

Entrust for Microsoft 365

Service Definition Document

G-Cloud 14

INTRODUCTION

This service definition document for G-Cloud 13 explores AvePoint's EnPower for Microsoft 365. Below you will find information about how to use this document, it is important to read the guidance to ensure you find the information that you need quickly and easily. This document contains information regarding the solution, its functionality and key benefits, commercial information, our service commitment to you and other relevant information.

1.1 DOCUMENT SECTIONS

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about Entrust, the key features and benefits, functional requirements, technical information and high level commercial information plus links to further reading.

Section 2 - [G-Cloud Alignment Information](#) details how AvePoint EnPower with the G-Cloud buying process and provides typical information to help you understand how to buy, consume our services, and how to leave our services should the need arise.

Section 3 - [About Our Company and Our Services](#) provides information specific to AvePoint and how we work and meet today's challenges in the Public Sector.

Section 4 - [Appendices](#) provide supplementary service information referred to throughout this document.

1.2 HOW TO USE THIS DOCUMENT

This service definition document is an active document which means you can click on the links we provide to move around the document and to AvePoint's Website, viewing only those specific sections relevant to you.

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2 SECTION 1: SERVICE INFORMATION

2.1 SECTION INTRODUCTION

In this section you will find information regarding AvePoint EnPower for Microsoft 365 solution. This section explores EnPower and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 ENPOWER FOR MICROSOFT 365 OVERVIEW AND ASSURANCE

The challenges

While collaboration tools like Microsoft 365 have become a critical resource for organizations, behind the scenes IT struggles to align it with their operational needs. In Microsoft 365 the “all or nothing” permissions framework gives IT admins global, broad access to the tenant and services, creating complexity on how to control and secure. While this may be convenient, it's not necessarily a benefit.

The reason? Large organizations with sizable amounts of sensitive data — as well as big IT staffs and perhaps outside contractors — run the risk of compromising their configuration, policies (say, a junior admin unintentionally making changes that go against company policy) , and compliance.

The result? Organizations locking down admin privileges to a select few and stretching those valuable resources with requests that already have logical administrators.

Manage Microsoft 365 the Way That Makes Sense to Your Organization

AvePoint EnPower is designed to avoid these pitfalls by helping IT departments not only identify and scale customized permissions in Microsoft 365 but to also analyse user behaviour to help colleagues work smarter and more safely. Across one or multiple Microsoft 365 tenants, businesses can rely on AvePoint EnPower to streamline elements that are critical to efficiency and improvement.

Key Benefits

Right-Size Administration

- Tailor and align administration permissions across your M365 tenant(s) to meet your operational and security needs. With our RBAC architecture, daily tasks like resetting a user's password, setting up a new resource mailbox, or clearing out inactive SharePoint sites, will only be accessible to admins who require it. You choose how admin permissions are structured - by application, location, business unit, department, tiered IT support - whatever makes sense for your organization.

Maximize Adoption & ROI

- Ensure your organization gets the most out of Microsoft 365 with consolidated activity dashboards. Understand what apps users most depend on, whether they are using mobile or desktop devices more, or which SharePoint sites have the highest impact on the organization. Dive deeper by application and discover which teams leverage features like Teams calls, SMS, or

chats and if the quality of the connection might be the reason why others are not using them. You've invested, safeguard its use.

Centralize & Monitor Activity

- Streamline how you gather and access admin logs across Microsoft 365 by centralizing all audit and job information in one central location. Quickly identify and get to the root of why a job was unsuccessful or review in bulk to see if any trends need remediation. Break down visibility into audits and jobs one step further by only giving access to admins that need it.

Further information regarding AvePoint EnPower can be found at:

<https://www.avepoint.com/uk/products/enpower-microsoft-365-management>

2.2.1 Service Functional Capabilities

The functional capabilities of EnPower include:

Control

- Centralize multiple tenants – Manage multiple tenants in one place and control who has access to which one and ensure company policies are adhere to in each one.
- Administration permissions – For Exchange, Teams, SharePoint Online, OneDrive, Azure Active Directory, and Groups, breakdown administration permissions and give each admin access to only what they need.
- Audit log – Quickly generate and export admin user audit reports for Exchange, Teams, SharePoint Online, OneDrive, Azure Active Directory, and Groups.
- Monitor jobs – Understand whether a job was successful or unsuccessful. For those unsuccessful, dig into the root cause and fix it.

