



CX Analytics for Microsoft Teams

Service Definition

G Cloud 15

Lot 2b – Software as a Service (SaaS)

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redcentric

AGILE • AVAILABLE • ASSURED

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1. Service Overview

1.1 Introduction

CX Analytics for Microsoft Teams delivers call analytics as actionable, real-time and historical insights and reports. This provides a specific view on certain verticals or issues, thereby eliminating the need for a dedicated data analyst. All these CX Analytics features are delivered from Akixi CX Platform cloud-based services.

1.2 Features & Benefits

1.2.1 Key Features

- Cradle-to-grave call visibility
- Realtime reporting and analytics
- Historical call logging and reporting detail
- Trend analysis by time frame
- Scheduled reporting by timeframe
- Agent activity reporting and control
- Secure hierarchical web access
- Report scheduling options
- Dynamic dashboard presentation options
- Work anywhere with mobile device access to your statistics

1.2.2 Key Benefits

- Review the journey of any historic call from beginning to end
- Report on trend analysis by intervals
- Optimise strategic business planning and decision-making
- Create a motivator for your teams with real-time dashboards
- Maximise revenue with the unreturned lost calls report
- Identify the monetary value of calls waiting in the queue
- Gain invaluable insights on business KPIs with tabular/chart views
- Improve the quality and consistency of the customer experience you provide
- Report across multiple channels of communication
- Access reports/agent activity from your mobile devices, anytime, anywhere.

2. Service Description

CX Analytics for Microsoft Teams is the Akixi CX service variant offering integration with Microsoft Teams cloud communication platforms. Providing customers with detailed call analytics as actionable, real-time and historical insights and reports.

CX Analytics for Microsoft Teams brings in streamlined customer provisioning, removing the need for complex PowerShell or multiple user interfaces. It's a 100% cloud-based and API-enabled product delivered on a per user per month (PUPM) basis.

The onboarding process is seamless, making it possible to be up and working with 15 minutes without the need for professional services. The service introduces actionable sub-1-second real-time reporting for Microsoft Teams PSTN and

internal calling, combining both historical and real-time data into actionable call insights.

2.1 Functional Solution Overview

Figure 1. Below provides a high-level overview of the Redcentric CX Analytics for Teams service architecture.

The Akixi CX Platform is deployed in a highly available configuration, providing in-region redundancy for the various components of the platform. The components are deployed across multiple availability zones, ensuring high availability. The CX Platform also supports a disaster recovery process supporting failover between regions should a cloud service provider region fail.

