



Microsoft Teams Calling Service Definition

G Cloud 15

Lot 2b - Software as a Service (SaaS)

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redcentric

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1. Service Overview

1.1 Introduction

The Redcentric Teams Calling is part of Redcentric's Carrier Connect services, providing customers with access to a cost-effective calling capability, enabling users to make and receive calls on any Microsoft Teams enabled device. The service provides customers with choice on how they consume PSTN calling services, removing the need to subscribe to Microsoft calling plans.

1.2 Key Features & Benefits:

- Flexibility – The “Teams Calling” service can be deployed on a user-by-user basis providing customers with the ability to easily manage their transition to the cloud.
- Service Adoption - customers can be added to the service on a user by users' basis, greatly reducing any risk during a service transition period
- Number Management - Redcentric can provide a customer with a complete service be that the allocation of new telephone numbers or the porting of existing numbers to enable a smooth service setup or transition.
- Flexible Tariff - Options to meet customers' requirements (PAYU, or Per Enterprise Bundles). No need to subscribe to Microsoft Calling Plans - All call traffic routes via Redcentric's resilient PSTN Interconnects.

2. Service Description

2.1 Functional Overview

Figure 1. Below provides a high-level overview of the Teams Calling service architecture.

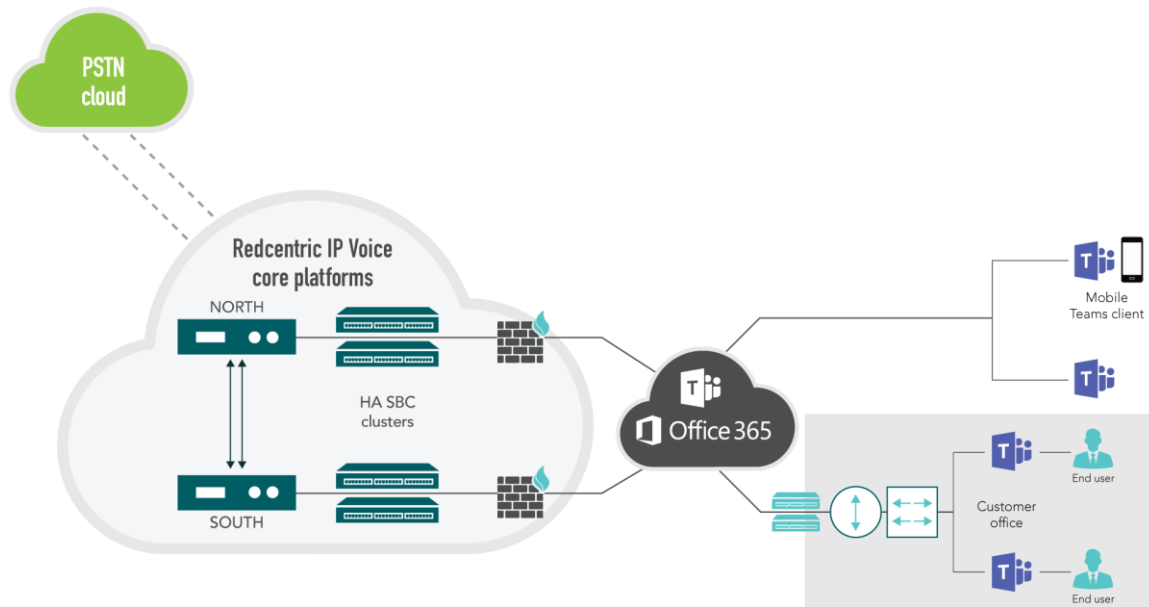


FIGURE1: TEAMS CALLING ARCHITECTURE OVERVIEW

2.2 Redcentric Core Voice Infrastructure

Redcentric's Teams Calling service is delivered from Redcentric core voice infrastructure hosted within Redcentric's highly secure and resilient DC (Data Centre) environment.

Redcentric's core voice infrastructure has been deployed in a geographically distributed highly available configuration across the North and the South of the country. London.

2.3 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's Teams Calling service. The SBCs act as a point of network demarcation between the two networks.

2.4 Network Connectivity

The Teams Calling 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 Teams Calling service is always deployed in a resilient configuration, connecting to multiple SBCs in an Active:Active configuration into to Microsoft O365 Edge servers.

