# Cloud Backup for Salesforce

Service Definition Document

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**G-Cloud 14**

# INTRODUCTION

This service definition document for G-Cloud 14 explores AvePoint's Cloud Backup for Salesforce. 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 Cloud Backup, 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 Cloud Backup and AvePoint align 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's Cloud Backup for Salesforce. This section explores BaaS and how it meets market challenges, functional and technical information, and further commercial details relevant to Salesforce Administrators, Developers and Business Owners alike.

## 2.2 CLOUD BACKUP OVERVIEW AND ASSURANCE

**The challenges**

Salesforce comes with a 99.9% guaranteed uptime service level agreement (SLA), to ensure your organization has access to  business critical data and applications. Salesforce performs regular backups of the entire Salesforce data platform and provides an optional data backup and recovery solution. However these solutions do not allow for the protection of Salesforce Metadata, allow for the retention of data outside the Salesforce trust and more.

For organizations that want total protection of their Salesforce data platform including data, metadata, relationships and more they will require a third-party solution like AvePoint Cloud Backup. The solution also allows customers to gain value from their backup data by using it to securely seed Sandbox and UAT environments with no limits unlike Salesforce.

**Key Benefits**

AvePoint Cloud Backup for Salesforce gives organisations the power to meet aggressive recovery point and time objectives (RPOs and RTOs), according to organizational Service Level Agreements (SLAs) to satisfy data protection and retention requirements.

Own your own SLAs.

- Safeguard your vital Salesforce data with AvePoint's airtight security and immutable, air-gapped backups up to 4X daily.
- Retain unlimited backup copies on your terms - BYOS, BYOK or in the cloud.

Own your data.

- AvePoint makes it easy to fulfill obligations like DSAR (Data Subject Access Request) under GDPR, purging sensitive customer data from backup copies or when retention rules are met.
- AvePoint reduces code delivery times and improves code quality with unlimited sandbox seeding and data anonymization to empower Salesforce developers without risking sensitive customer data.

Recover on your terms.

- Ensure uninterrupted access even during Salesforce downtime through granular or bulk restores down to the field level.

Further information regarding Cloud Backup can be found at:

https://www.avepoint.com/solutions/salesforce

## 2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Backup include:

• Start automatic, daily, and comprehensive backup of your Salesforce data as soon as you sign into AvePoint Online Services with your Salesforce account

• In conjunction with automatic daily backups, schedule additional backup jobs up to five times per day with the click of a button

• Compare backup versions to understand how your Salesforce objects and metadata have changed, making it easier for you to restore data from the right backup

• Choose to securely store your Salesforce backup data in our default location, or your own Microsoft Azure Storage in conjunction with user account security

• Support restoration of Salesforce data at the organization, object, record, field, and metadata levels, or import a CSV file to restore your records in bulk

• Perform out-of-place restoration of Salesforce data with full fidelity and user mapping to any connected production or sandbox Salesforce organization

• Preview and double-check the amount of records for each selected object type before performing an object restore to ensure accuracy

• Support restoration of parent and child relationship records to ensure that Salesforce data maintains integrity

• Quickly locate the specific records you need to restore through keyword search capability

• Search by keyword or upload a CSV file to identify records from the backup data, purge individual fields or entire records to ensure GDPR compliance

• Comprehensively review backup and restore details – including records, time, and job status – as well as information on frequently-used objects – including accounts, leads, contacts, and opportunities – via the Central Command Dashboard or history reports

• Anonymization templates help you build high-fidelity content for your sandbox environment without compromising user privacy

• Build sandbox environments faster with sandbox seeding templates

• Gain full visibility of how your Salesforce backup and restore service is being used by auditing user actions – including login, backup, and restore

• Trim security for specific users by either granting access to or limiting available features according to their role

A more detailed functional specification can be found at:

https://www.avepoint.com/products/cloud-backup/salesforce

## 2.2.2 Service Non-Functional Capabilities

AvePoint provides a number of non-functional capabilities:

- As Cloud Backup is delivered in a SaaS model, no infrastructure or storage provisioning is required for deployment.
- Cloud Backup is activated with a license key, so you can be fully operational quickly.
- Cloud Backup 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 per quarter, to support new or updated functionality and Salesforce 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

The Cloud Backup platform 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 Cloud Backup, users can select single sign-on using their Salesforce credentials. When this option is selected, the user is redirected to Salesforce to enter their credentials this is processed and managed by Salesforce Authentication, which also supports multi-factor authentication and SSO with other identity providers for an added security layer and convenience.

In addition, Cloud Backup can be security trimmed so that when users are in Cloud Backup they will only be able to access features that they are allowed to.