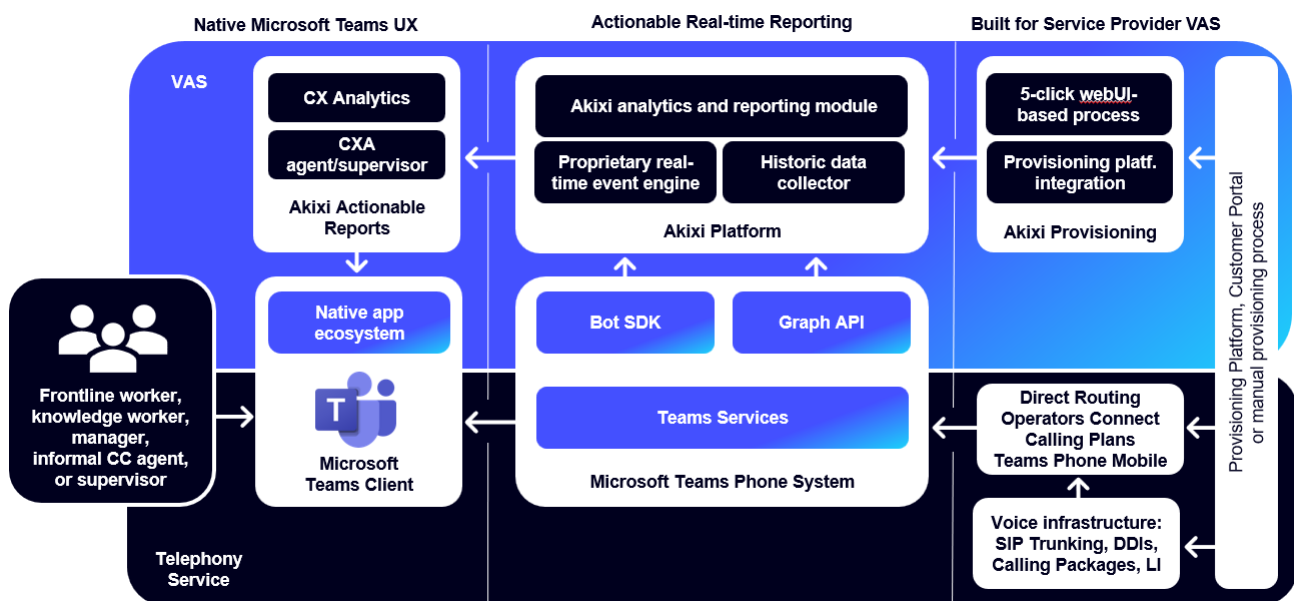


FIGURE 1: CX ANALYTICS FOR MICROSOFT TEAMS SERVICE ARCHITECTURE

2.2 Core Application

The CX Core Application is the heart of the platform and is utilised across all telephony integrations.

The Core Application is deployed in-country/region within Amazon Web Services (AWS).

For Microsoft Teams integrations, CX employs both global and regional components. Global services provide lookup/redirection, so each customer/tenant is routed to the correct regional Core instance.

2.3 Global Components (AWS)

2.3.1 Service Proxy

- Directory services for Customer Tenant AWS MQ, the Teams Real-Time Bot pool, and the Core Application.
- Handles SSO for the Akixi CX App (Microsoft Teams custom app).

2.3.2 Regional Components (AWS and Azure)

- Sync Service (AWS): Synchronises tenant configuration with the Core Application.
- Teams Application Interface (AWS): Interfaces the Core Application to regional components.
 - Ops Manager (AWS): Microsoft Teams provisioning and configuration.
 - Archiver (AWS): Microsoft Teams CDR correlation.
 - Real-Time Bot (Azure): Microsoft Teams Compliance Call Recording Bot that generates real-time (RT) events for the Core Application.
 - Teams Real-Time Queue (Azure): Microsoft Teams queue component that generates real-time (RT) events for the Core Application.

2.3.3 High Availability and Disaster Recovery

- In-region redundancy across multiple availability zones within each cloud provider.
- Design principles:
 - Isolation of single points of failure.
 - Multi-availability zone deployment within a region.
 - Abstraction of instance selection to enable in-region redundancy (disaster recovery).
 - Demand-based dynamic scaling.
- Application-level failover is ensured via Microsoft Teams Compliance Call Recording policy.

2.4 Provisioning and Administration

2.4.1 Customer Deployment / Service Establishment

Redcentric will create a customer area on the reporting platform and provision the customer with the contracted number of licenses. The CX Analytics service includes several default reports that will be deployed as part of the service establishment process, but please note that where the customer requires Redcentric to build custom or complex report configurations, this may attract chargeable technical consultancy.

2.4.2 CX Analytics M365 permissions

As part of the initial service establishment process Redcentric requires a user with Global Admin permissions. The initial setup process requires this level of authorisation and consent for two primary purposes:

- Connecting bots to the customer's tenant and make other changes to the tenant, such as adding the call compliance recording policy,
- Getting data from the customer's tenant using the Graph API and other resources to collect all the required data.

Note: The 'Entra Id Setup Requirements' document provides a detailed breakdown of the user permission levels necessary for the authorisation/consent process and justifies each requested permission.

2.4.3 Administration

The customer is responsible for all on-going changes to the reporting service. This includes customising reports, managing report schedules and administering supervisor and user license allocation and access rights.

2.4.4 Licences

The contracted number of licenses will be allocated to the customer tenant as part of service establishment; subsequent additions will need to follow the Redcentric standard contract process.

2.4.5 CX App (Microsoft Teams custom app for Teams client)

The CX Analytics App allows the user to view Akixi CX reports natively inside the Microsoft Teams Client. This can be utilised through the browser or locally installed client application.

