

Google Chrome Enterprise (Upgrade) License

G-Cloud 14 - Service definition

Google Chrome Enterprise unlocks the full potential of ChromeOS, Chrome Browser and Chrome devices for businesses, empowering IT to support a cloud-based workforce.

Information from Google

Management

Deploy at the speed of business

- **Free IT:** Reduce the burden on IT by managing endpoints centrally while providing employees with seamless access to information and cloud tools.
- **Fast deployment:** Quickly scale your organisation with minimal IT involvement thanks to fast and easy deployment.
- **Hassle-free management:** Well-researched default settings simplify IT administration, eliminating guesswork.
- **Always up-to-date:** Minimise help desk calls with a user-friendly and always-up-to-date OS that receives regular background updates.

Security

Peace of mind, built-in

- **Enhanced protection:** ChromeOS safeguards users from threats and works with diverse application ecosystems to ensure trusted apps while providing IT with essential controls.
- **Proactive defense:** Chrome devices actively protect against threats prevalent on traditional systems.
- **Strict app control:** ChromeOS ensures trusted applications by vetting apps within its diverse ecosystem, keeping harmful apps out and giving IT control.
- **Regular background updates:** Security patches and features are updated automatically in the background, protecting against threats without disrupting users.
- **Manage Chrome devices:** Manage policies on Chrome devices (Chromebooks, Chromeboxes or Chromebits) used for work computers, digital signage or single-purpose kiosk applications.

From a cloud-based Admin console, you can:

- Enforce over 300 corporate policies
- White or black-list apps and websites
- Implement privacy and security policies
- Install and manage business apps and extensions
- Manage Chrome auto-updates

Service definition details

1. Data backup and restore disaster recovery

Google Chrome Enterprise services offer synchronous data replication. User activities within the suite are backed up constantly across multiple secure data centres and servers within each centre. If a data centre becomes unavailable, the system automatically fails over to another centre, ensuring uninterrupted service. Backup, restore, and disaster recovery are inherent features of Google's service architecture. There is no planned downtime.

2. Onboarding and offboarding support

Onboarding services are covered by separate Getech Cloud Service offerings priced according to published SFIA Rate Tables (see separate service listings). Customer data extraction and offboarding assistance are free of charge, typically in an open industry standard format. Custom data extraction via product APIs and additional data transformation may incur costs based on scope and requirements.

3. Implementation plans

Implementation plans are covered by separate Getech Cloud Service offerings and priced according to published SFIA Rate Tables. See separate service listings for details.

4. Pricing overview

A pricing document is attached to this service description. It may include volume discounts and data extraction costs.

5. Service constraints

- **Maintenance windows:** No planned downtime or maintenance windows occur with Google Cloud services.
- **Customisation:** Configuration and customisation are achieved typically through product settings offered through an admin console or interface. Bespoke customisations are available via a rich API set and specific development services (subject to scope and requirements definition).
- **Feature deprecation:** Feature and function deprecation, if applicable, is typically published by Google six months in advance.

6. Service levels

- **Performance and availability:** All Google products have a 99.9% uptime guarantee. See individual terms of service for specific details.
- **Support hours:** Getech offers an optional Premium Technical Support Service during business hours (8:30 AM to 5:30 PM). See separate Cloud Services options for details and pricing. Cloud Software products include 24/7 vendor support via email, chat and phone with the license price.

7. Service level compensation

Google will determine the financial compensation model for Google Workspace services provided by service credits. Please see the relevant Getech Google Workspace Terms and Conditions provided with the individual service listing response.

8. Ordering and invoicing process

- Contact Getech for individual service order inquiries and initial quotes.
- Each Cloud Software product has specific Terms of Service provided in the Service Listing and referenced in the Service Order Form, which details the service term commitment and total order cost.
- Invoicing for Cloud Software occurs upon order and is payable in advance by 30-day terms. Cloud Hosting is invoiced at the end of each month (in arrears) and is payable within 30 days of invoice.
- Getech Professional Services engagements are subject to customer requirements and require direct engagement with the services team for an initial assessment and recommendations. We document each project in a Statement of Work with a detailed breakdown of tasks and costs calculated according to the SFIA Rate Table provided.