For external calls, the Teams Calling service utilises Redcentric's high speed Tier1 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 Teams Calling 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 Teams Calling 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 Teams Calling 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 between 50 – 100kbs.

2.8 PSTN Calling Bandwidth Requirements

As part of the Teams Calling service design, the overall bandwidth requirements need to be considered.

Table 1 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

TABLE 1: PSTN BANDWIDTH CALCULATIONS

2.9 Microsoft Teams Bandwidth Requirements

Microsoft Teams is always conservative on bandwidth utilization and can deliver HD video quality in under 1.2Mbps. The actual bandwidth consumption in each audio/video call or meeting will vary based on several factors, such as video layout, video resolution, and video frames per second. When more bandwidth is available, quality and usage will increase to deliver the best experience.

Bandwidth(up/down)	Scenarios
30 kbps	Peer-to-peer audio calling
130 kbps	Peer-to-peer audio calling and screen sharing
500 kbps	Peer-to-peer quality video calling 360p at 30fps
1.2 Mbps	Peer-to-peer HD quality video calling with resolution of HD 720p at 30fps
1.5 Mbps	Peer-to-peer HD quality video calling with resolution of HD 1080p at 30fps
500kbps/1Mbps	Group Video calling
1Mbps/2Mbps	HD Group video calling (540p videos on 1080p screen)

TABLE 2: MICROSOFT TEAMS BANDWIDTH CALCULATIONS

2.10 Network Class of Service (NCOS)

Redcentric will provision a default NCOS. This is configured as below in the interests of security. Customers requiring the ability to call destinations prohibited by the default NCOS will need their group administrator to enable the required destinations.

NCOS Level	NCOS Policy
NCOS-1	Allow Extn. & Emergency Calls Only.
NCOS-2 (Default)	Block International, 118 Services, Personal Numbering Services & Premium Rate Services.
NCOS-3	Block International, 118 And PRS
NCOS-4	Block PRS And 118 Services
NCOS-5	Block 118 services
NCOS-6	Allow all Calls

TABLE 3: NETWORK CLASS OF SERVICE

Note: Currently there is no option to bar mobile calls which are permitted.

2.11 Restricted International Destinations

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

Country Code	Destination	Country Code	Destination
0020	Egypt	00509	Haiti
00211	South Sudan	0051	Peru
00212	Morocco	0052	Mexico
00213	Algeria	0053	Cuba and Guantanamo
00216	Tunisia	0054	Argentina
00218	Libya	0055	Brazil
00220	Gambia	0056	Chile
00221	Senegal	0057	Colombia
00222	Mauritania	0058	Venezuela
00223	Mali	00590	Guadeloupe
00224	Guinea	00591	Bolivia
00225	Ivory Coast	00592	Guyana
00226	Burkina Faso	00593	Ecuador
00227	Niger	00594	French Guiana
00228	Togo	00595	Paraguay
00229	Benin	00596	Martinique

Country Code	Destination	Country Code	Destination
00231	Liberia	00597	Suriname
00232	Sierra Leone	00598	Uruguay
00233	Ghana	00599	Netherlands Antilles
00234	Nigeria	0060	Malaysia
00235	Chad	0062	Indonesia
00236	Central African Republic	0063	Philippines
00237	Cameroon	0065	Singapore
00239	Sao Tome and Principe	0066	Thailand
00240	Equatorial Guinea	00670	East-Timor
00241	Gabon	00672	Australian External Territories
00242	Congo	006721	Antarctic
00243	Republic of Congo	006723	Norfolk Island
00244	Angola	00673	Brunei Darussalam
00245	Guinea-Bissau	00674	Nauru
00246	Diego Garcia	00675	Papua New Guinea
00248	Seychelles	00676	Tonga
00249	Sudan	00677	Solomon Islands
00250	Rwanda	00678	Vanuatu
00251	Ethiopia	00679	Fiji
00252	Somalia	00680	Palau
00253	Djibouti	00681	Wallis and Futuna
00254	Kenya	00682	Cook Islands
00255	Tanzania	00683	Niue
00256	Uganda	00684	American Samoa
00257	Burundi	00685	Western Samoa
00258	Mozambique	00686	Kiribati Republic
00260	Zambia	00688	Tuvalu
00261	Madagascar	00689	Tahiti
00262	Reunion	00690	Tokelau
00263	Zimbabwe	00691	Micronesia
00264	Namibia	00692	Marshall Islands