Note: The Entra ID Administrator will need to install the CX Analytics App into their Microsoft Teams environment and allow it to be added to their users Microsoft Teams clients accordingly.

For full app installation details please refer to – the *CX App Installation Notes Native MSFT App. V1*.

Note: The App can be assigned to the whole org or individual users. It is recommended that a customer Admin reviews the required permissions and consent, so individual users do not have to consent when added from the Teams app window.

2.4.6 Report Data API

All reports on the CX platform can be accessed via API, allowing end users to download historic call data for use in third-party BI tools.

2.5 Technical Requirements

2.5.1 Pre-requisites

The CX Analytics service is compatible with any Microsoft based PSTN connectivity, including:

- Direct Routing
- Operator Connect
- Teams Phone Mobile, ensuring consistent customer experience.

2.5.2 Web Browsers

The CX Analytics service is known to work with the following web browsers:

- Microsoft Edge
- Firefox
- Chrome
- Safari
- Android
- iOS

2.6 Licensing Matrix

Product Features	CXA Standard	CXA Premium	CXA Advanced
Licensing			
Licensing Rules	• All licenses are per user per month • One license per selected MSFT Teams user • No requirement to license all MSFT Teams users • No specific queue or auto-attendant licenses (no Akixi CX licenses required for MSFT Teams Resource Accounts) • Agnostic of the underlying MSFT Teams license type ▪ Akixi CX licenses can be applied to any type of MSFT Teams license ▪ Teams Phone Standard license isn't required ▪ Valid Teams Online capability for user is a requirement • No additional per-customer enablement fees No additional cloud infrastructure is necessary to run the service.		
License Description	Enable a historic-only data feed for a Teams user	Enable a real-time + historic data feed and agent functionality for a Teams user	(Historic-only data feed): View advanced reports based on the collected historic-only data (Real-time + Historic data feed): View advanced reports based on the real-time events and collected historic data, enable supervisor functionality for a Teams user (only with real-time data-feed)

Product Features	CXA Standard	CXA Premium	CXA Advanced
User Persona	Employee in a customer-facing role	Employee in a customer-facing role or informal call centre agent	Line manager of the customer-facing department or informal call centre supervisor (only with real-time data-feed)
Data-Feed			
Supported Customer Tenant data- feed type	Historic-only	Real-time + Historic	Historic only OR Real-time + Historic
Coexistence with other license types	CXA Standard CXA Advanced	x	CXA Standard CXA Advanced
Historic-only data feed			
Coexistence with other license types	x	CXA Premium CXA Advanced	CXA Premium CXA Advanced
Real-time + Historic data feed			
User Interface			
Access to Akixi CX Analytics and agent + supervisor web UI	√	√	√
Access to Akixi CX Analytics and agent + supervisor Teams Client native app	√	√	√
Access to MSFT Teams client agent + supervisor UI features and reports	x	√	√
Analytics			
Historic user and queue call data collected	√	√	√
Historic auto-attendant call data collected	x	√	√
Real-time user call activity monitored	x	√	√
Real-time queue call activity monitored	x	√ (please see supported R-T CQ parameter list)	√ (please see supported R-T CQ parameter list)
Real-time auto-attendant call activity monitored	x	x (roadmap)	x (roadmap)
View your own historic call log	√	√	√
Create unlimited additional reports, configure reports in web UI or Teams Native Client	x	x	√
View all users' activity across the Telephony Server (Akixi RBAC enforced)	x	x	√
Live visibility inside Team/Channel/ Call Queue (Akixi RBAC enforced)	x	√	√

