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# Teams Call Recording & Insights Service Definition

## G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

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redcentric

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AGILE • AVAILABLE • ASSURED

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# 1. Service Overview

Teams Call Recording & Insights service, powered by Dubber, provides intelligent call recording for businesses using Microsoft Teams. 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

Teams 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 Architecture & Connectivity

The diagram below provides a high-level architecture & connectivity for Microsoft Teams Recording Service

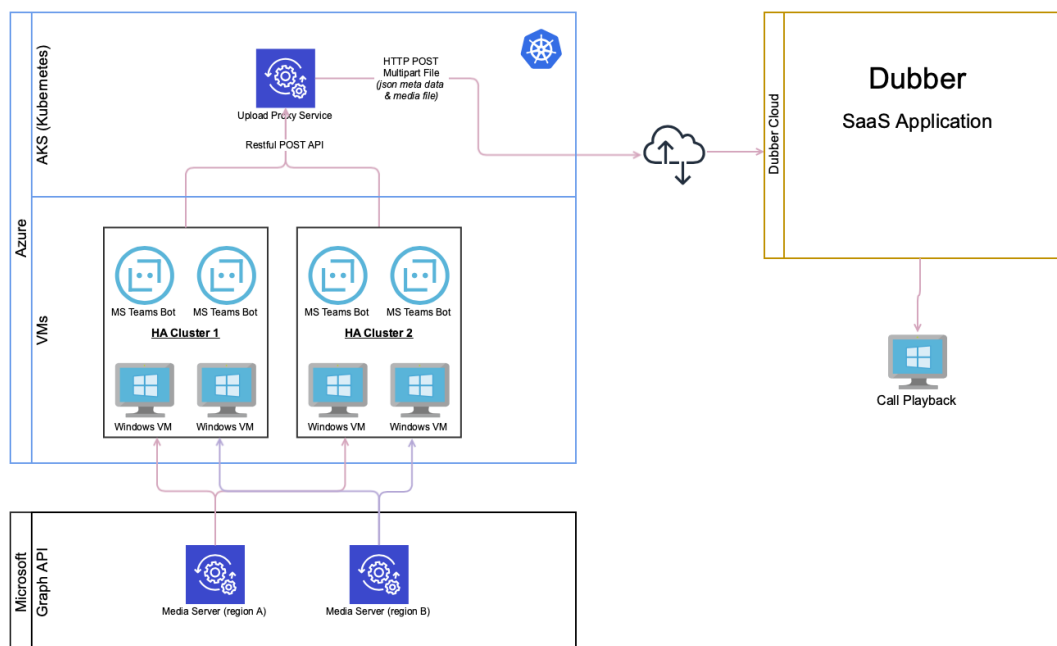


FIGURE 1: MICROSOFT TEAMS CALL RECORDING VIA GRAPH API

#### 2.1.1 Connectivity for Microsoft Teams

As the recording service and Microsoft Teams are both cloud-native solutions there is no requirement to provision any additional networking infrastructure for integration. Deployment with MS Teams involves:

- Using the web provisioning portal and/or running PowerShell scripts as an Azure admin to allow an MS Teams recording policy to be created within the Active Directory.
- Authorisation within the customers MS Teams tenant to allow the recording Bots to connect to Microsoft's Media Servers.
- Assignment of MS Teams users to the recording policy.

An output file is generated at the end of this process for onboarding the users into Dubber's platform.

