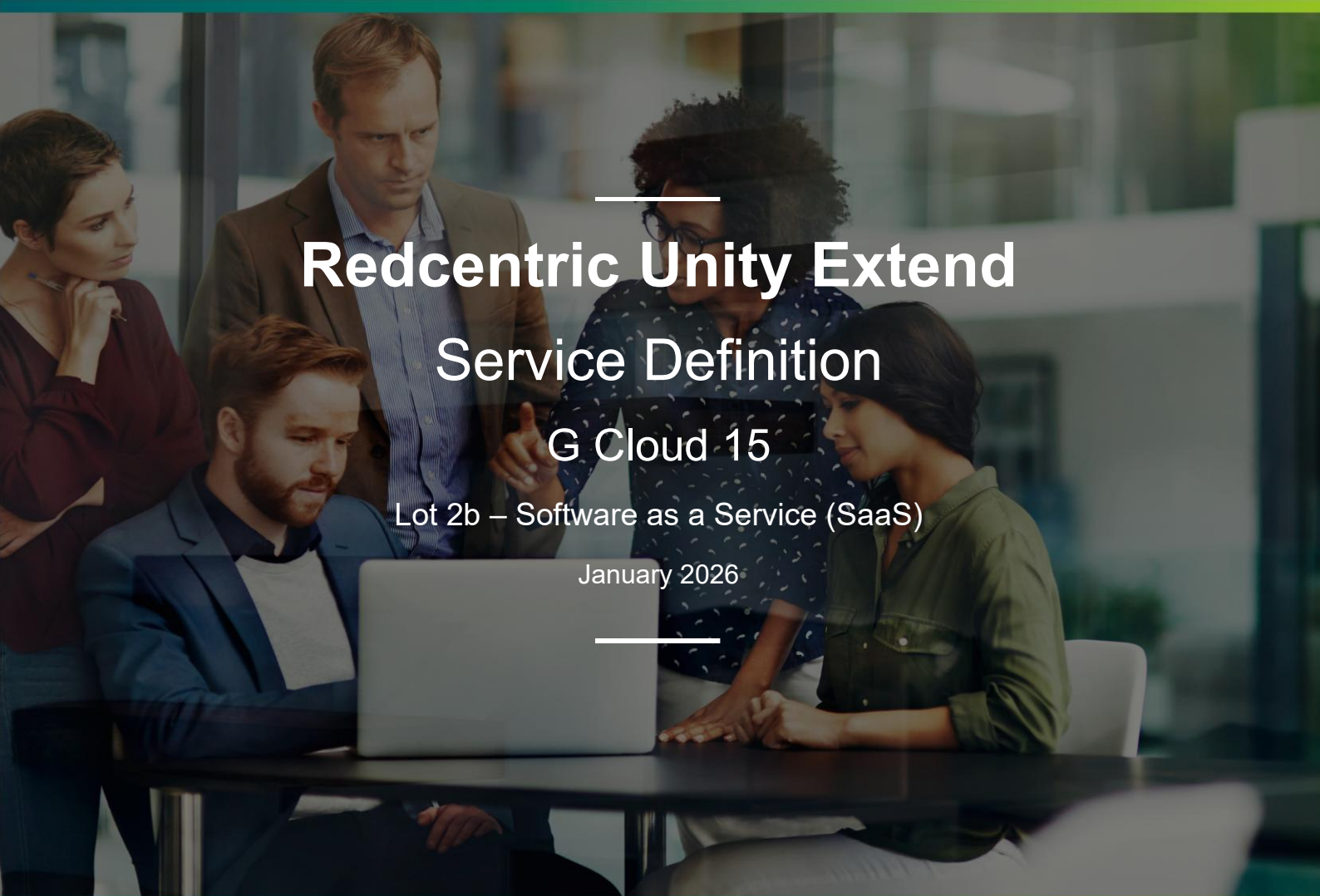




Redcentric Unity Extend Service Definition

G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

redcentric

AGILE • AVAILABLE • ASSURED

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1. Service Overview

1.1 Introduction

Redcentric Unity Extend is a service that revolutionises communication within your organisation. Tailored for today's hybrid workforce, Unity Extend integrates users' mobile devices with Redcentric Unity IPT service enabling employees to stay connected and collaborate effortlessly, whether they are in the office, working remotely, or travelling internationally.