Product Features	CXA Standard	CXA Premium	CXA Advanced
Historic reports of completed conference calls/meetings and group calls	✓	✓	✓
Real-time reporting of conference calls/meetings and group calls in progress	x	✓	✓
Scheduled Reports by Email	x	x	✓
Share live reports with other reporting users	x	x	✓
Share wallboard as a temporary external URL (password protected)	x	x	✓
API access to reporting data	x	x	✓
Historical data depth	30 days	90 days	12 months
Number of default reports	1	4 (CX Analytics, agent)	12 (CX Analytics, supervisor only with real-time data-feed)
Historic-only data-feed reports	Historical call log	x	• What's Happening Today • Calls overview • Today's Call Log • Increasing Productivity • Group Activity Report • Recapture Lost Callers • Serve More Customers • Insights Dashboard (last 30 days)
Real-time + historic data-feed reports	x	• What's Happening Now • Historical Call Log • Who is Calling Me (R-T CQ monitoring CLID workaround) • Queue Dashboard (agent)	• What's Happening Now • Calls overview • Who is Calling Me (R-T CQ monitoring CLID workaround) • Today's Call Log • Increasing Productivity • Group Activity Report • Recapture Lost Callers • Serve More Customers • Insights Dashboard (last 30 days) • Agent Availability Report (supervisor) • Call Queue Report (supervisor) • Agent Activity Log (supervisor)
Presence and Call-Control			
Controlling your own presence status	MSFT Teams Native Functionality	MSFT Teams Native Functionality	MSFT Teams Native Functionality
Calculate proprietary Akixi BLF based on real-time events (e.g. avail, busy, on hold, alerting)	x	✓	✓
MSFT Teams presence events calculated for the	✓	✓	✓

Product Features	CXA Standard	CXA Premium	CXA Advanced
user			
Access to Presence dashboard, displaying in real-time the status of other users as set in Teams client	√	√	√
Merge into a single real-time metric the Akixi BLF and MSFT Teams user presence state	x	√	√
Personal call control, callback from report (historic call log, unreturned lost callers, who is calling me)	x	x (2026 roadmap)	x (2026 roadmap)
Informal Call Center (agent + supervisor)			
Act as an agent	x	√	√ (supervisor only with real-time data-feed)
Display wallboard	x	√	√ (supervisor only with real-time data-feed)
Self-log in/out to queue & availability control	x	x (2026 roadmap)	x (2026 roadmap)
Live visibility of other agents' status	x	√	√ (supervisor only with real-time data-feed)
Setting disposition code on call wrap	x	√	√ (supervisor only with real-time data-feed)
Log in/out other agents to queue & availability control	x	x	x (2026 roadmap)
Agent queue activity & availability reporting	x	x	√ (supervisor only with real-time data-feed)

TABLE 1 : CX ANALYTICS LICENSE MATRIX

2.7 Report Summary

To support customers, maximise revenue and productivity the CX Analytics service is pre-configured with several templated reports. Listed below in Table 2.

Report Type	CXA Advanced Pre-Built Reports (Historic)	CXA Advanced Pre-Built Reports (Real-time)	Description
What's Happening Now	√	√	See your company's key real-time events on a dashboard, which incorporates three reports.
Calls Overview	√	√	Identify your busy periods throughout the day and week.
Today's Call Log	√	√	See the details of every monitored call and search specific records.
Increase Productivity	√	√	View the productivity of all your users for that day.

Report Type	CXA Advanced Pre-Built Reports (Historic)	CXA Advanced Pre-Built Reports (Real-time)	Description
Group Activity Report	✓	✓	View the productivity of all your queues for that day.
Recapture Lost Callers	✓	✓	Recapture all your lost calls by tracking your returned "missed calls" in real time.
Serve More Customers	✓	✓	Find out when your customers contact you and if you have the correct number of staff on hand to manage the demand.
Insights Dashboard	✓	✓	See your company's key historic events over the last 30 days on a dashboard, which allows you to dive deep into the Insights dashboard
Insights – Last 30 Days	✓	✓	See your company's key historic events over the last 30 days on a dashboard, which allows you to dive deep into the Insights dashboard

TABLE 2: PRE-CONFIGURED REPORTS

2.8 Service Ordering

Services are procured through the Redcentric 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.

2.9 Standard Service Deployment Model

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

- Deployment: - The CX Analytics for Microsoft Teams service can be deployed with a minimum of 1 user. Additional users can be added individually.
- Supervisor and agent licenses allocated as per contract
- SSO enabled by default
- Nine templated reports deployed

2.10 Known Limitations & Service Behaviours

The following section details any known issues or identified service behaviours with the CX Analytics for Microsoft Teams service.

2.10.1 Known Limitations

Because of restrictions in the Microsoft Teams Client usage depending on the web browser or desktop application version, we've compiled a list of limitations to assist you in selecting the right delivery method to best serve your use case.

