Contact Centre as a Service (CCaaS)

GCloud 11 Service Definition document

Lot 1 - Hosting

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Introduction to the Service

A simple, scalable yet powerful omni-channel contact centre platform able to digitally transform the service you provide to your customers.

Our service is a scalable omni-channel contact centre, unified communications, collaboration and social collaboration platform, with the simple aim of delivering superior customer care service to the UK Public Sector. Leveraging our cloud Infrastructure as a Service (IaaS) platform on which to base our services, our solution delivers secure, highly scalable, highly available, feature rich Cisco Unified Communications and contact centre services, providing a rich user experience for both caller and agent alike regardless of the user device of choice or location.

Service Highlights

✓ A secure, highly-available omni-channel contact centre solution providing the "Cisco Connected Digital Experience" for customers looking to digitise their customer care.

✓ A highly scalable, enterprise grade Unified Communications service built upon the UK Public Sector only, highly secure cloud Infrastructure as a Service (IaaS) platform

✓ Leverages the industry leading Cisco portfolio for best-of-breed UC applications

✓ Adheres to the NIST definition of Cloud Computing, offering Private Cloud, Community Cloud or Hybrid Cloud deployment models

✓ UK sovereign — an assured cloud platform delivered from two secure UK data centres by a UK based company with UK government security cleared staff

✓ Disaster tolerant — two Tier 3 UK data centres separated by more than 100km and securely connected by high-bandwidth, low-latency dedicated connectivity enabling synchronous replication

✓ Platform optimised for OFFICIAL and OFFICIAL-SENSITIVE data and fully aligned to the National Cyber Security Centre (NCSC) 14 Cloud Security Principles

✓ Flexible connectivity options — connect via the internet (with DDoS protection provided as standard), a government network (N3/HSCN; CAS(T) or legacy networks including PNN) or by Hybrid Connect — using your own dedicated circuits such as CPA-encrypted tunnels, leased lines or MPLS/VPLS

✓ Reduce queue times and improve customer satisfaction by adding email, web chat, and social channels for customer interaction.

✓ Omni-channel contact centre providing contextual digital customer experience

✓ Queue voice, web chat, email and social interactions to agents

✓ Enables agents to connect from any location

✓ Full call and KPI reporting

✓ Call recording for PCI compliance or staff training

✓ Integration with CRM or SQL database to automatically pull up previous customer details on agent screen

Broad Range of Service Options

Packages range from a simple voice queueing, to full multimedia (email, web chat and social media chat) agent interactions plus unrivalled interoperability with open standards CRM systems and databases.

Our range of bolt-on services include: wallboards, real time and historical reporting, automated attendants and self-service, agent desktop gadgets and URL integration, CRM integration and customer details screen-popping, PCI compliant call recording, and attendant console services.

A wide range of handsets, soft clients (compatible with smartphone, tablet, desktop and laptop devices) and video devices are supported by the service to deliver telephony to the agents.

Device and Location Independence

Our service provides a seamless experience for end users regardless of location or the device of choice used to access the service. Agents may share telephony numbers, and can even work from home using their home phone number as the primary agent extension. Agents can access the service from anywhere, meaning they are always able to be contacted on a single number, and your business has a reliable DR strategy for the contact centre.

Value for Money

Our service is unique in that it offers Private Cloud, Community Cloud or Hybrid Cloud deployment models, while your organisation retains all rights to any software license procured to access the service, as opposed to a traditional cloud seat rental. Furthermore, if your organisation has existing investment in Cisco Unified Communications software licensing and hardware, this investment may be protected and fully migrated to our service.

Supportable

Our packages come with technical support as standard. Based on your chosen deployment model, Service Level Agreements of up to 99.99% are available.

Service Features and Benefits

Our service is built upon an accredited, secure and highly scalable compute platform which offers the following benefits:

Feature	Benefit
Highly available, resilient infrastructure	Always-on access to collaboration services Blended, resilient SIP + ISDN PSTN connectivity 99.99% availability SLA with Cloud HA or Hybrid Cloud deployments

	Underpinning Unified Communications infrastructure provides an additional layer of resiliency
Customisable	Contact centre solution by design – we work with your contact centre agents, supervisors and admins to build the workflows your staff and customers need

Create bespoke solutions all fully supported by the partner and vendor |
| Scalable design for campus and branch | Up to 400 contact centre agents in a single cluster

Multiple clusters supported |
| Investment Protection | Business retains rights to license rather than seat rental

Existing Cisco licensing may be used with our service |
| Pre-packaged user models | Ease of procurement based on user role

Simple bolt-ons to build the contact centre your business needs |
| Device and location independence | Seamless access regardless of user device or location

Web-based agent interface means agents can work from any location, even home. |
| Standards-based | Standards-based external calling, plus the ability to interoperate with other vendors and desktop business applications |
| High quality user experience | Improved user satisfaction and productivity, promoting adoption and utilisation

Maintain context between different communications channels – customers do not have to explain the problem every time they contact you, agents are prepared with this information

Differentiate your business through the exceptional user experience you offer your customers |
Fully Managed Service	24x7 service monitoring and support
Choice	Configure the solution that is right for you and your application with a range of service levels and packages
Geographic diversity	The platform spans two UK data centres separated by over 100km.

