



Unity Call Recording & Insights

Service Definition

G Cloud 15

Lot 2b – Software as a Service (SaaS)

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redcentric

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1. Service Overview

Unity Call Recording & Insights service, powered by Dubber, provides intelligent call recording for businesses using Unity IP Voice service. This service offers a compliant and scalable solution for capturing voice conversations, enabling features like search, retrieval, and AI-powered analysis to improve customer service and meet regulatory requirements. Access to the Call Recording platform is managed through secure portal access.

The service seamlessly integrates with **Redcentric Unity IP Voice** and **Microsoft Teams Calling**, providing businesses with a unified and flexible communication platform. By combining the Redcentric robust infrastructure with Dubber's industry-leading technology, organisations can harness powerful tools to drive informed decisions, monitor performance, and meet regulatory requirements effectively.

Dubber Call Recording delivers:

- **Policy based rules** for the recording of PSTN inbound & outbound calls, together with options for both internal calls and meetings recordings.
- **Secure**/encrypted storage of recorded calls
- **Flexible** options to search, retrieve, tag, playback, share, download and delete** recorded calls
- Premium **API access** to the service that can be utilised for bulk data extraction and to support third party application integrations.

** **Note:** Profile dependant.

2. Service Description

Unity Call Recording & Insights Service can readily be applied to many industry verticals including:

- Government
- Healthcare

Typical Applications include:

- **Training & Development.** Recording calls can assist in delivering training to employees on how to engage with and manage customer calls to:
 - Increase sales
 - improve the Customer experience
 - Increase Customer satisfaction
- **Quality Monitoring:** Reviewing calls allows an organisation to sample and monitor the quality of service being provided.
- **Regulatory Compliance:** Many companies are regulated by industry watch dogs and are required to record, store and retrieve call quickly to meet the regulations
- **Personal Assistant:** Allows individual users to retain and retrieve calls to assist them in their personal and work activities.

2.1 Unity Call Recording & Insights

The service is built on a managed software-based platform hosted in Amazon Web Services (AWS) and integrated into the Redcentric hosted IP telephony solution.

This replaces the need for any Customer site-based call recording equipment, removes the need to store call data on site and reduces upfront capital expenditure.

The service is for exclusive use with the Redcentric managed, hosted Unity IP Voice service.

Figure 1. Below provides a high-level architecture & connectivity for the Unity P Voice Recording Service

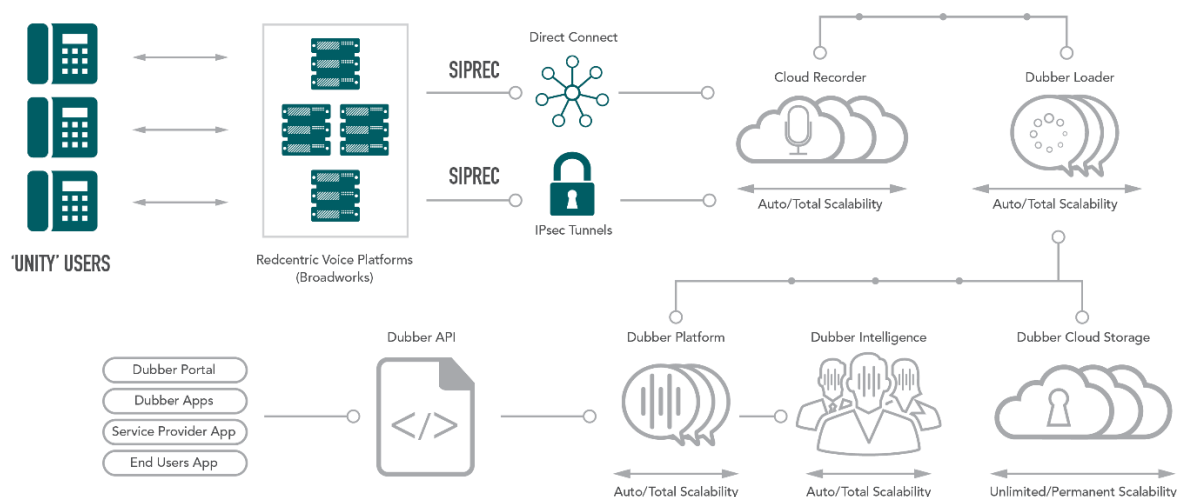


FIGURE 1: RECORDING & INSIGHTS SERVICE ARCHITECTURE

2.2 API

There is a fully productised RESTful APIs providing partners and customers the ability to fully manage their data and integrate to external systems. This can allow orchestration of user

provisioning, data management, import/export of recording data, extraction of all metrics (including AI data) for usage in business intelligence tools, and endless other options.

