



Call Reporting from Redcentric Service Definition G Cloud 15

Lot 2b – Software as a Service (SaaS)

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redcentric

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1. Service Overview

Call Reporting from Redcentric is a secure web-based reporting service that is fully integrated with Redcentric IP Voice service. Providing customers with meaningful insights into their ongoing business operations. A feature rich, fully customisable selection of real-time dashboards and historic reports, that are ideally suited to all customer environments.

1.1 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 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

2.1 Reporting Overview

The following table provides a summary of the different report styles available within the Call Reporting service:

Report Options	Akixi Lite	Akixi 1000	Akixi 2000
Historic Call/Contact List	Y	Y	Y
Call/Contact Items by Half Hour Interval*	Y	Y	Y
Call/Contact Items by Day/Week/Month	Y	Y	Y
Call/Contact Items by Telephone No/ID	Y	Y	Y
Dashboard View	Y	Y	Y
Unreturned Lost Calls*		Y	Y
Extension List*		Y	Y
Trunk Interface List		Y	Y
Call/Contact Items By DDI/ID		Y	Y
Active Call/Contact List		Y	Y
Wallboard*		Y	Y
External Content (Via URL)		Y	Y
Hunt Group List*			Y
ACD Agent List*			Y
ACD/DND Activity Log			Y
ACD N/A Code Usage			Y
Call/Contact Items by Account Code			Y

Note: Reports marked with (*) are available on the Akixi mobile application.

2.2 Reporting Detail

The following section provide detail on each of the reporting types.

2.2.1 Historic Call/Contact List

A call/contact record can have one or more segments (e.g. call transferred, call diverted, etc.). This report style generates a historic list of all those segments that have ended

S	SEG	TIME OF CALL	RING TIME	TALK TIME	CALLING NUMBER	CALLED NUMBER	DESTINATION CALLED	TYPE
✓	1/1	04/07/2022 06:56:58	00:00:06	00:03:00	06506168919	01234567409	Claims (Hol)	Ext/In
🔄	1	04/07/2022 07:00:10	00:00:24	00:00:00	09368377935	01234567404	Customer Services (Home)	Ext/In
✓	1/1	04/07/2022 06:58:34	00:00:30	00:02:32	08843977056	01234567126	Poppy DeSanto	Ext/In
✓	1/1	04/07/2022 07:00:59	00:00:07	00:00:55	02348899470	01234567400	Reception Operators	Ext/In
🔄	1	04/07/2022 07:02:31	00:00:24	00:00:00	03932748047	01234567400	Reception Operators	Ext/In
✓	1/1	04/07/2022 07:02:07	00:00:06	00:01:30	09277961886	01234567408	Claims (Home)	Ext/In
🔄	1	04/07/2022 07:03:43	00:00:24	00:00:00	07571367774	01234567400	Reception Operators	Ext/In
🔄	1	04/07/2022 07:04:07	00:00:24	00:00:00	07571367774	01234567403	Customer Services (Vehicles)	Ext/In
✓	1/1	04/07/2022 07:02:55	00:00:00	00:01:42	08178909404	01234567406	Claims (Other)	Ext/In
🔔	1/1	04/07/2022 07:06:55	00:00:24	00:00:00	09368377935	01234567406	Claims (Other)	Ext/In
✓	1/1	04/07/2022 07:06:07	00:00:18	00:01:12	03932748047	01234567407	Claims (Vehicles)	Ext/In
✓	1/1	04/07/2022 07:04:55	00:00:12	00:02:42	01618519924	01234567406	Claims (Other)	Ext/In
✓	1/1	04/07/2022 07:08:31	00:00:24	00:00:06	06810354384	01234567400	Reception Operators	Ext/In
✓	1/1	04/07/2022 07:05:43	00:00:24	00:03:06	03133699633	01234567402	Customer Services (Other)	Ext/In
✓	1/1	04/07/2022 07:08:07	00:00:18	00:02:30	08157698357	01234567401	Administration	Ext/In
🔄	1	04/07/2022 07:10:31	00:00:24	00:00:00	04482726418	01234567408	Claims (Home)	Ext/In
🔄	1	04/07/2022 07:11:19	00:00:24	00:00:00	08795682700	01234567403	Customer Services (Vehicles)	Ext/In

2.2.2 Call/Contact Items by 30-minute interval

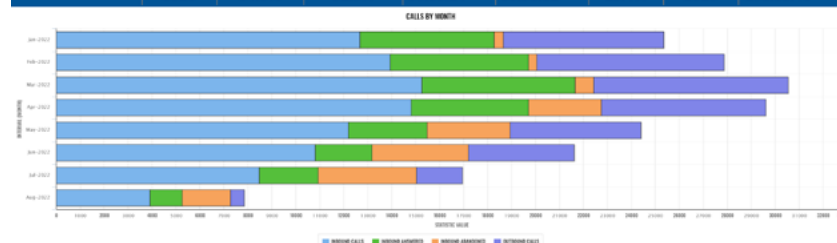
This report style shows call and contact information in half hour intervals, according to the defined start/end period of the report. When viewed in real time, the current half-hour interval will display 'dynamic row highlighting', showing any calls/contacts in progress.

INTERVAL	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RING (OUT)	TOT TLK	AVG TLK
00:00:00 - 00:29:59	22	53	75	0	0	00:01:36	00:00:27	00:00:29	00:00:22	5.3%	00:00:00	01:24:48	00:01:36
00:30:00 - 00:59:59	12	63	75	0	0	00:01:24	00:00:23	00:00:24	00:00:20	10.7%	00:00:00	01:42:55	00:01:38
01:00:00 - 01:29:59	16	59	75	0	0	00:00:48	00:00:23	00:00:23	00:00:22	18.7%	00:00:00	01:40:48	00:01:42
01:30:00 - 01:59:59	9	65	74	0	0	00:01:48	00:00:26	00:00:25	00:00:30	16.2%	00:00:00	01:31:56	00:01:24
02:00:00 - 02:29:59	15	61	76	0	0	00:02:36	00:00:25	00:00:21	00:00:40	13.2%	00:00:00	01:49:48	00:01:48
02:30:00 - 02:59:59	16	59	75	0	0	00:01:48	00:00:25	00:00:24	00:00:29	14.7%	00:00:00	01:24:54	00:01:26
03:00:00 - 03:29:59	18	60	75	0	0	00:02:24	00:00:28	00:00:25	00:00:38	14.7%	00:00:00	01:39:39	00:01:39
03:30:00 - 03:59:59	9	66	75	0	0	00:02:18	00:00:26	00:00:24	00:00:46	20.0%	00:00:00	01:43:54	00:01:34
04:00:00 - 04:29:59	8	67	75	0	0	00:02:48	00:00:26	00:00:23	00:00:51	14.7%	00:00:00	01:50:51	00:01:39
04:30:00 - 04:59:59	9	66	75	0	0	00:00:48	00:00:22	00:00:23	00:00:16	16.0%	00:00:00	01:37:23	00:01:28
05:00:00 - 05:29:59	11	66	77	2	2	00:02:36	00:00:25	00:00:22	00:00:41	14.3%	00:00:24	02:03:01	00:01:48
05:30:00 - 05:59:59	12	63	75	0	0	00:01:54	00:00:25	00:00:23	00:00:32	14.7%	00:00:00	01:46:20	00:01:41
06:00:00 - 06:29:59	14	61	75	0	0	00:00:48	00:00:26	00:00:27	00:00:22	9.3%	00:00:00	01:30:13	00:01:28
06:30:00 - 06:59:59	12	63	75	0	0	00:02:36	00:00:27	00:00:26	00:00:35	10.7%	00:00:00	01:32:37	00:01:28
07:00:00 - 07:29:59	11	63	74	0	0	00:02:18	00:00:31	00:00:29	00:00:37	8.1%	00:00:00	01:45:56	00:01:40
07:30:00 - 07:59:59	11	65	76	0	0	00:01:42	00:00:25	00:00:25	00:00:28	7.9%	00:00:00	01:47:36	00:01:39
08:00:00 - 08:29:59	14	61	75	0	0	00:02:36	00:00:30	00:00:25	00:00:53	13.3%	00:00:00	01:33:14	00:01:31
08:30:00 - 08:59:59	11	64	75	0	0	00:01:12	00:00:25	00:00:24	00:00:30	12.0%	00:00:00	01:32:00	00:01:26
09:00:00 - 09:29:59	15	60	75	0	0	00:02:42	00:00:29	00:00:22	00:00:54	14.7%	00:00:00	01:31:34	00:01:31
09:30:00 - 09:59:59	15	60	75	0	0	00:02:24	00:00:24	00:00:23	00:00:28	13.3%	00:00:00	01:28:54	00:01:28
10:00:00 - 10:29:59	14	61	75	0	0	00:01:48	00:00:24	00:00:23	00:00:27	14.7%	00:00:00	01:45:08	00:01:43
10:30:00 - 10:59:59	12	63	75	0	0	00:01:24	00:00:22	00:00:22	00:00:22	14.7%	00:00:00	01:35:03	00:01:30
11:00:00 - 11:29:59	12	32	44	0	0	00:02:24	00:00:27	00:00:26	00:00:31	13.6%	00:00:00	00:48:43	00:01:31
	295	1401	1696	2	2	00:02:48	00:00:26	00:00:24	00:00:32	13.3%	00:00:24	37:07:11	00:01:35

