

Cloud Backup for Azure

Service Definition Document



G-Cloud 14

INTRODUCTION

This service definition document for G-Cloud 14 explores AvePoint's Cloud Backup for Azure. 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 Azure solution. This section explores Cloud Backup and how it meets market challenges, functional and technical information, and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 CLOUD BACKUP FOR AZURE OVERVIEW AND ASSURANCE

The challenges

Organizations and employees continue to navigate the shifting challenges presented by hybrid work and moving to the cloud. The productivity tools and processes intended to enhance the quality and effectiveness of collaboration may potentially introduce vulnerabilities either through human error or malicious attack. As teams continue the transformation into the Modern Workplace, organizations can mitigate risk by protecting their users and business critical applications by incorporating AvePoint's Azure backup solution into their disaster recovery plan.

Azure Backup for Entra ID (Formerly Azure Active Directory), DevOps, Virtual Machines and Blobs/Files Storage.

AvePoint Cloud Backup for Azure 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.

Key Benefits

Own your own SLAs.

- Take advantage of AvePoint's aggressive RPO (backup every 6 hours), and define your own RTO, instead of relying on Microsoft's default backup frequency and retention policy.

Own your data.

- Maintain full access and control over your backup data, not just what's in your Recycle Bins. Need to store backup files for longer term? No problem! Compress and Encrypt on the storage platform of choosing.

Recover on your terms.

- You select the what and where. Need access to a backup from more than two weeks ago? Need access to files during any service disruption? Perform in place restores for granular objects or content, without overwriting valuable data since the last backup or having to go through Microsoft Support. Perform out of place restores for temporary access via UNC path for local access!

Further information regarding Cloud Backup can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/azure-backup>

2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Backup include:

- Near-zero configuration for daily backup plans up to 4 backups per day (or every 6 hours).
- Protect business critical applications, Azure Entra ID, Dev Ops, Azure Virtual Machines and Azure Blobs/Files Storage.
- Built-in business rules and filters enable you to quickly choose which objects you want to backup.
- Store backups in our scalable Azure Storage with minimal configuration, or in your cloud or data center of choice.
- View information about protected Azure AD, scale of the VMs and storage in or out of protection, as well as the used space in total and in each storage profile.
- Central command dashboard that summarizes backup and restore details of latest jobs, backup scopes, and frequency.
- On-demand, granular recovery of Azure Entra ID objects, Azure Virtual Machines, DevOps repositories and Azure Blobs/Files Storage.
- Choose to restore the backup data to the original or an alternative location via the Export feature.
- Recover quickly with time- or object-based restores.
- Specify the protected VMs, containers, users, groups, configurations and confirm settings for each backup scope.
- Centralized dashboards and summaries of backup and restore details of latest jobs, backup scopes, and frequency.

A more detailed functional specification can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/azure-backup>

2.2.2 Service Non-Functional Capabilities

AvePoint provides several non-functional capabilities:

- As Cloud Backup is delivered in a SaaS model, no infrastructure or additional storage 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
- As a member of the Microsoft 365 TAP program, and a Depth Managed Gold Certified partner, AvePoint is granted early access to the latest features and APIs from Microsoft, so we can test compatibility ahead of releases, and make updates as required.
- 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

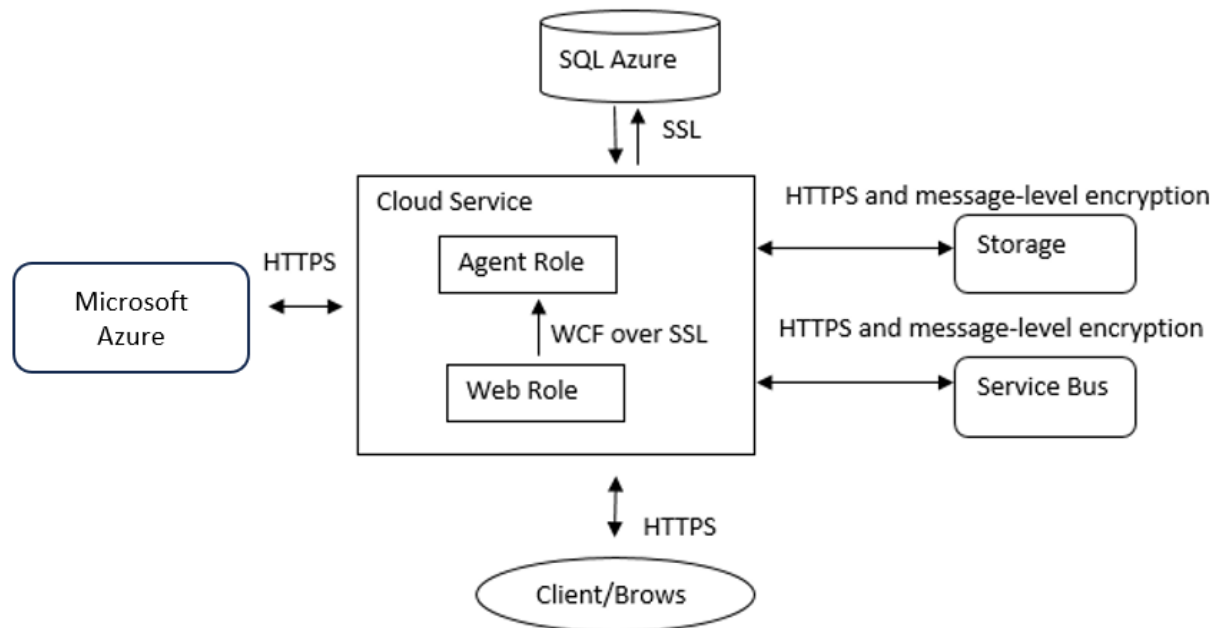
The Cloud Backup platform is built on top of Microsoft Azure, which meets many international and local compliance and privacy standards. For more information, please visit <http://azure.microsoft.com/en-us/support/trust-center/security/>