2.3 Service Availability

Unity Call Recording & Insights Service is a highly available solution. Each component within service, as described, has been designed to both elastically scale and provide all functions with high availability. The service automatically recovers and swaps processing to ready and waiting servers with no downtime and this is done with a mixture of cluster technologies on essential components. Load balancers are used for traffic management, monitoring with automated “switching” under certain conditions. These load balancers also check to scale (up and down) processes based on load. The Cloud manages data centre connectivity, using Availability Zones and Regions, and in the event of catastrophic failure, can move processing accordingly across this architecture

2.4 Data Sovereignty

The service is a cloud-native Software as a Service (SaaS) solution it has been designed to ensure captured conversations are stored in a manner that provides users with the flexibility to meet local data sovereignty regulations. The Platform is deployed in numerous geographical locations throughout the world, including the UK, Europe, USA, Canada, Singapore, Japan and Australia and leverages AWS in each of these locations. The service is designed to only store recording data within UK availability zones.

2.5 Call Recording Subscriptions

The recording service is offered with one of the following four subscriptions:

- Always On Recording
- Recording + Trends
- Unified Capture + Insights
- Insights

2.6 Feature Matrix

The table below details the features and capabilities associated with each of the available subscriptions

Standard Features	Always On Recording	Recording and Trends	Unified Capture and Insights	Dubber Insights
Recording (Unlimited Retention)	√	√	√	√
Recording Share	√	√	√	√
Recording Filters	√	√	√	√
Teams Management	√	√	√	√
Advanced Search	√	√	√	√
EULA Consent	√	√	√	√
API Provisioning	√	√	√	√
Data Exporter	√	√	√	√
Tagging	√	√	√	√
Single Deletion	√	√	√	√
Single Download	√	√	√	√
Bulk Deletion	√	√	√	√

Standard Features	Always On Recording	Recording and Trends	Unified Capture and Insights	Dubber Insights
Bulk Download	√	√	√	√
Activity Summary Dashboards	√	√	√	√
Multi Language	√	√	√	√
Single Sign On	√	√	√	√
Multi Factor Authentication	√	√	√	√
Multiple End Point Recording			√	√
Premium API			√	√
Legal Hold			√	√
Audit Activities	√	√		
Audit Reporting			√	√
Artificial Intelligence				
Auto Language Detect		√	√	√
Conversation Summary		√	√	√
Multi-Lingual Transcription		√	√	√
Conversation Chapters			√	√
Conversation Actions			√	√
Sentiment			√	√
Redaction			√	√
Conversation Intelligence				
Dubber Moments		1 x moment	1 x moment	3 x moments
Highlights		√	√	√
Trends		√	√	√
Topics			√	√
Connections			√	√
Advanced Filters			√	√

RECORDING FEATURE MATRIX

2.7 Media Restrictions

Media restrictions define which calls within the organisation and outside of the organisation are recorded. Options as to which calls are recorded are defined below:

- **External only** – calls to / from the Public Switched Telephone Network (PSTN) are recorded.
- **External and site to site** – calls to / from the PSTN and to / from other sites within the Customer enterprise are recorded.
- **External and internal all** – calls to / from the PSTN, to / from other sites and between users on the same site are recorded.

Type	External only	External and site to site	External and internal all
Calls to from the PSTN	✓	✓	✓
Calls between users at different sites within the Enterprise	x	✓	✓
Call between users at the same site	x	x	✓

(A “user” is a Unity IP Voice user provisioned with the Unity Call Recording & Insights service.)

Note: recording calls between users at the same site uses additional bandwidth across the WAN when internal calls are made. This must be accounted for when calculating bandwidth and call concurrency requirements.