2.2.3 Call/Contact Items by Day/Week/Month

This report style shows call/contact information by day/week/month intervals, according to the defined start/end period of the report. The report can be run against any date/time option.

DAY	IN	% IN ANS	% IN ABND	AVG IN ANS	AVG ABND	% SVC	UNRTRND	TOT TLK (IN)
Monday	1004	28.2%	56.7%	00:00:16	00:42:18	14.4%	345	25:21:54
Tuesday	757	37.6%	49.0%	00:00:13	00:53:09	20.9%	152	23:26:46
Wednesday	811	34.5%	52.4%	00:00:13	00:39:37	18.9%	228	19:39:23
Thursday	617	43.1%	37.3%	00:00:15	00:39:48	22.4%	79	21:19:54
Friday	522	37.5%	49.8%	00:00:12	00:25:55	21.6%	137	14:05:45
Saturday	167	12.0%	76.6%	00:00:12	00:01:25	7.8%	121	01:37:27
Sunday	42	9.5%	85.7%	00:00:12	00:01:17	4.8%	26	00:04:31
	3920	34.0%	51.5%	00:00:14	00:38:01	18.4%	1020	105:35:40



2.2.4 Call/Contact Items by Telephone No/ID

This report type displays a list of external numbers/IDs that external interactions have either originated from or have been made to. when viewed in real time, 'dynamic row highlighting' shows any calls/contacts in progress.

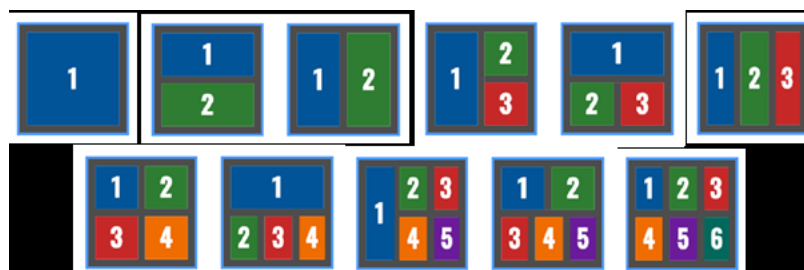
TEL NUMBER	CALLS IN	CALLS IN ANS	CALLS IN ABND	CALL TOT TLK	CALL AVG TLK	AVG CALL ABND
09081954683	22	18	4	00:29:52	00:01:39	00:00:39
05689138561	21	20	1	00:30:42	00:01:32	00:00:42
08736732937	20	17	3	00:37:07	00:02:11	00:01:02
01811185339	20	14	6	00:15:31	00:01:06	00:00:14
03741422996	19	13	6	00:22:30	00:01:43	00:00:36
00878684022	19	18	1	00:29:30	00:01:38	00:00:06
07851001314	18	13	5	00:21:12	00:01:37	00:00:10
06829511093	18	12	6	00:20:31	00:01:42	00:00:17
04889737963	18	14	4	00:19:54	00:01:25	00:00:37
03096687350	18	16	2	00:26:54	00:01:40	00:00:54
01715109235	18	16	2	00:26:25	00:01:39	00:00:18
08167753054	17	16	1	00:22:24	00:01:24	00:00:30
01811360949	17	17	0	00:22:07	00:01:18	00:00:00
09341664003	16	11	5	00:18:01	00:01:38	00:00:52
06624682662	16	12	4	00:16:54	00:01:24	00:00:58
	277	227	50	05:59:34	00:01:35	00:00:33

2.2.5 Dashboard View

There is no limit to the quantity of dashboard views that can be created, so supervisors could create a specific dashboard for every team or create multiple dashboards illustrating different KPIs.



There are ten different layout options to choose from for dashboard views – see below.



2.2.6 Unreturned Lost Calls

This report type generates a list of external inbound abandoned calls shown in red. When you return a missed call and that call is successfully answered, or when the external party calls again and the call is answered, the row shown in red automatically becomes green. Eventually, all green rows will drop off the report.

S	STARTED (DST)	RING (DST)	SEC	TELNO (CLO)	TELNO (CLO)	DEV NAME (OFF)	RETURNED AT	TYPE
🔔	26/09/2019 05:35:27	00:00:00	1/1	08479590628	01234567411	Daisy Mills		Ext/In
✓	26/09/2019 06:07:23	00:00:12	1/1	05229119456	01201111111	Mia James	26/09/2019 06:42:47	Ext/In
✓	26/09/2019 06:13:47	00:00:48	1/1	05091314734	01234567118	Alfie Patel	26/09/2019 06:45:47	Ext/In
✓	26/09/2019 06:24:11	00:00:06	1/1	05229119456	01234567110	Joshua Goldman	26/09/2019 06:42:47	Ext/In
✓	26/09/2019 06:24:35	00:00:24	1/1	02742766851	01234567408	Harry Newman	26/09/2019 06:43:29	Ext/In
🔔	26/09/2019 06:32:59	00:00:18	1/1	08760060695	01201111111	Alfie Patel		Ext/In
✓	26/09/2019 06:33:23	00:00:24	1/1	05493171873	01234567404	Freya Wates	26/09/2019 06:43:11	Ext/In
🔔	26/09/2019 06:34:35	00:00:24	1/1	07771040905	01234567410	Harry Newman		Ext/In
✓	26/09/2019 06:36:35	00:00:42	2/2	01551529931	01234567408	Daniel Kent	26/09/2019 06:45:23	Ext/In
✓	26/09/2019 06:40:35	00:00:12	1/1	05091314734	[Non DDI]	Groce Jelly	26/09/2019 06:45:47	Ext/In
🔔	26/09/2019 06:41:47	00:00:30	2/2	02864619952	01234567403	Freya Wates		Ext/In
🔔	26/09/2019 06:43:47	00:00:24	1/1	05994329610	01234567410	Emily Banks		Ext/In
🔔	26/09/2019 06:48:36	00:00:06	1/1	03729121779	01234567406	Freya Wates		Ext/In
🔔	26/09/2019 06:51:00	00:00:24	1/1	01788359887	01234567406	Alfie Patel		Ext/In

2.2.7 Extension List

The Extension List shows a list of all internal devices in a table excluding trunk and hunt group devices. This report style also supports dynamic row highlighting when running the 'Real-Time' date/time option.

