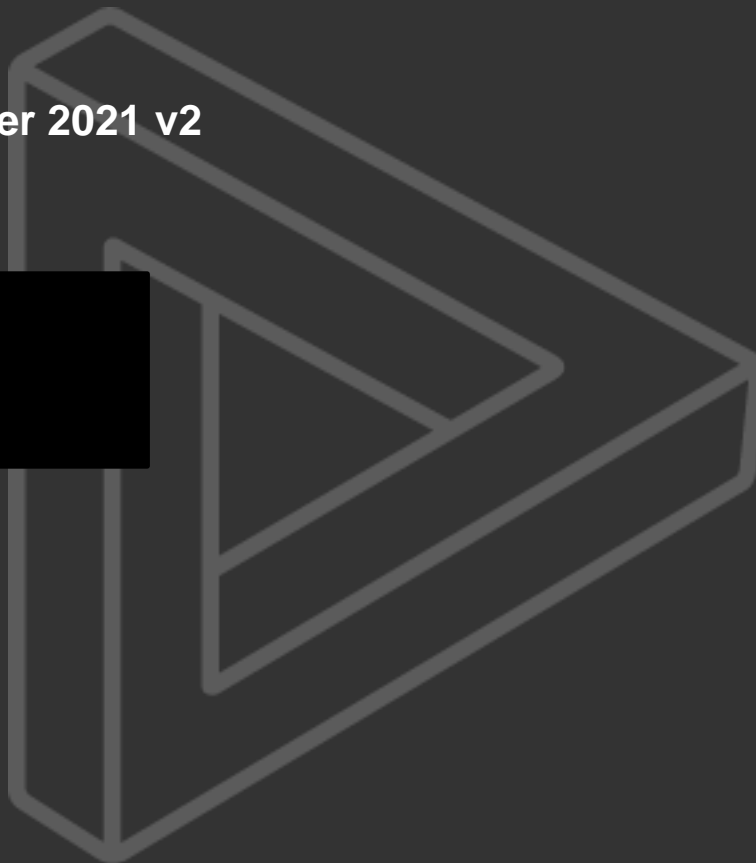


NHS Midland and Lancashire CSU

Support Desk Cloud Telephony Solution

26th October 2021 v2





1. Executive Summary

WHAT WE THINK YOU WANT	<p>Digital Space to deliver a cloud telephony service capable of delivering a minimum of 50-person cloud contact centre via browser-based softphone with the ability to increase the line capacity (number of simultaneous calls) and number of lines (individual phone numbers) without disruption.</p> <p>This contact centre will be configured to your needs the requirements of which are set out below. We will strive to mimic your current solution with improvements in the first instance while offering a solution that can be expanded and improved in the future. This includes multiple channels and features such as webchat, call back in queue, automated deflection, deep integration, detailed reporting and insight etc... This will be based on the successful use of Amazon Connect by other parts of MLCSU in use for over 24 months.</p>
WHAT WE ARE PROPOSING	<p>A team of Digital Space AWS and Amazon Connect certified professionals to work with you to design, build and implement the solution.</p> <p>We will provide you with a managed service that supports and monitors the systems that we have deployed. Backed by a UK support desk Monday-Friday 9-5pm and covered by AWS 24x7 Business support. We will also provide you with AWS resale for the account so that you can pay by invoice in GBP monthly in arrears.</p>
HOW LONG WILL IT TAKE	<p>We expect the project to take circa 6 weeks in duration and includes project management required to manage the Digital Space team.</p>
HOW MUCH WILL IT COST?	<p>One off services £19,520, Annual support £6,000. Estimated Call and storage costs per annum £34,419 see breakdown below. Two year contract term. Ongoing telephony is charged at cost based on usage at the standard Amazon Connect rates. See indicative costs in the table below.</p>
WHAT DO WE NEED FROM YOU?	<p>Access to subject matter experts during the combined discovery and configuration phase of the project to</p>



	ensure that we put a solution together for you quickly which is tailored to your needs.
NEXT STEPS	To initiate this work please forward a purchase order to [REDACTED] or if you wish to discuss the content of this proposal.