2.3 SECURITY

When users access Cloud Backup, users can select single sign-on using their 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 Entra ID, 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 Cloud Backup System communication is guaranteed via HTTPS and message-level encryption. The details of the process 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://cdn.avepoint.com/assets/webhelp/avepoint-cloud-backup-for-azure/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 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 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 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](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 Microsoft 365 license = 1 Cloud Backup 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 purchaseOnce 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 subscription 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 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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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 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 Microsoft 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.

4.2 WHY CHOOSE AVEPOINT?

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside Microsoft 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 9 million Microsoft 365 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.
- 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 Azure, 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-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/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 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 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 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

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. 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. 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 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

The screenshot displays the AvePoint Online Services management interface. On the left is a navigation sidebar with categories like Home, Management, Dynamic Object Registration, License, and Promotional Code Management. The main content area shows an 'Announcement History' table with columns for 'Service' and 'Details'. The table lists three announcements: one about Office 365 app profiles, one about OneDrive backup removal, and one about connectivity issues. A 'Hide History' link and a pagination control (Page 1 of 1) are also visible.

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 writing 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]
DocAve Online	

Hide History

Announcement History

Service	Details
AvePoint Online Services	You may have noticed intermittent connectivity issues to AOS starting today 5/2/2019 around 4:00 PM EST. 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://azure.microsoft.com/en-us/status/ . Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 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]

Show rows: 5 < Page: 1 of 1 >

Cloud Backup for Google Workspace

Service Definition Document



G-cloud 14

INTRODUCTION

This service definition document for G-cloud 14 explores AvePoint's Cloud Backup for Google Workspace. 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 Google Workspace solution. This section explores Cloud Backup and how it meets market challenges, functional and technical information, and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 CLOUD BACKUP FOR GOOGLE WORKSPACE OVERVIEW AND ASSURANCE

The challenges

Google Workspace's Recycle Bin holds deleted data for 30 days after which data is inaccessible to users. Plus, it's native options are limited since the Google Workspace data recovery feature was retired. For some workloads like Google Classroom there is no Recycle Bin, and all deletions are destructive and irreversible.

For organisations that require more aggressive backup schedules for their business-critical data, need to meet stringent data retention requirements by maintaining data copies outside of the Google trust, and wish to flexibly recover granular calendars, documents, permissions, sharing links, classrooms, grades, assignments or more on their own terms, a third-party solution is required.

Protect Your Business-Critical Data with Google Workspace Backup

AvePoint Cloud Backup for Google Workspace 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.

Key Benefits

Own your own SLAs.

- Improve RPO with up to 4X backups daily (backup every 6 hours), and improve RTO, with full fidelity app-aware granular restore of Google Workspace data, configurations and more

Own your data.

- Maintain full access and control over your backup data, not just what's in your Recycle Bins. Need to store backup files for longer term? No problem! Compress and Encrypt on the storage platform of choosing.

Recover on your terms.

- You select what and where. Need access to a backup from more than two weeks ago? Need access to files during any service disruption? Perform in place restores for granular objects or content, without overwriting valuable data since the last backup.

