



# SERVICE DESCRIPTION

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**Nimbus CC  
Services**

# Executive Summary

## High Level Overview

Thrive has extensive experience delivering a range of hosted, fully managed and co-location services. Our service propositions are supported by our team of specialists based within our Technical Assistance Centre inside our Tier 3 + data centre. Our facilities are UK based and wholly owned and operated by Thrive.

Our team of experts have designed and built the Thrive Contact Centre as a Service Proposition (Nimbus CC) to address fundamental challenges faced by our clients. Contact Centre (CC) applications help businesses to transform their customer services to meet the changing needs of their customers over multiple channels, such as voice, email, web chat or social media.

From experience it is clear that clients are requiring varying service consumption models as diverse as their individual business needs. They are also being challenged to do more, offer more services for less. Here we believe Thrive can help shape and underpin these fundamental drivers for change. Our hosted CC service provides a range of services from our basic service of Inbound Voice Services, through to our fully powered offering which delivers: multi-channel, call recording and quality management, workforce management, outbound dialling, CRM integration and analytics engine. Thrive's Contact Centre solutions are delivered using Cisco's Customer Collaboration portfolio, as well as complementary solutions, including Thrive's custom developed management applications.

All of Thrive services are delivered by experts both in technology and service design and are built around our client's requirements. This service once delivered will provide greater device resiliency, at a reduced cost with an enhanced contact centre feature set. All of these elements from experience will help to drive up your customer's satisfaction and ultimately overall service availability.

## Business Benefits of Partnering with Thrive

When Customers partner with Thrive they can expect to receive a clear range of benefits around their support and maintenance contract. These benefits will include:

- Improved customer satisfaction
- Increased customer loyalty
- Improved agent efficiency, leading to better employee retention
- Total cost of ownership (TCO) cost reductions

- Multi-channel customer care methods
- Supporting green credentials, reducing on-site power consumptions
- Ability to consume services at a fixed cost
- Pay-as-you-grow pricing models
- A comprehensive range of Service Level Agreements
- Round-the-clock expert led CCaaS support
- Providing predictable Business Continuity Services
- Supporting distributed mobile workforces
- Partnering with an organisation with over 24 years' experience delivering contact centre services

## Restrictions on Disclosure

Information contained and built within this Service Description remains the property of Thrive unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

## Services Scope

The purpose of this document is to provide a summary of the component elements which will make up the service. This is an external facing document.

## Service Components

*“Solving Customer Contact challenges via Thrive consultative engagements”*

Our Contact Centre as a Service (Nimbus CC) is built on industry leading platforms hosted within our owned and operated UK based Tier 3 + data centre.

Our services are managed by our team of technical experts located within our TAC.

The Nimbus CC Service is designed to deliver a range of functionality and value-add components which are clearly defined within this service overview below:

## Inbound Voice Service

Contact centre solutions from Thrive can provide inbound telephony, with the advanced call routing and handling features often required in customer contact situations, such as helpdesk and customer service functions. Commonly, these solutions will include:

- Call queuing
- Interactive Voice Response (IVR)
- Database dipping
- Skills based routing
- Resilient infrastructure across 2 Data Centre sites

## Web Chat

- Live text chat, embedded in existing web site

## Social Media

- Facebook
- Twitter
- Forums and blogs via RSS

## E-mail

- Inbound queuing
- Reply templates
- Forward & escalation ability

## Agent Desktop Integration

- Web based Client
- Extensible through gadgets and web applications/services
- API for integration with business applications

## Supervisor Functions

- Web based interface
- Team status and control
- Agent, team and queue statistics
- Mobile apps to manage teams



## Technical Support

Our Nimbus CC service support is delivered out of our TAC. Our Assure Service is the support component which underpins this service. The following elements are incumbent within support for Nimbus CC.

## Access to Thrive's Technical Assistance Centre (TAC)

Our TAC delivers a broad range of engineering competencies supporting all elements of Nimbus CC. Our team will be the single point of contact for the complete range of IT services required as part of this service. This includes:

- Incident management
- Service request fulfilment
- Event management
- 3rd party escalations
- Hardware and software replacements

Support hours are 24 x 7 x 365

## Event Management

Our monitoring service has been designed by experts in network management, network systems and services architecture to deliver a truly end to end event management service. Our monitoring is cloud based and hosted on our fully resilient FlexPod architectures. Monitoring is delivered via a combination of tools and applications which includes Solarwinds Network Performance Monitor (NPM) and Solarwinds Service Application Manager (SAM). The pairing of this industry recognised monitoring tool will deliver a core range of benefits for end users.

### **Our service delivers the following 3 unified components:**

- Advanced Alert Management
- Management Report Services
- Single Pane Network Atlas

### **Key Platforms managed will include:**

- Enterprise Networks
- Collaboration Platforms
- DC, Compute and Storage

Support hours are 24 x 7 x 365

## Thrive Quarterly Service Review

Thrive will provide either an on-site or Thrive hosted Service Review meeting. This meeting will be managed by our service delivery function and will provide the following Service elements:

- Management Report
- Case Review
- Number and type of events
- LA review
- MACD report
- Client and Thrive updates
- Strategy initiatives
- Value-add review and recommendations
- Service satisfaction review

## Thrive Moves, Adds, Changes and Deletion Service (MACD)

The Thrive Assure Service will provide MACD services supporting all elements of the Nimbus CC solution. The MACD service will provide a comprehensive range of Software Moves, Adds and Changes. Key changes will include:

- New User Configurations
- Skills Changes
- Add, delete users
- Script/Prompt amendments
- Call Diversions

## Application Refresh

Standard within the Nimbus CC service will be an application major upgrade every 2 years or 1 upgrade per 3 year contract, 2 upgrades per 5 year contract). The upgrade will be facilitated by underpinning Cisco contracts and will be fulfilled by the Thrive TAC optionally clients can upgrade every 12 months at extra cost.