2.8 Management and User Interface(s)

2.8.1 Call Recording Portal

The recording service has been developed with the latest standard in UX and UI, with the objective that any new user granted access to the application can, begin to navigate and self-administer the platform without any significant training.

The service has a permission-based web portal. The portal contains an embedded media player allowing users to both play recordings back and manage other elements and functions associated with the recording. The media played is built into the user interface, so no additional components are required to play back calls.

2.8.2 Access Policies for Call Recording

- Account Admin users can listen to all calls on the account
- Users can listen to their own calls, if they have been provided with this level of access
- Teams
 - Listeners – Users within Teams can have their profile set as a ‘Listener’. This allows a team leader or supervisor to listen to the calls recorded within that logical team.
 - Contributors – Individual users can be set as a ‘Contributor’ meaning that they can’t listen to recorded calls.

2.8.3 Search Recordings

Recordings can be searched for within the web portal by users. The scope of the call recordings search includes:

- Displayed name / call owner – the user who recorded the call
- The number appearing in the Call Detail Record (CDR) or metadata – can track inbound and outbound calls
- Any information included within the metadata
- Tags
- Smart words
- Calls by month or specific date,

The search function is a Boolean search, and the user can build up a search by entering multiple elements into the search field.

2.8.4 Call Recording Playback

Call recordings may be played back using the web portal, or by utilising the API. During playback, the user may pause, resume, stop or replay the recording at any point.

The user is presented with the details of the recording, under the information option, have the ability to add tags to the call, which notes a key word or phrase about the call.

Functionality available to the user from within the call playback interface include:

- Mark a recording as favourite.
- Add and/or delete call tags
- Share a recording
- Downloading of the recording if they have been provided with this level of access
- Delete recordings

Note: to playback calls no on-site download of a player is required.

2.8.5 Tags

Tags are keywords which can be entered onto the call recordings, allowing future searches to be carried out based on the keyword.

- Multiple tags can be assigned to a single recording.
- Tags can be applied to multiple recordings at once.
- When entering a tag, predictive text will display tags which have already been entered on other calls and allow the user to select from the drop-down list which match as the user types, or they can enter a new tag or statement.

2.8.6 Sharing Recordings

The recording & insights service recording offers additional security to users by providing the option to share recordings. Downloading recordings and emailing them reduces the security by allowing others to copy and alter them. To prevent this and enhance security, sharing offers a highly secure way to share recordings without the need to download them.

Through sharing a secure link is sent to a recipient, offering them the ability to connect to the servicer and listen to the recording. The recipient of the recording link does not need to be holder of a recording service account.

For enhanced security of this sharing method, links sent to 3rd parties are only available for a fixed duration, after which the secure link ceases to work.

Note: It is very important to note that neither Redcentric nor Redcentric recording partner have any ability to listen to, share or download end user recordings. All recordings are encrypted and can only be decrypted by explicitly identified users within the end customer's account.

2.8.7 Filter Options

The filter option allows users to be able to very simply filter out traffic based on:

- If the call was noted as favourite
- If the call was a voice mail
- Show any calls which have tagged applied.

2.8.8 Intelligent Services (Trends, Insights)

Leveraging a flexible AI framework, Dubber can provide industry leading engines for Transcription, Sentiment and Tone with the Intelligence service. This acts as the interface between the Platforms orchestration capabilities and the AI services. This interface controls which AI services are being used for which customer account and, for post processing, also the notification and alerting functions. As with all other functional components, the Intelligence service is elastically scalable.

Dubber then adds additional insights to the recordings using AI and NLU processes to provide a rich feature set for end users of the service.

2.8.9 Data Extraction

Recorded data will be made available to Customers for a period of 30 days post contract cessation. Customers will have the ability to extract all recordings via Application Programming Interface (API). Redcentric can also provide a data extract but reserve the right to charge for the service.

2.8.10 Browser Support

User access to the portal is via a secure Internet browser session.

The recording portal is built on HTML5 and requires no additional software installation.

2.9 Service Ordering

Services are procured through 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.

2.10 Standard Service Deployment Model

The service can be delivered with a single recorded user. Additional users can be added as / when contracted.

2.11 Known Limitations & Service Behaviours

The following section details any known issues or identified service behaviours with the Recording & Insights service.