Further information regarding Cloud Backup can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/google-workspace-backup>

2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Backup include:

- Near-zero configuration for daily backup plans and target protection is up to 4 backups per day (or every 6 hours).
- Protection for Google Workspace content in Gmail, Drives, Calendars, Contacts, Classrooms and Shared Drives.
- Built-in business rules and filters enable you to quickly choose which content you want to backup.
- Store backups in our scalable Azure Storage with minimal configuration, or in your cloud or data center of choice with support for Microsoft Azure, Amazon S3, Dropbox, and any data destination accessible via Secure File Transfer Protocol (SFTP), Google Cloud Storage, File Transfer Protocol (FTP) and any S3 compatible storage.
- Further safeguard your data from cyberattacks or leakage by bringing your own Microsoft Azure Key Vault Encryption Key to meet compliance regulations around sensitive data.
- Manage protection on a per user basis, by each service or both.
- Audit solution activity and always understand the status of your backups.
- Digest license and data consumption information in an instant.
- Always understand the status of your backup jobs, down to every object and folder protected.
- On-demand, granular recovery of Google Workspace content including Gmail, Drives, Calendars, Contacts, and Shared Drives- to the online or offline storage of your choice while maintaining all metadata and permissions.
- Support for multi-geo to ensure data sovereignty requirements are met
- Granular restore doesn't just mean an individual document or version—perform security roll-backs, restore a label or just the sharing links.
- Export and restore content outside of Google Workspace, including the ability to restore mail items to a PST, documents to a file share or device.
- Recover quickly with time- or object-based restores by locating business-critical files or emails with full-text search capability for rapid discovery.
- ReCenter is a self-service, end user portal where users can easily locate and restore their lost content in personal Drives, Calendars, Contacts, and Mail without burdening IT.

A more detailed functional specification can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/google-workspace-backup>

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 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

- As a Google Workspace ISV Premier partner AvePoint has granted early access to the latest features and APIs from Google Workspace so we can test compatibility ahead of release and make updates as required quickly.
- AvePoint continually invests in product development, releasing updates as often as once every two months, to support new or updated functionality and Workspace 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

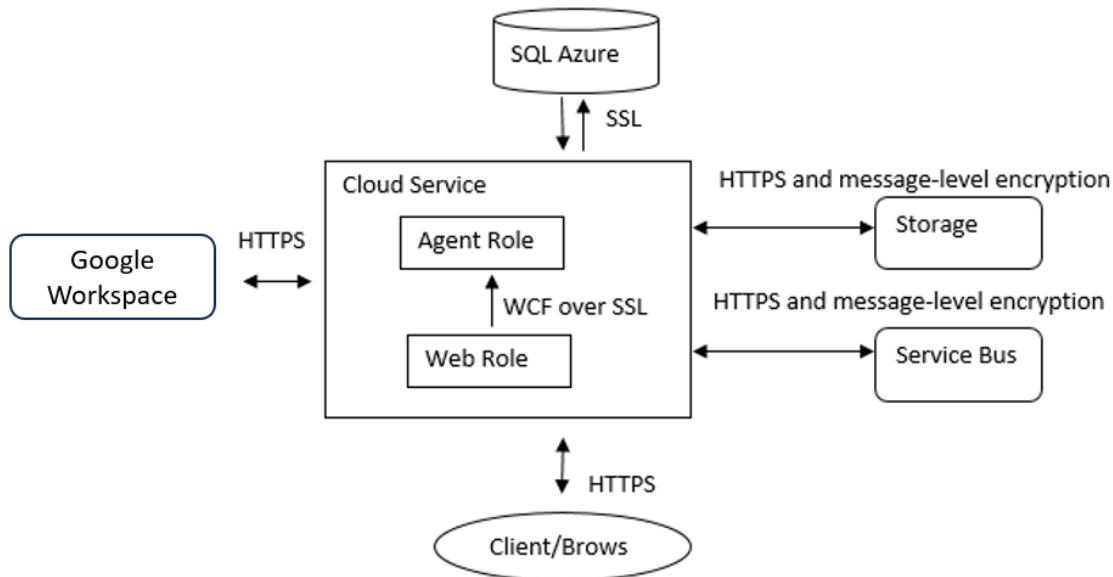
The Cloud Backup platform is built on top of Microsoft Azure, which meets many international and local compliance and privacy standards. For more information, please visit <http://azure.microsoft.com/en-us/support/trust-center/security/>

2.3 SECURITY

When users access Cloud Backup, users can select single sign-on using their Google Workspace 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 Cloud Backup System communication is guaranteed via HTTPS and message-level encryption. The details of the process 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://cdn.avepoint.com/assets/webhelp/avepoint-cloud-backup-for-google-workspace/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 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 subscriptions are based on the total number of assigned Google Workspace licenses 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 Google Workspace, but AvePoint do not provide Google Workspace licenses, these must be procured with Google 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](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.)<u>.pdf</u>)

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 Google Workspace license = 1 Cloud Backup license)
 - 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 Google Workspace and therefore we cannot break any Google Workspace rules.

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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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 issue 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.

Google Partnership

AvePoint is premier Google Workspace ISV partner.