Service Overview

As organisations rely more heavily on critical business applications and services, the need for an always-available collaboration service becomes crucial. Our services have been designed with a number of availability targets and SLA options to suit your business. For areas of the business where contact centre services are critical, our services are able to fall back to self-survivable capability ensuring calls are available at all times, including blending traditional connectivity where required.

Our services enable organisations to extend collaboration outside of their network boundary. Facilitating inter-person and inter-organisation collaboration is crucial for organisations to stay relevant. Users expect immediate access to these tools from a wide variety of portable and mobile devices, with many of these same tools extended to customers and partners, helping strengthen these relationships.

Our service enables our customers' customers to enjoy the benefits through the excellent user experience it brings. Through this we allow our customers to differentiate themselves in their chosen market by offering a unique and powerful customer journey, spanning multiple communication channels but all tied together with contextual communications.

Contact Centre

Our contact centre services are capable of servicing 400 concurrent logged in agents, and is script driven, meaning a script is able to be tailored to meet the needs of each contact centre service individually on a logical basis. These scripts form part of a contact centre application, which includes individual prompts, triggers (such as voice, web, email) and variables / external integrations. Each contact centre application has the capability to:

- ✓ Easily have specific variables amended (automatically or manually), such as opening times, emergency state, ad hoc messaging enabled / disabled

- ✓ Include in-queue messaging such as position in queue, average time to wait

- ✓ Play video in queue for callers who have connected via a video capable device (Jabber for example). Music on hold is played to callers who do not have video capability

- ✓ Use custom prompts and welcome messages, providing a uniform voice for all messages

- ✓ Prioritise VIP callers via an XML file or database integration

- ✓ Provide supervisors / contact centre administrators a view of the contact centre queues and the ability to pull certain calls

- ✓ Be integrated with a wallboard in order to show number of calls, average wait time, abandons, etc.

- ✓ Identify known caller ID via database integration and screen pop browser-based or other applications appropriately

Call Routing

Our service offers call-routing based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritise contacts in the queue based on your business rules.

- ✓ These capabilities facilitate categorization and prioritization of customer contacts in a way that best meets your business requirements.

- ✓ A wide range of routing logic that can accurately target and selectively route different classes of contacts, or even single out individual contacts for customized, prioritized routing treatment, is supported.

- ✓ These capabilities help ensure that each contact is routed to the right agent at the right location the first time to maximize resolution on the first call.

IVR

This feature provides an integrated, ready-to-use IVR solution including an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through Dual-Tone Multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent. Advanced IVR ports, available with Unified CCX Premium licenses, enable database integration.

Adding advanced self-service technologies such as Automatic Speech Recognition (ASR), Text To Speech (TTS), and VoiceXML is supported.

Email

Email enables contact centres to queue and route email messages to skilled agents, helping balance email and call-handling activities. Agent email is available with Exchange, Office 365, and Gmail.

Integrated into the agent desktop, the email feature requires integration with a Cisco Social Miner® server.

Web Chat

Web chat provides multisession chat capabilities for managing customer interactions through company websites.

- ✓ Integrated into the agent desktop, web chat requires integration with a Cisco Social Miner server.

- ✓ Blend voice and chat operations with the ability to allocate or not allocate chat contacts while an agent is on a voice call, and conversely for improved resource usage.

- ✓ Group chat enables an agent to bring in an expert from another queue into the chat and optionally transfer the chat.

- ✓ New chat bubble that enables better experiences and easier administration to push changes to the business website.

- ✓ Customers can originate chats with the business using Facebook Messenger, which can be handled by the agent on their familiar Cisco Finesse Chat and Email gadget.

- ✓ Post-chat surveys and reporting; download of chat transcript in HTML format

Outbound Dialling

This feature offers direct preview, progressive, and predictive outbound dialling with Cisco Finesse desktop, as well as outbound IVR capabilities.

- ✓ It can help you build campaigns to use preview dialling that is integrated with inbound calls to provide a blended inbound/outbound solution.

- ✓ It enables agents to serve both inbound calls and outbound campaign tasks when the inbound queue is empty, allowing for the most efficient use of agent resources for both inbound calls and outbound campaigns.

Supervisor Capabilities

Advanced Supervisor Capabilities allow supervisors to manage queues, business hours, prompts and outbound campaigns enabling them to optimise contact centre efficiency.

- ✓ The ability to monitor critical performance metrics allows managers to coach, train, and encourage agent behaviour so that agents can consistently perform their job functions and process calls efficiently.

- ✓ The ability to chat with individual members or the entire team using desktop chat allows supervisors to coach agents, resolve problems, and instantly communicate business changes.

- ✓ Supervisors can send broadcast messages to their teams using the Team Messages feature.

- ✓ Supervisors can view active call details of an agent call in progress.

- ✓ Supervisors can silently monitor inbound and outbound calls to listen for coaching opportunities.

- ✓ They can interrupt an agent's call using Barge In to interact with both the caller and the agent to help resolve a concern.

- ✓ Supervisors can remove an agent from a call using the Intercept feature, so the supervisor and caller can complete the call on their own while the agent handles another customer request.

