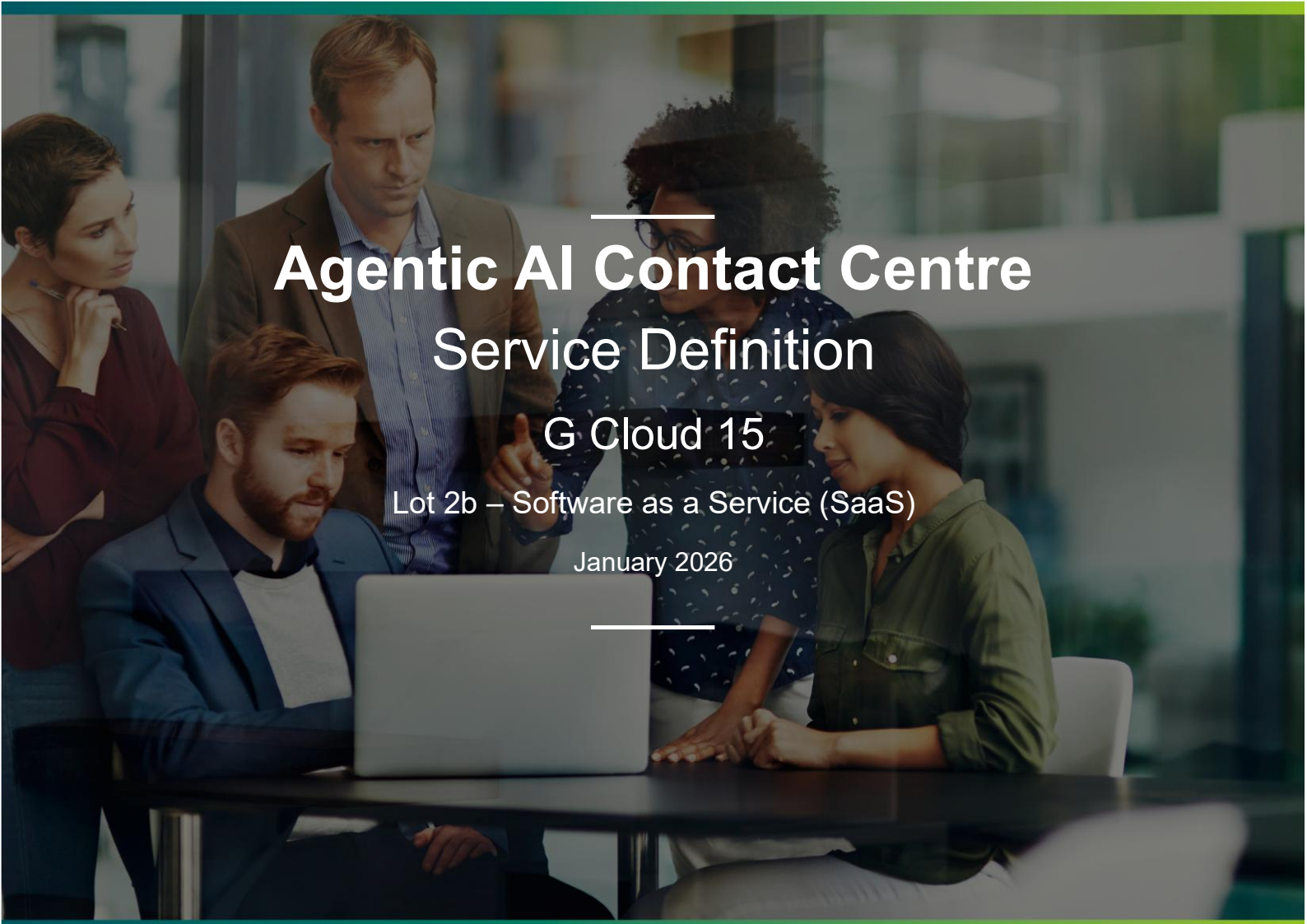




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# Agentic AI Contact Centre Service Definition

## G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

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redcentric

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# 1. Service Overview

## 1.1 Introduction

In today's fast-paced world, being swift and helpful is essential—whether you're addressing customer enquiries, supporting your team, or resolving issues in the field. Introducing Redcentric Agentic CCaaS, a Conversational AI Platform designed to enhance customer support and serve as your reliable automation partner for exceptional customer journeys.

Think of Agentic CCaaS as a 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. But it's not just for customers; Graia Agentic CCaaS also assists in developing intelligent assistants for your team. This empowers your customer service agents to provide even better support, enables your sales personnel to respond instantly to inquiries, and aids field technicians in resolving problems more efficiently—all of which contribute to heightened customer satisfaction.

With Redcentric Agentic CCaaS, businesses can elevate customer interactions through the power of Conversational AI. This platform enables organisations to create intuitive self-service solutions that streamline processes for both customers and employees.

Envision a scenario where customers can access immediate answers to their questions—be it resolving billing issues, updating account details, or tracking orders—through a simple chat interface. Agentic CCaaS not only enhances the customer experience by offering 24/7 assistance but also eases the workload on your customer service team, allowing them to focus on more complex matters and deliver outstanding service.

Moreover, Agentic CCaaS revolutionises internal operations. By developing smart assistants tailored to your team's needs, businesses can boost productivity and response times. Whether your customer service agents require quick access to information, sales teams seek real-time data to engage prospects, or field technicians need immediate support, Agentic CCaaS provides them with the necessary tools to work effectively.