By utilising advanced eSIM technology, this service allows for quick installation and the secure use of BYOD. Redcentric Unity Extend not only ensures compliance and enhances cost-effectiveness but also elevates your Unified Communications (UC) experience, empowering your team to remain engaged and productive, irrespective of their location.

1.2 Features & Benefits

Feature	Benefits
Simplified Device Management	No need to deploy MDM apps and policies to user phones.
Business Controlled Calling	Extend Unity IPT service to your mobile devices.
App-less Mobile Calling	No App to install. Simply use your native mobile dialler to make & receive calls.
Single Number Reach Anywhere	Customer can reach you in any location
Integrated Frontline workforce	Frontline workforce can utilise service, and been seen as integrated within the business
No additional Mobile Call spend	Use your agreed business line minutes/tariff*
Complaint Endpoint	Company policies can be applied, Mobile Voice Recording. Call analytics & Transcription
Expanded Roaming Capabilities	Circa 40 countries included within a unified plan stress-free communications for employees who travel.

TABLE 1: FEATURES & BENEFITS

2. Service Description

Redcentric Unity Extend is ideally suited for various environments and scenarios, including:

1. **Remote Workforces:** Companies with employees working from home or outside the traditional office environment can remain connected and productive.
2. **Deskless Employees:** Industries such as healthcare, retail, and logistics, where employees may be on the move or away from a fixed workstation, can utilise Unity Extend to maintain effective communication and collaboration, enhancing operational efficiency.
3. **International Teams:** Organisations with global teams can leverage the service to facilitate cross-border communication without the complications of international mobile plans, ensuring that employees can remain connected.
4. **Bring Your Own Device (BYOD) Environments:** Companies that support BYOD policies will find Unity Extend particularly beneficial, as it enables secure communication on personal devices without the need for additional apps or needing to carry multiple devices. tiple phones.
5. **Dynamic Workspaces:** Businesses that operate in flexible work settings, such as co-working spaces or rotating office teams, can enhance their Unified Communications strategy, allowing employees to switch seamlessly between locations while staying connected.
6. **Start-ups and Scale-ups:** Emerging businesses that require cost-effective, yet robust communication solutions can find value in Tango Unity Extend as it reduces the overhead associated with traditional mobile services while providing modern connectivity options.

2.1 Functional Solution Overview

Figure 1. Below provides a high-level overview of Redcentric's Unity Extend service architecture.