4.2 WHY CHOOSE AVEPOINT?

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside Microsoft 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 9 million Microsoft 365 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.
- 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 Google Workspace, 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-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/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 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 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 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

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 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 and Google Workspace. 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 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

The screenshot shows the AvePoint Online Services management console. The left sidebar contains navigation options: Home, Management (App Management, Service Account, Service Account Pool, User Management, Encryption Management), Dynamic Object Registration (Scan Profiles, Containers, Rules, Job Notification), License (License Information, Promotional Code Management), and Promotional Code Management.

The main content area displays a table with the following data:

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.
DocAve Online	For users who were writing 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]

Below the table, there is a "Hide History" link and a pagination control showing "Show rows: 5" and "Page: 1 of 1".

The "Announcement History" section contains another table:

Service	Details
AvePoint Online Services	You may have noticed intermittent connectivity issues to AOS starting today 5/2/2019 around 4:00 PM EST. 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://azure.microsoft.com/en-us/status/ . Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 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]

Cloud Backup for Microsoft 365, Dynamics 365, & Power Platform

Service Definition Document

G-Cloud 14

INTRODUCTION

This service definition document for G-Cloud 14 explores AvePoint's Cloud Backup for Microsoft 365, Dynamics 365, & Power Platform. 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 Microsoft 365, Dynamics 365, & Power Platform solution (BaaS). This section explores BaaS and how it meets market challenges, functional and technical information, and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 CLOUD BACKUP OVERVIEW AND ASSURANCE

The challenges

Microsoft 365 comes with a 99.9% guaranteed uptime service level agreement (SLA), to ensure your users have access to their sites, mail, documents, and other resources. To address granular backup and restore requirements, Microsoft performs a data backup of your sites and content every 12 hours and retains this data for up to 93 days – depending on the Microsoft 365 service.

For organisations that require more aggressive backup objectives for their business-critical data, need to meet stringent data retention requirements by storing copies of data outside the Microsoft trust, and wish to perform app-aware granular recovery of calendars, documents, conversations, records, metadata, tasks, posts and more on their own terms, a third-party solution is required.

Key Benefits

AvePoint Cloud Backup for Microsoft 365 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.

- Improve RPO with up to 4X backups daily (backup every 6 hours), and improve RTO, with full fidelity app-aware granular restore of Microsoft 365 data, configurations and more
- (Optional Add-On) Leverage express recovery points powered by Microsoft 365 storage in SharePoint Online, OneDrive for Business to further improve RPO and perform mass data recovery in need of a major data loss incident.

Own your data.

- Maintain full access and control over your backup data, not just what's in your Recycle Bins. Need to store backup files for longer term? No problem! Compress and Encrypt on the storage platform of choosing.

Recover on your terms.

- You select what and where. Need access to a backup from more than two weeks ago? Need access to files during any service disruption? Perform in place restores for granular objects or

content, without overwriting valuable data since the last backup or having to go through Microsoft Support. Perform out of place restores for temporary access via UNC path for local access!

Further information regarding Cloud Backup can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/>

2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Backup include:

- Automated Backup – Indicate which Microsoft 365 service needs to be protected and let AvePoint take care of the rest. Meet stringent RPO requirements with backup up to every 6 hours.
- Backup App Data, CRM data and metadata in Power Platform or Dynamics 365 automatically
- Granular Restore – Restore content from Microsoft 365, SharePoint Online, OneDrive for Business, Exchange, Planner, Teams, Microsoft 365 Groups, Power Platform and more. Restore an entire site collection, site, list, library, app, item, task, document versions, and/or attachments with metadata, workflow state, and permissions fully maintained.
- Storage on Your Terms – Securely store your backup data in provided Azure Blob Block storage, or in your own cloud or data center with a vendor of your choice – including Microsoft Azure, OneDrive, Amazon S3, Rackspace, IBM Tivoli Storage Manager (TSM), or NetApp AltaVault.
- Security by default – Encrypt backup data by default. For added security, bring your own Azure Key Vault Encryption Key, bring your own authentication, and store on the system of your choice.
- Search and Filter to quickly locate content for restore – Based on built-in or customisable properties – including content type, owner, last modified date and time, last access time, file size, parent list type ID, parent folder name, or custom metadata fields.
- Out of Place Restores – Restore content and conversations to any mailbox, OneDrive, Group, or site, not just its original location.
- Offline Restores – Access data immediately or maintain an offline copy with restore directly to your file system or export your mail conversations as a PST.
- Multi-Geo Support – Backup data can be stored, retained, processed, security trimmed, and managed entirely in-country, guaranteeing data security and sovereignty.
- End User Restore – AVA, AvePoint's Virtual Assistant, is a chatbot that automatically responds to end users' chat requests to recover and restore lost content.
- Ransomware Detection – Monitor your daily changes, detect unusual activities as well as potential ransomware attack events at an early stage, investigate the issue preemptively, and quickly restore from a good backup point with ease.
- ReCenter Portal – A self-service, simplified portal where end users can easily locate and restore lost, personal data in Exchange Online and OneDrive for Business without burdening IT.