In an increasingly fast-paced environment, harnessing Redcentric Agentic CCaaS means not only enhancing customer satisfaction but also empowering your teams—leading to improved morale and operational excellence. Start creating seamless, automated customer journeys today and witness your business transform with the capabilities of Conversational AI.

## 1.2 Features & Benefits

| Feature                                | Benefits                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| True Conversational Intelligence       | Agentic CCaaS uses advanced AI to provide <b>dynamic, contextual responses</b> , enhancing customer interactions beyond rigid scripted bots.                                                                                                                                                                                                |
| Comprehensive Channel Support          | <b>Chat &amp; Email:</b> Communicate seamlessly in over 50 languages, ensuring global reach and cultural nuance.<br><b>Voice:</b> Offer natural, spoken interactions in most of the European languages, constantly adding more.                                                                                                             |
| Adaptable and Expansive Knowledge Base | Leverage <b>knowledge base</b> articles to effectively address customer queries, enabling your bot to update its understanding as information evolves. This ensures timely and accurate responses, while also allowing the bot to learn from your agents' expertise, continually refining its answers for enhanced precision and relevance. |
| Action-Driven Support                  | The Agentic CCaaS <b>Conversational Agent</b> seamlessly integrates with your business systems to retrieve data, process transactions, and handle various operational tasks. Whether it's checking order statuses, issuing refunds, or updating bookings, the bot streamlines routine processes and accelerates resolution times.           |

| Feature                         | Benefits                                                                                                                                                                                                                                                                                                                            |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brand-Aligned Communication     | Define your bot's tasks as you would when onboarding a new team member, establishing the tone, style, and policies to ensure that every interaction reflects your brand's values. It will adhere to your guidelines, language preferences, and escalation protocols, providing a consistent and compliant customer experience.      |
| Multi-Agent Ecosystem           | Simplify complex support domains by deploying specialised conversational agents for specific areas, such as product inquiries, returns, or billing. Effortlessly route customers to the appropriate agent based on context, ensuring that each request is handled by the most knowledgeable virtual assistant for the best possible |
| Get ready for 24/7 availability | Conversational agents are available around the clock to handle inquiries, and customers can even pause a conversation and pick it up later, ensuring continuous, high-quality service whenever needed.                                                                                                                              |

TABLE 1: FEATURES & BENEFITS

## 2. Service Description

Figure 1. Below provides a high-level overview of the Omni-channel Contact Centre for Teams service architecture.

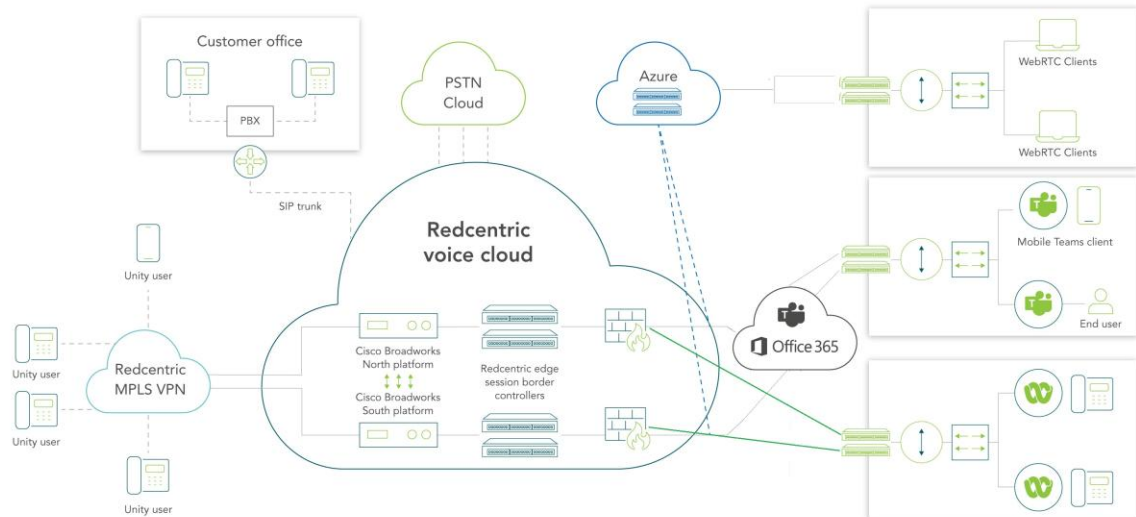


FIGURE 1: AGENTIC AI CONTACT CENTRE ARCHITECTURE

### 2.1 Redcentric Voice Switches

The Redcentric Omni-channel Contact Centre service is delivered from two centrally managed, software based, IP Voice Switches hosted in Redcentric's highly secure and resilient DC (Data Centre) environment.

The IP Voice Switch technology is based on Cisco's tried and tested Broadworks platform, providing a highly scalable, cost effective and future proof platform for the provision of IP voice services.

Redcentric's IP Voice platform has been deployed in a geographically distributed highly available configuration across the North and the South of the country. London.

### 2.2 Session Border Controllers (SBCs)

Redcentric have deployed clusters of high availability "Edge" Session Border Controllers (SBCs) to act as the points of service interconnect between the Customers Microsoft Office365 (O365) environment and Redcentric Omni-channel Contact Centre service. The SBCs act as a point of network demarcation, performing NAT/PAT translation and ensuring SIP signalling interoperability between the two networks.

### 2.3 Network Connectivity Azure

The Omni-channel Contact Centre service is delivered into the Azure cloud via secure, resilient internet connections.