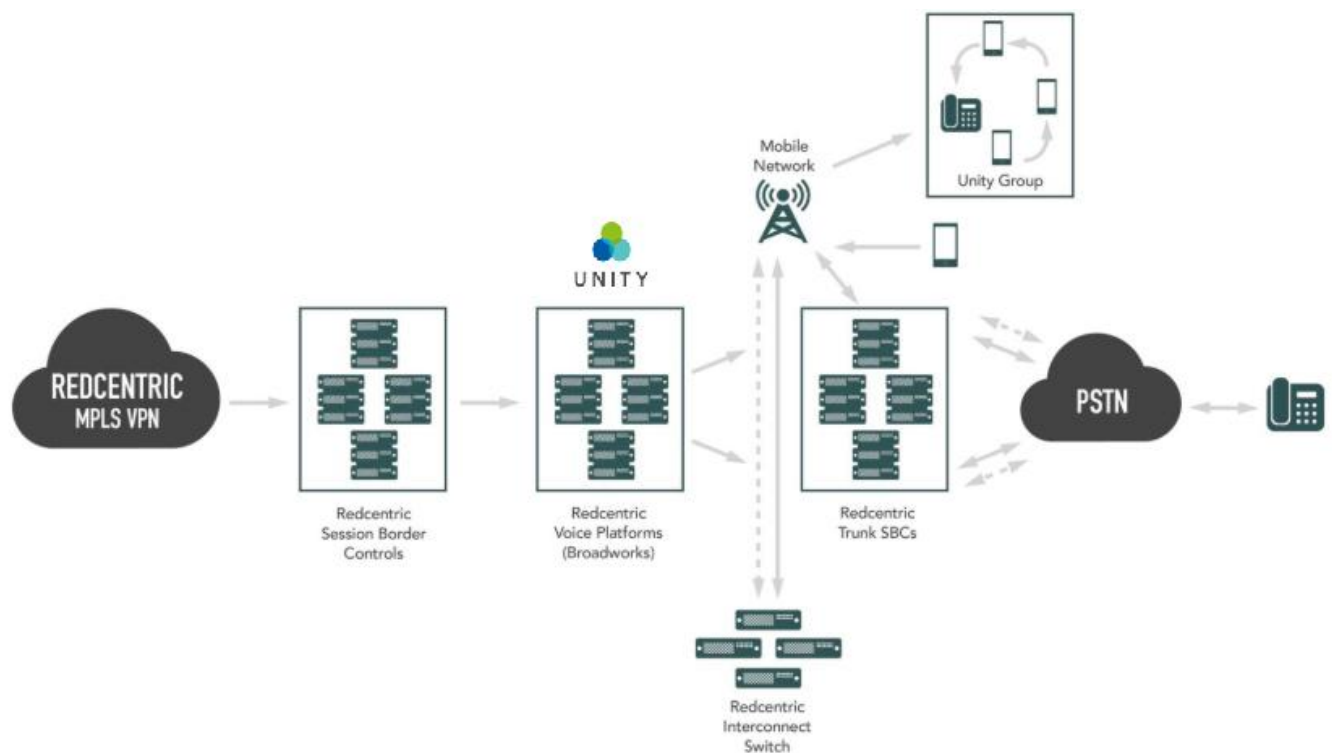


FIGURE 1: UNITY EXTEND SERVICE ARCHITECTURE

2.2 SIM (Subscriber Identity Module)

The Unity Extend service is supported via both eSIM and pSIM and can be deployed via QR code or physical distribution.

2.3 Numbering

To Unity Extend 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.

2.4 Messaging

2.4.1 Text Messaging

The service supports text messaging.

2.5.2 Multi-Media Messaging

The Unity Extend service **does not support** multimedia messaging-based services.

2.5 Roaming

The Unity Extend service allows businesses to manage employee mobility via a single subscription across country boundaries. The result is a unified plan across company facilities in multiple countries and cost-effective, stress-free communications for employees who travel.

2.5.1 Roaming Day Pass

Usage outside of the defined **Home** and **Home Away** Countries will be provided via PAYU roaming charges, or the addition of an international roaming Day Pass.

The International Day Pass provides subscribers with a 1GB data allocation and calls back to the UK within a 24hrs period. Note: All calls and data are routed and controlled via the UK.

Day Passes can be used in one or many countries within a single 24 hrs period. The countries listed in Table 2 are currently **not** supported as part of the roaming day pass service. All usage within the listed countries will be based on the agreed tariff.

2.5.2 Day Pass Non-Supported Countries

The listed countries are currently not covered by the roaming day pass.

Algeria	Republic	Kiribati	Northern Mariana	Swaziland
Andorra	UAE	Kuwait	Islands	Syria
Angola	Egypt	Laos	Pakistan	Tajikistan
Argentina	Equatorial Guinea	Lebanon	Papua New Guinea	Timor Leste
Bahamas	Eritrea	Lesotho	Philippines	Togo
Benin	Ethiopia	Libya	Saint Barthélemy	Tonga
Bhutan	Falkland Islands	Macau	Saint Helena	Tunisia
Bolivia	French Guiana	Malawi	Saint Martin	Turkmenistan
Brunei	French Guyana	Maldives	Samoa	Ukraine
Burundi	French Polynesia	Mali	Sao Tome and	Uruguay
Cameroon	Georgia	Martinique	Principe	Uzbekistan
French Caribbean	Guadeloupe	Mauritania	Senegal	Vanuatu
Chad	Guam	Mayotte	Serbia	Yemen
China	Guinea	Morocco	Somalia	Zimbabwe
Comoros	Guinea Bissau	Mozambique	South Sudan	
Djibouti	Kazakhstan	Myanmar	Sudan	
Dominican	Kenya	New Caledonia	Suriname	

TABLE 2: NON-SUPPORTED DAY PASS COUNTRIES

2.5.3 Home Countries

Subscribers may use their plans on a year-round basis in any Home Country.