2.11.1 Known Limitations

The Recording & Insights service doesn't currently support the following capabilities:

- Users who are assigned to Hunt Groups or Call Centres can be recorded, but they still require individual user licences.

Note: it's not possible to licence the Hunt Group or Call Centre and for all calls into it or out of it to be recorded.

2.11.2 Known Service Behaviours

- It is expected behaviour that 999 calls **will not** be recorded
- In the event of a call recording network failover, call recordings in progress will be truncated at the point of failover. Truncated calls will be available in the Customer account within 24hrs.

3. Implementation & Acceptance

3.1 Onboarding Process

The Redcentric onboarding 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 Recording & Insights service will be delivered against.

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

Phase 2 – Recording & Insights 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 will build agreed team structure(s).

Phase 4 – Redcentric will execute a standard set of tests to confirm the service is working as per agreed design.

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 Recording & Insights service:

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

Capability	Description	Outcome (Pass/Fail)
PSTN - Inbound Call	Call from a PSTN based user into defined user. Call should be recorded.	
PSTN – Outbound Call	Call from a Unity User to a PSTN based user. Call should be recorded.	
Emergency Services Call	User calls Emergency Service. Calls should NOT be recorded. Note: During busy periods the ES may simply drop the call once caller confirms that the call is a test call.	
Internal Call (Unity>Unity)	Call from a User A to User B – Call should be recorded.	
PSTN CLI Presentation	User calls out to the PSTN and presents the correct CLI. (CLI presents as per the agreed design).	
Recording Portal Access	User can access, search, share, download and delete* recordings via the portal. (Note: Access to download / delete recordings are dependent on role assignment).	

TABLE: CUSTOMER TESTING & SIGN OFF

3.3 Offboarding Process

The Redcentric onboarding comprises of a project managed, four phase technical and business consultative 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 Recording & Insights service and any associated optional features.

Phase 3 – Data Export*

Phase 4 – Removal of all user accounts and associated data from the Recording & Insights service platforms.

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

3.4 Redcentric Responsibilities

Redcentric is responsible for:

- Configuration, co-deployment & ongoing management of the Recording & Insights service components. Including:
- Configuration, management and support of the core service components
- Fault Management & Investigation.

3.5 Customer Responsibilities

The Customer is responsible for:

- Providing all required information to allow Redcentric to port any required numbers into the service. This includes PAC codes where mobile porting is required.
- The accurate reporting of any service-related faults
- Procuring any/all required subscriptions to enable the use of the Recording & Insights service
- Capture of service-related fault logs to support service investigation/ troubleshooting.

4. Associated Redcentric Services

The table below provides details of other compatible services with Unity Call Recording & Insights Service available from Redcentric via G-Cloud 15.

Service Name	Service Summary
Agentic AI Contact Centre	Agentic AI Contact Centre is an AI powered contact centre solution that allows you to effortlessly create self-service tools that improve the experience for everyone interacting with your business. Imagine customers being able to quickly resolve issues at any time whether that's clarifying a bill or updating their address
Redcentric Unity Extend	Redcentric Unity Extend service empowers customers to effortlessly transform any unlocked mobile handset into a robust business communication tool. With a comprehensive array of features including DDI numbers, short-dial extensions, call transfer, hunt groups, IVR, voicemail, shared call appearance, and more, it delivers all the essential functionalities expected from a premium business telephony service.
Redcentric Unity PCI Comply	Redcentric Unity PCI Comply is a cloud-based PCI payment service which works seamlessly within a customer's Unity IP Voice environment to enable organisations of any size to protect card payment data taken over the phone.
Unity 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.

5. Service Availability

5.1 Service Levels

The service levels applicable to the Call Recording service are as follows:

Service Level: Availability	Measurement Period: Month
Service Level – Cloud Recorder	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 Recording not possible due to Call Recording bots not being available.

Phone Service is not available.

5.3 Service Credits

The Service Credits applicable to the Call Recording service shall be calculated as follows:

$$\text{Service Credit} = \frac{C \times S}{MS}$$

Where:

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 5.2 above)

C = The total Charges payable in respect of the Call Recording service for the same Month

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.