Country Code	Destination	Country Code	Destination
00265	Malawi	0081	Japan
00266	Lesotho	0082	Korea Republic
00267	Botswana	0084	Vietnam
00268	Swaziland	00850	Korea
00269	Comoros and Mayotte	00853	Macao
0027	South Africa	00855	Cambodia
00290	St. Helena	00856	Laos
00291	Eritrea	00880	Bangladesh
00297	Aruba	00886	China-Taiwan
00298	Faroe	0092	Pakistan
00354	Iceland	0093	Afghanistan
00355	Albania	0094	Sri Lanka
00370	Lithuania	0095	Myanmar
00371	Latvia	00960	Maldives
00372	Estonia	00961	Lebanon
00375	Belarus	00962	Jordan
00377	Monaco	00963	Syrian Arab Republic
00380	Ukraine	00964	Iraq
00381	Serbia	00965	Kuwait
00382	Montenegro	00966	Saudi Arabia
00383	Kosovo	00967	Yemen
00385	Croatia	00968	Oman
00386	Slovenia	00970	Palestine
00387	Bosnia and Hercegovina	00972	Israel
00389	Macedonia	00974	Qatar
00420	Czech Republic	00975	Bhutan
00421	Slovakia	00976	Mongolia
00500	Falkland Islands	00977	Nepal
00501	Belize	0098	Iran
00502	Guatemala	00992	Tajikistan
00503	El Salvador	00993	Turkmenistan

Country Code	Destination	Country Code	Destination
00504	Honduras	00994	Azerbaijan
00505	Nicaragua	00995	Georgia
00506	Costa Rica	00996	Kyrgyz Republic
00507	Panama	00998	Uzbekistan
00508	St. Pierre		

TABLE 4: RESTRICTED INTERNATIONAL DESTINATIONS

Note: The restricted international destinations are barred at system level. Even with international calls permitted by the group administrator on the NCOS level these destinations will still be barred.

If the customer needs to make calls to any of these high-risk international destinations, barring can be removed by submitting a request to Redcentric support.

Note: that this will remove barring to all high-risk international destinations as defined above. It is not possible to permit / bar individual high-risk international destinations.

2.12 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(s). to use with the service, as well as porting in numbers from an existing service provider.

Redcentric pre-sales consultants will gather the necessary information to complete any required number porting requests but will need the Customer's assistance to identify their current Service Provider and Range Holder of the numbers, the registered site information including postcode and any associated direct dial inwards (DDI) numbers attached to main billing number. This information will then be included in the management summary of the contract so both parties have full visibility of the porting scope.

The installation price a customer is quoted includes any required number porting providing the port is scheduled to take place during normal working hours (Monday-Friday/9-4), porting requests outside of the stated hours will incur additional out of hours costs (bank and public holidays will be treated as an out of hours request).

Note: If Customer provided numbering information results in a subsequent port rejection, Redcentric may charge the Customer for porting resubmission.

2.13 Service Ordering

The Teams Calling service is ordered by way of Redcentric standard contract process.

2.14 Service Deployment

The service is delivered by default in based on the following configuration:

- Numbering: - All users will be built with a full E.164 telephone number
- Call Concurrency: Customers deployments will be built on a basis of 10:1 (Users: Concurrent PSTN Calls).
- Network Class of Service: All users will be built by default with NCOS-2
- Calling Line ID: All users will be built by default to present their individual CLI.

Note: Customers utilising the Teams Calling service, should consider the use of appropriate headsets. Redcentric can provide options for Teams certified headsets.

2.15 Service Capabilities & Limitations

- The Teams Calling service can be deployed with a minimum of 1 user. Additional users can be added individually.
- The service can be deployed with a minimum of 1 user/channel. Subsequently users and/or channels can be added individually.
- The maximum number of simultaneous PSTN calls that can be made using the service is limited to the amount of available bandwidth on the Customer WAN connection
- Fax is not supported; this includes analogue or ISDN fax machines connected via the Microsoft Phone System.
- Analogue devices such as modems, bank machines and franking machines are not supported
- If customers are subscribing to Redcentric PCI payments service, customers must ensure their Teams dial plan is capable of dialling *24.

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

3. Onboarding and Offboarding

3.1 Onboarding Process

Redcentric's Onboarding 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 Teams Calling service requirement(s). The agreed design output will be stored under version control and used as the master service delivery document that the Teams Calling service will be delivered against.