### 2.4 Network Connectivity O365

The Omni-channel Contact Centre service is delivered into a customer's O365 environment via secure, resilient internet connections.

**Note:** Redcentric does not offer any Quality of Service (QoS) guarantees for traffic delivered across the Internet.

### 2.5 Network Failover

The service is always deployed in a resilient configuration, connecting to multiple SBCs in an Active:Active configuration into both Azure cloud and Microsoft O365 Edge servers.

For external calls, the service utilises Redcentric's high speed Tier -1 PSTN interconnects enabling callers to make and receive PSTN calls to and from their Microsoft Teams desktop and mobile clients.

## 2.6 Emergency Calls

Calls to the Emergency services can be made using the service, subject to the 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. Moving services to a new location without providing updated site location information is in breach of the General Condition 4 of the General conditions of Entitlement enforced by OFCOM. As the Omni-channel Contact Centre service includes functionality to facilitate mobile and remote working, all telephone numbers are registered with the Emergency services as 'nomadic'. This means that during an emergency services call, the geographical location of the caller will be confirmed.

## 2.7 Codec Support

The Omni-channel Contact Centre service supports G.711 A-law voice encoding with a sampling period of 20msecs. The encoding algorithm results in a per call bandwidth usage of ~100kbs.

If all available voice channels to a customer site are in use, the Redcentric IP Voice platform will prevent additional calls being setup, therefore, protecting the existing active calls being negatively impacted from call degradation. An incoming call which is unable to complete because the subscribed maximum simultaneous call limit is reached will be treated as if the person they were calling was on the phone.

## 2.8 PSTN Calling Bandwidth Requirements

As part of the Omni-Channel Contact service design, the overall bandwidth requirements need to be considered.

Table 2 provides an estimate of the bandwidth requirements for VoIP calls using G.711, and G.729a, and the corresponding Mean Opinion Score (MOS). By comparison, GSM has a MOS of 4.1. The scores range from 1 (worst) to 5 (best).

| Network  | Codec | Sample period | Encoded sound bandwidth | IP/UDP/RTP overhead | Network overhead | Total bandwidth* | MOS † |
|----------|-------|---------------|-------------------------|---------------------|------------------|------------------|-------|
| Ethernet | G.711 | 20 ms         | 64 kbps                 | 16 kbps             | 15.2 kbps        | 95.2 kbps        | 4.4   |
|          | G.729 | 20 ms         | 8 kbps                  | 16 kbps             | 15.2 kbps        | 39.2 kbps        | 3.9   |

TABLE 2: PSTN BANDWIDTH CALCULATIONS

## 2.9 Feature Matrix

The feature capability matrix provides a full feature breakdown for each of the subscription types. A copy of the feature matrix will be provided as part of the service onboarding / handover.

## 2.10 Agent Application

The Agentic CCaaS Agent Application is a unified, web-based interface that empowers customer service agents to manage voice calls, webchat, social media messages, emails, and other digital interactions seamlessly. Designed for efficiency and ease of use, the platform minimizes cognitive load, streamlines workflows, and enables agents to provide exceptional customer service.

With real-time performance insights, customisable workspaces, and deep integrations, ensuring that agents have everything they need in a single interface—eliminating the need to switch between multiple applications.

## 2.11 Agent UI Dashboard

The Agent performance dashboard is available as standard to all agents and supervisors. The dashboard provides agents access to see their own KPIs and the KPIs of the Teams and queues they are part of.

## 2.12 Web Browser Support

The service is supported on the following web browsers.

- Google Chrome – 87, 90+
- Edge (Chromium) – 88+

## 2.13 Admin Portal

Access to the admin portal is controlled via role-based access controls.

The Portal is the central web-based administration interface designed for configuring and managing every aspect of the Agentic CCaaS service. Accessible via modern browsers, the Portal provides a unified environment for administrators, supervisors, and other privileged users to manage workflows, user roles, conversational agents, and integrations across voice, chat, email, and outbound campaign channels.

## 2.14 Workflow

A visual, highly flexible Workflow Designer helps you establish your inbound and outbound conversation lifecycle, offering an all-in-one framework to employ the many interactive customer engagement functions.

It features:

- **Drag-and-Drop Canvas:** Users can visually arrange and connect workflow nodes.
- **Contextual Configuration Panel:** Each node has a dedicated settings panel for customization.
- **Real-Time Validation:** Prevents misconfigurations and ensures seamless execution.
- **Version Control & Testing:** Workflows can be duplicated for testing before deployment.

## 2.15 Supervisors

Supervisors are responsible for ensuring customer satisfaction, optimising agent performance, and maintaining operational efficiency within the contact centre. The Agentic CCaaS provides advanced monitoring tools, real-time analytics, and automation-driven insights to help supervisors make informed decisions and improve service levels.

## 2.16 Omni-Channel Routing

All interactions, regardless of channel, are routed through a skill-based engine for a true Omni-channel blended solution.

The following rule parameters can be observed, subject to appropriate license allocation:

- Attribute Based Routing
- AI Based Routing
- Preferred Agent Routing
- Longest Idle Agent Routing
- CRM / WFO Based Routing via Custom Integration

## 2.17 Voice Channel

### 2.17.1 Call-back in queue

The call-back whilst in voice queue capability provides an option for a caller to receive an option of requesting a call-back. The service is configured through messaging configured within the IVR. The omni-channel routing engine schedules a call-back to the end user request when an agent becomes available.