DEVICE	DESCRIPTION	ACTIVE CALLS	EMAILS AND NOW	EMAILS IN HAND	CALLS IN	CALLS IN HAND	CALLS OUT	CALLS OUT TALK	TRUNKS/CONTACTS/PHONE	TYPE/ID
100	Jack Burns	0	0	11	85	57	0	01:23:30		
101	Ruby Wagner	0	1	17	53	24	0	00:51:30	www.cash4u.com	Enrich (ACCS)
102	Oliver Smythe	0	0	13	32	23	0	00:41:49		
103	Emily Banks	0	1	30	44	30	0	00:40:40	helen.silverman79@gmail.com	Enrich (ACCS)
104	Grace Jelly	0	0	23	50	35	0	00:53:56	helen.silverman79@gmail.com	Enrich (ACCS)
105	Thomas Wiles	0	1	17	60	31	0	00:57:14	helen.silverman79@gmail.com	Enrich (ACCS)
106	Harry Newman	1	0	11	72	51	0	01:35:33	0626181707	Enrich (ACCS)
107	Samuel Day	0	0	22	50	23	0	00:57:22		
108	Chloe Day	0	0	14	39	24	0	00:34:26		
109	Lily Wild	0	0	19	40	32	0	00:56:14		
110	Joshua Goldman	0	0	12	51	33	0	00:46:06		
111	Lucy Smith	0	0	7	26	16	0	00:28:56	ada.ryder@outlook.com	Enrich (ACCS)
112	Mia James	0	0	2	47	32	0	00:48:13		
113	Charlie Green	0	0	9	22	12	0	00:17:42	www.primo-2000.com	Enrich (ACCS)
114	Daniel Kent	0	0	24	51	26	0	00:48:44		
115	James King	0	0	17	37	24	0	00:33:49		
116	William Williams	0	0	28	41	28	0	00:42:48	real.dan@outlook.com	Enrich (ACCS)
117	Ella FitzWilliam	0	0	10	36	23	0	00:27:31		
118	Julia Frost	1	0	27	43	25	0	00:41:06	0604200541	Enrich (ACCS)
119	Charlotte Sparrow	0	0	11	57	34	0	00:48:04		
120	Lucy Smith	0	0	38	28	24	0	00:36:06		
121	Samuel Day	0	1	14	41	26	0	00:28:06	helen.silverman79@gmail.com	Enrich (ACCS)
122	Millie Chatsfield	0	0	15	41	24	0	00:24:32		
123	Samuel Day	0	0	11	47	24	0	00:24:24		
124	Grace Jelly	1	0	9	44	25	0	00:28:48	0777184006	Enrich (ACCS)
125	George Bailey	0	0	24	60	42	0	01:09:06		
126	Poppy Delamonte	0	0	20	40	22	0	00:32:06		
127	Joseph Riley	0	0	11	48	31	0	00:51:49		
128	Phoebe Jones	0	0	22	46	28	0	00:52:28		
129	Freya Wiles	1	0	0	61	26	0	00:59:04	04770308227	Enrich (ACCS)
				4	482	1304	867	0	00:01:55	

2.2.8 Extension List - BLF

This report style shows a list of all internal devices in a summary icon view. Statistics can be displayed by hovering the mouse over an icon. Extension BLF also supports dynamic row highlighting and alerts based on the corresponding device's alert statistic state when running the 'Real-Time' date/time option.

	Alfie Patel		Charlie Green		Charlotte Sparrow		Chloe Day
	Daniel Kent		Ella FitzWilliam		Emily Banks		Evie Lopez
	George Bailey		Grace Jelly		Harry Newman		Jack Burns
	Jessica Bowles		Joseph Riley		Joshua Goldman		Lily Wild
	Mia James		Millie Chatsfield		Oliver Smythe		Phoebe Jones
	Ruby Wagner		Samuel Day		Summer DuVal		Thomas Wiles

2.2.9 Trunk Interface List

Trunk Interface List displays the application's configured trunk device and trunk gateway devices with call statistics shown against each item. Dynamic row highlighting is supported for 'Real-Time' variants of the report, based on whether calls originating on the corresponding trunk are currently being alerted or answered.

DEVICE	DESCRIPTION	CALLS IN ANS	CALLS IN	CALLS OUT FAIL	CALLS OUT ANS	CALLS OUT	CALL TOT TALK
7901	ISDN	22	25	5	6	11	03:42:51
7902	ISDN	56	61	2	6	8	06:12:02
7903	ISDN	18	18	1	20	21	01:47:54
		96	104	0	0	0	156:47:54

2.2.10 Contact Items by DDI/ID

This report type displays a list of destinations that external users have contacted. When viewed in real time, 'dynamic row highlighting' shows any calls/contacts in progress.

DDI DIGITS/CONTACT IDS	DMS	CALLS WAITING	CALLS IN ANS	CALLS IN AHEAD	Avg CALL IN ANS	CALL TOT TALK	% CALLS SVC
[In Non-DDI Calls]		0	74	15	00:00:25	01:56:40	13.5%
01234567409	DDI/DID: Claims (Hol)	0	54	5	00:00:26	01:29:38	13.6%
01234567404	DDI/DID: Customer Services (Ho...	0	42	6	00:00:26	01:08:51	16.7%
01234567400	DDI/DID: Reception Operators	0	41	7	00:00:27	01:12:23	8.3%
01234567405	DDI/DID: Customer Services (Hol)	0	40	7	00:00:23	00:52:14	10.6%
01234567406	DDI/DID: Claims (Other)	0	37	3	00:00:24	00:52:01	10.0%
01234567403	DDI/DID: Customer Services (Veh...	0	33	7	00:00:21	00:53:01	12.5%
01234567402	DDI/DID: Customer Services (Oth...	1	33	8	00:00:24	00:55:25	4.9%
01234567408	DDI/DID: Claims (Home)	0	31	7	00:00:25	00:50:34	10.5%
01234567401	DDI/DID: Administration	0	30	7	00:00:28	00:43:39	5.4%
01234567407	DDI/DID: Claims (Vehicles)	0	26	12	00:00:21	00:39:50	13.2%
01234567124	DDI/DID: Poppy Delamonte	0	10	0	00:00:18	00:14:05	30.0%
01234567121	DDI/DID: Summer DuVal	0	8	1	00:00:33	00:15:01	11.1%
01234567125	DDI/DID: George Bailey	0	6	0	00:00:33	00:07:36	0.0%
01234567122	DDI/DID: Millie Chatsfield	0	5	2	00:00:37	00:07:24	0.0%
01234567120	DDI/DID: Lucy Scott	0	5	2	00:00:30	00:06:18	0.0%
01234567128	DDI/DID: Phoebe Jones	0	4	3	00:00:40	00:05:36	0.0%
01234567124	DDI/DID: Daisy Mills	0	4	3	00:00:16	00:10:30	14.3%
01234567129	DDI/DID: Freya Wiles	0	3	1	00:00:16	00:03:54	25.0%
01234567119	DDI/DID: Charlotte Sparrow	0	3	1	00:00:38	00:03:54	0.0%
01234567118	DDI/DID: Alfie Patel	0	3	4	00:00:16	00:04:48	0.0%
01234567123	DDI/DID: Samuel Day	0	2	0	00:00:12	00:04:12	50.0%
01234567127	DDI/DID: Joseph Riley	0	1	3	00:00:24	00:00:48	0.0%
		1	495	104	00:00:25	12:59:10	11.0%