Visibility

- Centralized dashboards – Thru application dashboards, surface critical information in one pane, and act immediately
- M365 Adoption tracking – Understand how users are leveraging M365 with user activity, M365 apps, and user activation charts
- M365 App reports – Review key activity by application with container-level report charts for Teams, SharePoint Online, Exchange, and OneDrive
- Storage Quota – Know and monitor Group mailboxes and sites storage quotas in your organization over a selected time range. In addition, monitor and track your top SharePoint sites and user OneDrives that use the most storage.

A more detailed functional specification can be found at:

<https://www.avepoint.com/uk/products/enpower-microsoft-365-management>

2.2.2 Service Non-Functional Capabilities

AvePoint provides a number of non-functional capabilities:

- As Entrust is delivered in a SaaS model, no infrastructure is required for deployment.

- AvePoint EnPower is activated with a license key, so you can be fully operational quickly.
- AvePoint EnPower comes with AvePoint's Premier support and maintenance, which includes 24/7 and multi-channel support. Further information can be found in Section 3.2.4
- AvePoint continually invests in product development, releasing updates as often as once every two months, to support new or updated functionality and Microsoft APIs.

Further information regarding other AvePoint Online Services solutions can be found in Section 4.4 of our Service Portfolio.

2.2.3 Information Assurance

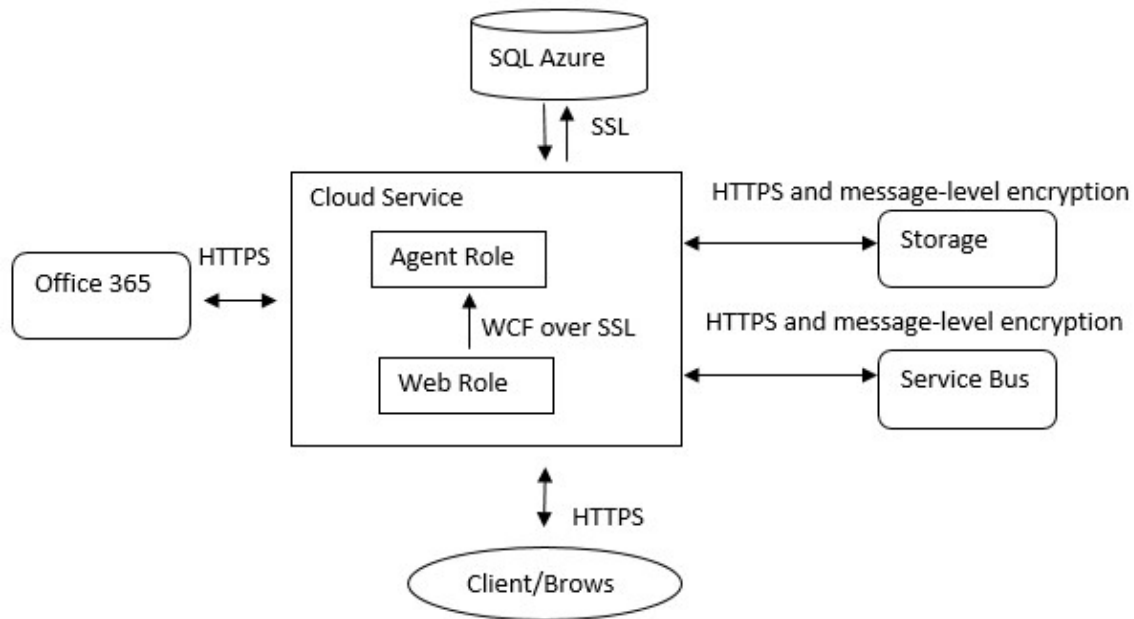
AvePoint EnPower is built on top of Microsoft Azure, which meets many international and local compliance and privacy standards. For more information, please visit <http://azure.microsoft.com/en-us/support/trust-center/security/>

2.3 SECURITY

When users access AvePoint EnPower, users can select single sign-on using their Microsoft 365 account. When this option is selected, the user is redirected to Microsoft 365 to enter their credentials. The authentication is provided by Azure Active Directory, which also supports multi-factor authentication for an added security layer.