Recording & Insights Service	Service Availability	Service Credit
Cloud Recorder	99.99%	None
	≥99% but <99.8% 10% of MS	10% of MS

6. Business Continuity and Disaster Recovery

6.1 Business Continuity

Redcentric under its ISO22301:2019 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 assessed by the BSI annually to ensure continued effectiveness in line with BSI published standards.

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

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

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

6.2 Testing

Our BCP is annually tested, 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 annually tested.

6.3 Network resilience

Our network, designed and engineered to deliver 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 around a failed transit path in under a second.

6.4 Disaster Recovery

The call recording service is built on a managed software-based platform hosted in Amazon Web Services (AWS UK Availability zones.) and integrated into the Redcentric hosted IP telephony solution. This replaces the need for any customer site-based call recording equipment and removes the need to store call data on site.

The call recording service has been engineered to be fully redundant and resilient with all core components being deployed in a geographically distributed, highly available configurations.

7. Data

7.1 Scope

- Redcentric does not access, alter or use any application data that is running on the Call Recording Service except as specifically stated below.
- In terms of operating the Call Recording service, API commands are passed into the Call Recording associated supporting servers to orchestrate the build/management of identified users that have subscribed to the Call Recording service.
- Users that have the appropriate role/privileges assigned to them access the service via a secure web portal to review Call Recordings.
Note: Only users with the appropriate privileges can listen, share or download recordings.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.
- No data is backed up by or as part of this Service. All recordings are stored 256-bit Advanced Encryption Standard (AES-256) encrypted within Amazon Web Services (AWS) – see 7.4 below.

7.2 Data Storage and Unencrypted Data

- All Customer data will be encrypted and stored within S3 storage within the UK AWS “Availability Zones”.
- All data within Dubber including metadata, personal data and recording data are fully encrypted using one of the strongest block ciphers available:
 - 256-bit Advanced Encryption Standard (AES-256)
 - Every protected object is encrypted with a unique encryption key
 - This object key itself is then encrypted with a regularly rotated master key
 - Random file names protect recording identification
 - Encrypted S3 buckets secure encrypted recordings
- All access to data within Dubber is restricted via the Dubber Portal or via the Dubber API. Any access to either the portal or API is controlled by HTTPS protocol.

7.3 Data Processing Decisions

- In the normal course of business Redcentric does not make any data processing decisions in relation to the 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 affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

7.4 Service Configuration with Respect to Data

- The service configuration will be done by Redcentric as requested by the Customer.
- The initial service configuration is built using a combination of Customer provided information.
- Redcentric and Dubber each hold the following information on Users:
 - **Company Information:** Company Name, Address, Plan Type
 - **Account Admin User Data:** First name, Last Name, Email Address, Optional: Phone Number, Company Address
 - **User Data:** First Name, Last Name, BroadWorks Username, Optional: Email Address
 - **Call Metadata:** Party A, Party B, Call Length, and other SIP attributes or the CDR: Time and Date, BroadWorks Enterprise ID, GroupID and UserID, Call TrackingID and CallID.

7.5 Data Backup

- No data is backed up by or as part of this Service. All recordings and meta data are held within AWS S3 for the duration of the committed term of the contract.
- Identified Users within the Customers organisation have direct access to the stored recordings (Section 7.7)

7.6 Sub processors

- The following parties are involved in delivering the Call Recording service:
 - **COLT:** A private VPN is utilised to transit the media files between Redcentric and Dubber/AWS.
 - **Dubber:** Dubber stores the encrypted media and meta data within the AWS cloud.
 - **Amazon Web Services (AWS):** host the Dubber platforms associated with providing the service.

7.7 Customer Access to Data

- Access to recordings is based on roles and responsibilities defined by the Customer as part of the service setup.
- Redcentric can only confirm that a user recording has been captured. Redcentric does not have access to listen to recordings. Customer Admin has the right to listen to recordings within their own account.
- Individual Users can listen to their own recordings if defined by the Customer as part of that User's call recording setup
- The Customer has login rights to the Call Recording service via secure web portal.

7.8 Security arrangements and 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.
- All locations meet ISO27001 / ISO27002 information security standards and physical controls.