### 2.1.2 Connectivity for Microsoft Teams

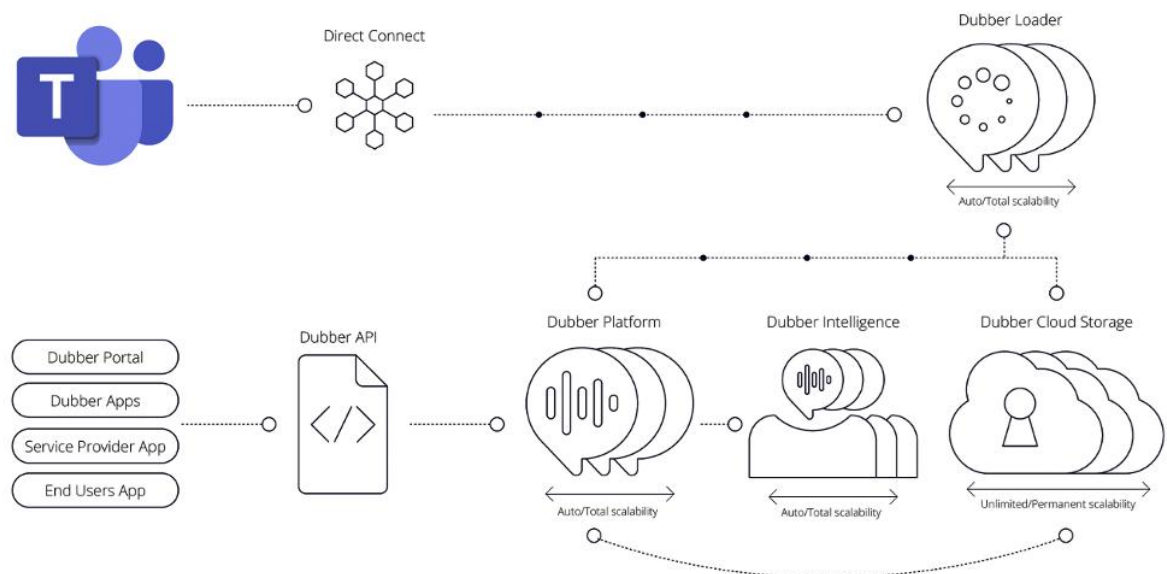
The recording service has been built highly available, resilient utilising elastic recording infrastructure within each deployed Microsoft Azure region. The service consists of clusters of MS Teams Bots which interface with Microsoft Media Servers to obtain dual streams of each media interaction. The service has been architected with a "2N" recording policy to ensure resilience. The MS Teams Bots, upon recording completion, will submit the captured media files and associated metadata to the Upload Proxy Service.

### 2.1.3 Connectivity for Microsoft Teams

The Upload Proxy Service connects, via a secure private network between Azure and AWS (within the same geographic region) to the Loader for recording and metadata storage and data management processing.

## 2.2 Teams Recording Platform Architecture

The diagram below provides a high-level overview of the Teams Recording platform architecture.



### 2.2.1 Connectivity for Microsoft Teams

Once recordings have been captured by the Recorder, media and metadata files are created and posted to Loader. Loader is also the interface to the Cloud Storage layer and manages large variable loads of data transfer, data management and is elastically scalable. This ensures that recordings and associated data are made instantly available through the Platform, no matter the volume of recording being generated.

### 2.2.2 Connectivity for Microsoft Teams

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 Dubber users.

### **2.2.3 Connectivity for Microsoft Teams**

The management and orchestration component for the solution is the Platform. This provides numerous processes and services to the system and is architected to elastically scale as requirements and load change. Some of the services that comprise the Platform include databases, post processing engines, web application layers, etc.

### **2.2.4 Connectivity for Microsoft Teams**

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.

### **2.2.5 Connectivity for Microsoft Teams**

Dubber 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. Dubber 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.

### **2.2.6 Connectivity for Microsoft Teams**

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 and Microsoft Azure in each of these locations. The design ensures that all users can be compliant with any regulations anywhere in the world.

### **2.2.7 Connectivity for Microsoft Teams**

As the recording service

The Microsoft Compliance Recording service supports three modes of operation:

- Full time compliance
- Full time compliance with pause/resume
- On demand

These additional modes of operation are configured via the Dubber Microsoft Teams provisioning interface along with additional capabilities such as

- Video/screen sharing capture (requires the video add-on upgrade to - (Recording + Trends, Unified Capture + Insights & Insights).
- Selective recording of call classifications

### **2.2.8 Connectivity for Microsoft Teams**

Dubber has created an App for use within Microsoft Teams which offers the recording controls for “Full time compliance with pause/resume” and “On demand”. This App can be opened in its own window, separate to the main Teams application so that both can be operated in parallel.

## 2.2.9 Connectivity for Microsoft Teams

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.