2.5.4 HomeAway Countries

Subscribers can use their plan on a temporary basis (up to 90 days in any 365-day period) without incurring additional costs within Home Away Countries

2.6 Tariff

The Unity Extend Primary service offers users a flexible mobile data allocation, ranging from zero to unlimited** options, along with a designated number of calls covering UK geographic and mobile destinations. Please be aware that any calls made to destinations outside this coverage will be charged at standard prices.

Note: FUP applies.

2.7 Wi-Fi Calling

The Unity Extend service supports Wi-Fi calling allowing users to make and receive phone calls and access other communications services over a Wi-Fi network without having to rely on the traditional mobile network.

Note: Wi-Fi Calling is currently only supported in the UK & US.

2.8 Supported Devices

Unity Extend is a 'Bring Your Own Device' service. All devices must be **unlocked and support Voice over LTE (VoLTE)**. The Supported Phones listed below are ready to use out of the box. Those in the Compatible Phones list require manual configuration. Phones not on either list can be used but are not guaranteed to work and are not eligible to receive support.

2.8.1 Phone Unlocking

If your phone is locked by one of the below service providers, clicking the link will take you to their guidelines for unlocking the phone.

Carrier	Device Unlocking Page
EE	https://ee.co.uk/plans-subscriptions/mobile/settings-permissions/device-unlock
O2	https://www.o2.co.uk/help/account/joining-and-leaving-o2/unlocking-an-o2-mobile-to-use-on-a-different-network
VF	https://www.vodafone.co.uk/help-and-information/unlocking-your-phone
Three	https://www.three.ie/unlock-my-phone/

TABLE 3: CARRIER PHONE UNLOCKING

2.9 Mobile Device Security

All mobile device related security is the responsibility of the Customer / End User(s). End Users should follow security guidance in line with their corporate mobile security policies.

2.10 Network Class of Service

Redcentric will provision the service with 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 Level	NCOS Policy
NCOS-6	Allow all Calls

TABLE 4: NETWORK CLASS OF SERVICE

2.11 Service Numbering & Porting

To facilitate inbound telephone calls effectively, Redcentric offers flexibility with both geographic and non-geographic telephone numbers (DDIs).

Redcentric pre-sales consultants will gather the necessary information to complete any required number port or provide.

New Number Provide: Redcentric can provide new numbers or DDIs to align with service requirements.

Number Porting: For users wishing to retain their original mobile number, the service allows for number porting. To facilitate this process, a Porting Authorisation Code (PAC) will be required. This ensures a smooth transition while maintaining continuity in service, allowing users to seamlessly integrate their personal contact information into the Unity Extend service without disruption.

Information Gathering: Redcentric pre-sales consultant will collect necessary details from you, including:

- Current Service Provider, Range Holder and PAC code details.
- Registered site information, including postcode.
- Associated DDIs attached to your main billing number.

Note: Customers should be aware that a mobile PAC code is typically only valid for a limited time (typically 30 days).

Note: Porting Rejections - It's important to note that if the provided numbering information leads to a porting rejection later, Redcentric may charge for porting resubmission.

Note: Numbers ported out of Redcentric control will be subject to an Administration charge

2.12 Service Ordering

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.

2.13 Standard Service Deployment Model

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
- **Deployment:** - The Unity Extend service can be deployed with a minimum of 1 user. Additional users can be added individually.
- **Call Concurrency:** - Teams user 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.

2.14 Known Limitations & Service Behaviours

The following section details any known issues or identified service behaviours with the Unity Extend service.

2.14.1 Known Limitations

The service doesn't currently support the following capabilities:

- The Unity Extend service currently does not support multi-media services.
- The Roaming day pass does not cover the countries listed in **TABLE 2**.