- **Browser View (No pop out function)** – when reviewing reports within the web browser it is recommended not to use dashboards as there is no pop out functionality.
- **Desktop App (Recommended)** - It is Recommended a maximum of 4 reports in a dashboard

2.10.2 Known Service Behaviours

N/A

3. Onboarding and Offboarding

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 CX Analytics for Microsoft Teams service will be delivered against.

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

Phase 2 – CX Analytics for Microsoft Teams 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 Teams CX Analytics for Microsoft Teams service:

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

Capability	Description	Outcome (Pass/Fail)
User Access	Confirm user access/ SSO working as expected.	
Queue Monitoring	Ensure call queue monitoring is reflected correctly within the dashboard(s)	
Calling behaviour	Confirm that the correct calling states are tracked correctly (On hook, Off hook, busy etc.)	
License Allocation / Limit	Allocate licenses to named users and confirm that once all licenses have been used no further user can be licensed	
Report Scheduled	Build and Schedule a report to confirm the report scheduler is working as expected.	
Reporting on Demand	Confirm that a historical report can be ran on demand	
Dashboards	Confirm that a real-time dashboard can be created and modified	
Templated Reports	Ensure the defined reports are deployed and made available	
GA Invite	Confirm defined Customer Admin Receives Onboarding Approval Request	

TABLE 5: CUSTOMER ACCEPTANCE TESTING

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 CX Analytics for Microsoft Teams service and any associated optional features.

Phase 3

Data Export**

Phase 4

Removal of all user accounts and associated data from the CX Analytics for Microsoft Teams service platforms.

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

4. Associated Redcentric Services

The table below provides details of other compatible services with CX Analytics for Microsoft Team available from Redcentric via G-Cloud 15.

Service Name	Service Summary
Microsoft Teams Calling	Microsoft Teams Calling from Redcentric provides access to a cost-effective calling capability that enables users to make and receive calls on any Microsoft Teams enabled client or device.
Redcentric Unity PCI Comply	Redcentric Unity PCI Comply is a cloud-based PCI payment service which works seamlessly within a customer's Unity IP Voice environment to enable organisations of any size to protect card payment data taken over the phone.
Teams Call Recording & Insights	Teams Call Recording & Insights service enables the capture and analysis of conversations, unlocking their full value.
Teams Extend	Teams Extend service is a service that revolutionises communication within your organisation. Tailored for today's hybrid workforce, Teams Extend integrates seamlessly via the SIP gateway service with Microsoft Teams, enabling employees to stay connected and collaborate effortlessly, whether they are in the office, working remotely, or travelling internationally.

5. Service Levels & Service Credits

5.1 Service Levels

The Service Levels applicable to the CX Analytics for Microsoft Teams 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 clause 6.7 of the General Terms the following shall be excluded:

Microsoft Azure not available / upgrade window

Microsoft Teams unavailable due to upgrade and/or outage

5.3 Floor Service Level

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

5.4 Service Credits

The Service Credits applicable to the CX Analytics for Microsoft Teams 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 CX Analytics for Microsoft Teams 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	10% of MS

6. Responsibilities & Accountabilities

6.1 Redcentric Responsibilities

Redcentric is responsible for:

- Initial Deployment, Customer tenant build & configuration
- Ongoing customer support of the CX Analytics Service Components. Including:
- Fault Management & Investigation
- Bespoke report building*

* **Note:** May incur professional service charges

6.2 Customer Responsibilities

The Customer is responsible for:

- The accurate reporting of any service-related faults
- Executing the app approval process to enable CX Analytics service establishment. This will require “Global Admin” role. Only required as part of the initial service setup.
- Procuring any/all required Microsoft licensing to enable the use of the for CX Analytics service
- Removal of service components within Teams ecosystem as part of the service decommissioning process.

Note: If required Redcentric can provide Microsoft licensing via its CSP agreement.