## 2.3 Feature Matrix

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

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

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                   | √                   | √                    | √                            | √               |
| 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                 |                     |                      | √                            | √               |
| <b>Artificial Intelligence</b>  |                     |                      |                              |                 |
| Auto Language Detect            |                     | √                    | √                            | √               |
| Conversation Summary            |                     | √                    | √                            | √               |



| Standard Features                | Always On Recording | Recording and Trends | Unified Capture and Insights | Dubber Insights |
|----------------------------------|---------------------|----------------------|------------------------------|-----------------|
| Multi-Lingual Transcription      |                     | √                    | √                            | √               |
| Conversation Chapters            |                     |                      | √                            | √               |
| Conversation Actions             |                     |                      | √                            | √               |
| Sentiment                        |                     |                      | √                            | √               |
| Redaction                        |                     |                      | √                            | √               |
| <b>Conversation Intelligence</b> |                     |                      |                              |                 |
| Dubber Moments                   |                     | 1 x moment           | 1 x moment                   | 3 x moments     |
| Highlights                       |                     | √                    | √                            | √               |
| Trends                           |                     | √                    | √                            | √               |
| Topics                           |                     |                      | √                            | √               |
| Connections                      |                     |                      | √                            | √               |
| Advanced Filters                 |                     |                      | √                            | √               |

## 2.4 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.

## 2.5 Standard Service Deployment Model

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

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

- BOTs - The service will be built with a pool of 2 bots to support the recording service.
  - Recording Policy – The service will be deployed with Full time compliance recording policy

The recording policy has two configurable options:

- “Strict Mode” - Allow calls when recorders unavailable: If this setting is Enabled, calls will be allowed to connect even when Dubber’s bots are not able to join in time. If this setting is Disabled, the call will not connect if Dubber’s bots are not able to join the call.
- “Play Recording Announcement & Banner” - This option displays a banner at the top of Teams to inform participants that the call is being recorded. On a telephone call, a notification message plays automatically a few seconds after the start of the call. The option is ON by default but can be turned off.

Recording App – Customers can opt to deploy the recording application within their Teams eco system.

## 2.6 Known Limitations & Service Behaviours

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

### 2.6.1 Known Limitations

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

- ADSync will fail if the Azure security group built for the Recording service is removed.

### **2.6.2 Known Service Behaviours**

- If strict mode is selected on the recording policy - Calls will drop if the recording bot(s) are unavailable during the call scenario when a user is allocated with a “Full time compliance” policy.
- It is expected behaviour for Dubber to record a 999 call IF:
  - The call is placed through their MS Teams service, AND
  - There is a valid recording policy attached, AND
  - The call matches the configured call classification criteria (e.g. Record PSTN/External).

## 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 Teams user. Call should be recorded. (Policy dependant).                                                                                            |                     |
| PSTN – Outbound Call              | Call from a Teams User to a PSTN based user. Call should be recorded. (Policy dependant).                                                                                                    |                     |
| Emergency Services Call           | Teams User calls Emergency Service. Calls should <u>NOT</u> be recorded. <b>Note:</b> During busy periods the ES may simply drop the call once caller confirms that the call is a test call. |                     |
| Internal Call (Teams>Teams)       | Call from a Teams User A to Teams User B – Call should be recorded. (Policy Dependant).                                                                                                      |                     |
| PSTN CLI Presentation             | Teams 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. ( <b>Note:</b> Access to download / delete recordings are dependent on role assignment).                     |                     |
| Dubber Portal / Policy Assignment | Needs to Customer Admin                                                                                                                                                                      |                     |
| Meetings Recording *              | Optional test where customer has subscribed to the video recording add-on.                                                                                                                   |                     |
| Recording Announcement & Banner   | Call will be made from a recorded Teams user to another destination. The Teams user will hear a pre-connect recorded announcement.                                                           |                     |

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
- Executing the app approval process to enable Teams Recording & Insights integration. This will require “Global Admin” role. Only required as part of the initial service establishment.
- Procuring any/all required Microsoft licensing to enable the use of the Teams Recording & Insights service
- Removal of service components within Teams ecosystem as part of the service decommissioning process.
- Providing of Teams Calling logs to support faults
- Management of User policy allocation via the Dubber service management page.
- Capture of service-related fault logs to support service investigation/ troubleshooting
- Creation of the required Azure security group
- Allocation of users to the appropriate security group

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

## 4. Associated Redcentric Services

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

| Service Name                     | Service Summary                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agentic AI Contact Centre        | <b>Agentic AI Contact Centre</b> 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                                           |
| CX Analytics for Microsoft Teams | <b>CX Analytics for Microsoft Teams</b> 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.                                                                                                                               |
| Microsoft Teams Calling          | <b>Microsoft Teams Calling</b> from Redcentric provides access to a cost-effective calling capability that enables users to make and receive calls on any Microsoft Teams enabled client or device.                                                                                                                                                                                  |
| Teams Extend                     | <b>Teams Extend</b> 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 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 Redcentric G Cloud Supplier 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 Teams Recording & Insights service in respect of Availability shall be 85% in any given Month.