- The service is compatible with any network unlocked handsets
- Minimum 4 digit dialling plan required

2.14.2 Known Service Behaviours

- Wi-Fi Calling is currently only supported in the UK & US.

3. Implementation & Acceptance

3.1 On-Boarding Process

Redcentric On-Boarding process comprises of a project managed, four phase technical and business consultative process.

Phase 1 - Redcentric presales will engage with the customer to clearly capture, document and agree the customers service requirement(s).

The agreed design output will be stored under version control and used as the master service delivery document that the Unity Extend service will be delivered against.

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

Phase 2 – Unity Extend service build as per the agreed output of phase 1.

Phase 3 - On the day of service go live, Redcentric will create the Customer's service account and assign the agreed telephone number(s).

Phase 4 – Redcentric will execute a standard set of service tests that will include:

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 Unity Extend service:

Note: Any failed test cases will be documented and investigated.

Capability	Description
Outbound Calling	Call an agreed number and confirm the CLI is presented as defined.
Receiving Inbound Calls	Ensure a user can receive an inbound call
Wi-Fi Calling	Mobile data disabled can user make a call using Wi-Fi calling capability.
Emergency Services	User calls Emergency Service. Note: This will be handled by the mobile network provider. Note: <u>During busy periods the ES may simply drop the call once caller confirms that the call is a test call.</u>
SIM	Confirm that the user service is activated with chosen SIM type.
Ext Dialling	Confirm Ext dialling works as per agreed design. Note: There is a min of 4 digits for Ext dialling.
CLI Presentation	Confirm that the user presents the correct CLI as per the agreed design
Text Message (Send / Receive)	Confirm that user(s) can send receive text message(s).
Mobile Data Usage	Confirm that user(s) can browse the internet and utilise the mobile data service.

TABLE 5: CUSTOMER TESTING & SIGN OFF

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 Unity Extend service and any associated optional features.

Phase 3 – Data Export*

Phase 4 – Removal of all user accounts and associated data from the Unity Extend service platforms.

Note: Extraction of Call Recording & Reporting Data may incur Professional Service Charges.

4. Associated Redcentric Services

The table below provides details of other compatible services with Unity Extend 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.
Call Recording	Call Recording service enables the capture and analysis of conversations, unlocking their full value.
Unity IP Voice	Unity IP Voice is the Redcentric hosted enterprise voice solution for organisations needing to update their existing telephony system but who are also looking to control equipment, training, and operational costs.
Unity Reporting	Unity Reporting is a secure web-based reporting service that is fully integrated with Redcentric Unity IP voice service. Providing customers with meaningful insights into their ongoing business operations. A feature rich, fully customisable selection of real-time dashboards and historic reports, which are ideally suited to all customer environments.

5. Service Levels & Service Credits

5.1 Service Levels

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

Service Level: Availability	Measurement Period:
Not less than 99.9%	Month

5.2 Exclusions from Availability

In calculating Availability, in addition to the exclusions listed in the General Terms of the Redcentric G Cloud 15 Supplier Terms the following shall be excluded:

Mobile cell tower unavailability

5.3 Floor Service Level

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

5.4 Service Credits

The Service Credits applicable to the Text Extend service shall be calculated as follows:

The formula for calculating the service credits shall be:

Service Credit = $C \times S$

MS

Where:

C = The total charges payable in respect of the Unity Extend service

S = The number of seconds by which Redcentric fails to meet the Service Level for Availability in the relevant Month (subject to the provisions of paragraph 4.2 above).

MS = The total number of seconds in the same Month.

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

6. Responsibilities & Accountabilities

6.1 Redcentric Responsibilities

Redcentric is responsible for:

- Configuration, Deployment & Ongoing Management of the Unity Extend Service Components. Including:
- Configuration, management and support of the core service components
- Fault Management & Investigation
- Provision of e/pSIM to enable the user service.
- Build out customer devices and profiles against the customers Unity account.
- Apply contracted features/service pack(s).
- Configure end use roaming profile(s)
- Build mobile bill limit notifications – where required
- Confirm and apply data expansion policies as agreed with the customer
- Distribute the end user SIMs as per agreed customer process
- Build optional overlay services where required and contracted.