### 2.17.2 Outbound Voice Campaign

A preview dialler is available through the Outbound Voice campaign feature. Calls can be loaded into the campaign service through a .CSV file and manually uploaded into the admin portal or scheduled via an automated secure FTP file transfer.

### 2.17.3 AI Agent Productivity Suite

The Agent Productivity Suite License includes a comprehensive set of tools designed to enhance efficiency and communication across multiple channels. It provides Agent Assist and Next Best Action functionalities for voice, chat, and email interactions, empowering agents with real-time guidance and recommendations. Live Coaching and compliance capabilities are available specifically for Agent Voice, supporting quality assurance and performance improvement. The suite also includes Summarisation, capturing interaction history and post-wrap-up details for consistent service continuity. Additional features such as Chat Reply, Rephrase/Enhance, and Chat Translation streamline communication and ensure clarity across languages. Finally, the integrated Co-Pilot Chatbot supports agents by handling routine inquiries, allowing teams to focus on more complex and high-value interactions.

## 2.18 AI Quality Management

### 2.18.1 Categorisation

The AI Categorisation feature leverages advanced natural language processing to automatically categorise and tag customer conversations by topic, intent, or sentiment. This feature is integral to enhancing routing, reporting, and analytics capabilities. Here are the key aspects of this feature:

- **Automatic Tagging:** AI models analyse the full context of conversations—whether through voice, chat, or email—and apply relevant tags. This process helps in triggering specific workflows, escalating issues to supervisors, or integrating with case management systems.
- **Enhanced Insights:** The categorisation provides insights into common queries and service trends, aiding businesses in refining processes, improving self-service options, and reducing repeat contacts.
- **Email Classification:** emails are classified by category, sentiment, and urgency, applying tags automatically. Summarised overviews are presented to agents, allowing them to quickly understand the issue without reading every message, thus improving triage speed and reducing cognitive load.
- **Operational Benefits:** By categorising conversations, it helps supervisors understand customer queries, agent responses, and areas needing service improvements. This metadata feeds into reporting tools, enabling the identification of emerging issues, recurring questions, and knowledge gaps.

Overall, the Categorisation feature is designed to improve efficiency, enhance customer satisfaction, and support agent performance by providing actionable insights and structured tagging across multiple communication channels.

### 2.18.2 Evaluations

The Evaluations feature in the Task History menu enables quality analysts, managers, or supervisors to assess agent performance directly within the platform. By selecting the evaluation icon on a task row, evaluators can access the linked recording and supporting controls. Evaluations are conducted using standardised scripts marked with the [QM] tag, which are configured by Graia engineers according to organisational requirements. After selecting the appropriate script and starting the

evaluation, the evaluator proceeds through each section until completion. Once finalised, the system automatically sends an email to the agent containing a link to the completed evaluation, with the evaluator copied for reference. Scores and ratings generated during the process are stored in the task history and included in the email summary, ensuring transparency and consistency in performance tracking.

## 2.19 Digital Channels

### 2.19.1 Webchat

The service supports two-way messaging between end customers and agents via the following digital chat channels:

- Webchat\*\*
- SMS
- Facebook Messenger
- WhatsApp
- Twitter DM

The listed channels can all be enabled with automated BOTs.

**Note:** Customer is required to add a web snippet to their website/intranet pages where they require the Webchat to appear.

**Note:** Redcentric solutions will work with the customer to confirm the compatibility of any existing SMS/Whatsapp service as part of the initial scoping exercise.

### 2.19.2 Facebook Messenger, Twitter DM, SMS

Facebook Messenger, Twitter DM, and SMS all behave in a similar way to webchat it is recommended for SMS or WhatsApp that Customer use or set up their own WhatsApp or SMS agreements.

**Note:** If messaging services are provided by Redcentric, additional consumption charges will apply.

**Note:** Redcentric recommends that customers establish their own Twitter DM account.

**Note:** Twitter DM - Relies on Customer configuration as part of the service establishment, unless Redcentric is granted Admin access to the relevant account(s).

### 2.19.3 Email

Email can be sent into a Microsoft 365 inbox through the contact centre application. Emails can be routed using attribute-based routing to ensure emails are directed to the most appropriate agent. The sending of files and attachments are supported within the email channel.

**Note:** Email routing is limited to individually identified email Inbox's and **not subfolders**

## 2.20 Reports & Dashboards

### 2.20.1 Historical Reporting

Standard reporting is available within in the defined subscription packages. Historical reports include:

- Customer satisfaction
- Operational Efficiency
- BOT performance
- Agent & Team Performance
- Call Averages
- Detailed Call Report

- Missed Calls
- Call Statistics by Hours
- Closure Codes Report
- Chat

For a detailed description of the reports, please refer to the contact centre reporting guide.

**Note:** Reporting customisation can be provided, professional service charges will apply.

### 2.20.2 Wallboard

The service supports a fully configurable wallboard and digital signage application. Wallboards are available for publishing on large screen, through URL for large screen or desktop or a desktop application (snapper).

The wallboard solution can also be utilised to aggregate several external data feeds to provide a single centralised source of reporting information. The wallboard solution supports the following source feeds:

- JSON
- XML
- Webhooks
- Google sheets

## 2.21 Optional Contact Centre Add-On Services

The following add-on services can be utilised within the Omni-channel Contact Centre service:

### 2.21.1 Compliant Call Recording

Redcentric 'AlwaysOn' call recording service can be configured for either Webex or Teams deployments. The service can also be configured to record audio and video interactions within a Microsoft environment.

Voice recording storage included within the subscription is for 12 months.