7.9 Service Options

- Customers have the option to take the Call Recording Service, in which case:
 - Redcentric will manage the initial Customer setup based on defined and agreed Customer requirements; and
 - the Data Processing section (Section 7) of the Call Recording Service Definition applies.

8. Exit Plan

8.1 End of Contract Process

Upon expiration or termination of the Unity Call Recording & Insights service Contract, the following steps are 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 Decommission. Cessation of the Call Recording service and any associated optional features, plus the removal of user accounts from the core platform(s).
- **Phase 3** – Recording Removal.

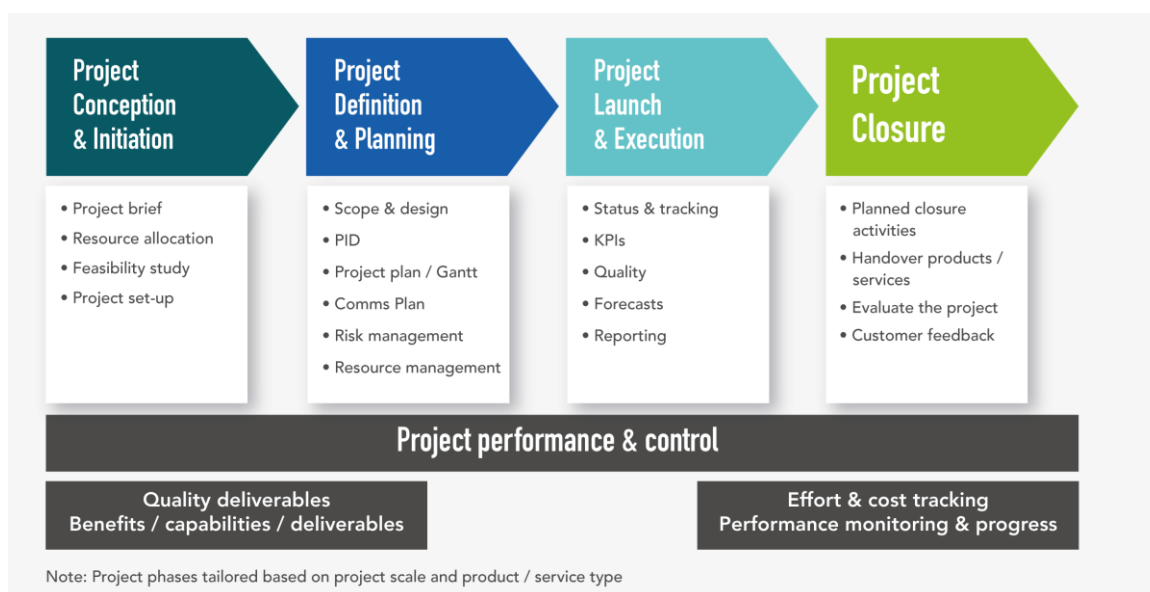
9. Project management

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

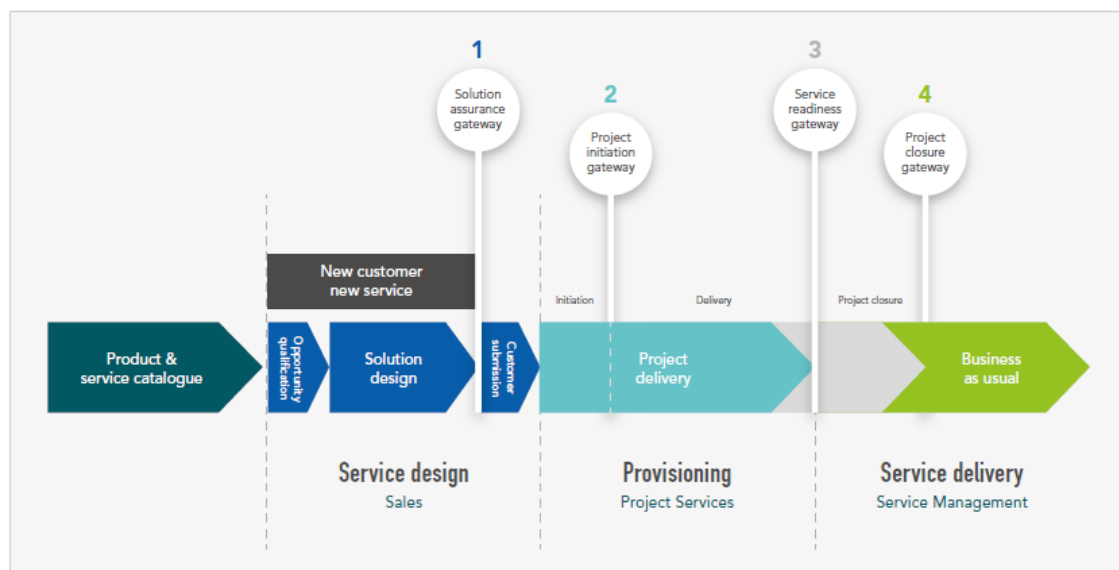
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