6.2 Customer Responsibilities

The Customer is responsible for:

- Providing all required information to allow Redcentric to submit appropriate porting requests where appropriate. This includes PAC codes where mobile porting is required.
- Provide signed LOA (Letter of Authority) to facilitate number porting requests where required.
- The accurate reporting of any service-related faults
- Implementation of suitable user security policies to prevent fraudulent use of the Unity Extend service.
- Provide unlocked handset(s) capable of 4G VoLTE. Please refer to the supported devices list
- Confirm required roaming policy(s) required – please refer to the roaming zone map.
- Confirm SMS recording information – if required
- Confirm data retention policy for call recording – if required
- Confirm Mobile Bill Limit requirements

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 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 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 build are geographically resilient, providing a minimum of 99.99% availability (to resilient end points).

8. Data Processing

8.1 Data Processing Scope

- Redcentric does not access, alter or use any application data that is running on the Unity Extend service except as specifically stated below.
- In terms of operating the Unity Extend service, API commands are passed into the associated supporting servers to orchestrate the build/management of identified users that have subscribed to the Service.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.

8.2 Data Storage & Unencrypted Data

- All Unity Extend service associated data is stored within Redcentric's cloud boundaries.
- All access to data within the Unity Extend service is via secure portal(s).
- All access to data is restricted to Customer identified users.

8.3 Data Processing Decisions

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Unity Extend 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 within Redcentric's Unity Extend service:
- **Company Information:** Company Name, Associated Site Address, Postcode
- **User Data:** User Telephone Number(s); Mobile Number, Location Data
- **UserID:** Service Number 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 Unity Extend service:

- Tango Networks – Provide:
 - a secure link between the fixed and mobile networks.
 - Integration point between the customers Microsoft Tenant and mobile network

No other parties are involved in delivering the Unity Extend service.

8.7 Customer Access to Data

- Customer has access to data in from of service usage and monthly billing reports.
- Redcentric can access service usage data but would only do this after a formal support request by the Customer/authorised user.

8.8 Security Arrangements & Options

- Customers have no direct access to manage the underlying components of the service and are unable to interact directly with the back-end systems to modify any service wide configurations.
- 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.