- ✓ Supervisors can change an agent's state from their desktops in a situation where agents may forget to make themselves available to take calls after a break, or neglect to log out when they are away from their workstations for an extended period.

- ✓ Supervisors can log out missing agents or make unintentionally idle agents ready to take calls. They can change an agent's skill profile in real time, so they can manage their agent teams and support contact centre management objectives.

- ✓ Calls can be recorded using Workforce Optimisation recording solutions, and supervisors can play back conversations using gadgets available on their desktop.

Next-Generation Reporting

✓ Next-generation reporting provides historical, Live Data, and dashboards with flexible presentation options using Cisco Unified Intelligence Centre.

✓ Existing out-of-the-box reports allow you to view historical and Live Data reports, or view custom reports based on the information you want to track.

✓ In addition, the ability to report on service levels, thresholds, alerts, and short- and long-term views allows supervisors to create even more comprehensive reports.

✓ Off-box Cisco Unified Intelligence Centre can accommodate multiple data sources and allows creation of custom reports, providing greater flexibility.

Switchboards and Attendant Console

Some smaller contact centres can be deemed to fall under the category of 'switchboard' and our solution is no different. Switchboard operators may be provided with our attendant console application, a software-based client that is installed on the operator's machine. The attendant console application is able to make use of user presence state information provided by the core service, so the operator has forward knowledge whether it is best to extend the call to the end user or offer an alternative, such as a direct transfer to the user's voicemail if they are in a 'presenting' state, or possibly to the user's mobile.

Integrations

The open architecture of the system, which includes an Open Database Connectivity (ODBC)-compliant database as well as Java interfaces for CTI applications, can integrate with existing contact centre solutions, preserving investments in traditional systems and providing a platform for future applications.

Because our bespoke services are tailored to your exact business needs and consumed only by your organisation, we are able to integrate with existing internal systems and business processes. This could be as simple as integrating your web-based applications and tools into the agent desktop to be quickly accessible to the agents, authentication / single sign on for agents when they arrive for the day, database integration for agent data read/write or deeper API integration with other applications for automation or collaboration enabled business process. Furthermore, integration with existing PBX or trading systems is entirely possible for on-net calls or a phased migration.

Use of Existing Cisco Licensing

If you have existing Cisco licensing for Unified Communications and Collaboration applications, it is entirely possible to utilise these with our service, on the basis that any licensing may be upgraded to the latest release under the Cisco Software Support Service (SWSS) program. In order to facilitate this approach, it is not necessary to legally transfer any licensing, but you will be required to maintain SWSS for the duration of your contract with us.

Utilising your own licensing you only need to pay for the hosting of the applications, connectivity plus any further applications or options you require that you are not already licensed for.

Packages

	Enhanced	Premium
Usage	Standard contact centre agent fielding voice customer interactions only	Advanced contact centre agent fielding multi-channel customer interactions
Includes	✓ UK Telephone Number (DDI) ✓ Supplementary Services (hold, transfer, park, call forward) ✓ Queueing of calls ✓ Conditional Routing ✓ Agent Selection ✓ Customisable Queuing Announcements ✓ Re-route on Ring No Answer ✓ Agent Skill and Competency-Based Routing ✓ High Availability Failover ✓ Dynamic Re-skilling by Administrator or Supervisor ✓ Prioritized Queuing ✓ Agent Routing ✓ Wrap-Up and Work Modes. ✓ Customisable Wrap-Up Reason Codes ✓ Call and agent reporting ✓ Multiple lines on agent phones	✓ UK Telephone Number (DDI) ✓ Supplementary Services (hold, transfer, park, call forward) ✓ Queueing of calls, emails and chat interactions ✓ Video consultations ✓ Connection to cloud context service ✓ Customisable template responses to email and chat ✓ Conditional Routing ✓ Agent Selection ✓ Customizable Queuing Announcements ✓ Re-route on Ring No Answer ✓ Agent Skill and Competency-Based Routing ✓ High Availability Failover ✓ Dynamic Re-skilling by Administrator or Supervisor ✓ Prioritized Queuing ✓ Agent Routing ✓ Wrap-Up and Work Modes. ✓ Customisable Wrap-Up Reason Codes ✓ Call and agent reporting ✓ Multiple lines on agent phones ✓ Data driven routing for HTML and XML data sources ✓ Data-driven routing based on JDBC database sources via SQL ✓ Agent screen pop with customer data ✓ HTML triggers for contact centre events
Device Choice	✓ Finesse agent and supervisor desktop ✓ Any voice device	✓ Finesse agent and supervisor desktop ✓ Any voice or video device
Soft Client	✓ Instant Messaging and Presence ✓ Telephony	✓ Instant Messaging and Presence ✓ Telephony, video, email, web chat, social chat

Bolt-on Available	✓ Headsets	✓ Headsets
	✓ Wallboard and dashboard displays	✓ Wallboard and dashboard displays
	✓ Advanced reporting	✓ Advanced reporting
	✓ High Availability (HA)	✓ High Availability (HA)
	✓ Outbound IVR	✓ Outbound IVR
	✓ Recording component	✓ Recording component
	✓ Quality Manager (QM)	✓ Quality Manager (QM)
	✓ Advanced Quality Manager (AQM)	✓ Advanced Quality Manager (AQM)
	✓ Workforce Manager (WFM	✓ Workforce Manager (WFM
	✓ Compliance Recording	✓ Compliance Recording
	✓ Data driven routing for HTML and XML data sources	✓ Text To Speech (TTS)
	✓ Data-driven routing based on JDBC database sources via SQL	✓ Automatic Speech Recognition (ASR)
	✓ Text To Speech (TTS)	
	✓ Automatic Speech Recognition (ASR)	

Bolt-on Services

Our range of bolt-on services include: voicemail, automated attendants, hunt groups, call queue, call recording, video calling, virtual meeting rooms, Cisco Spark, Cisco WebEx, contact centre services and attendant console (switchboard) services.