2. Solution Overview

We understand MLCSU Support Desk wish to replace its existing contact centre solution to improve capacity & reliability. In addition you wish to further transform services offered to provide an improved customer experience whilst reducing workload on staff eliminating repetitive mundane tasks. There is a requirement to easily flex up and down the number of agents whilst being charged based on usage rather than agent-seats along with support for existing headsets and remote working requirements. Due to previous issues with downtime linked to legacy hardware, the MLCSU are keen to avoid an on-premise solution which would require in-house system management and are looking to use a cloud contact centre. MLCSU are keen to understand and explore how modern techniques and technologies could be used to transform your service, reducing staff burden while improving the service to callers. However, the first phase of work is to provide a like for like contact centre which mimics the existing implementation. Namely:

- Accessible system 24/7 from a laptop and Google Chrome Browser
- Ability to port existing 0300 number and provision a new 0300 number
- Softphone with ability to monitor live calls
- Encrypted UK based call recording system with a retention policy set to your needs
- Whisper functionality and notification of incoming queue/call type
- Skills based routing with complex options
- Out of Hours delivery to on-call mobiles with ability to control
- Complex IVR routing based on options selected or area code of caller
- Numerous queues with different opening hours
- Integration into 2Ring wallboard system



- Integrated data with ability to export to separate BI system
- Up to 100 agent accounts. (Initially 40 required)

Additional functionality to include:

- Potential for wallboard to show the status of Queues and Agents.
- Graphical Reporting to show call metrics split across time and agents.
- Customisation of the softphone to show on-screen what options have been selected by the caller
- Administration of the out of hours call forwarding functionality
- Ability to add/remove emergency front-end message
- Amazon Connect Contact Lens transcription and sentiment analysis to allow team leaders to review calls for QC reasons faster. This work will include setting up rules which can be run against call transcriptions to identify where staff are not adhering to policy when talking to customers.

3. Project Approach

Digital Space propose an agile approach to the development of the solution and split it into the following phases:

1. Like-for-like migration of the existing contact centre and integration into separate existing 2Ring system
2. Data collection and consolidation ready for consumption by separate existing BI system
3. Customisation within the softphone and Centre Admin portal to features such as agent notification of options chosen by callers and out of hours call forwarding control.
4. Any reporting or wallboards beyond those available in 2Ring which are required

Digital Space will need a period of discovery to fully understand the existing system. We will then build a new system side-by-side such that the two systems can be compared prior to switch-over. Review of MLCSU processes and suggestions as to how these could be transformed to reduce burden on staff along with providing a better experience to customers.



4. Schedule of works

We expect the project to take approximately six weeks to complete however we will look to make functionality available as soon as possible to allow early use of the system. We anticipate there may be a delay from a 3rd Party supplier which will affect some work with regards to the porting of numbers (assuming this is required).

5. Pricing

Our estimate is based on the information captured in this document. Set out below is an estimate of the time and cost for implementation based on the standard Digital Space day rate. As a discovery process has not taken place some of these figures may need to be revised if the system is found to be more straightforward or complex than currently anticipated. This is the case with regards to all phases of the project.

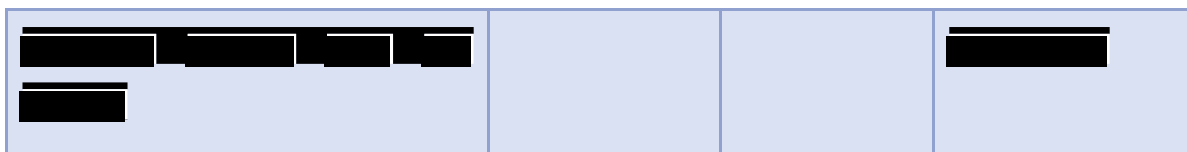


Project			
Item	Rate	Days	Total
Phase 1 - Discovery & Deployment of contact centre which is aligned to the existing system. Integration into 2Ring system	██████████ ████	██████	██████
Phase 2 - Discovery & implementation of data collection ready for consumption by external, existing 3 rd party BI tool	██████████ ████	██████	██████
Activate display of attributes	██████	██████	██████
Activation of Centre admin application	██████	██████	██████
Phase 3 – Discovery & Customisation of Centre Admin to support out of hours call diversion and Emergency message control	██████████ ████	██████	██████
Project Management	██████████ ████	██████	██████
One off Set-up Total			£19,520
Annual Costs			
Digital Space Managed Service, support and usage of	██████████		██████





Indicative Call Costs Breakdown			
Outbound calls per month	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
Inbound calls per month	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
Optional Amazon Contact Lens transcription and sentiment	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
DDI cost per month	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
Approx. Monthly cost for Call Recording for three month retention storage [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
Sub Total Estimate Per Month			[REDACTED]
Monthly AWS Business Support [REDACTED] [REDACTED]			[REDACTED]
Estimate Per Month			[REDACTED]



*AWS Business support is required to select DS managed service option

**AWS Monthly spend is converted from \$ and charge one month in arrears. Other small AWS service charges may apply dependent on components used.

Digital Space Cloud Service T&C's apply

Contact [REDACTED]

Quotation valid for 30 days