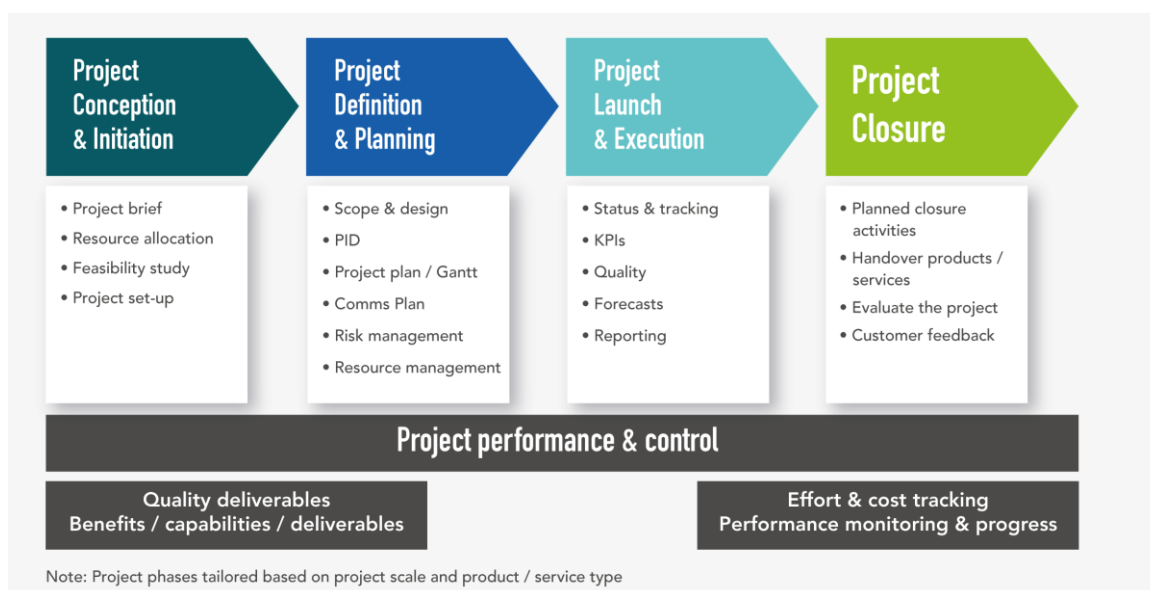
10. Project management

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

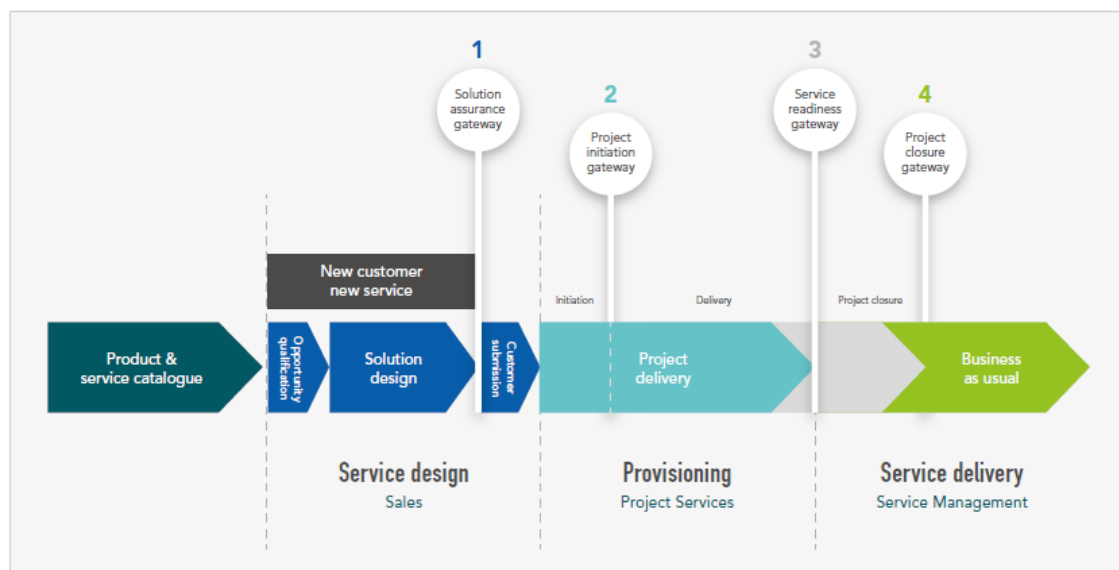
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

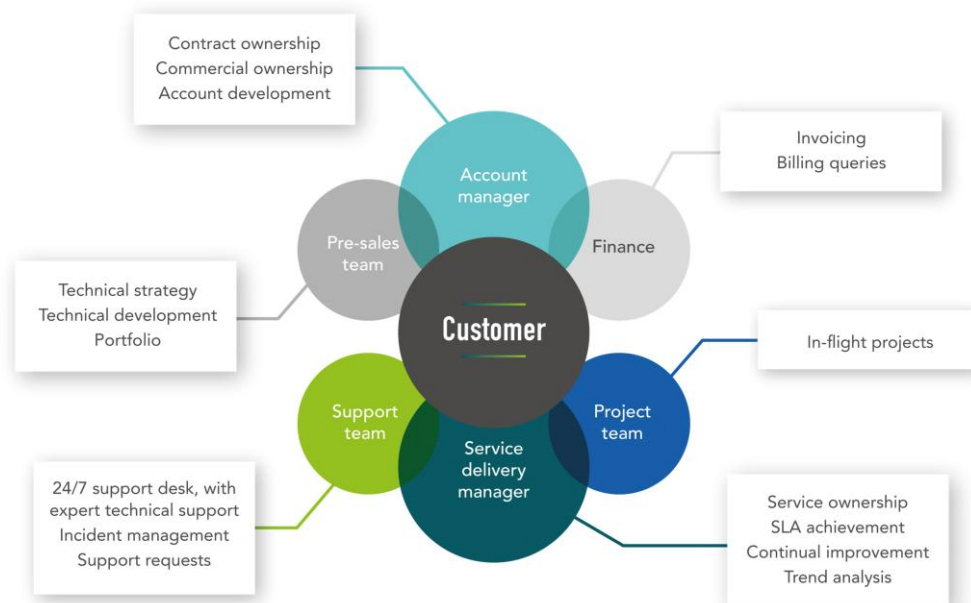
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.