### 5.4 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 Teams Recording & Insights 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.

## 7.2 Data Storage and Unencrypted Data

- All Teams Recording & Insights service associated data is stored within AWS UK Only “Availability Zones”.
- All access to data within the Teams Recording & Insights service is via secure portal(s).
- All access to data is restricted to Customer identified users.

## 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 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 the Teams Recording & Insights service:
  - **Company Information:** Company Name, Associated Site Address, Postcode
  - **User Data:** User Telephone Number(s); Mobile Number, Location Data
  - **UserID:** Service Number ID, email address, first, last name

## 7.5 Data Backup

- The service relies on AWS’s multiple availability zones to provide high availability and redundancy.
- Database cluster backups are performed daily,
- Point-In-Time (PITR) recovery snapshots every 5 minutes.
- Backups are securely stored and encrypted at rest in AWS S3 standard buckets with 11x9's durability.
- Backup data is encrypted during transit.

## 7.6 Sub processors

The following parties are involved in delivery of the Teams Recording & Insight service:

- **Dubber** provide:
  - Secure/Encrypted data storage
  - Secure links between Azure and AWS

No other parties are involved in delivering the Teams Recording & Insights service.

## **7.7 Customer Access to Data**

- Customer can access data in the form of reports, service usage and monthly billing reports.
- Redcentric can access service usage metadata only but would only do this after a formal support request by the Customer.

## **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.

## 8. Exit Plan

### 8.1 End of Contract Process

Upon expiration or termination of the Teams 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.