**Note:** Video call recording is storage-intensive and requires an additional Azure consumption cost to be scoped during the implementation phase.

**Note:** Video recording is based on active speaker or active screen share and only available within a Teams meeting environment.

### 2.21.2 Wallboard Editor

Wallboard Editor is an optional add-on for the Teams Contact Centre service for customers who have a need for creating customized reports that display real-time and historical data. The Wallboard editor can be configured to display real-time and historical data from any enterprise data source within the Teams environment.

The Wallboards can be configured and displayed on the following:

- Screen Player License – for large TV's
- Desktop Broadcaster – for agent and supervisor PC desktops

## 2.22 Microsoft Cognitive Services

In addition to the standard Data Collector BOT capability, the service can be configured to utilise Microsoft Azure AI Services. Typical service usage could be to create a knowledgebase that can be integrated into a support desk environment.

**Note:** Additional charges apply

## **2.23 Bring Your Own BOT (BYOB)**

The contact centre service can facilitate a “bring your own bot” (BYOB) where Redcentric will supply an API to integrate custom bots to the customer experience workflow.

**Note:** Custom BOT will incur professional service charges.

## **2.24 3rd Party Integrations**

### **2.24.1 CRM Integration - Salesforce Microsoft Dynamics & ServiceNow**

The service supports out of the box integration with the following CRM systems:

- Microsoft Dynamics 365
- Salesforce
- ServiceNow

Supported capabilities include:

- Click to dial
- Screen pop
- Timeline
- Activity tracking

## **2.25 Custom Development**

The service has been developed with an ‘API first’ architecture, allowing third party applications/systems to be integrated. Custom development work will be scoped and agreed with the customer prior to any development work commencing. Custom development work will be charged as a professional service.

## **2.26 Security Best Practices**

The purpose of this section is to detail the potential security risks associated with the operation of any phone system and to provide information and requirements on how to minimise these risks when using the Omni-channel Contact Centre 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’s your organisation’s responsibility to ensure adequate security practises/processes are followed and that the appropriate security measures are implemented.

For additional information on security best practice for Voice services please contact your Redcentric representative.

## **2.27 Service Numbering & Porting**

To facilitate inbound telephone calls, the service may be specified with geographic or non-geographic telephone numbers (DDIs). Redcentric can provide new number /DDI ranges to use with the service, as well as porting numbers from an existing service provider.

## **2.28 Service Ordering**

The Agentic AI Contact Centre Services are procured through Redcentric’s standard contract process. Following contract execution, authorised personnel within the customer organisation may place orders for services as required.

Further details on the ordering mechanism, including points of contact and documentation required, will be provided during the onboarding process or upon request.

## 2.29 Deployment Options

The Agentic AI Contact Centre can be deployed in conjunction with either of Redcentric voice service offerings.

**Note:** The service does **NOT** support the overlay of **Unity services** in front of the AI Contact Centre.

**Note:** The service is not currently supported in conjunction with Microsoft calling plans.

Redcentric pre-sales consultants will gather the necessary information to complete the define a design that meets the customers' requirements.

**Note:** Customers deploying Webex softphone or Direct Routing services, should consider the use of appropriate headsets. Redcentric can provide options for compatible headsets if required.

**Note:** When deploying the AI Contact Centre Customers will be required to utilise Microsoft IDP services.

## 2.30 Standard Service Deployment Model

The Agentic AI Contact Centre service can be deployed with a **minimum of 10-13 users depending on the deployed model**. Additional users can be added individually.

**Note:** Customers who have users accessing the corporate network from remote locations should consider utilising an alternate path that bypasses the VPN for Teams or Webex traffic. This is commonly known as split-tunnel VPN. Split tunnelling means that traffic for Office 365 or the Webex service won't traverse the customers corporate VPN but will go directly to Office 365/Webex. This change will have a positive impact on quality but also provides the secondary benefit of reducing load from the VPN devices and the organisation's network.

## 2.31 Known Limitations & Service Behaviours

### 2.31.1 Known Limitations

**KL1:** Email channel – Limited to individually identified Inbox's and not subfolders

### 2.31.2 Known Service Behaviours

**SB1:** Facebook - Relies on Customer configuration as part of the service establishment, unless Redcentric is granted Admin access to the relevant account(s).

**SB2:** Twitter - Relies on Customer configuration as part of the service establishment, unless Redcentric is granted Admin access to the relevant account(s).

**SB3:** When initialising outbound event, it should be noted that the UI will display the email icon even if email channels are not enabled.

**SB4:** The service is configured to negotiate at G.711 codec only.

**SB5:** To launch the Monitor, Whisper/Barge functionality, the supervisor is required to login to the admin portal

**SB6:** It should be noted that when contact centre agents initiate an outbound call from the directory contacts tab, the contact field should be populated within EntraID.

**SB7:** To initiate conference calls, agent will need to select "Add to Call" button whilst in the consultation call window.

**SB8:** Calls are presented to the users endpoint and must be answered in the subsequent endpoint call answering mechanism before controlling the interaction

## 3. Onboarding & Offboarding

### 3.1 On-Boarding Process

The Redcentric on-boarding process comprises of a project managed, five phase technical and business consultative process.

**Phase 1** - Redcentric presales will engage with the Customer to clearly capture, document, and agree the Customers contact centre service requirement(s). The agreed design output will be stored under version control and used as the master service delivery document that the service will be delivered against.

**Note:** *All changes to this document post phase 1 will be managed via formal change control process.*

**Phase 2** – Redcentric will build the Customers Agentic AI Contact Centre service instance as per the agreed output of phase 1.