A more detailed functional specification can be found at:

<https://www.avepoint.com/uk/products/cloud/backup>

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
- As a member of the Microsoft 365 TAP program, and a Certified Microsoft AI Cloud Partner, AvePoint is granted early access to the latest features and APIs from Microsoft, so we can test compatibility ahead of releases, and make updates as required.
- AvePoint continually invests in product development, releasing updates as often as once per quarter, 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

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/>

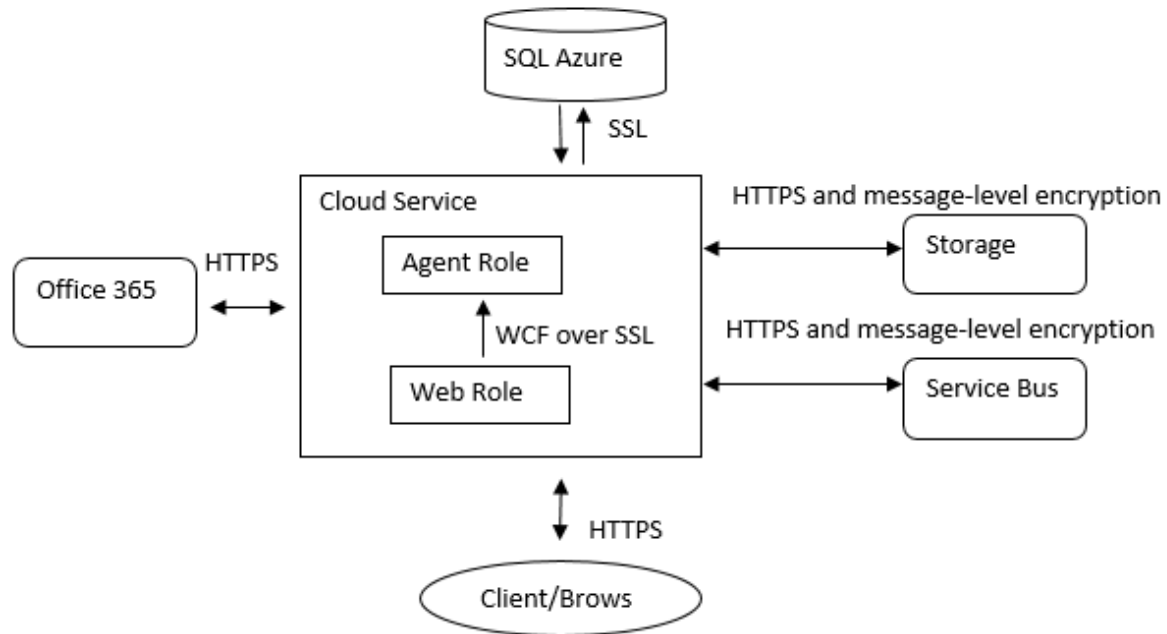
2.3 SECURITY

When users access Cloud Backup, users can select single sign-on using their 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.

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 process 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/assets/webhelp/avepoint-cloud-backup-for-office365/index.htm>

<https://cdn.avepoint.com/assets/webhelp/avepoint-cloud-backup-for-dynamics365/index.htm>

<https://cdn.avepoint.com/pdfs/en/brochures/Cloud-Backup-for-M365-Power-Platform-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 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 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](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.)<u>.pdf</u>)

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 Microsoft 365 license = 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 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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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 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 Microsoft 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.

4.2 WHY CHOOSE AVEPOINT?

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside Microsoft 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 9 million Microsoft 365 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.
- 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, 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-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 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 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 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 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

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.

Contact sales@avepoint.com for further information

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 [our](#) 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. 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. 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 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

The screenshot shows the AvePoint Online Services management console. The left sidebar contains navigation options: Home, Management (App Management, Service Account, Service Account Pool, User Management, Encryption Management), Dynamic Object Registration (Scan Profiles, Containers, Rules, Job Notification), License (License Information, Promotional Code Management), and Promotional Code Management.

The main content area displays a table of announcements. The table has two columns: 'Service' and 'Details'. The first announcement is for 'AvePoint Online Services' regarding unconfigured app profiles for Office 365. The second announcement is for 'DocAve Online' regarding OneDrive storage changes. Below the table is a 'Hide History' link and a pagination control showing 'Show rows: 5' and 'Page: 1 of 1'.