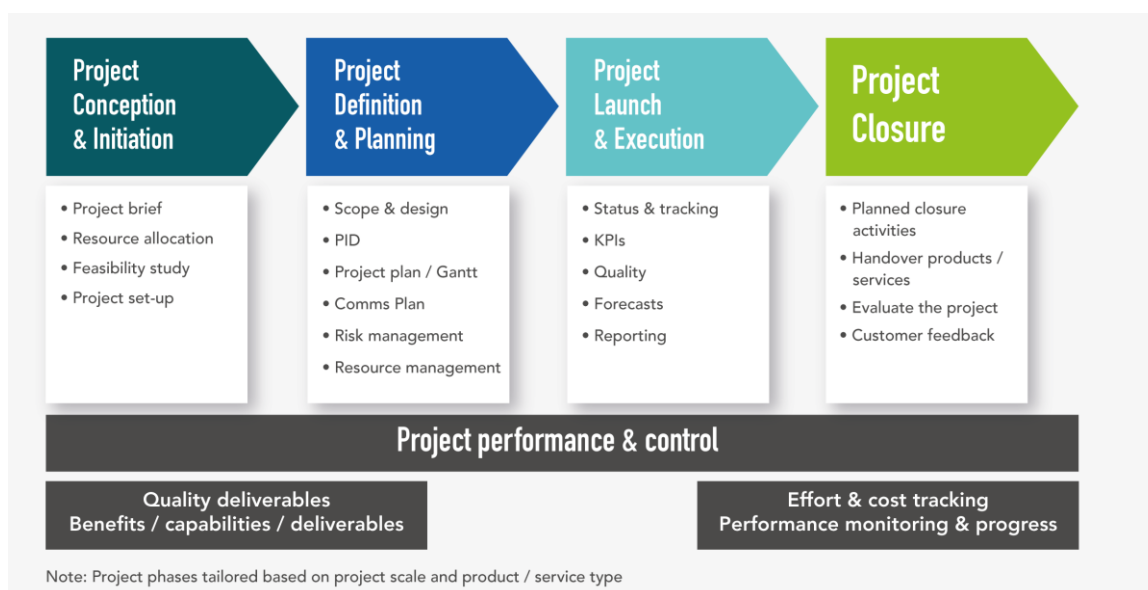
## 9. Project management

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

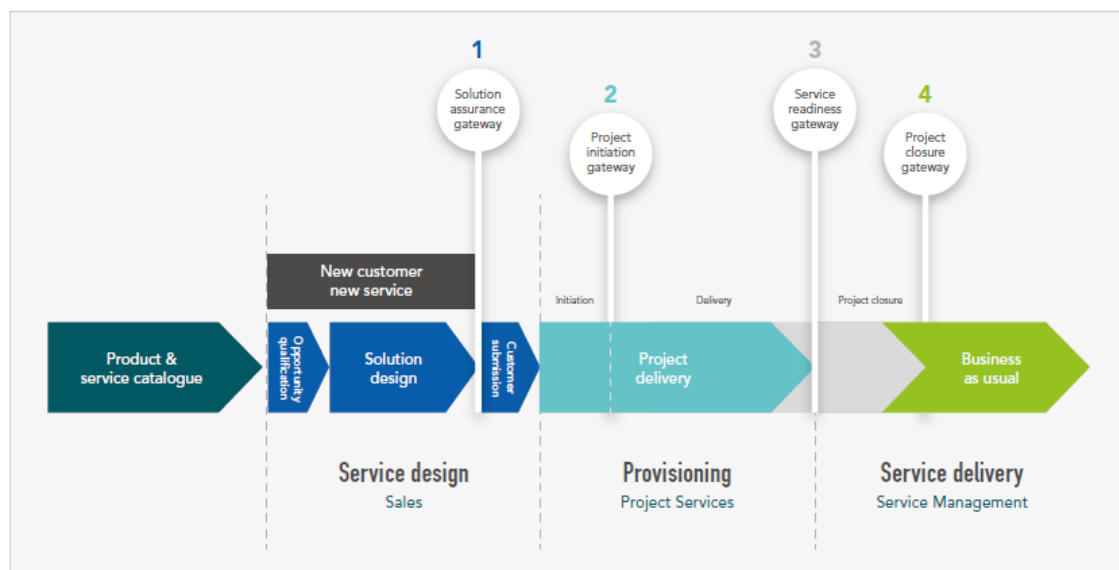
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

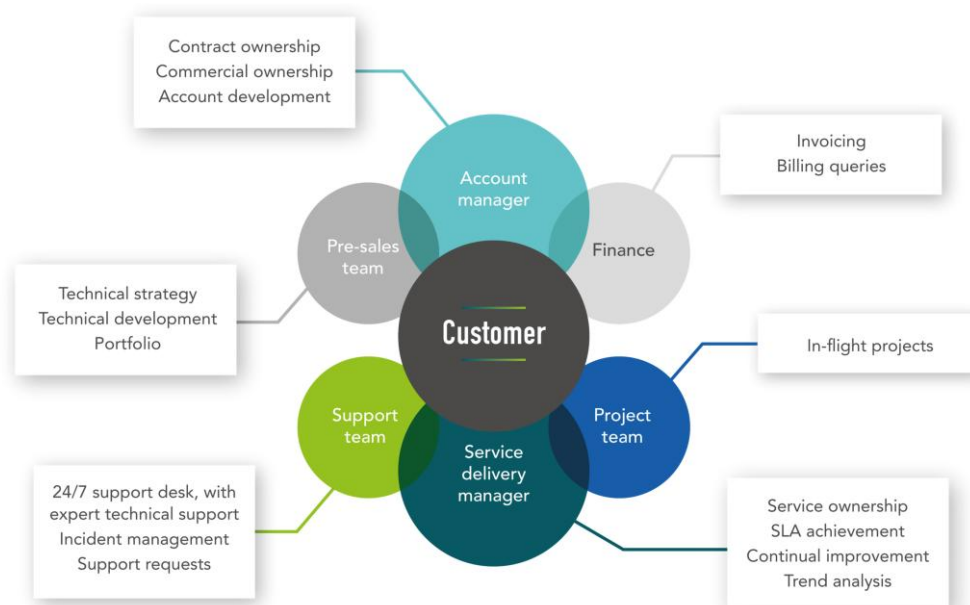
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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

