but hard-earned evidence of our commitment to quality, security, and integrity, and this supports our aim to be a 'trusted partner'.



Outcomes focused

We believe we have an important role to play in ensuring you have the IT infrastructure and services to help you to achieve your goals. We help you to meet new challenges and to stay agile so that you can respond to change and at the same time keep your data and systems highly secure.



Our teams

We have highly skilled staff, whose average tenure is more than 10 years bringing a huge wealth of experience and a depth of knowledge on which you can rely. We also invest in the development of new team members who bring new or enhanced skills to Redcentric and the training of existing staff to ensure you benefit from a consistent, high-grade delivery of services and support day in, day out.



Continuous Service Improvement

We are committed to investing the most that we can to build a sustainable, successful business that can deliver genuine IT outcomes for our customers. We are continually refreshing our core systems or adding capacity and capability, to the tune of many millions.



Proactive

We think and
act quickly



Inspired

We create
excitement through
innovation

Trusted

We do what
we say we will

Collaborative

We work together
to deliver
a common goal

Transparent

We are open,
honest and fair





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redcentric

AGILE • AVAILABLE • ASSURED