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

Phase 2 –Teams Calling service build 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 Teams Calling users.

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

3.2 Acceptance Criteria

The following are the Acceptance Criteria applicable to the Teams Calling service:

- Email notification that numbers porting in have successfully been ported into Redcentric network.
- Where customers are porting numbers into Redcentric, several inbound and outbound 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.
- Emergency services/999 test call will be made as part of the service acceptance process.

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

Phase 2 - Service Decommissioning

Cessation of the Teams Calling 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 Microsoft Teams Calling 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 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
CX Analytics for Microsoft Teams	CX Analytics for Microsoft Teams delivers call analytics as actionable, real-time and historical insights and reports. This provides a specific view on certain verticals or issues, thereby eliminating the need for a dedicated data analyst.
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.
Teams Call Recording & Insight	Teams Call Recording & Insight service enables the capture and analysis of conversations, unlocking their full value.
Teams Extend	Teams Extend service is a service that revolutionises communication within your organisation. Tailored for today's hybrid workforce, Teams Extend integrates seamlessly via the SIP gateway service with Microsoft Teams, enabling employees to stay connected and collaborate effortlessly, whether they are in the office, working remotely, or travelling internationally.

5. Service Level & Service Credits

5.1 Service Levels

The Service Levels applicable to the Teams Calling 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 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.

Microsoft Phone System – not available.

5.3 Floor Service Level

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

5.4 Service Credits

The Service Credits applicable to the Teams Calling 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 High Level Redcentric Responsibilities

Redcentric is responsible for the Configuration, Deployment & Ongoing Management of the Service Components, including:

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

6.2 High Level Customer Responsibilities

- Provide all required information to allow Redcentric to submit appropriate porting requests.
- Provide signed LOA (Letter of Authority) to facilitate number porting requests where required.
- The accurate reporting of any service-related faults
- All LAN configuration, operation, and maintenance (unless equipment is provided and covered by Redcentric maintenance agreement).
- Implementation of suitable security policies to prevent fraudulent use of the Teams Calling service.
- Provision of required Microsoft O365 licensing to enable the use of the Teams Calling service
- Provision of Internet access
- O365 Tenancy Administration

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 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 service 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 around a failed transit path in under a second.

7.2 Disaster Recovery

The Teams Calling 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 are used from market leaders

Cisco Systems. The network design and service 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 Teams Calling service except as specifically stated below.
- In terms of operating the Teams Calling 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 individual user configuration* and Microsoft Teams user configuration**.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.

* - If setup with Group Admin on Unity Service

** - Requires O365 Admin account.

8.2 Data Storage & Unencrypted Data

- All Teams Calling service associated data is stored within Redcentric's privately owned and managed data centre facilities.
- All access to data within the Teams Calling 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 Teams Calling 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'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

There shall be no subcontractors used in the delivery of this this service.

8.7 Customer Access to Data

- The Customer has login rights to the Redcentric core voice platform via secure web portal.

- Access 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 DDI allocation, 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.