2.3.1 Secure Encrypted Connection from the Client to the Application

All communication between the client and application are secured over HTTPS. Data security in Entrust System communication is guaranteed via HTTPS and message-level encryption. The details of the progress can be seen in the following flowchart:



2.4 BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

AvePoint cloud software is hosted across Microsoft Azure Infrastructure and currently operates out of 14 Microsoft Data Centres.

All precautions are taken to ensure business continuity, including but not limited to leveraging Availability Sets, failover environments, etc.

AvePoint aims that EnPower shall have an uptime of not less than 99.9% per year (resulting in a AvePoint product downtime ("AvePoint Downtime") of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

2.5 TECHNICAL REQUIREMENTS

Technical requirements including browser support, supported cloud storage, integration with AvePoint EnPower and more is available in the AvePoint EnPower user guide which can be found at:

<https://cdn.avepoint.com/assets/webhelp/avepoint-entrust/index.htm>

2.6 SERVICE PRICING

In this section you will find an introduction to all the types of charges that you may incur in consuming AvePoint EnPower.

This section introduces the commercial models and options available for both Software and supporting services and other costs that you may need to consider as part of your budget evaluation.

2.6.1 Service Provision Pricing

Below are the key high-level points regarding pricing for AvePoint EnPower. Further information can be found within the Pricing Document.

AvePoint EnPower

- AvePoint EnPower pricing has been discounted for all UK Public Sector organisations
- AvePoint EnPower pricing is based on a subscription model and is licensed on a per user per month basis.
- AvePoint EnPower subscriptions are based on the total number of Microsoft 365 CALS within your organisation
- Subscription pricing is based on a sliding scale of users.
- The support level included is AvePoint's Premier level support, further information can be found in Section 3.2.4 General Support Details
- Minimum subscription contract length is 12 months.

AvePoint Professional Services

Professional services are not mandatory, however, AvePoint provide packages to support our customers' requirements. AvePoint professional service information can be found on G-Cloud 14, Cloud Support, Setup and Migration.

2.6.2 On-Boarding Charges

Once the License has been purchased, there are no further on-boarding charges from AvePoint. However, you will need to consider:

- The software solution integrates with Microsoft 365, but AvePoint do not provide Microsoft 365 licenses, these must be procured with Microsoft separately.

2.6.3 Off-Boarding Charges

There are no off-boarding charges following the end of a subscription purchase of Entrust.

2.6.4 Termination Charges

There are no termination charges following the completion of the AvePoint EnPower subscription service. Further information relating to AvePoint Software and Services Terms and Conditions can be found at [https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\)_pdf](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.)_pdf)

3 SECTION 2: G-CLOUD ALIGNMENT INFORMATION

This section provides information regarding AvePoint and our alignment with the G-Cloud.

3.1 ON-BOARDING AND OFF-BOARDING PROCESSES

3.1.1 On-Boarding

Once you have decided to Award a contract to AvePoint, the general principles for on-boarding are as follows:

- Contact AvePoint with the following information:
 - o Total number of AvePoint EnPower subscriptions required (1 Microsoft 365 license = 1 AvePoint EnPower subscription)
 - o Out of the total number of subscriptions required, are any Student subscriptions (and if so, how many)
 - o State whether the subscription is for 12 or 24 months
 - o State the name and email address of who the subscriptions should be sent to
 - o State the name and email address of the procurement contact responsible for the purchase
- Once received, a representative will be assigned and will reach out to you to make the order process as simple as possible for you.
- Once the order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance at AvePoint
- Upon acceptance, the license and software collection information will be emailed to you.