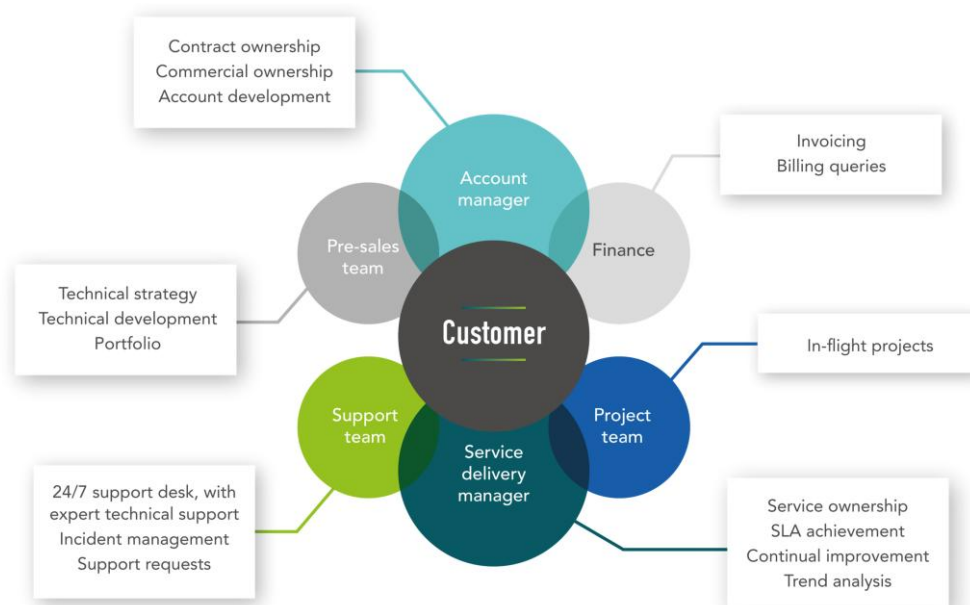
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.

10. Account management

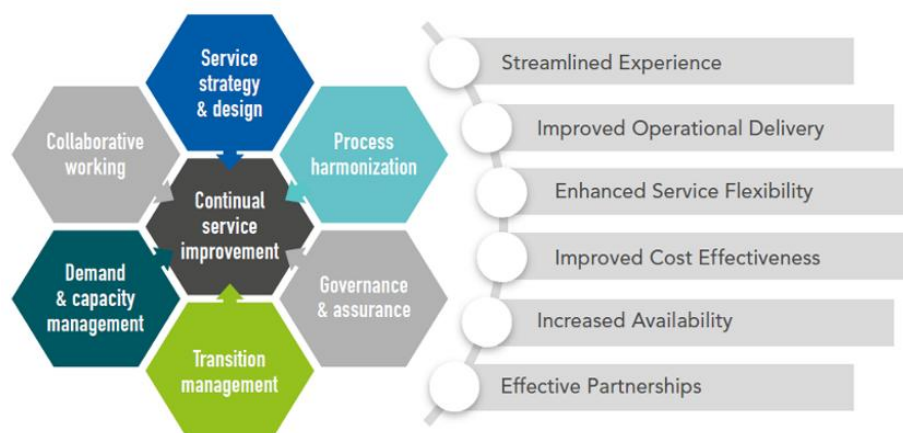
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from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

11. 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.

12. 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.