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 writing 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]
Hide History	
Announcement History	
Service	Details
AvePoint Online Services	You may have noticed intermittent connectivity issues to AOS starting today 5/2/2019 around 4:00 PM EST. 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://azure.microsoft.com/en-us/status/ . Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 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]

Cloud Backup for Salesforce

Service Definition Document



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/>

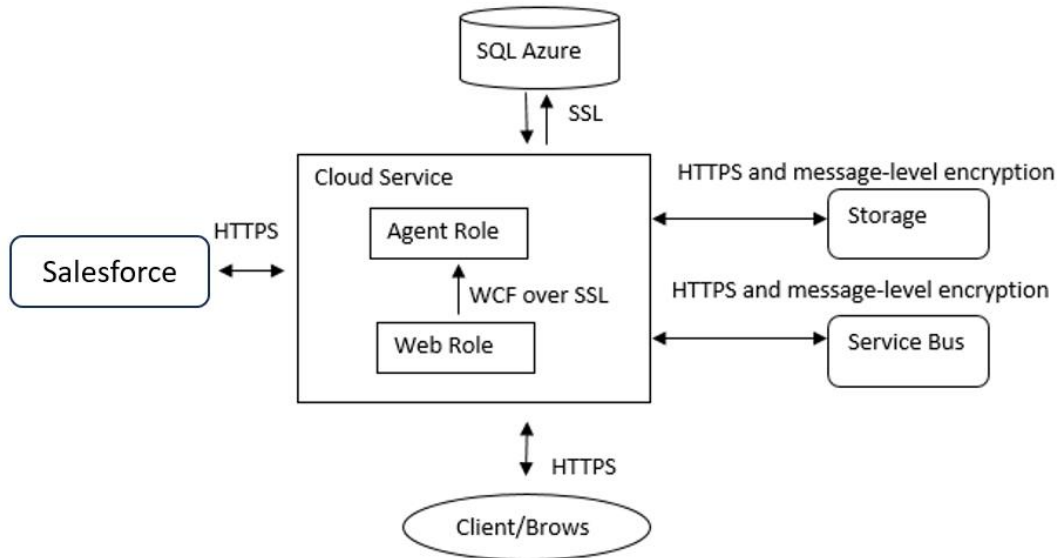
2.3 SECURITY

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](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.)<u>.pdf</u>)

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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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	<ul style="list-style-type: none"> <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 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-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/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 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 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 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

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

The screenshot shows the AvePoint Online Services management console. The left sidebar contains navigation options: Home, Management (App Management, Service Account, Service Account Pool, User Management, Encryption Management), Dynamic Object Registration (Scan Profiles, Containers, Rules, Job Notification), License (License Information, Promotional Code Management), and Promotional Code Management.

The main content area displays an "Announcement History" table with the following data:

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 writing 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 AOS starting today 5/2/2019 around 4:00 PM EST. 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://azure.microsoft.com/en-us/status/ . Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 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 "Hide History" link and a pagination control showing "Show rows: 5" and "Page: 1 of 1".



Cloud Governance for Microsoft 365

Service Definition Document

G-Cloud 14

INTRODUCTION

This service definition document for G-Cloud 14 explores AvePoint's Cloud Governance 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 Cloud Governance for Microsoft 365, 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 Governance 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 Governance for Microsoft 365. This section explores Cloud Governance and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 CLOUD GOVERNANCE FOR MICROSOFT 365 OVERVIEW AND ASSURANCE

The challenge

In a time of more with less, reduced budgets and the requirement to optimise staff output, more and more organisations are looking towards automation solutions.

Platforms such as Microsoft 365 bring significant benefits to businesses; however, they can become overwhelming to support. Some of the challenges organisations face include:

- User management and administration of often hundreds, if not thousands, of users
- Enforcing business processes and policies across an enterprise-wide deployment
- Lengthy end user engagement for new service requests
- Cultural user changes and expectations for self service
- Human administration error
- Ensuring compliance and security management of Microsoft 365
- Protecting data stored in the Cloud
- Effective auditing and reporting across Cloud deployments
- Overall Administration costs of everyday tasks that can be automated and optimised

The above scenarios can often become blockers to user adoption and a successful Microsoft 365 deployment and therefore not allowing realisation of the true benefits an enterprise collaboration suite such as Microsoft 365 can deliver.

Cloud Governance for Microsoft 365 – Your Policy, our Automation,

By providing end-users with an intuitive service catalogue of all available resources, Cloud Governance for resolves ambiguity around requesting resources from IT and encourages adoption throughout the content lifecycle.

Cloud Governance empowers users with self-service IT resources for provisioning, moving or restructuring content, as well as lifecycle and permissions management. Transcend rigid provisioning and security management solutions with an end-user driven service for Microsoft 365 workspaces, including Groups, Teams, Sites, and more.

Through Cloud Governance, reduce your Microsoft 365 Total Cost of Ownership (TCO), reduce human administration error and re-deploy IT staff to value driven projects.