**Phase 3** - If required, porting requests will be submitted to the Losing Communications Providers (LCPs).

**Phase 4** - On the day of the port/go live, Redcentric will create the Customer's service account and assign either ported, or new numbers into the Customer's account. Redcentric will the work with the customer to enable the Omni-channel Contact Centre users.

**Phase 5** – Redcentric will execute a standard service test plan that will include the testing of the agreed Omni-channel channels. The results of the test plan will be documented and included as part of the Ready for Service (RFS) handover to the customer.

**Note:** *Phase 5 test plan will include a test call to the emergency services.*

### 3.2 Acceptance Criteria

The following are the Acceptance Criteria applicable to the Omni-channel Contact Centre service:

- Email notification that numbers porting in have successfully been ported into Redcentric network.
- Where Customers are porting numbers into Redcentric, several test calls will be made to pre-defined DDIs to confirm numbers are live on the Redcentric network prior to final Customer handover to live service.
- Executed test plan confirming all channels have been delivered as scoped.

### 3.3 Offboarding Process

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. This may also include early termination by the Customer, **subject to payment of early termination fees.**

#### **Phase 2 - Service Decommissioning**

Cessation of the Omni-channel Contact Centre 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.

#### **Phase 4 – Data export**

When contract ends Personal Data will no longer be accessible to users of the system but remains available to administrative staff for billing and support purposes for a period of time, typically 60 days. If customers require a copy of the Personal Data stored Redcentric can provide that service for an extra fee.

## 4. Associated Redcentric Services

The table below provides details of other compatible services with Agentic AI Contact Centre available from Redcentric via G-Cloud 15.

| Service Name                    | Service Summary                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Microsoft Teams Calling         | <b>Microsoft Teams Calling</b> from Redcentric provides access to a cost-effective calling capability that enables users to make and receive calls on any Microsoft Teams enabled client or device.                                                                                                                                                                                                                             |
| Redcentric Unity Extend         | <b>Redcentric Unity Extend</b> 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     | <b>Redcentric Unity PCI Comply</b> 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 | <b>Unity Call Recording &amp; Insights</b> service enables the capture and analysis of conversations, unlocking their full value.                                                                                                                                                                                                                                                                                               |
| Unity Reporting                 | <b>Unity Reporting</b> 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.                                                          |
| Unity IP Voice                  | <b>Unity IP Voice</b> 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.                                                                                                                                                                                                   |

## 5. Service Levels & Service Credits

### 5.1 Service Levels

The Service Levels applicable to the Omni-channel Contact Centre Service are as follows:

| Service Level: Availability                                  | Measurement Period: Month |
|--------------------------------------------------------------|---------------------------|
| Availability of the core Omni-channel Contact Centre Service | Not less than 99.99%      |
| Availability of digital channels                             | Not less than 99.99%      |

### 5.2 Exclusions from Availability

In calculating Availability, in addition to the exclusions listed in the 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 for example.
- Customer Phone System – not available.
- Azure – not available

### 5.3 Floor Service Level

The floor service level applicable to the Omni-Channel Contact Centre Service in respect of Availability of the Core System is 85.0%.

### 5.4 Service Credits

The Service Credits applicable to the Omni-Channel Contact Centre 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 |
|---------------------------|----------------|
| 99.9%                     | None           |
| ≥99% but <99.8% 10% of MS | 10% of MS      |

# 6. Responsibilities & Accountabilities

## 6.1 Redcentric Responsibilities

Configuration, deployment & ongoing management of the service components. Including:

- Configuration of the core network components
- Configuration of the Agentic AI Contact Centre
- Configuration & Management of the Redcentric Firewall(s)
- Management of the Edge SBCs
- Daily Configuration Backups
- Fault Management & Investigation

## 6.2 Customer Responsibilities

- Provide all required information to allow Redcentric to submit appropriate porting requests where appropriate.
- Provide signed LOA (Letter of Authority) to facilitate number porting requests where required.
- Provide accurate reporting of any service-related faults
- All LAN configuration, operation, and maintenance (unless equipment is provided and covered by Redcentric maintenance agreement).
- Ensure the implementation of suitable security policies to prevent fraudulent use of the service.
- Ensure the required Webex or Microsoft O365 licensing to enable the use of the contact centre service
- Provision of Internet access
- Provide Webex or O365 tenancy administration resource where required.

# 7. Business Continuity and 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 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), this is independently witnessed by a member of NHS England.

Departmental Business Continuity procedures underpinning the BCP have been developed and are 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 Agentic AI Contact Centre 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

### 8.1 Data Processing Scope

- Redcentric does not access, alter, or use any application data that is running on the Agentic AI Contact Centre service except as specifically stated below.
- In terms of operating the Agentic AI Contact Centre service, API commands are passed into the associated supporting servers to orchestrate the build/management of identified users that have subscribed to the Service.
- Users that have the appropriate role/privileges assigned to them can access the Service components via a secure web portal to manage their contact centre configuration\*.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.

\* - Role based access

### 8.2 Data Storage & Unencrypted Data

- All Agentic AI Contact Centre service associated data are stored within UK Azure data centre facilities.
- All access to data within the Agentic AI Contact Centre service is via secure web portal.
- All access to data is restricted to Customer identified users and is based on role assigned.

