Ooredoo Business Collaboration Solution

Introduction

Based on Cisco's Hosted Collaboration Solution (HCS), our platform will change the way the business communicates. Immersive video conferencing, instant messaging, intelligent voicemail, and many other features come standard with this next generation collaboration service. We now have a host of additional services available on an 'à la carte' basis thanks to the launch of Unified Communications & Collaboration Value Added Services (UCC VAS), to meet the business's every need. Expanding the business's communication services with unrivalled on-demand scalability. Additionally, one can lease Cisco technology from Ooredoo, giving access to cutting-edge technology without the cash upfront hassle. Ooredoo's Business Collaboration Solution offer customers, Secure, flexible and scalable solutions for the Unified communication requirements.

Service Description

Ooredoo's Business Collaboration Suite provides Unified communication services which enables businesses enablers like, Voice & Video, unified messaging, mobility, instant messaging etc. to exist on a single platform and collaborating with each other to effectively deliver the optimum business communication suite.

- ## Voice & Video
  Much of today's video delivery, storage and streaming services could be moving to the cloud to support increasing consumer demands and expectations for video content anywhere, on any device, at anytime. Simplify collaboration with a unified architecture that delivers industry-leading voice and video capabilities as a service. Voice services based on VoIP, including call processing, extension access and mobility, third party phone integration, unified directories, and dial via office. Video calling and conferencing services, virtual meeting room (VMR) bridging, and secure B2B and B2C calling models for intuitive video collaboration.

- ## Voicemail and Unified Messaging
  Deliver voicemail, integrated messaging, or simply access messages the way you prefer, from an IP phone, mobile phone, or desktop client. Unified messaging lets users access and manage messages from an email inbox, web browser, software application, IP Phone, smartphone, or tablet. It also provides flexible message access and delivery format options, including support for voice commands, speech-to-text transcription, and even video greetings.

  This highly secure solution is designed for complex distributed deployments with support for high availability, redundancy, and branch office survivability. It is fully virtualized, and can be run on specification-based hardware. Benefits include:

  - Fast, Flexible User Access to Messages.
  - Simple and Cost-Effective Administration and Management.
  - Highly Secure, Scalable, and Compliant.

- ## Instant Messaging and Presence

Improve collaboration and simply click to begin an IM session, initiate a phone call, or easily start a videoconferencing call. Collaborate Anywhere on Any Device with an application client.

Give your teams the freedom to be productive from anywhere, on any device with Cisco Jabber. This software client lets you access presence, instant messaging (IM), voice, video, voice messaging, desktop sharing, and conferencing. Now you can find the right people, see if and how they are available, and collaborate using your preferred method.

- ## Mobility

Give users one number to dial, redirect incoming IP calls to designated phones, move calls between Cisco desktop and mobile phones, create personalized access lists, and give access to all your corporate call features from mobile phones.

Users now can redirect incoming IP calls from the unified messaging client to different designated phones, such as GSM phones. Users can also transition active calls between their desktop and mobile phone without interruption. Using Cisco Unified Mobile Communicator, employees can:

- o Streamline communications, by giving callers one number to dial, and by redirecting incoming calls to multiple phones.
- o Move active calls between their Cisco desktop and mobile phone to take advantage of the best available resource.
- o Simplify message management, by directing unanswered calls to a Cisco Unity or Cisco Unity Connection account.
- o Create personalized access lists that determine which business calls get extended to alternate phone numbers, and at what point that occurs.

- ## Equipment Leasing and Buy-Back

With the leasing agreement, each order will be in place for a period of three years, and customers will be able to purchase the equipment at the end of the contract for a low cost. Customers can also opt to discontinue using the equipment on lease, or have it replaced with the latest technology by renewing the contract.

Additionally, customers can benefit from our "Buy-Back" option for your existing IP-Phones and get lucrative discounts for new Cisco endpoints. Buy-back value depends on type, age, make and condition of the legacy devices, and this value will be paid in the form of discounts on the new Cisco endpoints.

This scheme is applicable to all Cisco and non-Cisco end-point devices. On-premise Cisco Call Manager licenses can also be taken over by Ooredoo and further discounts can be offered on the new Cloud Voice and Collaboration Suite licenses.

Service Profiles

Profiles	Maximum Number of Devices	IP Telephony	Unified Comms	Mobility	Single Number Reach	Unified Messaging	IM & Presence	Point to Point Video
Premium	10	●	●	●	●	●	●	●
Advanced	2	●	●	●	●	●	●	●
Standard	1	●			●	●	●	

Pricing

BCS Extension Charges:

Set-up fee per Site	QR 3,000
Activation fee per subscriber	QR 50

Profiles	Maximum Number of Devices	Monthly Fee per Subscriber 1–99 subs	Monthly Fee per Subscriber 100–299 subs	Monthly Fee per Subscriber Over 300 subs
Premium	10	QR 100	QR 90	QR 80
Advanced	2	QR 70	QR 65	QR 60
Standard	1	QR 50	QR 45	QR 40

Note: One voice VPN per site needs to be ordered separately for the complete solution.