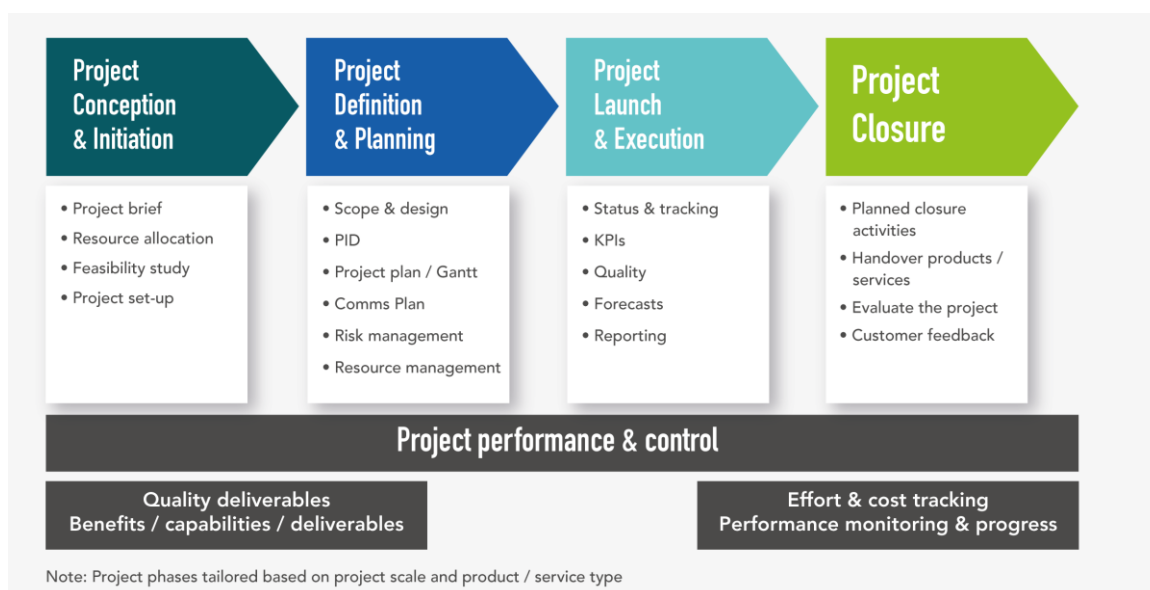
10. Project management

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

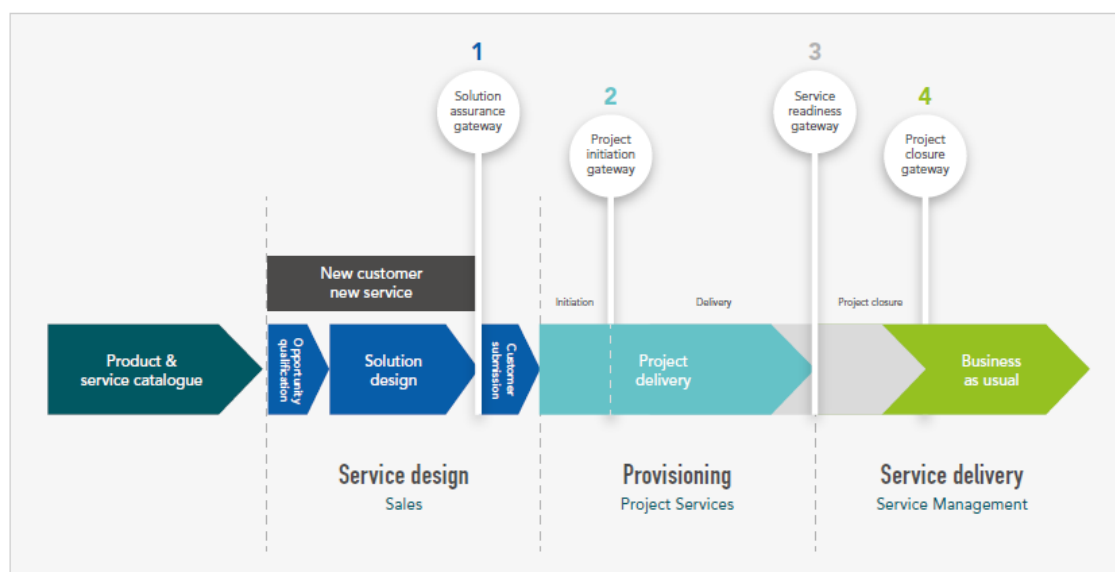
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

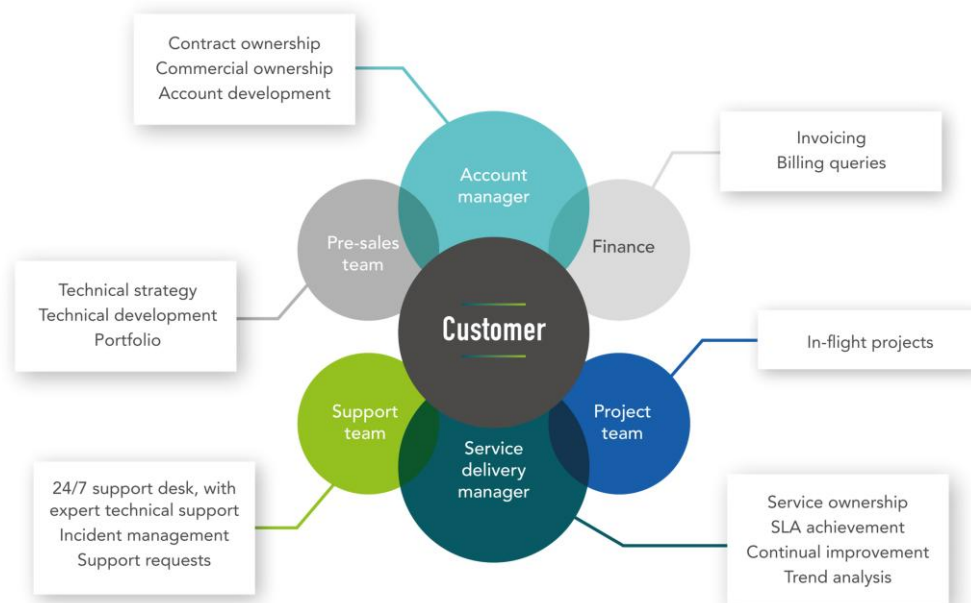
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.