### 8.3 Data Processing Decisions

- In the normal course of business, Redcentric does not make any data processing decisions in relation to the Agentic AI Contact Centre 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 processor, Redcentric holds the following information on Users on Redcentric's BroadWorks telephony service delivery platform:
  - **Company Information:** Company Name, Associated Site Address, Postcode
  - **SIP User Data:** Telephone Number on Users:
  - **UserID:** User ID, email address, first, last name

### 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

The following party is involved in the delivery of the Omni-channel Contact Centre service:

GRAIA:

- Provision Azure hosted Agentic AI Contact Centre service.
- Perform service specific config backups
- Perform 4th line technical support of the Agentic AI Contact Centre service

No other parties are involved in delivering the Omni-channel Contact Centre service.

## **8.7 Customer Access to Data**

- The Customer has login rights to log in with the Agentic AI Contact Centre service via secure web portal.
- Access to the Omni-channel Contact Centre 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 role portal to manage their own User 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.

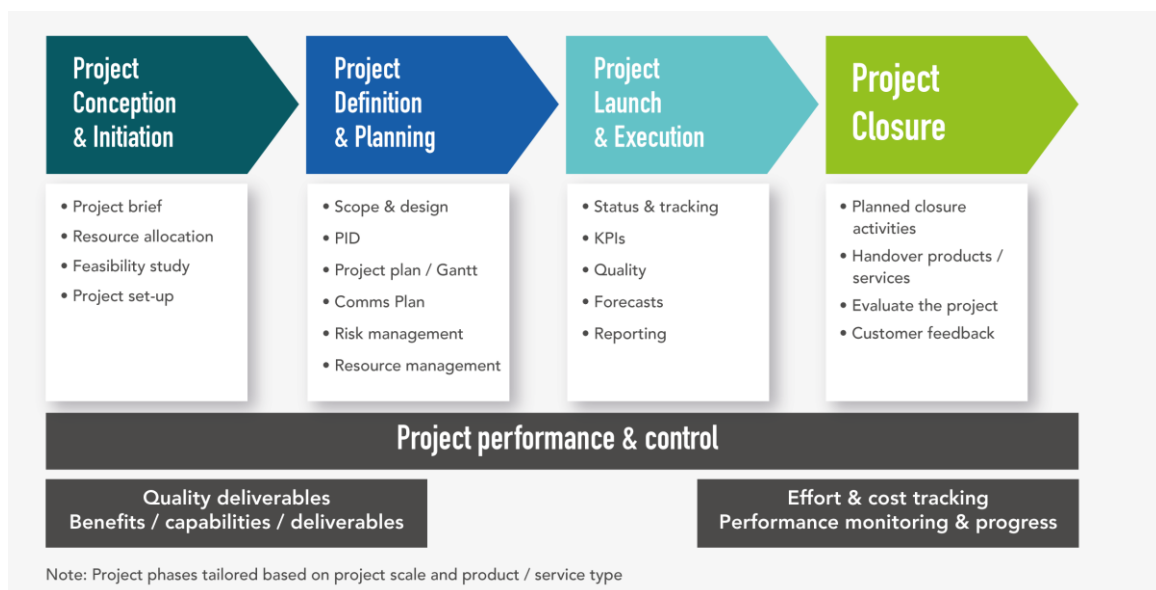
# 10. Project management

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

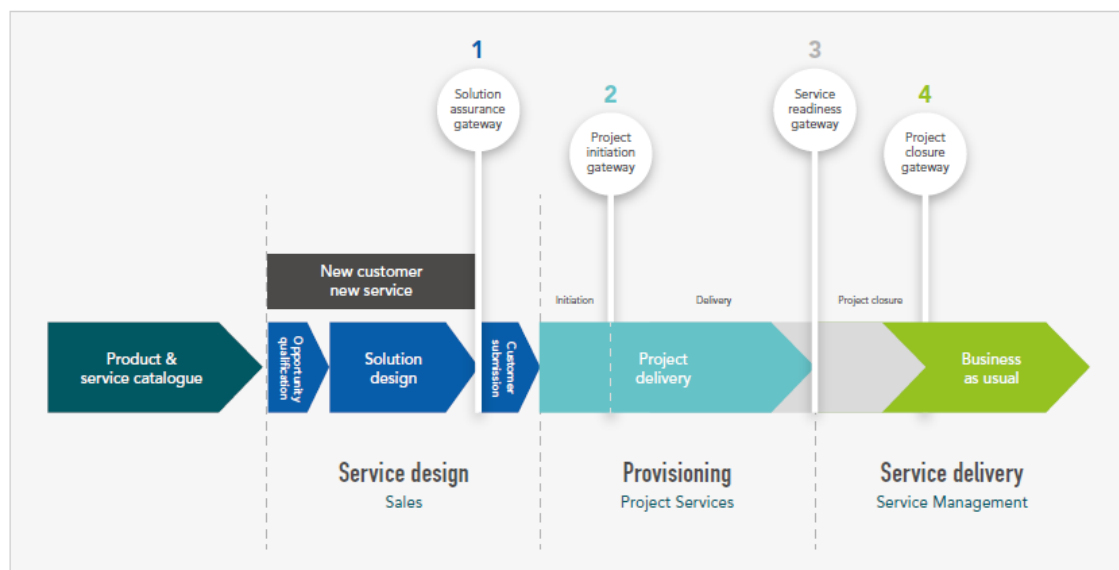
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per site (Word)
- Project Closure Report (Word)

