

## Scope of Work

SAMPLE CLIENT has engaged C3 to evaluate all phone system environments to recommend all suitable Unified Communication as a Service (UCaaS) solutions. The goals of this project are as follows (included, but not limited to):

- Provide engineering and consulting personnel resources specializing in UCaaS to evaluate all vendor candidates via email, phone and in person meetings.
- Evaluate all applicable vendor candidates and present results.
- Formulate recommendations to include products, services, management, financials and overall company strategy.
- Propose plan for project management, migration and ongoing support.
- Contract negotiation support (pricing, terms, service level agreement(s), etc.)

## Tasks and Activities

- Review all potential UCaaS vendors and the components of each solution
  - Provide C3 feedback on each of the proposed vendors
  - Financial analysis
  - Identify the difference between carrier competency and capability on product sets
    - Competency – a product or service that a particular carrier excels at
    - Capability – a product or service that a carrier provides that is graded as average or below average as compared to others in the industry
- Conduct interviews with applicable stakeholders and heavy voice users
- Review long-term vision for WAN and Unified Communications
  - Identify all relevant business applications and potential future applications
    - What is the order of importance?
  - Establish success criteria for UCaaS solution
    - Must have features, and nice-to-have requirements
      - Provide feedback on that vision and make suggestions where possible
- Identify any compliance policy requirements, where applicable
- Review production environment:
  - Identify all locations in scope
  - Network connectivity contracts, where available
  - Managed services contracts specific to the network infrastructure environments
  - High-level review of WAN, PSTN, and ISP connectivity
    - Voice network diagram review
  - Ensure new provider(s) meet all company requirements for business continuity
- Negotiate vendor contracts
  - Pricing
    - Identify all pricing elements including non-governmental issued surcharges
  - Language
    - C3 will provide consultative support to include additional contractual language and addendums that will be beneficial to CLIENT NAME.
- Project Management
  - Oversight and facilitation of all timelines and vendor project scheduling
  - Escalation management of any and all vendor-related issues if necessary
  - Decommissioning of all applicable incumbent services
  - Last bill review of decommissioned services and credit recovery
  - First bill review of all newly implemented services (presented by C3) and credit recovery



- Oversight and management of all number portin