The above process from receiving the order request (including the required information) to subscriptions delivery typically takes 3-5 working days. Your subscription will begin upon email and delivery of the service.

3.1.2 Off-Boarding

The general principles for off-boarding are as follows:

- Within a 60-day period of the subscription renewal, you will be contacted by the AvePoint Renewals Team to discuss your renewal
- Should you decide not to renew, access will be granted to AvePoint EnPower until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to AvePoint EnPower

3.2 SERVICE MANAGEMENT DETAILS

3.2.1 Technical Boundary

AvePoint solutions are limited to the overall boundaries of Microsoft 365 and therefore we cannot break any Microsoft 365 rules such as number of document versions.

3.2.2 Support Boundary

AvePoint provides a Premium Maintenance support service. High level details can be found in Section 3.2.4 below. More detailed information can be found www.avepoint.com/uk/products/support or attached to this Service listing as Software, Support, and Professional Services documentation.

3.2.3 User Authorisation and Roles

Upon purchase the license will be emailed to the requested person who will have full access to the features.

However, the solution itself can be security trimmed to allow different users to access different areas / functionality of the product. Therefore, many varied users can safely access and use the solution to perform the tasks they require.

3.2.4 General Support details

The key support details and features of Premier Maintenance are as follows:

Support Program Features

Support Level	Premier Maintenance
Support Channels	Email, Web Support Ticket, Phone and Web Conferencing
Support Hours	24 hours / day, 7 days / week
Email/web support ticket response time	Based on Issue Severity, with priority handling within Issue Severity Level

Support Ticket Response Times

SUPPORT TICKET RESPONSE TIMES Issue Severity	Issue Description	Email and Web Response Time	Phone Response Time*
Low	<input type="checkbox"/> Minor issue which does not impact production environment <input type="checkbox"/> Documentation error that does not directly impact a job on production <input type="checkbox"/> Feature or suggestion for enhancement	48 hours or less	Immediate
Medium	<input type="checkbox"/> An issue affecting production environment at a minor level <input type="checkbox"/> Very limited direct impact on operations	24 hours or less	Immediate
High	<input type="checkbox"/> An issue affecting production environment at a major level <input type="checkbox"/> Production environment is operational, but platform activities are limited <input type="checkbox"/> Long-time adverse effects can lead to productivity being hindered	4 hours or less	Immediate
Very High	<input type="checkbox"/> Platform activities on production environment are completely inoperable <input type="checkbox"/> Major restoration or project is at a mission-critical state <input type="checkbox"/> Severe impact on business operations	2 hours or less	Immediate

Product releases included in support

Product Release	Premier
Hotfixes	Yes
Cumulative Update	Yes
Service Pack	Yes
Platform Upgrade	Yes

Further, more detailed support information can be found at www.avepoint.com/uk/products/support

3.3 SERVICE CONSTRAINTS

3.3.1 Planned Maintenance

AvePoint communicates its planned maintenance via the home page of our Online Services portal so that customers are always up to date. An example screenshot of this can be seen in Appendices 1.

As AvePoint Online Services is a global platform, hosting all Cloud products, AvePoint cannot guarantee that planned maintenance will be out of GMT working hours, however, for planned maintenance activities, it is expected that you will receive no disruption to your service.

3.3.2 Emergency Maintenance

For emergency maintenance, depending on the urgency of the issue, emergency maintenance windows are decided upon by the Operations teams to ensure minimal service interruption to our customers.

In the very rare case, a critical security issues is identified, it is possible that emergency maintenance may occur with less notice than the regular maintenance window announcement period and outside normal maintenance windows.

3.4 SERVICE LEVELS

AvePoint aims that EnPower shall have an uptime of not less than 99.9% per year resulting in a AvePoint product downtime ("AvePoint Downtime") of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

3.4.1 Financial Recompense

Should AvePoint fail to meet the committed uptime, AvePoint will not grant a financial recompense.