Ooredoo's obligations and standard Terms & Conditions of the service

1. Minimum contract Term: 3 Month
2. Termination liability: In case customer terminates the contract before the passage of one year, the customer is liable to pay immediately all the remaining monthly recurring charges till the end of the one year minimum term in addition to refunding all discounts it has received till then, if any. In case customer terminates the contract after the passage of the one year minimum term but before the expiry of the whole term, customer shall immediately refund all discounts it has received till then.
3. Notice for termination: One month before the expiry of the contract. In the absence of any notice, the contract would be automatically renewed for another one year with the same terms.

Customers Obligation

1. The services are provided subject to the feasibility report carried out by our technical team.
2. Pre-requisites for the service: at least one active Internet VPN service.
   - We provide it to the sites where any type of physical media is available (Copper, Fiber, FTTx, VSAT, Microwave
3. Regulated UPS power and air conditioning to the DDOS Hardware equipment
4. All internal cablings and LAN configurations would be customer's responsibility.
5. Ooredoo can also provide Managed LAN as part of Managed Service Offering
6. Payments to Ooredoo for the services as per Ooredoo's standard payment terms
7. Ooredoo shall collect, use and share customer personal information in accordance with Law No. 13/ 2016 of the state of Qatar concerning privacy and protection of personal data.
8. Any component of the service which is deemed to be a regulated service shall separately be governed by the relevant tariff terms and conditions.
9. Ooredoo reserves the right to amend the service terms and conditions and the service prices, subject to adequate notification.

Incident Management

SI	Procedures	Time Line
1.	Identify the incident, customer and service based on the requests received from Customer/Sales-force/Onsite engineers. The incidents can be reported through various channels including emails, phone calls etc. **(800800 / 800800@ooredoo.qa)**	10 Min
2.	Log the incident and create or update an incident ticket based on the information received. Send SMS & Email notifications to the initiator with the ticket number.	10 Min
3.	Validate the reactive incident During validation, ESC confirms the incident is not a duplicate one. And proceed to step 5.	

4.	Validate the event/Alert received from the Customer service Management tools (NMS) and create the incident ticket(s) During validation, ESC confirms the incident is not a duplicate one.	15 Min
5.	Categorize the incident based on the defined categories in the system, and add at least one subcategory (if applicable), which help to create patterns to analyse the incident.	<5 Min
6.	Prioritize the incident. An incident's priority is determined by its impact on users and on the business and its urgency. Incident prioritization is important for SLA response adherence.	<5 Min

Incident severity level definition

Severity	Description	Impact	Example
Priority 1 (critical)	Event causes service interruption to end users	Severe Business Impact	1.Voice VPN Failure 2.Complete Outage of Voice Services
Priority 2 (major)	Event causes service interruption / degradation and prolonged degradation can lead to P1	Potential Business Impact if activity continues	1. Connectivity link sluggish 2.Jitter, Delay on VOIP
Priority 3 (Moderate)	Event causes service degradation and prolonged degradation can lead to P1	Potential Business Impact if activity continues	

Priority	Severity level	Response Time	Resolution Time
P1	Critical	20 Minutes	Within 2 hours (with in Doha City Limits)
P2	Major	30 Minutes	Within 4 hours
P3	Moderate	1 Hour	Within 24 hours
P4	Minor	2 Hours	Within 2 Days

Escalation Matrix

TYPE	SEVERITY 1			SEVERITY 2			SEVERITY 3		
INTERNAL	**First Update**	**Follow-up Updates**	**Method**	**First Update**	**Follow up Updates**	**Method**	**First Update**	**Follow up Updates**	**Method**
Shift Manager ESC	Immediate	30 Min	Direct/ Mail	Immediate	30 Min	Direct/ Mail	Immediate	30 Min	Direct/ Mail
Incident Manager ESC	Immediate	30 Min	Direct/ Mail/ Phone	15 Min	30 Min	Direct/ Mail/ Phone	30 Min	1 hour	Mail
Head of ESC	15 Min	30 Min	Phone/ SMS/ mail	15 Min	30 Min	Phone/ SMS/ Email	30 Min	2 Hour	Mail
Onsite Support (Serv. Manager)	15 Min	1 Hour	Mail	30 Min	1 Hour	Email	1 Hour	4 Hour	Mail
Account Admin/Manager	30 Min	1 Hour	Mail	1 Hour	2 Hour	Email	1 Hour	4 Hour	Mail