## 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:

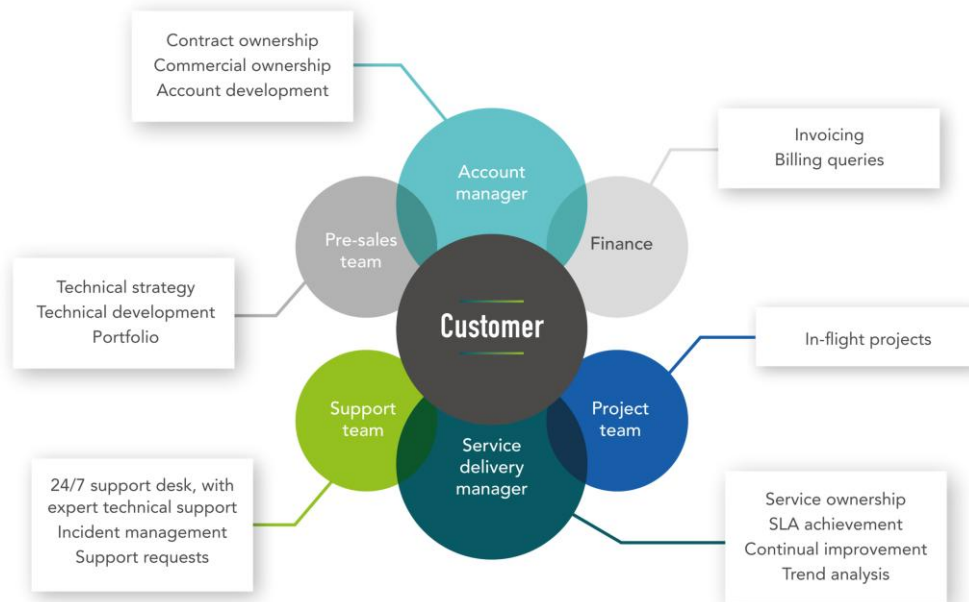
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.



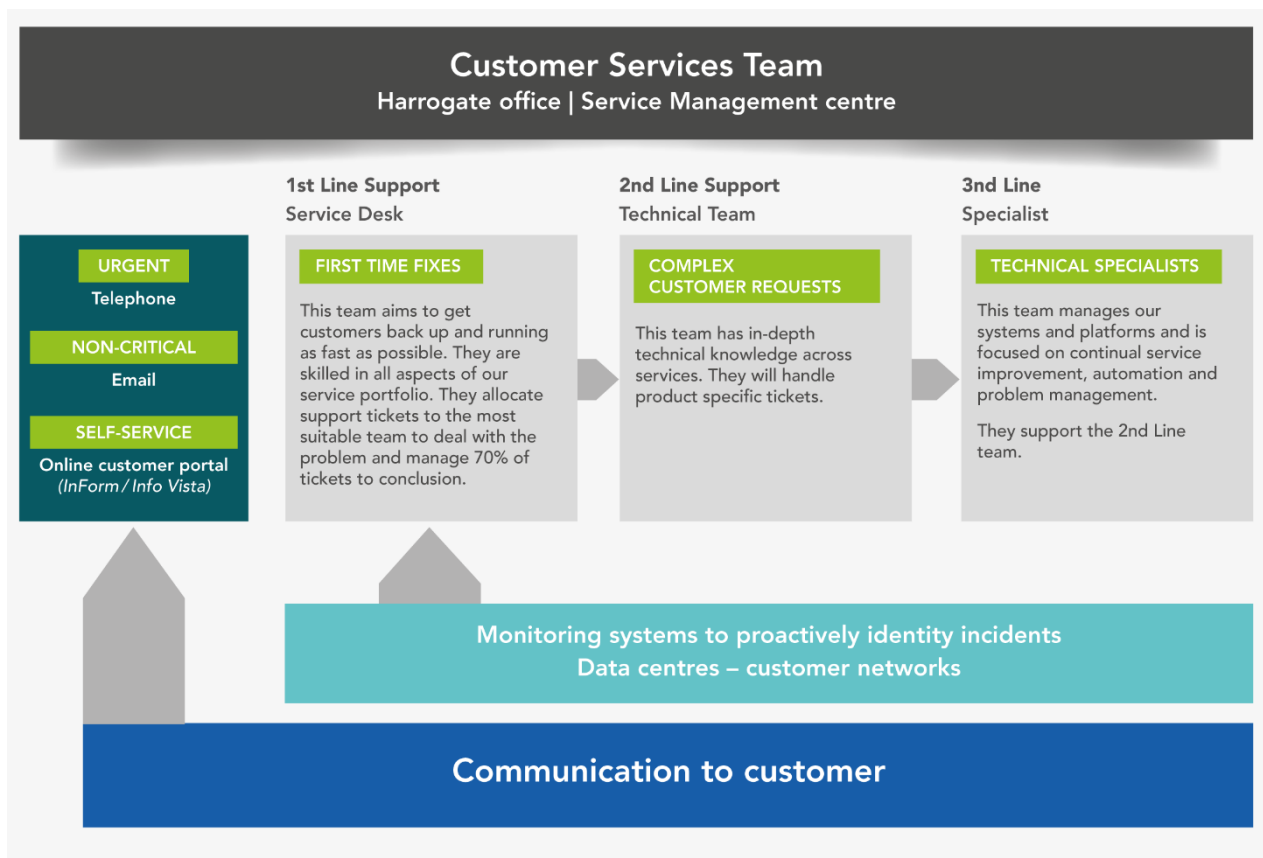
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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 in order 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.

## 16. 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.

## 17. 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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## Head office

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# redcentric

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AGILE • AVAILABLE • ASSURED