Hunt Groups

As a cost-effective backup to the contact centre, it is possible to configure a simple hunt group for calls to fail over to should they be unable to be routed to an agent for whatever reason. Hunt groups allow you to call multiple user extensions when a single number is called, providing a basic way of distributing inbound calls to a handful of users as an example.

We support a number of different hunt group types:

- ✓ Broadcast: where all users within the hunt group are called until the call is answered, or a set period of time has been reached

- ✓ Top down: users are called in the order defined

- ✓ Circular: similar to top down, however after the last member has been called, the hunt group starts at the top again

- ✓ Longest idle: the longest idle member of the hunt group is called, followed by the 2nd longest idle and so on

Each hunt group we provide includes a UK telephone number in the area code of your choice, and calls the users you specify based on the hunt group type requested.

Basic Call Queue

Basic call queue works on top of hunt groups in order to provide a queue for inbound calls to hunt groups. While a call is waiting to be answered by a hunt group user, the caller hears music on hold and queues until the call can be answered.

Each basic call queue we provide includes a UK telephone number in the area code of your choice, and calls the users you specify based on the hunt group type requested.

High Availability (HA) Component

This is the component that enables you to add a second node to the cluster in a private hosted deployment. Our multi-tenant public cloud deployment already includes this HA component.

Outbound IVR Ports Component

This is the component that provisions the Outbound IVR ports for Progressive and Predictive dialler-based campaigns.

Call (Compliance) Recording

Our contact centre service offers an all-in-one voice and data recording solution for capturing and analysing communications.

Audio

This bolt-on provides Active call recording for multi-site contact centres including those with complex network and VLAN architecture and hot desking environments.

Recording is available on contact centre agents as well as devices including fixed-line and mobile phones, soft phones, and trading turrets. Recording can be set for all conversations on an extension or so that users can selectively record on demand. Data is stored in a proprietary, frame-based format for security and efficiency. Calls are also authenticated with a unique digital signature to prove non-tampering and are compatible with SAN/NAS archiving solutions with retention options for preserving recordings for as long as needed.

The service supports Silence Suppression which enables you to blank out long periods of inactivity on calls to make for a more efficient recording of critical information.

Screen Recording

Screen Recording is available, which records the activity of agent computer screens for assessment of application handling skills and identification of system abuse and fraud. This can help identify any training requirements as supervisors can see the ease at which agents find information when on an active call. This recording can be triggered to:

- ✓ Trigger recording based on time of day or use of a software application
- ✓ Capture two screens per user as standard, or more if required
- ✓ Search for and retrieve screen recordings via Search and Replay

A self-testing solution, our service includes a 'Daily System Check' for automated verification of audio recording. This supports compliance by ensuring that we can:

- ✓ Verify all critical voice and data is being recorded
- ✓ Eliminate manual testing
- ✓ Maintain continuity and compliance – you're proactively informed of phones which are not recording calls
- ✓ Instantly identify and resolve problems before it affects your business
- ✓ Ensure that the service is meeting user requirements
- ✓ Check that data is being archived and retained

PCI Suppression

For organisations that handle card payments, audio and screen suppression ensures compliance with PCI data security standards.

- ✓ Trigger suppression automatically or manually by key press or + keyboard sequence
- ✓ Choose to capture no card data at all, or restrict playback to authorised personnel only
- ✓ Avoid error or misuse by automatically resuming recording after a specified period of suppression

Call Management

Intelligently track telephony channels to reduce operational costs, improve employee productivity, monitor network activity and optimise resources.

- ✓ Monitor incoming and outgoing voice sessions from IP and legacy PBXs, mobile operators and more
- ✓ Identify whether service levels are met by monitoring call ring time, average call duration, etc.
- ✓ Manage costs by viewing telephone expenses at both employee and departmental level

Administration

An easy to use, web based dashboard provides the intelligence needed to monitor your recording system in order to stay operational and compliant. From here the Search and Replay feature offers the functionality needed to capture, retrieve and replay voice and data for record keeping, monitoring and more.

- ✓ Search for recordings using captured metadata
- ✓ Replay recordings quickly via integrated Media Player
- ✓ Export and share recordings as WAV files

Audio Search extends the central functionality of Search and Replay to search recordings phonetically for spoken words and phrases. Call Safe locks down important calls that need to be kept beyond the period of a standard retention policy. Locked files can be preserved indefinitely.

Event Reconstruct places important recordings into dedicated workspaces and allows you to build a timeline of events and replay recordings sequentially or concurrently.