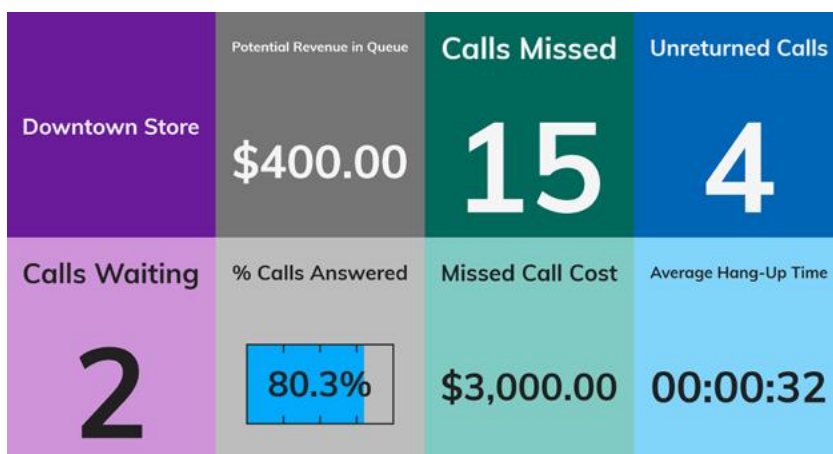
2.2.11 Active Cal/Contact List

The report content generated displays a live list of all active interactions and displays dynamic row highlighting to show the corresponding contact's status.

S	TIME CALL STARTED ▲	TALK/HANDLING TIME	CUSTOMER CALLING	NUMBER CALLED	AN
✔	18/08/2022 15:01:07	00:02:45	09881954683	01234567409	Yes
✔	18/08/2022 15:02:43	00:00:33	09881954683	01234567402	Yes
✔	18/08/2022 15:03:07	00:00:33	00914138937	01234567401	Yes
✔	18/08/2022 15:03:31	00:00:02	03096687350	[Non DD]	Yes
✔	18/08/2022 15:03:56		00381525481	01234567404	No

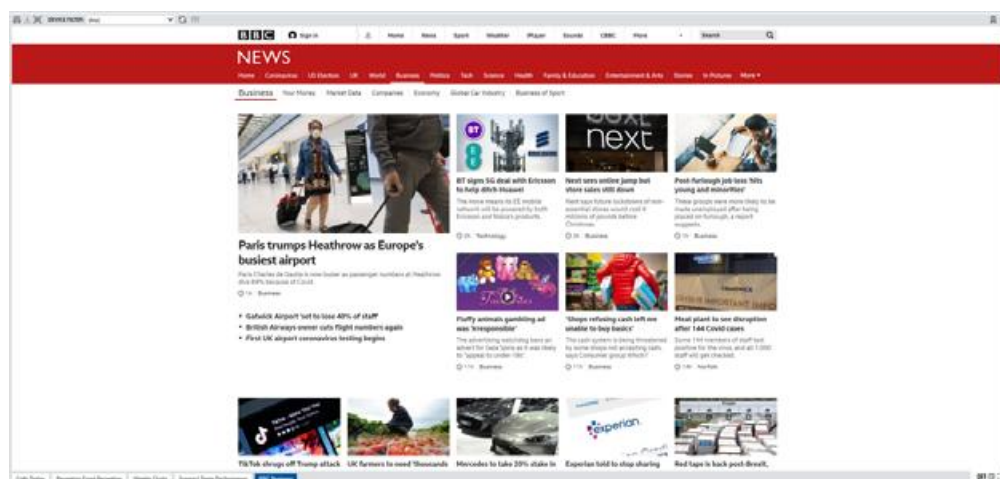
2.2.12 Wallboard

The wallboard displays real-time statistics in large individual tiles where each statistic can have a specifically configured alarm.



2.2.13 External Content (Via URL)

This report style can display external content from a publicly available website published via a URL. This is displayed via a transitional sequence as a slide show. When this report type is run specifically with the 'Real-Time' duration option, the configured web page is continuously refreshed approximately every second.



2.2.14 Group/Queue Report

See which groups and queues are receiving the most and least number of calls into your business.

S	DESCRIPTION	INBOUND CALLS	CALLS ANSWERED	CALLS MISSED	ABANDONED CALL COST	% SERVICE LEVEL UP	AVERAGE ANSWER TIME	AVERAGE WAIT TIME	AVERAGE ABANDONED TIME	LONGEST WAIT TIME
1	Customer Services	170	147	23	£1,150.00	86.5%	00:00:23	00:00:23	00:00:22	00:00:45
2	Insurance	108	150	16	£900.00	89.9%	00:00:23	00:00:22	00:00:16	00:00:40
3	Mortgages	163	138	25	£1,250.00	84.7%	00:00:24	00:00:22	00:00:14	00:00:49
4	Internet Banking	161	137	24	£1,200.00	85.1%	00:00:24	00:00:24	00:00:20	00:00:48
5	Loans	158	135	23	£1,150.00	85.4%	00:00:23	00:00:22	00:00:15	00:00:48
6	Repairs	152	147	36	£900.00	89.5%	00:00:22	00:00:26	00:00:12	00:00:46
7	Claims	152	125	27	£1,350.00	82.2%	00:00:26	00:00:25	00:00:19	00:00:48
8	Postal	152	135	17	£850.00	88.8%	00:00:22	00:00:21	00:00:18	00:00:40
9	Credit Cards	144	122	22	£1,100.00	84.7%	00:00:25	00:00:24	00:00:16	00:00:48
10	Current Accounts	140	121	19	£950.00	86.4%	00:00:21	00:00:22	00:00:17	00:00:45
		1561	1347	214	£10,700.00	86.3%	00:00:24	00:00:23	00:00:18	00:00:49

2.2.15 ACD Agent List

View the performance and status of your agents

S	EMPLOYEE	CALLS ANSWERED	OUTBOUND CALLS	MISSED CALLS	STATE
1	Bob Conway	35	18	5	Avail
2	Janice Langley	35	15	10	Busy/A
3	Sonya Collins	38	16	9	S/Out
4	Natalie Sandings	39	21	5	S/Out
5	Tess Johnson	42	18	9	ACD-DND
6	Christine Jones	43	23	10	Avail
7	Les Holmes	43	24	11	Lunch
8	Fay McCline	44	18	5	S/Out
9	Henry Simpson	47	27	6	Avail
10	Thomas Jackson	48	23	15	W/U
11	Lee Browing	48	11	4	W/U
12	Jennifer Burley	51	24	7	Avail

2.2.16 ACD Agent List - BLF

ACD Agent BLF shows a list of all ACD agent identities in a summary icon view. Agents' status and statistics can be displayed by hovering the mouse over an icon. When run against the 'Real-Time' date/time option, this report style also supports dynamic row highlighting.