3.5 INVOICING PROCESS

Invoices will be issued annually in advance following receipt of order and then again at the annual anniversary for multi-year terms. Payment terms will be 30 days.

3.6 TERMINATION TERMS

The subscription period is between 12 and 24 months. Specific termination terms and clauses can be found at attached as Software, Support, and Professional Services documentation.

3.7 DATA RESTORATION/STORAGE MIGRATION

AvePoint EnPower is designed to auto scale based on performance and ensure resiliency within the application; as data is not geo-replicated to other Azure data centres, but leverages Zone Redundant Storage, outages at the Azure platform level would cause a degradation in service. In these cases, we would be able to leverage compute resources in another of the currently supported data centres that our services are operated from to provide access to the data.

3.8 CUSTOMER RESPONSIBILITIES

The contractual customer responsibilities and obligations are covered within the Order Form (Call off Contract) with AvePoint EnPower, however, further information regarding AvePoint Master Software License and Support Agreements can be found at in the Call off Contract and master agreement and in the terms and conditions document published in G-Cloud.

4 SECTION 3: ABOUT OUR COMPANY AND SERVICES

In this section you will find details about our company and what we do.

4.1 ABOUT AVEPOINT

Leading the Way to Advance the Digital Workplace

Collaborate with Confidence. AvePoint provides the most advanced platform to optimize SaaS operations and secure collaboration. Over 21,000 customers worldwide rely on our solutions to modernize the digital workplace across Microsoft, Google, Salesforce, and other collaboration environments. AvePoint's global channel partner program includes 3,500 managed service providers, value added resellers and systems integrators, with our solutions available in more than 100 cloud marketplaces. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

AvePoint is a Microsoft AI Cloud Partner and has won partner of the year historically 5 times. As one of the very first Microsoft SharePoint Independent Software Vendors (ISVs) since the platform first debuted in 2001, we are product to be a strategic sales and technology partner.

4.2 WHY CHOOSE AVEPOINT?

In today's rapidly evolving digital landscape, collaboration needs to be seamless, secure, and intelligent to keep up. AvePoint empowers organizations to confidently embrace this future of work. AvePoint solutions bring data together, build transformative processes, protect against breaches, and optimize data governance so customers remain agile in the face of technological progress.

AvePoint's mission is to work with customers leveraging the AvePoint Confidence Platform to transform the chaos of digital workspace technology and data into a secure, enriched, and controlled experience that improves productivity, improves decision-making, and lowers cost of ownership.

Specifically, to the UK Public Sector, AvePoint has been in operation within the UK market for over 10 years delivering solutions across Central Government, Local and Regional Government, NHS, Higher Education, Blue Light and Not for Profit organisations.

Whilst every public sector customer is unique, the challenges they face are often similar; do more for less, lower TCO, consolidation and Cloud are common terms we hear across our customer base, and work to help solve for.

4.3 WHY CHOOSE AVEPOINT'S SERVICES?

Customers enter a relationship with AvePoint built around AvePoint's experience and trust to meet their requirements. Below are some highlighted points as to why you should choose AvePoint Confidence Platform, and join the more than 21,000 customers to date:

- AvePoint Confidence Platform is 100% built on Azure – hosted, Software as a Service platform.
- AvePoint Confidence Platform is built as Software-as-a-Service (SaaS), meaning no additional infrastructure is required, and you receive the latest product updates automatically. Easily add additional functionality through the same platform by just applying additional license keys as you purchase them.
- AvePoint Confidence Platform products' pricing has been discounted to deliver better value to our public sector customers
- AvePoint 24/7 Live Customer Support is unrivaled in the marketplace.

4.4 AVEPOINT SERVICE PORTFOLIO

In addition to AvePoint EnPower for Microsoft 365, AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

AvePoint Cloud Backup

Your SaaS Service Level Agreement (SLA) ensures the availability of your cloud service not the data integrity. That's your responsibility. AvePoint Cloud Backup makes it simple to secure and automate protection with near zero configuration. Whether you are supporting Microsoft 365, Power Platform, Dynamics CRM, Salesforce, Google Workspace (and Classroom), AWS, or Azure, recover from ransomware attacks, roll back configuration errors and rest easy knowing your data is stored on the same Confidence Platform trusted by 21,000 customers.