Powerful reporting provides access to key system information at a glance, including:

- ✓ Instant warnings and alerts
- ✓ Helpful recommendations
- ✓ Drilldown reports
- ✓ Easy data export
- ✓ User access controls

Quality Manager (QM)

Manage personnel efficiently to deliver consistent customer service that matches your business goals with workforce management.

- ✓ Align compliance and quality goals with call recording and quality management.
- ✓ Cisco Finesse Search and Play Gadget allow agents to play interactions and earn gamification badges for quality and adherence. It gives supervisors visibility to agent badges earned, allowing them to apply the right peer coaching at the right time for the right agents.
- ✓ This feature is available with Cisco Unified CCX Enhanced and Premium versions.

Workforce Optimisation

Includes 'Search and Replay' browser-based interface for metadata-based searching. The solution includes a built-in media player with easy export options.

Choice of extra applications for:

- ✓ Searching recordings for key words and phrases
- ✓ Listening to live calls
- ✓ Screen data capture
- ✓ Quality management and WFO
- ✓ PCI DSS compliance
- ✓ Event and incident reconstruction
- ✓ Call Management

Workforce Manager (WFM)

This feature provides planning enhancements to allow supervisors to create hiring plans based on staffing needs, time to hire, and attrition.

- ✓ Capacity plans produce reports to identify resource needs over an established timeframe.

- ✓ Budgetary plans establish basic budgetary estimates over a defined timeframe.

- ✓ Dynamic scheduling aligns the agent's scheduling desires with the staffing needs of the business.

- ✓ These strategic planning tools are easy to use and administer, and they allow schedulers to remain in control and ensure optimal staffing levels.

Devices

A wide range of handsets, soft clients (compatible with smartphone, tablet, desktop and laptop devices) and video device are available, based upon your exact requirements.

Agent and Supervisor Client

Cisco Finesse desktop is a web-based agent and supervisor desktop for Cisco Customer Journey solutions embedded with Cisco Contact Centre Express. It provides easy access to the applications and information required by your customer service organisation through a customisable web-based interface. With no client install required, agents are able to work from any location, even from home.

Cisco Finesse desktop offers an intuitive, easy-to-use desktop design to help improve the performance and satisfaction of customer care representatives, enabling quality customer service.

The embedded Cisco Finesse desktop supports inbound and outbound contact centre functions. Core features include:

- ✓ Customisable agent and supervisor desktop layout

- ✓ Blended agents: inbound and outbound capability

- ✓ Call control

- ✓ Customisable logo and heading

- ✓ Multisession web chat

- ✓ Email

- ✓ Live data reporting gadgets

- ✓ Phonebook

- ✓ E.164 support

- ✓ Pop-over to view selective call-relevant information prior to answering a call

- ✓ Agent call history and state history gadgets

✓ Selection of multiple wrap-up reasons for voice, email, and chat channels

Telephone Handsets

For new (greenfield) deployments, we recommend the Cisco 7800 and 8800 Series IP Phone handsets. Where an existing Cisco deployment is required to be migrated to our service, we are able to support most legacy handsets – please contact us for more information.

All Cisco 7800 and 8800 handsets within our range support:

✓ Ad hoc voice conferences of over 3 participants

✓ Call lists (missed, answered and placed)

✓ Physical (hard) buttons for conference, hold and transfer, mute, and calls to voicemail

✓ Music on hold

✓ Pickup and Group Pickup

✓ Call forward (divert)

✓ Extension mobility

Device	Features	
Cisco 7811	Screen	384 x 106 pixel (3.28 in. / 83.3 mm)
	Ethernet switch	10/100
	Programmable line keys	0
	Full duplex speakerphone	Yes (narrowband)
	Wideband audio	Optional
	PoE class	1
	Replaceable bezel	No
Cisco 7821	Screen	384 x 106 pixel (3.28 in. / 83.3 mm)
	Ethernet switch	10/100
	Programmable line keys	2
	Full duplex speakerphone	Yes (wideband)
	Wideband audio	Standard
	PoE class	1
	Replaceable bezel	Silver as option

Cisco 7841	Screen	384 x 106 pixel (3.28 in. / 83.3 mm)
	Ethernet switch	10/100/1000
	Programmable line keys	4
	Full duplex speakerphone	Yes (wideband)
	Wideband audio	Standard
	PoE class	1
	Replaceable bezel	Silver as an option
Cisco 7861	Screen	384 x 106 pixel (3.28 in. / 83.3 mm)
	Ethernet switch	10/100
	Programmable line keys	16
	Full duplex speakerphone	Yes (wideband)
	Wideband audio	Standard
	PoE class	1
	Replaceable bezel	Silver as an option
Cisco 8811	Programmable line and feature keys	5
	Display	5-inch widescreen VGA (800x480 pixel), 24-bit grayscale
	Integrated switch	10/100/1000
	Wideband audio	G.722 on handset, speakerphone and headset
	Headset ports	RJ-9; auxiliary port
	Wall-mount option	Yes
	Fixed keys	Keypad, media, conferencing, transfer, hold, apps, directories, voice messaging
Cisco 8841	Easy-to-use, comprehensive set of mission-critical unified communications features	
	High-quality, full-duplex, wideband audio and superior echo cancellation	
	High-resolution, five-inch, widescreen colour display	
	Five-way navigation cluster and four context-sensitive soft keys	
	Choice of wired, USB and Bluetooth headsets from Cisco third-party vendor partners**	