ACD Agent 518	ACD Agent 520	ACD Agent 520
ACD Agent 522	ACD Agent 522	ACD Agent 523
ACD Agent 524	ACD Agent 525	ACD Agent 525
ACD Agent 528	ACD Agent 529	Alan Harvey
Colin Neld	Dana West	Daniel Webb
Hamilton Smith	Henry Simpson	Jack Myras
Jane Woodley	Janice Langley	
John Bennet	John May	
Kate White	Lee Browing	
Lynn Hooper	Natalie Sandings	
Sonya Collins	Steven Toomey	
Tim Radcliff		

Statistic	Value
ACD State Icon	73
ACD Agent Name	Henry Simpson
Inbound Calls	73
Outbound Calls	0
ACD State Description	Avail
Time In State For	00:02:37
Time On Duty (Current)	03:24:47
Device ID At	103
Total Call Talk Time	01:09:07
Telephone No / Contact ID (Remote)	
Type/Direction	

2.2.17 ACD/DND Activity Log

This report type allows you to monitor all historic agent activity, including changes to status, group sign-in/sign-out activity, as well as DND (do not disturb) activity for all extensions.

S	ENTRY TIME	SIGNIN CNT	CHG TIME	AGENT	AGENT NAME	STATE CHG	DND	SUM STATE
	26/09/2019 09:00:01	1	09:00:01	517	John Bennet	Avail	Off	Avail
	26/09/2019 09:00:11	1	09:00:11	509	Jane Hamilton	Avail	Off	Avail
	26/09/2019 09:00:11	1	09:00:11	512	Tess Johnson	Avail	Off	Avail
	26/09/2019 09:00:11	1	09:00:11	517	John Bennet	Alert(Coll)/A	Off	Alert/A
	26/09/2019 09:00:14	1	09:00:14	502	Bob Conway	Busy(Chat)/A	Off	Busy/A
	26/09/2019 09:00:17	1	09:00:17	517	John Bennet	Avail	Off	Avail
	26/09/2019 09:00:29	1	09:00:29	523	ACD Agent 523	Doctor	Off	Doctor
	26/09/2019 09:00:32	1	09:00:32	515	Alan Harvey	Busy(Chat)/A	Off	Busy/A
	26/09/2019 09:00:35	1	09:00:35	517	John Bennet	Alert(Coll)/A	Off	Alert/A
	26/09/2019 09:00:47	1	09:00:47	523	ACD Agent 523	Avail	Off	Avail
	26/09/2019 09:00:47	1	09:00:47	513	Natalie Sandings	Out	Off	Out
	26/09/2019 09:00:53	1	09:00:53	517	John Bennet	Busy(Coll)/A	Off	Busy/A
	26/09/2019 09:00:59	1	09:00:59	513	Natalie Sandings	Avail	Off	Avail
	26/09/2019 09:00:59	1	09:00:59	522	ACD Agent 522	Alert(Coll)/A	Off	Alert/A
	26/09/2019 09:01:04	1	09:01:04	519	Janice Langley	ACD-DND	Off	ACD-DND
	26/09/2019 09:01:04	1	09:01:04	519	Janice Langley	DND On	On	ACD-DND
	26/09/2019 09:01:11	1	09:01:11	516	Lee Browning	ChatA	Off	ChatA
	26/09/2019 09:01:17	1	09:01:17	516	Lee Browning	Avail	Off	Avail
	26/09/2019 09:01:17	1	09:01:17	522	ACD Agent 522	Busy(Coll)/A	Off	Busy/A
	26/09/2019 09:01:20	1	09:01:20	501	Tim Redcliff	Avail	Off	Avail
	26/09/2019 09:01:23	1	09:01:23	503	Sonya Collins	Avail	Off	Avail
	26/09/2019 09:01:23	1	09:01:23	519	Janice Langley	Avail	On	Avail
	26/09/2019 09:01:23	1	09:01:23	519	Janice Langley	DND Off	Off	Avail
	26/09/2019 09:01:46	1	09:01:46	502	Bob Conway	Avail	Off	Avail
	26/09/2019 09:01:47	1	09:01:47	503	Sonya Collins	Alert(Coll)/A	Off	Alert/A
	26/09/2019 09:01:53	1	09:01:53	518	Daniel Webb	Busy(Multi)/A	Off	Busy/A
	26/09/2019 09:01:56	1	09:01:56	508	Henry Simpson	Avail	Off	Avail
	26/09/2019 09:01:59	1	09:01:59	503	Sonya Collins	Busy(Coll)/A	Off	Busy/A
	26/09/2019 09:02:11	0	09:02:11	501	Tim Redcliff	S/Out	Off	S/Out
	26/09/2019 09:02:11	1	09:02:11	507	Simon Polegate	S/In	Off	Avail
	26/09/2019 09:02:23	1	09:02:23	506	Christine Jones	Avail	Off	Avail
	26/09/2019 09:02:26	1	09:02:26	519	Janice Langley	Busy(Email)/A	Off	Busy/A
	26/09/2019 09:02:35	1	09:02:35	502	Bob Conway	Alert(Coll)/A	Off	Alert/A
	26/09/2019 09:02:53	1	09:02:53	502	Bob Conway	Busy(Coll)/A	Off	Busy/A
	26/09/2019 09:02:59	1	09:02:59	516	Lee Browning	Alert(Coll)/A	Off	Alert/A
	26/09/2019 09:02:59	1	09:02:59	516	Lee Browning	Busy(Coll)/A	Off	Busy/A

2.2.18 ACD N/A Code Usage

This report shows N/A (Not Available) codes and descriptions to show the use of agents' time away from contact handling. These codes and descriptions are customisable to suit your business. When viewed in real time, 'dynamic row highlighting' shows any N/A codes currently in use.

N/A CODE ^	DESCRIPTION	MIN TIME	AVG TIME	MAX TIME	TOT TIME	NOW	HISTORIC
[None Entered]		00:00:06	00:01:03	00:02:36	00:33:50	0	32
Break	On Break	00:00:06	00:01:08	00:04:49	00:22:51	0	20
ChatA	Alternative Chat Handling	00:00:01	00:00:37	00:02:12	00:13:04	0	21
Customer	With Customer	00:00:02	00:01:08	00:06:18	00:18:12	0	16
Doctor	At Doctors	00:00:01	00:01:04	00:02:36	00:21:32	0	20
E-MailA	Alternative E-Mail Handling	00:00:06	00:00:49	00:02:26	00:13:57	0	17
Lunch	Out To Lunch	00:00:03	00:01:21	00:06:13	00:35:25	0	26
Meeting	In Meeting	00:00:06	00:00:43	00:03:24	00:07:53	0	11
Out	Out Of The Office	00:00:05	00:01:12	00:05:22	00:23:04	0	19
SMS	Handling SMS	00:00:03	00:01:12	00:05:42	00:25:30	0	21
Training	Receiving Training	00:00:01	00:00:57	00:02:15	00:21:00	0	22
Trip	On Work Trip	00:00:03	00:01:06	00:03:54	00:23:09	0	21
Vacation	On Vacation	00:00:06	00:01:18	00:07:06	00:29:57	0	23
WrapUpA	Alternative Wrap-Up	00:00:08	00:01:19	00:03:38	00:15:56	0	12
		00:00:01	00:01:05	00:07:06	05:05:20	0	281

2.2.19 Call/Contact Items by Account Code

This report type displays a list of account codes where the corresponding code was specifically entered in against a contact item.