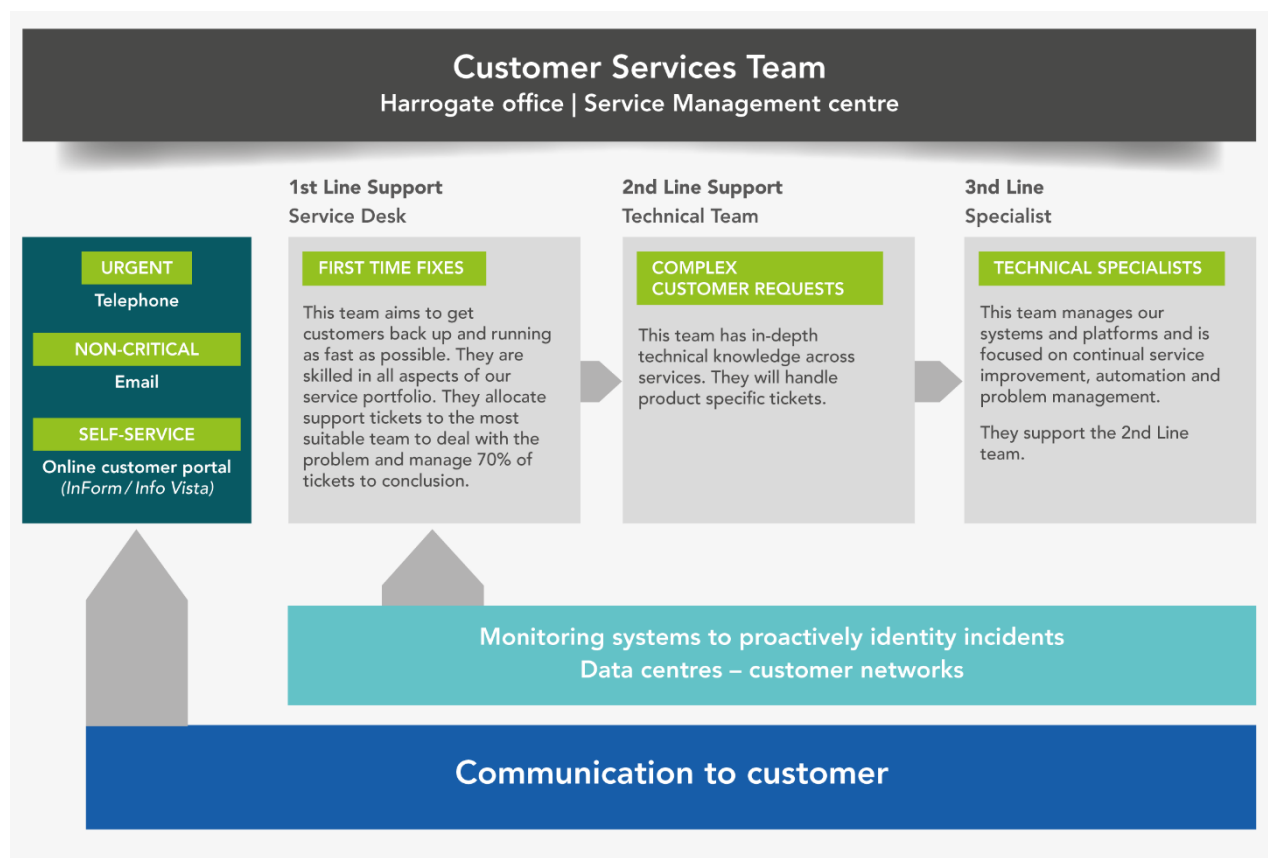
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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 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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redcentric

AGILE • AVAILABLE • ASSURED