## Call Recording & Quality Management

Being able to provide effective customer service requires that contact centres have the tools to support agents and manage performance. Our solutions offer the integration with Call Recording and Quality

Management systems that empower Supervisors to review and evaluate the performance of their agents in real time. Features include:

- Web based call playback and export
- Automatic highlights: Speak-over and silence events
- Customer weighted scoring forms
- Agent performance charts
- Screen Recording

## Workforce Management

Ensuring the contact centre has the right level of skill and knowledge is key to keeping with SLAs. Our Workforce Management (WFM) tools are an excellent addition to CCaaS which can make management of larger teams a breeze by providing:

- Scheduling and forecasting based on historic call volumes
- Holiday request handling
- Automated rota-planning
- Skill based resource planning

Where clients require on-site transition assistance these can be fulfilled via a standard professional Service engagement. These services can be purchased as either in or out of normal business hours. These include training services that will be essential to the adoption of new contact centre applications:

- Agent training
- Supervisor training
- Reporting training
- Go-live floorwalking

## Bespoke Integration Consultancy

Thrive consider our involvement in your Contact Centre as an ongoing partnership. We continue to understand each one of our Nimbus CC clients and offer consultancy to develop their Service into a bespoke, integrated solution that can offer:

- Self Service IVR
- CRM Integration
- Customised business reporting
- Automatic Speech Recognition (ASR) / Text-to-Speech (TTS)

## Outbound Voice Services

Recognising that many organisations have a more pro-active approach to customer contact, Thrive's contact centre solutions can be enabled to provide automated, campaign based outbound dialling capabilities. These will often be used in a telemarketing environment to make the most efficient use of agents' time, or to make automated calls to customers and present them with menu options, such as confirmation of appointments with the option to speak to an agent only if requested.

Thrive's contact centre solutions offer the ability to handle the below media channels within the contact centre:

- Preview, progressive or predictive dialling
- Self Service IVR

Description	SLA Target
CC Service Availability	100%

CCaaS is configured for 100% availability by design. Thrive uses best practice deployments in order to meet this SLA.

The above SLAs are dependent on both devices/applications being unavailable for a given period of time. Degraded service I.E. loss of one host or one application will not count towards a service credit.



Nimbus CCaaS employs Cisco best practice for HA (High Availability) to provide resilience in the event of a physical hardware (ie a blade) failure as well as software failure of a single component. If HA is activated, there will be a known and expected period of degraded service for some users of the service whilst the technology switches service to the redundant system(s). In this instance only, failure of this kind that results in a degradation of service is excluded from any service level measurement, providing the degradation does not exceed 30 minutes. At such time service credit will apply.

In the event that any UC service has been taken which either does not follow or conform with Thrive/Cisco best practices for high availability (at the request of the customer) will automatically be exempt from to 100% availability SLA.

Service Levels	Service Credits	Downtime period per month
100%	None	
<100% and ≥99.5%	10	99.5% =’s 3.60 hours
<99.5% and ≥99%	15	99% =’s 7.20 hours
<99% and ≥97%	20	97% =’s 21.6 hours
<97	25	Over 21.6 hours

## Service Credits

A service credit is defined as 1% of the price payable in a calendar month, for the specific client service or services, which have not met the defined service level.

Service level data is based on data collected over whole calendar months, and will be provided to the client by the 10th day of the following month

A maximum of 100 service credits can be claimed in one calendar month. Service credits can only be claimed for the calendar month in which they occur and cannot be rolled into subsequent months.

All claims for service credits must be initiated by the client to Thrive’s representative in writing.

The client must claim the service credit by sending a written request to Thrive. Such notice should include the incident references provided by the Thrive TAC during the current SLA report period. Any claim must be made within 30 days of the end of the billing period in which the period of unavailability has been exceeded.



Where service credits claims are not made within the notified period no service credits will apply.

Applicable service credits will be paid one month in arrears in the form of a credit note which can only be applied against the future provision of Services.

Clients will have 30 working days to query any service credits issued. Where supplementary service credits are due, these will appear on the following monthly invoice.

Where Thrive inadvertently issues an overpayment of service credits, Thrive reserves the right to have these refunded. This will take place on the following monthly invoice after notification to the client.

The service credit shall be the sole financial remedy to the client in respect of the unavailability of services.

For the avoidance of doubt, in the event that service availability falls below 97% for two consecutive months, that is as a result of an error or act of Thrive and/or its partners or unforeseeable ("Service Disruption"), this shall constitute material breach by Thrive.

Service Level agreements will be subject to section 25.9 force majeure contained within Thrive contract of Services. Service Credits will not be invoked in the event defined within force majeure including: war, strike, riot, crime, act of God etc. ***The optional Site Recover and Rapid Site Recover products have been designed to be utilised in such an event.***