AvePoint MyHub

Drive user adoption & administrative control of Microsoft 365 workspaces with AvePoint MyHub. MyHub enables your users to quickly and efficiently navigate, organise and manage their Microsoft 365 workspaces and provides your administrators with tools to effectively manage Groups, Teams, Sites, and Communities, no matter how much governance and control your organisation requires.

MyHub works in conjunction with AvePoint's Cloud Governance. For customers already using Cloud Governance, MyHub can be purchased separately. New customers purchasing 'Cloud Governance Complete' will be provided with subscription licences for Cloud Governance, Cloud Management for Microsoft 365, PI for Microsoft 365, as well as AvePoint MyHub.

Key Benefits

- Automatically identify and report privacy, information management, and security violations.
- Standardise and enforce content classification based on context and ownership.
- Prevent data loss with automated data monitoring and security management.
- Efficiently resolve violations with automated actions to secure threats.
- Effectively prioritise risks based on organisational requirements.
- Assist in regulatory compliance (GDPR, Eprivacy, etc.).
- The framework evaluates and mitigates privacy and security risks.
- Gain dynamic insight into data with integrated Power BI reports.
- Monitor the effectiveness of technical controls based on risk analysis.
- Understand and assess risk based on confidentiality availability and integrity.

2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Governance include:

- Deliver configurable, user-centric IT services through Microsoft 365.
- Define role-based provisioning that includes lifecycle management & automated disposal.
- Align service requests with organisational access, ownership, and retention policies.
- Configurable workflow approval for complex business scenarios.
- Automated recertification of permissions, classification, and ownership.
- Comprehensive site and group directories surface existing resources and ownership.
- Business-focused questionnaires to guide users to the right services.
- Centrally track and manage all incoming requests and resource allocation.
- Automatically correct unauthorised changes to features, permissions, and settings.
- Utilise policies to enhance consistency across service requests.

- Utilize automated reports and approval processes to ask accountable business users to proactively delete or archive SharePoint Online sites, Microsoft 365 Groups, and Teams that are inactive or have pending lease expirations.
- Provide business users with granular control over the lifecycle of their Microsoft 365 Groups, Teams, and users with multiple, automated management actions.
- Improve transparency of content ownership by maintaining an up-to-date list of accountable business users for each site collection, Microsoft 365 Groups, and Teams throughout its lifecycle.

A more detailed functional specification can be found at:

<https://avepointcdn.azureedge.net/assets/webhelp/avepoint-cloud-governance-administrator-guide/index.htm>

2.2.2 Service Non-Functional Capabilities

AvePoint provide a number of non-functional capabilities to consider:

- Cloud Governance is a SaaS delivered solution and therefore requires no infrastructure for deployment.
- Cloud Governance is activated with a license key meaning you can be fully operational quickly.
- AvePoint support and maintenance offering for Cloud Governance is our Premier Service, which includes 24/7 and multi-channel support. Further information can be found in Section 3.2.4
- AvePoint continually invest in the development of the product suite and release new functionality as Microsoft open API's.

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

2.2.3 Information Assurance

The Cloud Governance 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

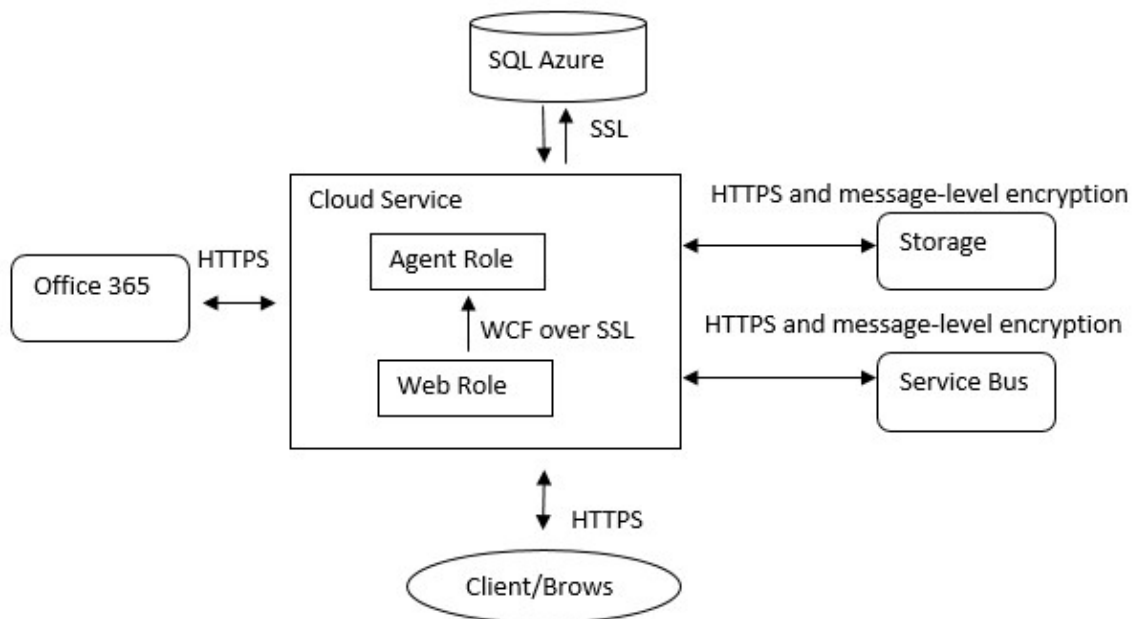
Cloud Governance is a management tool and interface to take actions with our customer's data. However, AvePoint does not actively store any customer data directly.