Cisco 8845	Programmable line and feature keys	5
	Video	720p HD, H.264 AVC
	Display	5-inch widescreen VGA (800x480 pixel), 24-bit colour
	Integrated switch	10/100/1000
	Wideband audio	G.722 on handset, speakerphone, and headset
	Personal mobile device integration	Yes; (Cisco Intelligent Proximity for Mobile Voice)
	Headset ports	RJ-9; auxiliary port; also supported with Bluetooth
	Wall-mount option	Yes - optional kit

Easy-to-use, one-touch 720p HD desktop video

Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice

Wideband audio for exceptional clarity

High-resolution, 5-inch, widescreen colour display for navigation and interaction

Choice of wired and Bluetooth headsets from third party vendors**

Cisco 8851	Programmable line and feature keys	5
	Display	5-inch widescreen VGA (800x480 pixel), 24-bit colour
	Integrated switch	10/100/1000
	Wideband audio	G.722 on handset, speakerphone, and headset
	Personal mobile device integration	Yes; (Cisco Intelligent Proximity for Mobile Voice)
	Headset ports	RJ-9; auxiliary port, USB, Bluetooth
	Wall-mount option	Yes
	IP Phone 8800 Key Expansion Module	Optional; Up to two (72 additional keys)

High-quality, full-duplex, wideband audio and superior echo cancellation for exceptional clarity when communicating

Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice**

Simplified dialling and expanded status detail with the optional Cisco IP Phone 8800 Key Expansion Module

Choice of wired, USB and Bluetooth headsets from Cisco third-party vendor partners***

Cisco 8861	Programmable line and feature keys	5

	Display	5-inch widescreen VGA (800x480 pixel), 24-bit colour
	Integrated switch	10/100/1000
	Headset support	RJ-9 jack, USB, Bluetooth
	Wireless Fidelity (Wi-Fi)	Yes; 802.11a/b/g/n/ac
	Intelligent Proximity For Mobile Voice	Yes, using Bluetooth
	IP Phone 8800 Key Expansion Module	Yes – Up to 3 modules (108 additional line and feature keys)
	Wall-mount option	Yes, with an optional kit

Exceptional clarity in VoIP communications with wideband audio

Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice

High-resolution, widescreen colour display

Optional Cisco IP Phone 8800 Key Expansion Module to simplify dialling and offer expanded status detail

Choice of wired, Bluetooth, and USB headsets from third-party vendors**

	Programmable line and feature keys	5
	Video	720p HD, H.264 AVC
	Display	5-inch widescreen VGA (800x480 pixel), 24-bit color
	Integrated switch	10/100/1000
	Headset support	RJ-9 jack, USB, Bluetooth
	Wireless Fidelity (Wi-Fi)	Yes, 802.11a/b/g/n/ac
Cisco 8865	Personal mobile device integration	Yes, Cisco Intelligent Proximity for Mobile Voice
	IP Phone 8800 Key Expansion Module	Yes, up to 3 modules (108 additional line and feature keys)

Easy-to-use, one-touch face-to-face collaboration with 720p HD desktop video

Exceptional clarity in video and VoIP communications with wideband audio

Integration with personal mobile devices using Cisco Intelligent Proximity for Mobile Voice

Optional Cisco IP Phone 8800 Key Expansion Module for simplified dialling and expanded status detail.

Choice of options with wired, Bluetooth, and USB headsets from third-party vendors**

Cisco Desktop Experience (DX) Endpoints

For contact centres which require face to face video consultations, Cisco DX endpoints feature high definition video and an intuitive touch screen experience. Designed as an all-in-one collaboration solution, the DX replaces the IP telephone handset and doubles as a desktop monitor when not in use (DX70 and DX80 only). The larger DX70 and DX80 models run Android OS and permit the installation of Android compatible applications from the Google Play store.

DX endpoints are available in three form factors:

	Cisco DX650	Cisco DX70	Cisco DX80
Display	Compact 7-in. LCD (1024 x 600)	Midsize 14-in. LCD (1920 x 1080)	Large 23-in. LCD (1920 x 1080)
HDMI Connectivity	HDMI output allows connection to an external display (supports Mirror or Extended mode)	HDMI input allows connection of PC/Mac for content sharing or use as an external monitor	HDMI input allows connection of PC/Mac for content sharing or use as an external monitor
Dimensions (H x W x D)	11.63 x 10.35 x 3.74 in.	14.84 x 13.91 x 2.45 in.	20.2 x 22.2 x 3.5 in

Managed Services

We work closely with our clients to design tailor-made managed services with ITIL aligned processes to manage the delivery of all services. The overall service is designed to enable continuous and successful service delivery across both organisations as well the achievement of high levels of customer satisfaction.

Tailored to your exact requirements, the fundamental service components that may be provided with our service include:

Support Services

✓ *BAU Operations and Incident Management Services:* Business as usual infrastructure management and initial triage, diagnosis and resolution (within SLA) of all received fault calls across the supported infrastructure.