ACC CODE/EXT ^	DESCRIPTION	CALLS WAITING	EMAILS QUEUING	LONG CALL WAIT	CALLS Awaiting NOW	ACTIVE CALLS	CALLS IN-PROG	CALL TOT TALK	CALL AWT TALK
[None Entered]		2	3	00:02:00	3	5	308	21:44:29	00:01:36
000	No Sale Made	0	0	00:00:00	0	0	37	00:59:32	00:01:36
111	Capital Sale (Credit Card)	0	0	00:00:00	0	0	28	00:52:13	00:01:51
222	Capital Sale (On Account)	0	0	00:00:00	0	0	38	01:06:30	00:01:45
333	Rental Sale	0	0	00:00:00	1	1	33	00:44:54	00:01:21
444	Technical Support Required	0	0	00:00:00	1	1	28	00:48:18	00:01:38
555	Warranty Claims	0	0	00:00:00	0	0	36	00:57:42	00:01:36
666	Return (Wrong Product)	0	0	00:00:00	0	0	29	00:55:49	00:01:55
777	Return (Product Fault)	0	0	00:00:00	0	0	37	00:59:55	00:01:37
888	Wrong Department	0	0	00:00:00	0	0	26	00:44:51	00:01:43
999	Voice Audio Problems	0	0	00:00:00	0	0	37	00:54:18	00:01:28
		2	3	00:02:00	5	7	1137	30:46:11	00:01:37

2.3 Provisioning and Administration

2.3.1 Initial Deployment

Redcentric will create a customer area on the reporting platform and provision the customer with the required quantity and type of licences. The service will be built with a set of standard reports. The Call Reporting service includes several default reports but please note that where the customer requires Redcentric to configure assist with building custom or complex report configurations, this will attract chargeable technical consultancy.

2.3.2 Administration

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

2.3.3 Licences

The customer must contact Redcentric to request additional licences.

2.4 Technical Requirements

2.4.1 Pre-requisites

The Call Reporting service can only be used with Redcentric IP Voice service. Customers must have purchased the necessary licences to use the Call Reporting service.

2.4.2 Supported web browsers

The Call Reporting service is known to work with the following browsers:

- Internet Explorer11
- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera
- Android – Min. supported version – 4.1
- iOS – Min. supported version iOS 9

2.5 Approach to resilience

- The Call Reporting service is built on a managed software-based platform hosted in Amazon Web Services (AWS) and integrated into Redcentric IP Voice service.
- Customer access to the service is via secure web portal.
- This replaces the need for any customer site-based call reporting equipment, removes the need to store call data on site and reduces upfront capital expenditure.
- Redcentric IP Voice service has been engineered to be fully resilient with all core components being deployed in a geographically distributed, highly available configuration.
- Interconnects between Redcentric data centres and the Call Reporting service have been engineered in a geographically resilient configuration.

2.6 Outage reporting

In the event there is a major incident/outage impacting the call reporting service both email and SMS communications will be sent to all impacted customers. Internal communications email and SMS will also be sent within the business for awareness.

Finally, Redcentric service status page will be updated - <https://www.redcentricplc.com/customer-support/service-status/>

2.7 Service Restoration

Once the incident/outage has been resolved there will be a major Incident report communicated within 5 working days to all customers impacted by the incident, this report will detail the root cause and any remedial actions taken to resolve the incident.

3. Onboarding and Offboarding

3.1 Onboarding

Redcentric onboarding comprises of a project managed, five phase technical and business consultative process.

Phase 1 – Redcentric presales to work with the customer to clearly capture & document reporting requirement(s).

Phase 2 – Redcentric Provision all users with agreed call reporting service.

Phase 3 – Redcentric Perform standard calling scenarios to demonstrate calls being reported on correctly.

Phase 4 – Redcentric provide customer training. Ensuring customer can access, retrieve, schedule, and download reports.

Phase 5 – Customers sign off.

3.2 Implementation & Acceptance Criteria

The following are the acceptance Criteria applicable to the Call Reporting service:

- Customer management portal access provided.
- Customer can view and report on licensed users.
- Supervisor users can schedule and download configured reports.

3.3 End of Contract

Upon expiration or termination of the call reporting 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 reporting service and any associated optional features, plus the removal of user accounts from the core platform(s).

Phase 3 – Reporting Data Removal. Reporting data will be removed from the platform on the last day of the contract. Customers wishing to retain and extract their historical data extract data by way of CSV downloads or API requests.

3.4 End of Contract data extraction

Call Reporting data is retained by default for a period of 13 months. At the end of agreed contract customers can extract data by way of CSV downloads or API requests.

Note: API requests are limited to 4000 lines of data per request.

4. Associated Redcentric Services

The table below provides details of other compatible services with Call Reporting also available from Redcentric via G-Cloud 15.

Service Name	Service Summary
Teams Call Recording & Insights	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.
Unity Call Recording & Insights	Call Recording & Insights service enables the capture and analysis of conversations, unlocking their full value.
Unity Extend	Unity Extend service empowers customers to effortlessly transform any unlocked mobile handset into a robust business communication tool. With a comprehensive array of features including DDI numbers, short-dial extensions, call transfer, hunt groups, IVR, voicemail, shared call appearance, and more, it delivers all the essential functionalities expected from a premium business telephony service.
Unity IP Voice	Unity IP Voice is a hosted enterprise voice solution (VoIP) for organisations needing to update their existing telephony system but who are also looking to control equipment, training, and operational costs, and boost the resilience of critical telephony services.

5. Service Levels and Service Credits

5.1 Service Levels

The Service Levels applicable to the Call Reporting Service are as follows:

Measured element	Service Level
Availability (Core System)	Not less than 99.99%

“**Core System**” is defined as the Call Reporting platform’s ability to connect and report on calling events and actions.

5.2 Floor Service Levels

The Floor Service Levels applicable to the Call Recording service in respect of Availability of the Core System is 85.0% in any given month.

5.3 Service Credits

No service credits are applicable to the Call Reporting from Redcentric service.

6. Responsibilities & Accountabilities

6.1 High Level Redcentric Responsibilities

Redcentric will provide:

- Availability of the Reporting service
- Creation of customer area on the Reporting platform
- Provision of supervisor / user on the Reporting platform

6.2 High Level Customer Responsibilities

The customer will:

- Customise Reports (unless otherwise provided by Redcentric as chargeable consultancy)
- Ensuring data protection policies are adhered to through appropriate administration of user access to the reporting service
- Secure administration of user credentials and use of secure passwords

7. Business Continuity & Disaster Recovery

7.1 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 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 around a failed transit path in under a second.

7.2 Disaster Recovery

The Call Reporting service is built on a managed software-based platform hosted within UK Availability Zones within Amazon Web Services (AWS) and integrated into Redcentric Unity IP Voice service. The services are engineered with multiple geographically distributed high-available clusters.

8. Data

8.1 Scope

- Redcentric does not access, alter, or use any application data that is running on the Call Reporting Service except as specifically stated below.
- In terms of operating the Call Reporting service, API commands are passed into the Call Reporting associated supporting servers to orchestrate the build/management of identified users that have subscribed to the Call Reporting service.
- Users that have the appropriate role/privileges assigned to them access the service via a secure web portal to configure, generate and review Reports.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.