## 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 Cloud Backup System communication is guaranteed via HTTPS and message-level encryption. The details of the progress can be seen in the following flowchart:
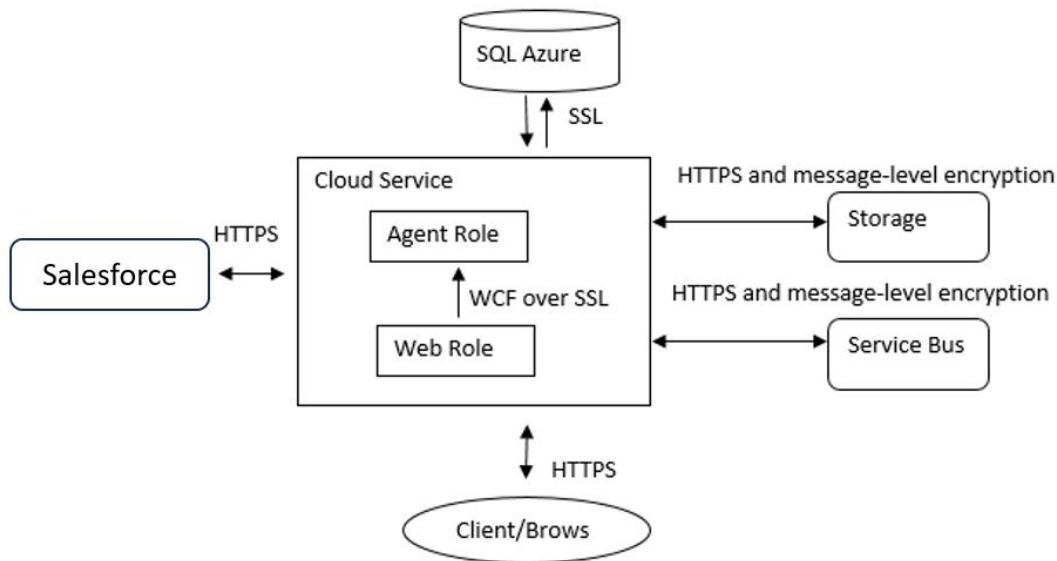


## 2.4 BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

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 Cloud Backup 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 Cloud Backup and more is available in the Cloud Backup user guide which can be found at: https://avepointcdn.azureedge.net/pdfs/en/AvePoint_Cloud_Backup_for_Salesforce_Product_Brochure .pdf

## 2.6 SERVICE PRICING

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

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 Cloud Backup. Further information can be found within the Pricing Document.

**Cloud Backup Software**

- Cloud Backup pricing has been discounted for all UK Public Sector organisations
- Cloud Backup pricing is based on a subscription model and is licensed on a per user per month basis.
- Cloud Backup licenses are based on the total number of ASSIGNED Salesforce Standard Users 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.
- Sandbox, Partial Sandbox, Dev and UAT included at no additional costs

**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 Salesforce licenses, these must be procured with Salesforce separately.

### 2.6.3 Off-Boarding Charges

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

## 2.6.4 Termination Charges

There are no termination charges following the completion of the Cloud Backup 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

# 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 Cloud Backup subscriptions required (1 Standard Platform User = 1 Cloud Backup)
  - 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 Cloud Backup until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to Cloud Backup

## 3.2 SERVICE MANAGEMENT DETAILS

### 3.2.1 Technical Boundary

AvePoint solutions are limited to the overall boundaries of Salesforce and therefore we cannot break any Salesforce rules such as restoring or modifying Salesforce Record IDs or any other functions prohibited by the Salesforce REST API.

### 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 | ☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for enhancement | 48 hours or less | Immediate |
| Medium | ☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on operations | 24 hours or less | Immediate |
| High | ☐ An issue affecting production environment at a major level ☐ Production environment is operational, but platform activities are limited ☐ Long-time adverse effects can lead to productivity being hindered | 4 hours or less | Immediate |
| Very High | ☐ Platform activities on production environment are completely inoperable ☐ Major restoration or project is at a mission-critical state ☐ 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 Cloud Backup 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

Cloud Backup 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 Cloud Backup, 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

**The Cloud Expert**

Collaborate with confidence. AvePoint provides the most advanced platform for SaaS and data management to optimize SaaS operations and secure collaboration. More than 9 million cloud users rely on our solutions. Our SaaS solutions are also available to managed service providers via more than 100 cloud marketplaces, so they can better support and manage their small and mid-sized business customers. Founded in 2001, AvePoint is a five-time Global Microsoft Partner of the Year and headquartered in Jersey City, New Jersey. 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 proud to be a strategic sales and technology partner.



*AvePoint is proud to be a Microsoft Syntex and 365 Backup Storage partner representing the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure our products are specifically geared to integrate seamlessly with the Microsoft 365 technology.

**Salesforce Partnership**
AvePoint is a globally managed Salesforce ISV partner since 2022.

## 4.2 WHY CHOOSE AVEPOINT?

As described in section 4.1, AvePoint are Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside Microsoft, Salesforce, Google Workspace and our customers, we have developed a vast array of solutions to meet the ever-evolving market challenges.

This has been witnessed and rewarded with a number of high-profile rewards. One of AvePoint's true differentiators is our philosophy to work with our customers, building relationships and meeting their needs, today and into the future. Our belief is that you are not just committing to a software purchase but buying into a relationship which truly sets us apart from our competitors.