✓ *Problem Management:* Proactive identification of duplicate incidents (with the same attributable root cause), and the implementation of resolutions that reduce the overall number incident calls received.

✓ *Change Management:* Governed processes that ensure the successful introduction of changes into a supported environment with no disruption to either service delivery or end users.

✓ *Service Request Management:* Full management of end user requests for completion within SLA

Monitoring and Backup Services

✓ *Event Management:* Continual assessment of the performance and availability of the supported infrastructure and service stack, with the ability to proactively identity potential faults and implement preventative actions prior to any impact being experienced.

✓ *Infrastructure Backup and Recovery:* Infrastructure backup and recovery capabilities that facilitate service level management as well as the incident and change management processes.

Patch Management Services

✓ *Infrastructure Optimisation:* Identification, assessment, testing and implementation of all required security patches and relevant bug fixes to ensure continued alignment to operational best practice. Continual analysis of all available software updates and upgrades that may enable further functionality and service enhancement.

Service Management

✓ *Capacity Management:* Proactive identification and measurement through standard toolsets to aid in the forecasting of future capacity requirements. Completed with the aim of resolving any potential issues prior to any impact to service or end users.

✓ *Continual Service Improvement:* A continual process managed by the aligned Service Manager that initiates and manages all improvement efforts that are designed to ensure continual alignment of the delivered managed service to changing customer needs.

As demonstrated our support offering is based on a framework of operationally focused services, delivery components and cost containment mechanisms. This model enables us to provide a services-centric support model which is designed to move beyond traditional network management boundaries and seek to provide our customers with business transformational capabilities.

Working with Exponential-e

Introduction

Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our inception. We pride ourselves on delivering super-fast, low latency Connectivity, flexible and resilient Cloud solutions Unified Communications, Cyber Security and world-class IT Services. Organisations from all sectors of the economy run critical services underpinned by our technological innovations. We deliver leading-edge solutions to over 2,200 customers in every vertical sector.

Our Network

Exponential-e's own Cloud infrastructure is fully integrated with our 100 Gigabit Carrier-Class Ethernet Network, utilising premium grade enterprise compute, and is supported by our UK based 24x7x365 Customer Service Desk to deliver a non-stop compute platform to you and your end users.

What differentiates us from the competition is how we utilise our own network to deliver multiple services over one connection, with 100% Network visibility and control, and the cost efficiencies this provides our customers. Our fusion of complementary technologies, a carrier-class network and Cloud infrastructure, means we can deliver enterprise applications at super-fast, low latency, with an end-to-end SLA, for a superior end-user experience.

17 year pedigree of delivering enterprise-grade solutions for our customers

Over 3,300 customers across SME, Enterprise and Public Sector organisations

Fully owned Network, Data Centres, Cloud, UCC Platform and Security services

Dun & Bradstreet rating 1 Privately owned and Financially stable

Turnover up 16% to £115m EBITDA up 81% to £36.2m

Average 25% compound Annual Growth Rate

Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ✓ **ISO27001** - Information Security
- ✓ **CSA Star** - Cloud Security
- ✓ **Cyber Essentials Plus**
- ✓ **PCI-DSS**
- ✓ **(HSCN)** Health Social & Care Network Stage 2 Compliance
- ✓ **CAS(T)** accreditation
- ✓ **ISO9001** - Quality Management
- ✓ **ISO20000-1** - Service Management
- ✓ **BS10012** – Personal Information (GDPR)
- ✓ **ISO22301** - Business Continuity
- ✓ **ISO50001** - Energy Management
- ✓ **ISO14001** - Environmental Management

Our certifications are fully audited every three years by BSI, NCC Group & NHS Digital, supplemented by six monthly continuing assessment audits to ensure continuing compliance. The following preventive are undertaken actions to ensure we maintain our certifications & accreditations;

- ✓ 12 month Audit Schedule
- ✓ Monthly Internal Audits in line with our audit schedule
- ✓ Six monthly external Audits

- ✓ Live Net Promoter Score on our Website
- ✓ All Engineers undertake BPSS vetting by a government approved vendor
- ✓ Corrective and Preventive Actions – CAPA
- ✓ Control of Documents and Records
- ✓ Companywide Risk Assessment
- ✓ Annual review of policies, procedures and documents
- ✓ Internal & External PEN (ITHC) Network Test by a 'Check' or "Crest" approved vendor
- ✓ Annual off site Business Continuity Test
- ✓ Management reviews (Management Meeting, Service Review, Quality Review, Business Continuity, Security Review and Operation Review

Our Promise

Our brand promise is to 'Constantly exceed expectations with innovation and service'. In order to achieve this, we promise to deliver the following:

- ✓ **Customer Service Excellence:** Our first priority we never compromise on, this culture spans across every department and is championed by every board member

- ✓ **Trusted Supplier:** A reliable and fully owned carrier-class network, with pro-active support from our 24x7x365, fault find and fix Service Desk, and verified financial stability inspire customers' confidence in us

- ✓ **Technical Capability:** Working within eight international ISO and British Standards, we design, manage and support customers' complex, bespoke network, Cloud and Voice requirements

- ✓ **Applied Innovation:** Ensuring customers' businesses remain at the leading edge with a dynamic approach to investment, R&D and innovation, and consistently delivering industry firsts.