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

8. Data

8.1 Data Processing Scope

- Redcentric does not access, alter or use any application data that is running on the CX Analytics for Microsoft Teams service except as specifically stated below.
- In terms of operating the CX Analytics for Microsoft Teams 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 CX Analytics for Microsoft Teams service associated data is stored within AWS UK Only Availability Zones
- All access to data within the CX Analytics for Microsoft Teams 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 CX Analytics for Microsoft Teams 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 CX Analytics for Microsoft Teams service:
- Microsoft 365 Tenant / Entra ID
- 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

- Database data backups are performed daily to Amazon S3 (<https://aws.amazon.com/s3/>)
- Data is encrypted during transit
- Data is encrypted whilst at rest.

8.6 Sub-Processors

The following party is involved in the delivery of the CX Analytics for Microsoft Teams service:

- Akixi – Provide:
 - a secure link between Azure UK and AWS availability zones.
 - Integration point between the customers Microsoft Tenant and CX Analytics service.

No other parties are involved in delivering the CX Analytics for Microsoft Teams service.

8.7 Customer Access to Data

- Customers have access to data in the form 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.

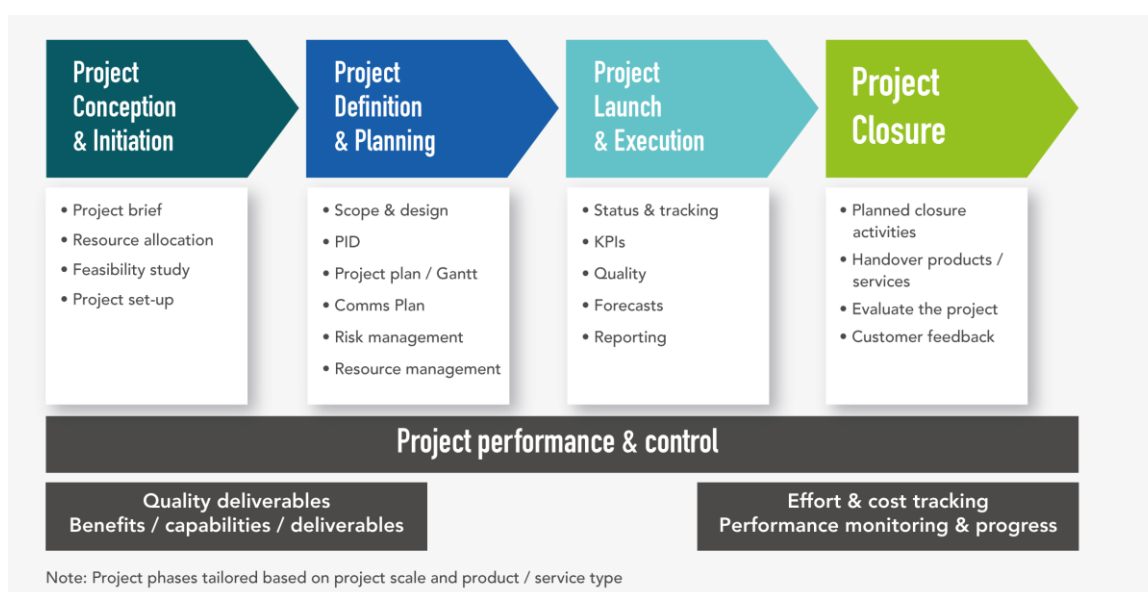
10. Project management

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

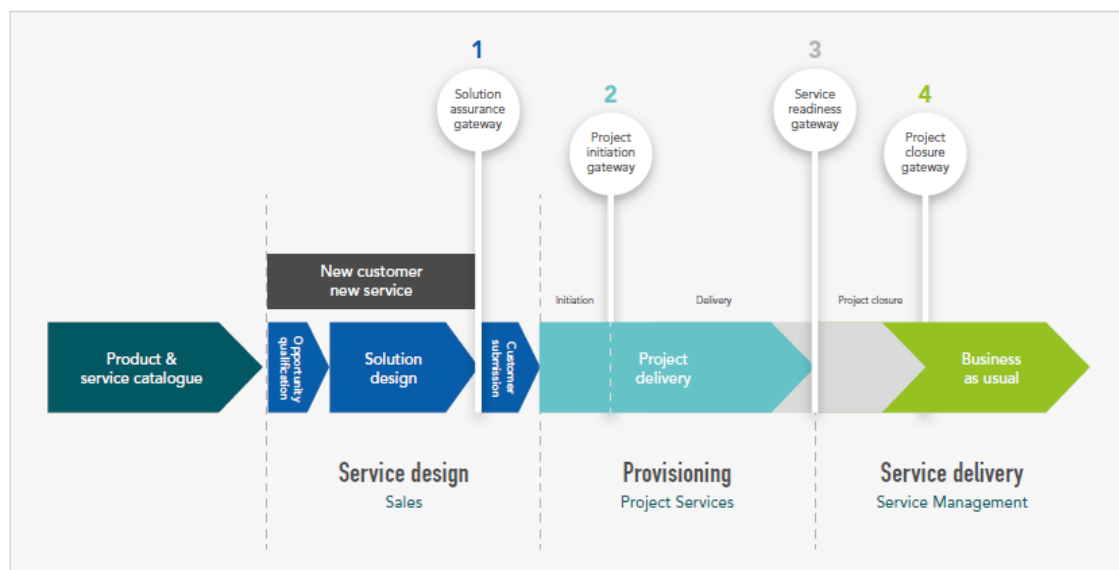
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

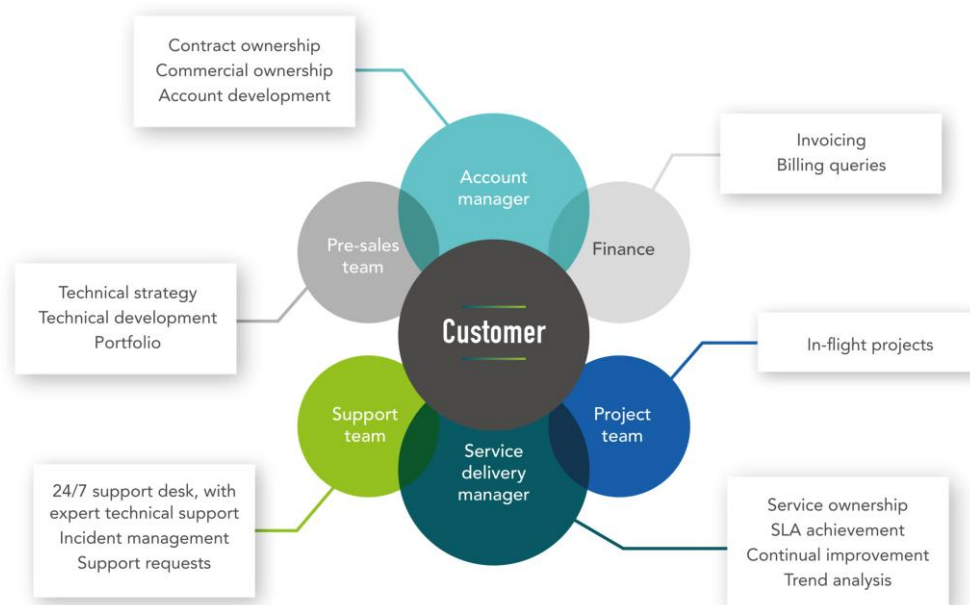
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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

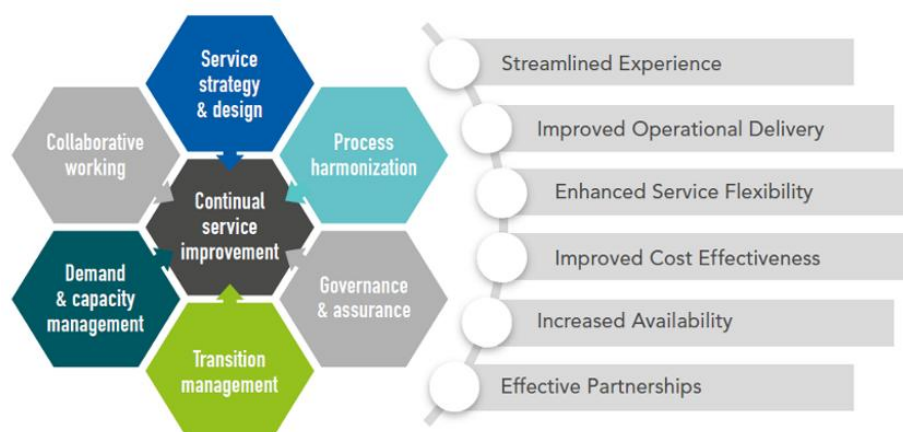
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from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