Further information can be found at <https://www.avepoint.com/uk/products/cloud-backup> or sales@avepoint.com.

AvePoint Cloud Governance for Microsoft 365

Innovative technology like Microsoft 365 have democratized employee digital capabilities. As a result, IT teams are unsure how to keep a low-friction experience for employees while protecting digital spaces and data with the required policies and security. Frame a modern IT infrastructure with AvePoint Cloud Governance and foster a tighter and more effective partnership between IT and the organization, no matter what digital evolution happens next.

Further information can be found at <https://www.avepoint.com/uk/products/office-365-governance> or contact sales@avepoint.com.

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Sites, Groups and Communities in Microsoft 365? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing Microsoft 365 workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organize, understand, and centrally access your assets. Even curate workspaces hubs for easier navigation and management.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/myhub> or contact sales@avepoint.com.

AvePoint Policies for Microsoft 365

AvePoint Policies makes it easy to automate common rules for access, settings, and other Microsoft 365 configurations. Set white/black list policies, rules for external sharing, and more. When AvePoint Policies finds configuration drift, you can notify and even revert the change automatically. Securing collaboration in Teams, Groups, Sites, and OneDrive is easy with AvePoint Policies.

Further information can be found at <https://www.avepoint.com/uk/products/policies-microsoft-365> or contact sales@avepoint.com.

AvePoint Insights for Microsoft 365

Establish a strong data foundation and secure Microsoft 365 by understanding sensitive and overshared content – even if it hasn't been classified or labeled. With Insights, ensure compliance with aggregated sensitivity and activity data across your tenant so critical permissions surface at the top of the priority list. Take it further and implement corrective action on priorities, including permission removal, owner notification, or setting an expiration date – quickly securing collaboration in Teams, Groups, Sites, and OneDrive.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact sales@avepoint.com.

AvePoint Confide

When you're working on high-stakes projects, normal data protections are not enough. So how can you enable internal and external teams to collaborate securely? With AvePoint Confide address scenarios with complex sharing needs requiring differentiated security and storage scenarios within your existing Microsoft 365 environment.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/confide> or contact sales@avepoint.com.

AvePoint Cense

As your Microsoft 365 spend increases, you must prepare to report on license allocation, adoption and budget consumption. With AvePoint Cense, you can break down insights and delegate controls by schools, departments, or member agencies.

Further information can be found at <https://www.avepoint.com/uk/products/cense-license-management> or contact sales@avepoint.com.

AvePoint Opus

Powered by advanced AI, AvePoint Opus is the next generation of information lifecycle management solutions allowing you to have complete control from creation to archive or defensible disposal, all through a central interface.

Further information can be found at <https://www.avepoint.com/uk/products/avepoint-opus> or contact sales@avepoint.com.

AvePoint tyGraph

AvePoint tyGraph delivers unparalleled workforce analytics for Microsoft 365, providing a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your employee experience strategy with actual user activity and engagement data so you can foster a more connected and engaged workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph> or contact sales@avepoint.com

AvePoint tyGraph for Viva Engage

With communication analytics specifically for Microsoft Viva Engage, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your communication strategy with actual discussion signals and sentiment data so you can make sure your important messages are resonating with your workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/viva-engage> or contact sales@avepoint.com.

AvePoint tyGraph for SharePoint

With engagement analytics specifically for Microsoft SharePoint, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, improve the health of your SharePoint intranet with actual usage and activity data so you can boost knowledge sharing and engagement.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/analytics-for-sharepoint-intranet> or contact sales@avepoint.com.

AvePoint MaivenPoint

MaivenPoint, our edtech modern learning SaaS platform, is infused with AI to drive intuitive learning and assessment experiences, higher productivity for educators, and insights-driven service operations for learning administrators.