8.2 Data Storage and Unencrypted Data

- All Customer service deployments created after & including Q3 2015 are encrypted using 256-bit AWS Server-Side Encryption (and stored within S3 storage within AWS “Availability Zones”. 128-bit client-side encryption is additionally applied before the encrypted data set is uploaded to Amazon S3 over TLS/SSL
- All access to data within the Call Reporting service is via secure portal.
- All access to data is restricted to Customer identified users.

8.3 Data Processing Decisions

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Call Reporting 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.
- Redcentric holds the following Reporting information on Users:
 - Company Information: Company Name, Address,
 - Account Admin User Data: First name, Last Name, Email Address, Phone Number, Company Address
 - User Data: First Name, Last Name, BroadWorks Username, Optional: Email Address
 - Call Metadata: Party A, Party B, Call Length, and other SIP attributes or the CDR: Time and Date, BroadWorks Enterprise ID, GroupID and UserID, Call TrackingID and CallID.
- Akixi hold the following Akixi and Broadworks information on Users:
- Reporting Telephony Platform:
 - Application User - configured & run, number of invalid password attempts, and access password. Only a multi-digest derived value is stored for the password value, which is additionally stored encrypted at the server-side using 128-bit encryption.
 - Device Details - E-mail address, full name, last login date/time, number of scheduled reports
 - Agent Details - Extension number and full name.
- Historic Call Activity - Calling telephone number, unique call identifier, telephone number, originating ACD agents & extension, called ACD agent & device, answering agent & device, call start time, answer time, end time, termination reason.
 - Historic DND Activity - DND state change time and extension number.

- Historic ACD Status Activity - Agent sign-in time, ACD state change type, ACD state change time, extension number, and ACD agent.
- Unity IP Voice Platform:
 - Device Details - Main public number, BroadWorks UserID, owning Enterprise ID & Group ID, department path, and owning Company name.
 - Agent Details - Main public number, BroadWorks UserID, owning Enterprise ID & Group ID, department path, and owning Company name.
 - Call Recording Integration Details - Call Recording Integration Details
 - Historic Call Activity - BroadWorks Call extTrackingId value and account/disposition code.
 - Historic ACD Status Activity - Not Available code.

8.5 Data Backup

- Akixi performs both daily & weekly database data backups to Amazon S3, which provides over 99.99% durability.
- Identified Users at the Customer organisation have direct access to the stored recordings (
- Data At Rest
 - Akixi maintains 2 years of data backups in the Amazon S3 repository. Backup data older than 2 years are permanently & irreversibly deleted.
- Active Akixi Service Data
 - Active data is defined as Akixi Service configuration such as Devices, ACD agents, and User credentials, as well as all historic call and ACD & DND activity data for the last 13 months. Active data older than 13 months is automatically deleted

8.6 Sub-processors

- The following parties are involved in delivering the Call Reporting service:
 - Akixi: Secure web connection via HTTPS is utilised to transit call messaging information files between Redcentric and Akixi/AWS.
 - Akixi: Akixi stores the encrypted messaging data within the AWS cloud.
 - Amazon Web Services (AWS): host the Akixi platforms associated with providing the service.

8.7 Customer Access to Data

- The Customer has login rights to the Call Reporting service via secure web portal.
- Access to the Call Reporting service is based on roles and responsibilities defined by the Customer as part of the service setup.
- Redcentric can access reporting data but would only do this after a formal support request by the Customer/authorised user.

8.8 Security arrangements and options

- The platforms associated with delivering the reporting service are hosted within AWS Availability Zones with physical data centre security and cyber security measures in place to protect the back-end systems and platforms.
- Customers have access via a secure portal to manage their own reporting and user configuration and access their own reports, but they are unable to interact directly with the back-end systems to modify any service wide configurations.
- Customer access to the portal uses role-based access controls (RBAC), integrated with Redcentric core voice platform
- Application-Level Security
 - **User Authentication** - User authentication is digest based with a randomly generated nonce.

- **Password Credential Storage** - We never store the originally specified password for End User credentials, which are required when signing into either the Akixi Service web portal, or the Akixi Mobile Phone Application. Instead, a multi-digest derived value is calculated, which is additionally stored encrypted at the server-side using 128-bit encryption.
- **User Credentials Recovery** - The Call Reporting Service allows reporting users to reset their password credentials via a self-service mechanism, which prompts for the user's e-mail address and a Captcha challenge response. The facility then automatically generates an expiring URL, which the corresponding user invokes to change their password. Failure indications that might aid a potential attacker, such as whether a user exists or not, are also only ever depicted within the generated e-mail.
- **HTTPS Support** – All reporting information is accessed via secure web portal via HTTPS.

8.9 Service options

- Customers have the option to take the Redcentric Managed Server Service, in which case:
 - as part of that Service, Redcentric will manage the initial Customer setup based on defined and agreed Customer requirements; and
 - the Data Processing section (Section 8) of the Redcentric Managed Server Service Definition applies.

9. Exit Plan

Upon expiration of the Contract where the customer chooses not to renew with Redcentric, the steps set out in paragraph 3.4 will apply.