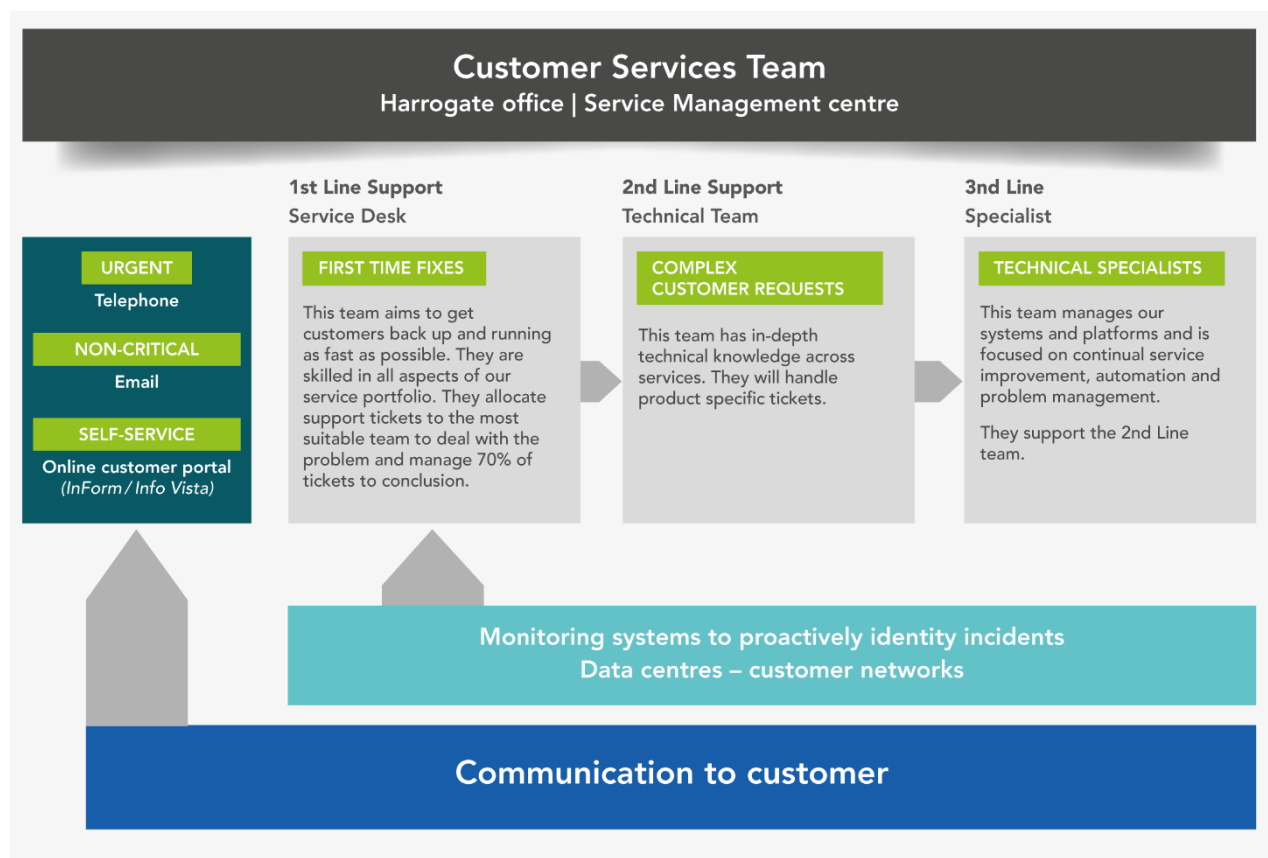
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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

AGILE • AVAILABLE • ASSURED



ISO
9001
Quality

ISO
14001
Environmental

ISO/IEC
20000-1
Information

ISO
22301
Business

ISO/IEC
27001
Information Security