Our network has undergone a rigorous security assessment and has achieved PCI-DSS compliance to ensure top security standards. We design, deliver, manage and support communications solutions, both simple and complex, to international ISO management standards: 9001, 22301, 14001, 5001, 27001, 20000 and BS 10012.

By the start of FY2018, our turnover had reached approximately £115 million and ongoing recruitment activity meant that we had over 500 employees. Our success is driven by the quality of service we provide and is underpinned by investments in people and infrastructure that enable us to deliver on our brand promise.

Exponential-e's Approach

Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden extras from you. From the initial point of contact, including technical consultancy, project management and on-going customer support, we are entirely transparent about our work and the costs involved. To maximise the value for money customers receive, we constantly challenge the performance of the service through 24x7x365 monitoring and management via the Exponential-e Service Desk, feeding back at monthly service reviews that constantly benchmark your expectations. During these reviews, we propose and implement continuous improvement targets for service levels and cost efficiency. On award of any contract, we analyse the service required and explore how we will improve the services year-on-year.

Thought Leadership and Applied Innovation

We have an entire team devoted to seeking out new products, features and enhancements. We pride ourselves on our ability to generate, identify, and deploy the latest technologies. Our commitment to innovation has seen us develop pioneering new products and services for our customers and deliver all manner of industry firsts.. We will constantly keep you informed of new technologies that ensure you remain current and knowledgeable as to innovative solutions and best practices. The most effective means of doing that is during our regular Service Management review meetings; the reviews will take place on a monthly or quarterly basis, or upon request. These sessions are used to understand your requirements, address any current service issues, and for our team to update you on new market trends or technologies our researchers have identified.

You will have the opportunity to attend regular events that provide an opportunity to speak with our subject matter specialists and to exchange ideas and experiences with other Exponential-e customers. We are firmly committed to listening and collaborating with our customers, and partners, in order to deliver innovative technical solutions that drive tangible business benefits.

We organise industry focused and private seminar events at exclusive venues, such as the Ritz and Emirates Stadium. We invite key speakers to present, as well as our in-house technical experts and evangelists, and look at topics including 'Demystifying SD-WAN' These events are excellent networking opportunities which present you with a chance to speak with like-minded individuals in an informal environment and gain real technical knowledge and insight from our team of experts.

Details of our events can be found on our website, http://www.exponential-e.com/about/events, where you can register.
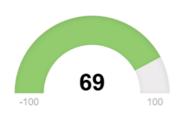
You will also be sent updates from our marketing department, highlighting new features or services available in the market. New products, features or services that we feel are well suited to our customer's infrastructure, or will benefit their IT environment, will be brought to their attention. Initially, many of our customers adopt our WAN solution and are often keen to complement this service with our Cloud, IT and Voice services.

Meeting our Brand Promise

For over 17 years we have focused on building trusting relationships with our customers by placing service excellence at the heart of our operations. Key to our success is the development and sustainment of effective working partnerships through regular service review meetings, proactive management and - most importantly - continually seeking to improve the services which will be delivered.

In order to ensure that we are continuously improving, we benchmark customer satisfaction which provides us with the analysis to improve. Measuring our customer satisfaction is achieved through our Net Promoter Score and our Voice of the Customer Programme.

https://www.exponential-e.com/about/customer-service-promise

Our current 3 monthly rolling NPS score is more than double the UK Industry average.

Our Voice of the Customer Programme gives you the opportunity to provide real-time feedback by simply clicking on one of four icons on each Exponential-e employee's email-signature (Gold- Excellent, Green- Good, Amber- Could have been better, Red- Poor).

These awards are all testament to our solutions and achievements in innovation. Details of our other awards can be found on our website:

https://www.exponential-e.com/about/our-accreditations-awards

Meeting our brand promise through customer service excellence is embedded into our culture; anytime our customers recognise our people doing well, we reward this throughout the business. At Exponential-e, we're committed to service excellence and are empowering our people to deliver it.

Our Security Capabilities

Security assurance

Our services are designed, built and optimised with clear alignment to the 14 CESG Cloud Security Principles that UK Public Sector organisations use when assessing cloud hosted solutions for information assurance compliance.

The Exponential-e cloud benefits from extensive independent validation via certifications ranging from international standards e.g. ISO9001, ISO27001 and ISO20000 to UK public sector specific standards such as CAS(T) and HSCN Stage 2 certification.

The Exponential-e Cloud Platforms are subject to regular, extensive IT Security Health Check (ITSHC) CHECK Tests by independent, CESG-approved assessors to ensure that our customers have confidence in the physical and technical security controls which have been implemented to protect their valuable data assets. Platforms are suitable for all data classified at OFFICIAL under the Government Security Classification Policy (GSCP)

All customer data is stored in Exponential-e's two secure UK data centres with SC-cleared UK staff. Customer identifiable data does not leave the UK.

Connectivity

Our UK Data Centres have resilient connections to secure UK government networks such as HSCN Assured as well as large scale, DDoS protected internet connectivity. We also offer the ability for customers to present their own connections (such as direct connectivity into your MPLS, or inexpensive point to point connections via leased lines) and the Secure Remote Access solution to allow security assured VPN access to the Elevated OFFICIAL platform.