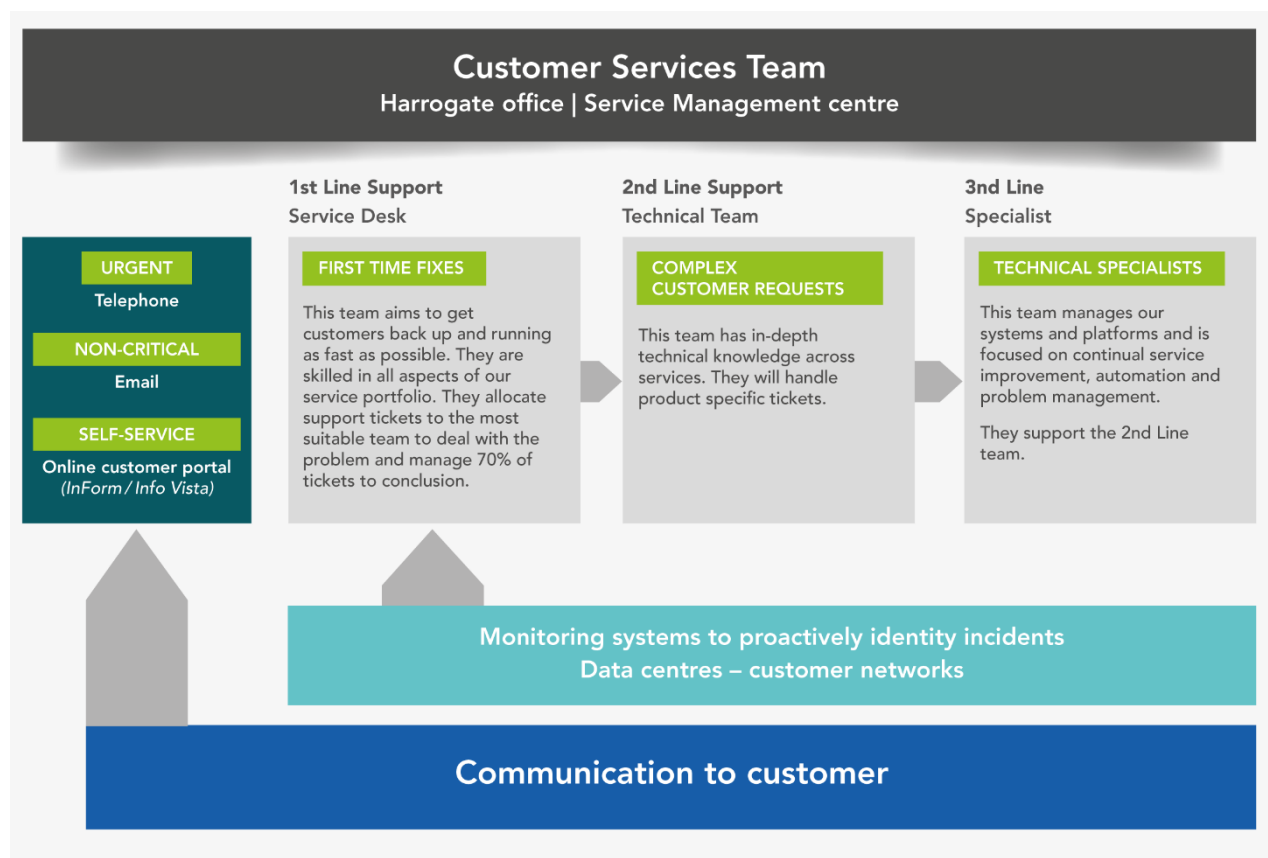
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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

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