Further information can be found at <https://www.avepoint.com/uk/solutions/maivenpoint> or contact sales@avepoint.com.

Microsoft 365 Training

AvePoint Microsoft 365 training includes over 1000 hours of easy to digest, bite sized video, instructor-led content covering all the functionality necessary to improve communication and collaboration in your organization.

Contact sales@avepoint.com for further information.

AvePoint Migration

Migrate content to Microsoft 365 and evangelise the benefits that cloud computing can deliver. AvePoint Migration Platform can migrate content from source systems such as SharePoint on-premise, File Systems and Networked File Shares, EMC Documentum, Lotus Notes, Open Text Livelink, Exchange Public Folders, and Lotus Quickr. Migrate Email, G-Suite, Box, Dropbox, and Slack into Microsoft 365, or Teams and Groups (along with mail and files) across Microsoft 365 tenants.

Further information can be found at <https://www.avepoint.com/uk/products/hybrid/office-365-migration/> or contact sales@avepoint.com

Copilot for Microsoft 365 Readiness Assessment Service

Everyday AI has arrived with Copilot for Microsoft 365, but not every organization is ready to implement it just yet. Learn how AvePoint Copilot for Microsoft 365 Readiness Service can assess your organization's readiness when it comes to preparing and securing your data for this transformational change.

Contact sales@avepoint.com for more information.

4.5 HOW TO BUY AVEPOINT'S SERVICES

AvePoint has aimed to make the purchase process as easy as possible through comprehensive service descriptions, clear pricing structures, simple purchasing processes and further descriptions below. However, should you require any clarification please contact sales@avepoint.com.

4.5.1 The Award Process

AvePoint are the best placed software supplier to meet your business requirements for the Migration, Management and Protection of Microsoft 365. We believe this because:

Whole life cost

Not only have we provided discounted license pricing for the UK Public Sector, but Entrust is a SaaS solution meaning you do not require costly infrastructure (which you may require with other suppliers) and can take advantage of the true cost savings that Cloud can bring. In addition, Entrust has been developed as commercial-off-the-shelf (COTS) software meaning only small configuration is required, allowing you to deploy and achieve ROI quickly.

Technical Merit and Functional Fit

AvePoint's Software platform have been in existence for many years and is utilised by thousands of customers, which is why we have decided to deliver our Solutions for Microsoft 365. From our experience in working with customers, AvePoint Online Services, the platform for all our Cloud products, meets common automation, management, governance and compliance challenges that exist across all organisations with Microsoft 365. This is part of the reason why our software has over 9 million users worldwide.

Service Management

AvePoint has always been known for the quality and response of our software and support services which has been extended to AvePoint EnPower. In addition, AvePoint architecture design and commitment to uptime expresses our confidence in providing an unrivalled solution to our customers.

Non-functional Characteristics

AvePoint's Entrust solution is part of a wider Services platform with additional functionality that can simply be switched on with a license key. The additional Online Service solutions discussed in Section 4.4 provide further information about how AvePoint can assist to increase collaboration, automation and enable greater governance and compliance. Again, being COTS software, it is possible to deploy, utilise, gain true business value and achieve savings quickly.