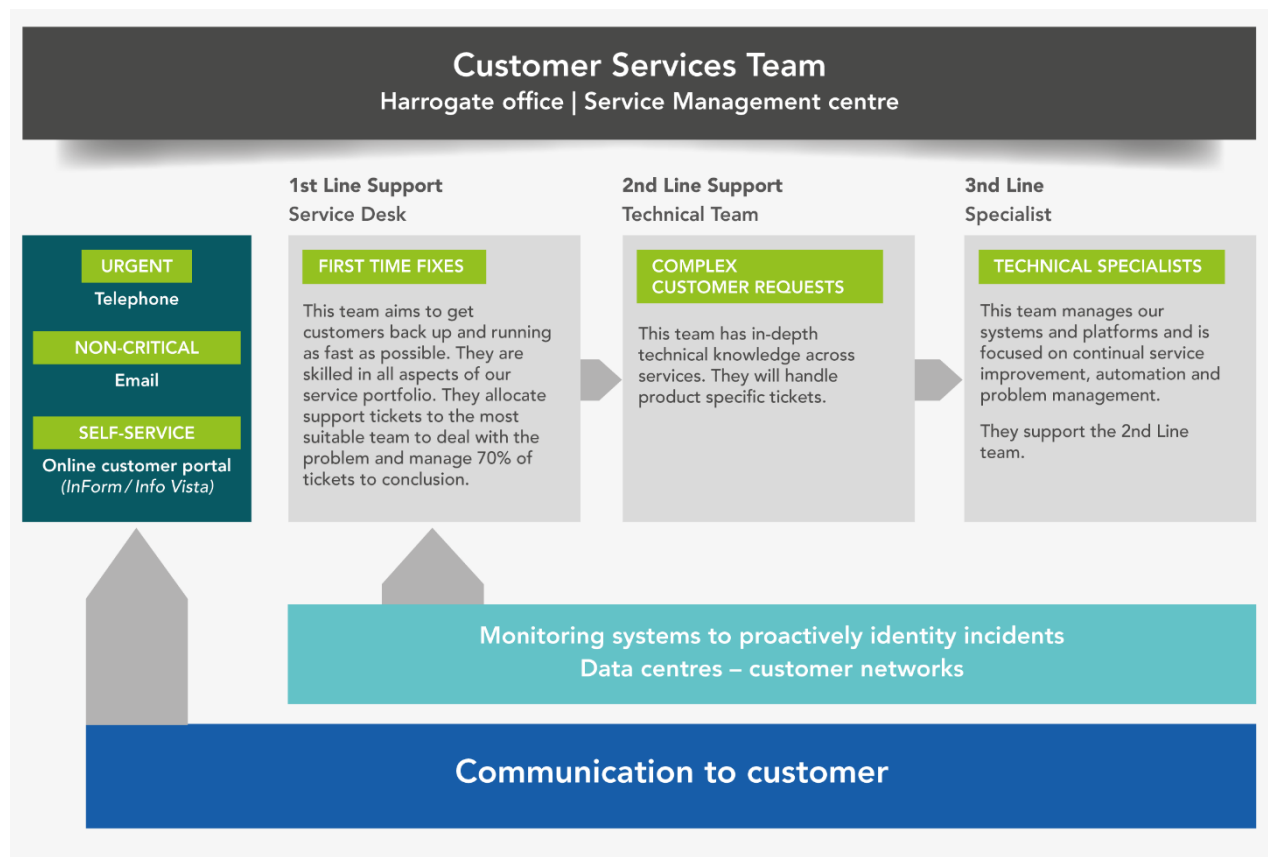
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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.

13. 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 27001:2013 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.

14. 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.

Available services

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

15. Company profile

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

We provide:



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



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



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

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

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

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

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

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

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

16. Why choose Redcentric?



Owned infrastructure

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



Expert guide

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



Customer-centric culture

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



Open-minded and innovative

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



Breadth of services

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



Security and integrity

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



Outcomes focused

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



Our teams

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



Continuous Service Improvement

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



Proactive

We think and
act quickly



Inspired

We create
excitement through
innovation

Trusted

We do what
we say we will

Collaborative

We work together
to deliver
a common goal

Transparent

We are open,
honest and fair





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redcentric

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