When users access Cloud Governance, 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. Once successfully authenticated, the Cloud Governance app can be accessed directly from within the user's Microsoft 365 console. The authentication is provided by Azure Active Directory, which also supports multi-factor authentication for an added security layer.

In addition, Cloud Governance can be security trimmed so that when users are in Cloud Governance, 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 Governance system communication is guaranteed via HTTPS and message-level encryption. The details of the process 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, Zone Redundant storage, failover environments, etc.

AvePoint aims that AvePoint Online Services 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 Governance and more is available in the Cloud Governance user guide which can be found at:

<https://avepointcdn.azureedge.net/assets/webhelp/avepoint-cloud-governance-administrator-guide/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 Cloud Governance.

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 Governance Software. Further information can be found within the Pricing Document.

Cloud Governance Software

- Cloud Governance pricing has been discounted for all UK Public Sector organisations
- Cloud Governance pricing is based on a subscription model and is licensed on a per user per month basis.
- Cloud Governance licenses are based on the total number of Microsoft 365 CALS within your organisation
- License pricing is based on a sliding scale of users.
- The support level included is AvePoint 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 13, 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.
- Azure or via an alternative storage platform (cloud or on-premise), it is the customer's responsibility and must be procured separately

2.6.3 Off-Boarding Charges

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

2.6.4 Termination Charges

There are no termination charges following the completion of the Cloud Governance subscription service.

Further information relating to AvePoint Software and Services Terms and Conditions can be found attached to this Service Listing.

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 for AvePoint products, the general principles for on-boarding are as follows:

- Contact AvePoint with the following information:
 - o Total number of Cloud Governance for Microsoft 365 licenses required (1 Microsoft Office365 license = 1 Cloud Governance subscription)
 - o Out of the total number of licenses required, are any Student licenses (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 licenses should be sent to
 - o State the name and email address of the procurement contact responsible for the purchase

Once received, an AvePoint 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, the license and software collection information will be emailed to you.

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

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 via the AvePoint Renewals Team to discuss your renewal
- Should you decide not to renew, access will be granted to Cloud Governance 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 Governance

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 attached to the Service listing.

[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)

3.2.3 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 Cloud Governance is a global platform, 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 issue 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 Governance 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

Invoicing terms will be documented in the Call Off Contract as per the payment schedule agreed with each customer. Invoices are typically issued upon receipt of purchase order for twelve months in advance.

3.6 TERMINATION TERMS

The subscription period is between 12 and 24 months. Specific termination terms and clauses can be found attached to this Service Listing, in Software, Services, and Professional Support documentation.

3.7 DATA RESTORATION/STORAGE MIGRATION

Cloud Governance 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 more than 14 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), however, further information regarding AvePoint Master Software License and Support Agreements can be found attached to this Service Listing, in Software, Services, and Professional Support documentation

3.9 DETAILS OF ANY TRIAL SERVICE AVAILABLE

To support our customer base and ensure our software meets the requirements of our clients, AvePoint provide a 30-day trial of our software.

The trial license can be downloaded at <https://www.avepointonlineservices.com/services>

It is recommended that prior to downloading the trial you contact to arrange a demonstration to ensure the trial will meet your requirements and you have foundation knowledge of how to use the software.

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 customer worldwide rely on our solutions to modernize the digital workplace across Microsoft, Google, Salesforce, and other collaboration environments. AvePoint's global channel partner program include 3,500 managed service providers, value added resellers and system 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 Cloud Governance for Microsoft 365, AvePoint provides a number of additional products and services, 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 MyHub 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/myhub> 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 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 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 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 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 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

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.

Contact sales@avepoint.com for further information

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

AvePoint recognise that customers are not necessarily experts in AvePoint Software. AvePoint Consulting Services (ACS) are a team of professionals with many years of experience of training, deploying and configure AvePoint Software.

For further information, 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 .

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 Cloud Governance 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

Governance 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, Cloud Governance 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 Cloud Governance. 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 Governance 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 Cloud Governance 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 Governance 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