4.5.2 Pricing AvePoint's Services

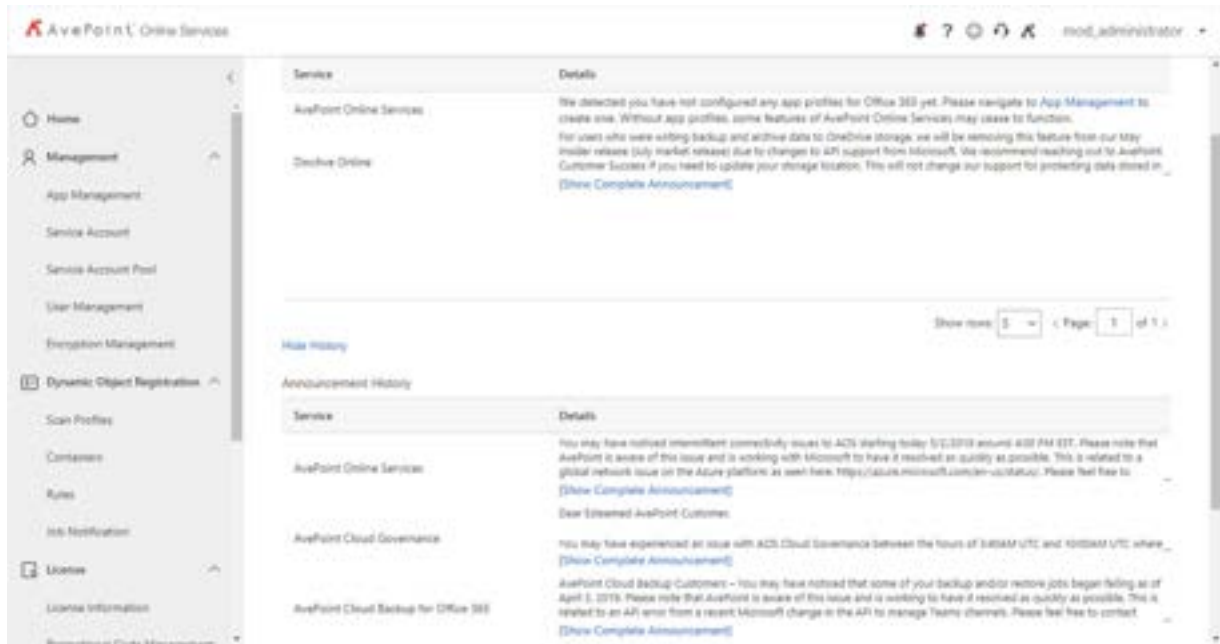
AvePoint EnPower delivers a high level of functional capability for an affordable, SaaS pricing model.

There is no such thing as one size fits all, which is why AvePoint's pricing for Entrust is a per user per month model and is scaled depending on the number of users within your business. This means you are only paying for software that meets the size of your organisation and deployment.

In addition, to support education within the UK, AvePoint has made the decision to enable the functionality, free of charge for Students.

5 SECTION 4: APPENDICES

APPENDIX 1: PLANNED MAINTENANCE SCREENSHOT



The screenshot displays the AvePoint Online Services administration interface. On the left is a navigation menu with options: Home, Management (expanded), App Management, Service Account, Service Account Pool, User Management, Provision Management, Dynamic Object Registration, Scan Profiles, Containers, Rules, Job Notification, and Utilities. The main content area shows an 'Announcement History' table with columns 'Service' and 'Details'. The table contains three entries:

Service	Details
AvePoint Online Services	We detected you have not configured any app profiles for Office 365 yet. Please navigate to App Management to create one. Without app profiles, some features of AvePoint Online Services may cease to function. For users who were adding backup and archive data to OneDrive storage, we will be removing this feature from our May Insider release (July market release) due to changes to API support from Microsoft. We recommend reaching out to AvePoint Customer Success if you need to update your storage location. This will not change our support for protecting data stored in [Show Complete Announcement]
AvePoint Online Services	You may have noticed intermittent connectivity issues to ACS starting today 5/11/2019 around 4:02 PM EDT. Please note that AvePoint is aware of this issue and is working with Microsoft to have it resolved as quickly as possible. This is related to a global network issue on the Azure platform as seen here: https://status.microsoft.com/en-us/status/ . Please feel free to [Show Complete Announcement]
AvePoint Cloud Governance	Dear Streamed AvePoint Customer: You may have experienced an issue with ACS Cloud Governance between the hours of 5:45AM UTC and 10:00AM UTC where... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customer - You may have noticed that some of your backup and/or restore jobs began failing as of April 1, 2019. Please note that AvePoint is aware of this issue and is working to have it resolved as quickly as possible. This is related to an API error from a recent Microsoft change in the API to manage Teams channels. Please feel free to contact [Show Complete Announcement]

Below the table, there is a 'Show rows' dropdown set to 5, and a 'Page 1 of 1' indicator.