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.

From listening to customers and applying our experience, AvePoint has delivered solutions that truly meet market challenges and will continue to do so into the future.

## 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 Cloud Backup, and join the more than 17.1  million cloud users to date:

- AvePoint Online Services, featuring Cloud Backup, Management, Archiving, Insights, Governance, and Compliance, is the first 100% Azure – hosted, Software as a Service platform for Microsoft 365, Salesforce, Azure and Google Workspace.
- As AvePoint Online Services is a SaaS platform, 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 Online Services products' pricing has been discounted to deliver better value to our Public Sector customers
- AvePoint 24/7 Live Customer Support is unrivalled in the marketplace.

## 4.4 AVEPOINT SERVICE PORTFOLIO

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

**AVEPOINT CONFIDENCE PLATFORM**

**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-governanceor 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/365-security-insights 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 EnPower for Microsoft 365**

As appetites continue to grow for more ways to work digitally, IT operations models have been turned on their head. Organizations continue to use traditional support models for solutions like Microsoft 365, forcing IT to re-evaluate how they support the organization now and in the future.

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

**AvePoint Cense**

As your Microsoft 365 spend increases, you must prepare to report on license allocation, adoption and budge consumption. With AvePont 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 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 tyGraph**

AvePoint tyGraph delivers unparallel 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.

Furth 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 ca be found at https://www.avepoint.com/uk/solutions/maivenpoint or contact sales@avepoint.com

### AvePoint 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.

Further information can be found at (url) or contact sales@avepoint.com

### AvePoint Migration Platform

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.

Further information can be found at  https://www.avepoint.com/solutions/microsoft-365-copilot-success-at-work or contact sales@avepoint.com

## 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, Salesforce and Google Workspace. We believe this because:

**Whole life cost**

Not only have we provided discounted license pricing for the UK Public Sector, but Cloud Backup 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, Cloud Backup 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, Google Workspace and Salesforce. 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, Salesforce and Google Workspace. This is part of the reason why our software has over 17.1 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 Cloud Backup. 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 Cloud Backup 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
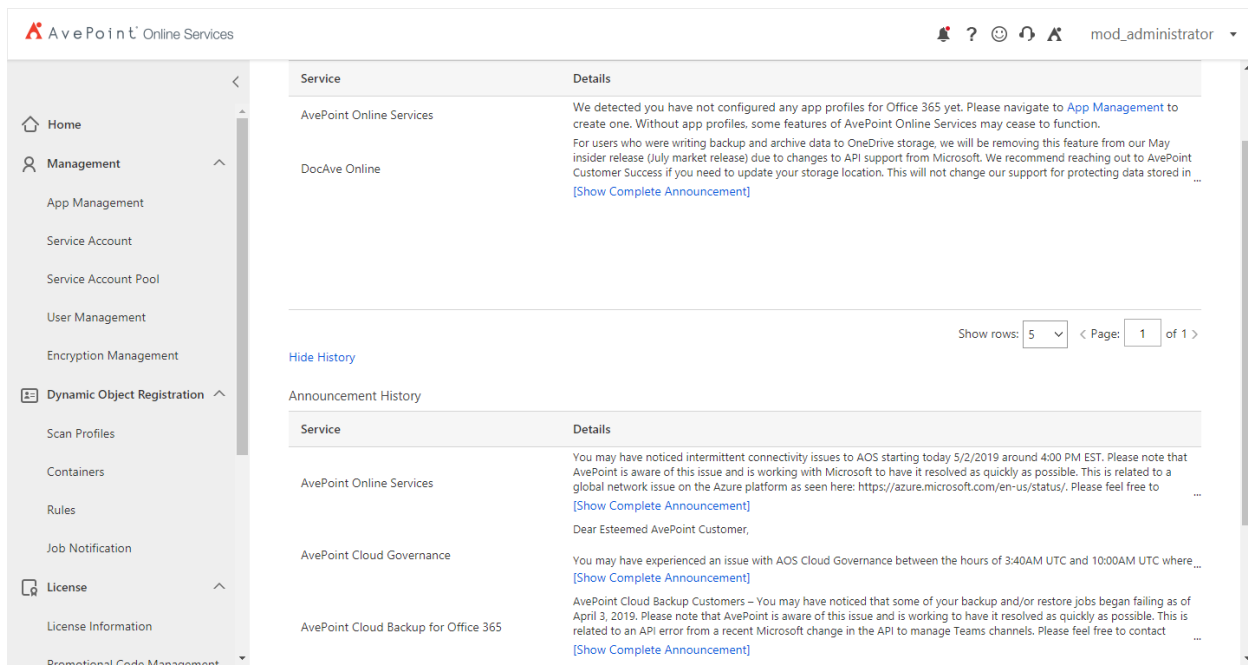
AvePoint's Cloud Backup solution delivers a high level of functional capability for an affordable, SaaS pricing model.

There is no such thing as one size fits all, which is why AvePoint's pricing for Cloud Backup 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