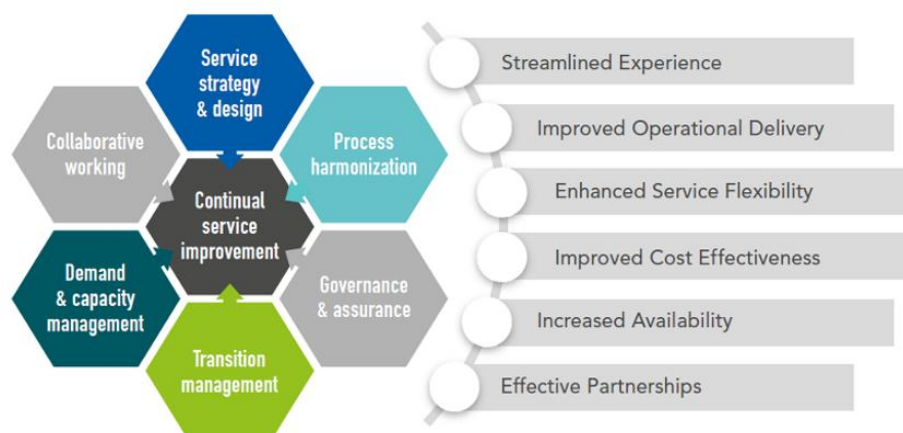
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from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



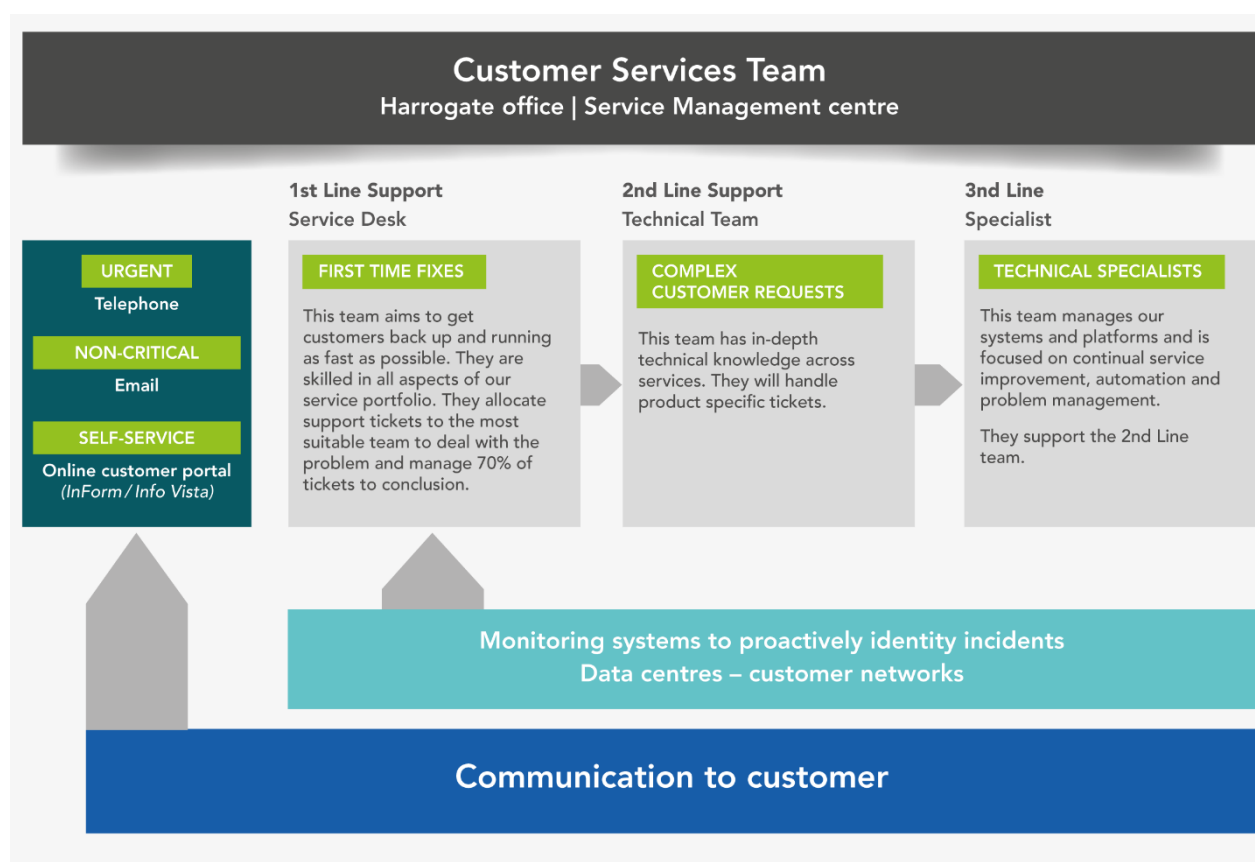
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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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