



SERVICE DESCRIPTION

Nimbus UC

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 Unified Communications as a Service Proposition (Nimbus UC) to address fundamental challenges faced by our clients. Unified Communications (UC) helps businesses to transform their work-place making it simply to do business with and within.

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 UC service provides a range of services from our basic dial-tone only service through to our fully powered offering which delivers: hosted telephony, unified messaging, voicemail, instant messenger, presence and softphone support.

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

Business Benefits

When clients partner with Thrive they can expect to receive a clear range of benefits. Once purchased Nimbus UC will address and deliver the following:

- Total cost of ownership (TCO) cost reductions
- Multi-channel collaboration 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 UCaaS support
- Providing predictable Business Continuity Services
- Supporting distributed mobile workforces
- Partnering with an organisation with over 24 years' experience delivering collaboration

Restrictions on Disclosure

Information contained and built within this services 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

Overview

The purpose of this document is to provide a summary of all of the component elements which will make up the service.

Service Components

High Level Overview

“Nimbus UC Collaboration from our Cloud”

Our Unified Communications as a Service (Nimbus UC) 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 UC service has been designed to deliver a range of service levels which are documented within the following service description

Telephony Service

Where clients require telephony support Thrive has made provision within Nimbus UC. Supported endpoints can include the following, but is open to discussion between the customer and Thrive:

- Facsimile
- Analogue telephone
- IP Handsets
 - 7821 (100Mb, 2-line phone)
 - 7841 (1Gb, 4-line phone)
 - 8845 (Video phone)
- Jabber softphone

Standard User Service

The Standard User Service will provide a range of feature rich elements to end users which will include a bundle or combination of the following elements:

- PSTN and internal dialling
- Call routing, diverts, audio conferencing
- Jabber for Everyone (J4E) delivering IM and Presence services
- Corporate directory services (endpoint dependent)
- Extension Mobility (if required)

- Includes 1 SIP channel for every 10 users
- Includes 1 DDI per user (if required)
- Resilient infrastructure across 2 Data Centre sites

Collaboration User Service

Our higher level of Service built into Nimbus UC is the Collaboration User Service. This service is designed for power users with multiple devices, for example; desk phone, mobile device and softphone on PC.

This service once purchased will deliver the following key functions:

- Everything available in the Standard User Service
- Use of up to 2 physical devices and 3 soft devices concurrently

Voicemail Service

Both our Standard and Collaboration User Services can have a Voicemail Service added on a per user basis. This service will deliver the following:

- Personal Voicemail Box
- Unified Messaging (voicemail to email, dependent on customer environment)
- Additional capabilities, Including. IVR, message only line, voice form

Technical Support

Our Nimbus UC 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 UC

Access to Thrive Technical Assistance Centre (TAC)

Our TAC delivers a broad range of engineering competencies supporting all elements of Nimbus UC. 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
 - SLA 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 UC solution. The MACD service will provide a comprehensive range of Software Moves, Adds and Changes. Key changes will include:

- New User Configurations
- Hunt and Skill group amendments
- Add, delete users
- Script amendments

Application Refresh

Standard within the Nimbus UC 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.

Value-Add Components

Installation Services

Where clients require on-site deployment tasks these can be fulfilled via a standard professional Service engagement. These services can be purchased as either in or out of normal business hours.

Service Level Agreement Targets and Service Credits

UCaaS 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 UCaaS 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
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100%	None	
<100% and ≥99.5%	10	100% =’s 0 hours
<99.5% and ≥99%	15	99.5% =’s 3.60 hours
<99% and ≥97%	20	99% =’s 7.20 hours
<97	25	97% =’s 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.