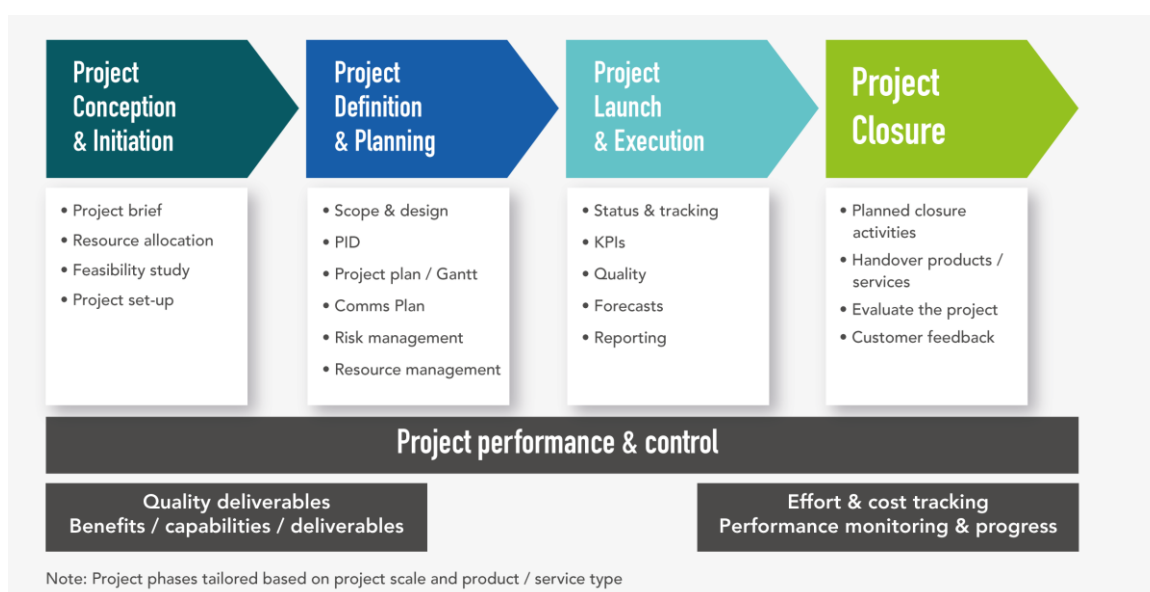
10. Project management

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

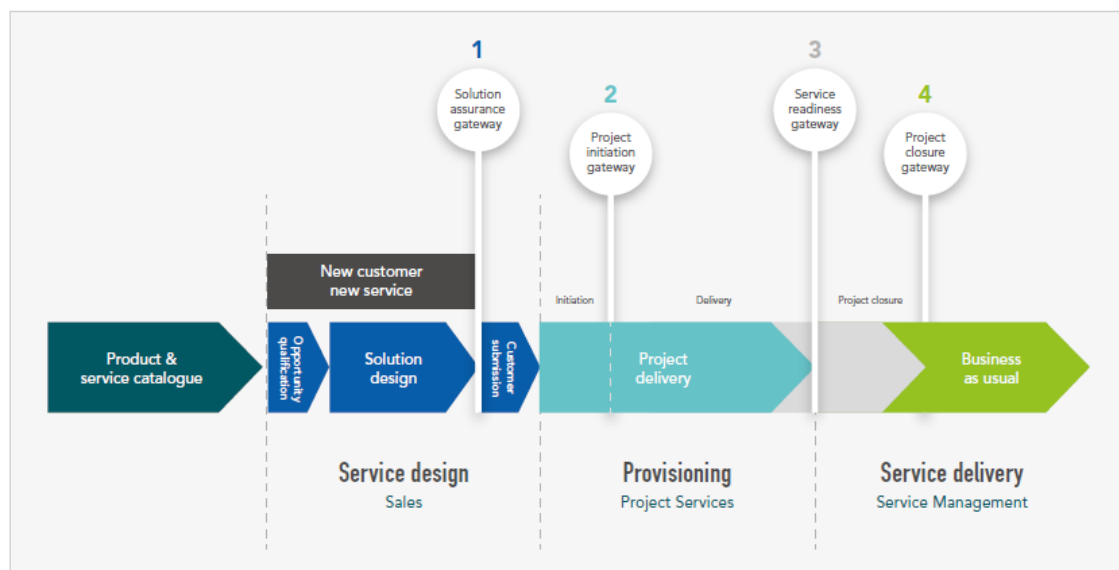
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

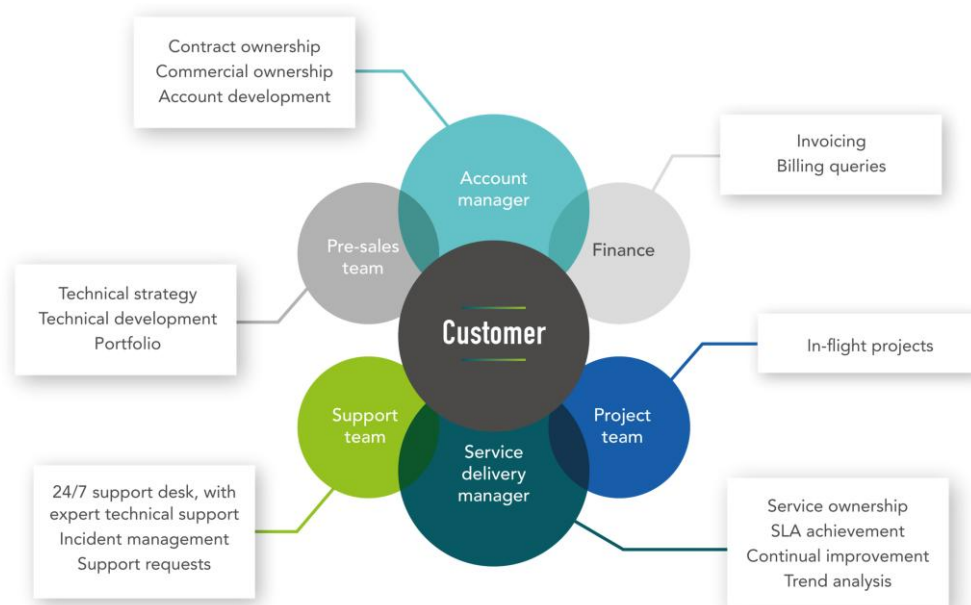
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.



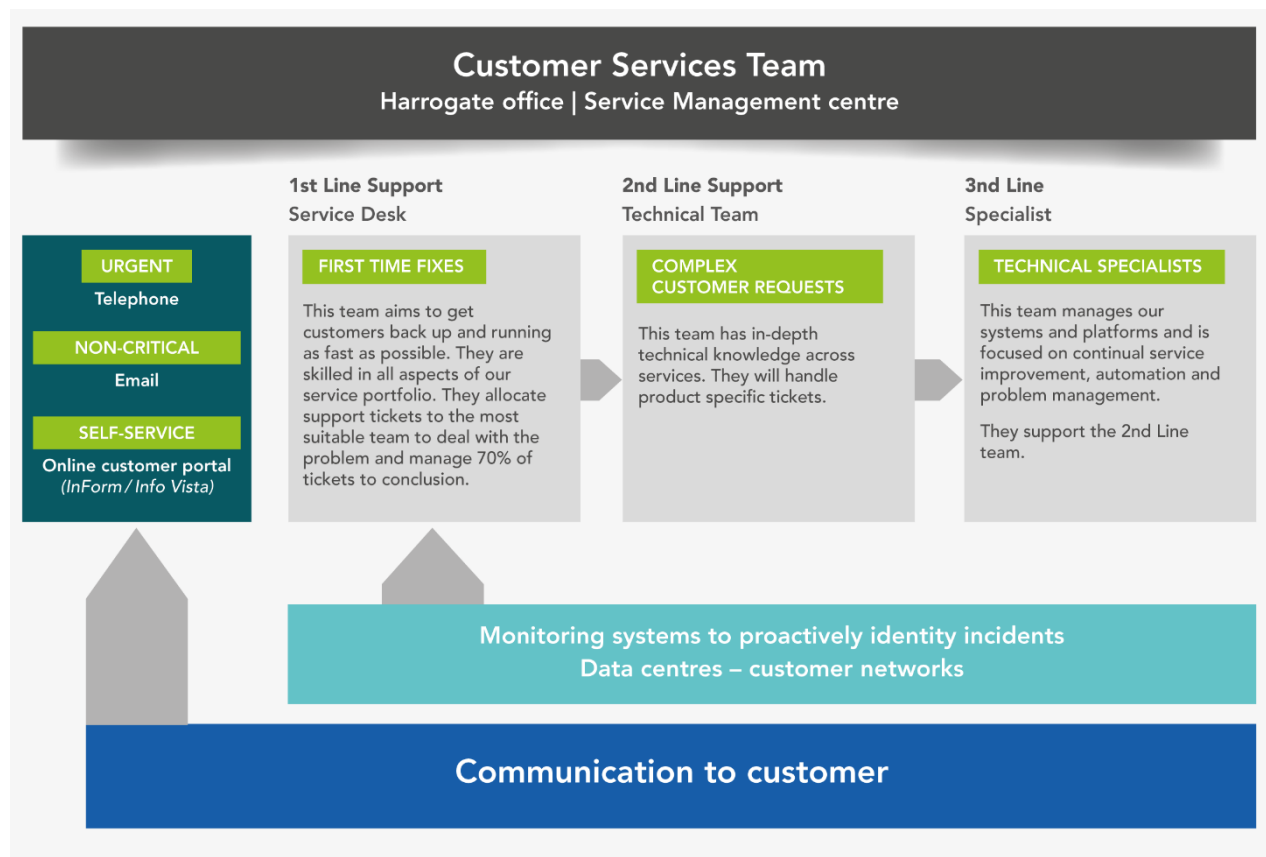
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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

