

# AvePoint tyGraph

Service Definition Document

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G-Cloud 14

# 1 INTRODUCTION

This service definition document for G-Cloud 14 explores the AvePoint tyGraph. 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, AvePoint 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 AvePoint tyGraph, the key features and benefits, functional requirements, technical information and high level commercial information plus links to further reading.

Section 2 - [G-Cloud Alignment Information](#) details how AvePoint tyGraph and AvePoint align with the G-Cloud buying process and provides typical information to help you understand how to buy, consume AvePoint services, and how the services should be used.

Section 3 - [About AvePoint Company and Services](#) provides information on how AvePoint works and meets today's challenges in the Public Sector.

## 1.2 How to Use This Document

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

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## 2 SECTION: SERVICE INFORMATION

### 2.1 Section Introduction

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

### 2.2 AvePoint tyGraph Overview and Assurance

#### The Challenge

As organizations work towards higher levels of digital maturity it's critical to have a comprehensive view into their employees' experiences. A data-driven approach to collecting, analyzing, and operationalizing employee experience metrics gives leaders visibility into their employees' new ways of working. 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.

## Key Benefits

### Gather Robust Engagement Analytics

See how your people are working, collaborating, and consuming information in today's distributed workplace. View SharePoint navigation behavior to understand how your audience is finding your content. Adoption and usage metrics, including licensing usage, allow organizations to assess their digital transformation and identify areas of improvement for engagement.

### Create Better Digital Experiences

Continuously improve digital tools to positively impact employee productivity, experience, and well-being. SharePoint performance metrics embedded directly in your existing sites allow you to monitor load times, troubleshoot connection issues, and optimize the enduser experience. Community and conversation detail in Viva Engage allow you to benchmark conversations and measure the success of your campaigns.

### Identify Communication Vulnerabilities

Learn where your communication risks lie, interpret reactions, and promote effective communication. Sentiment analysis of posts and messages in your Teams and Viva Engage networks reveals conversations that are moving the needle in your organization. Break conversations down by topic and keyword to understand what campaigns they are tied to. External usage report shows what files are getting attention outside of your network.

Further information can be found at: [AvePoint-tyGraph-web.pdf](#)

## 2.2.1 Service Functional Capabilities

The high-level functional capabilities of AvePoint tyGraph:

- **Web-Based Reports:** View analytics without the need for a Power-BI license through our web-based reporting experience in AvePoint's Confidence Platform
- **Site Details:** Site owners can view democratized insights for each of their sites so they can understand site activity, engagement, file activity, external usage, top users, and top pages
- **Adoption and Usage:** Match users licenses to the reality of their usage and reduce wasted over-provisioning
- **Conversation Benchmarking:** Conversation-level analytics show you how your campaigns are performing and what success looks like across communities in your company
- **In-Product Analytics:** Our tyGraph Pages web part gives your colleagues metrics in SharePoint so they can learn how to have more engagement right in their flow of work
- **Sentiment Analysis:** Measure tone in all posts and messages to understand how employees feel without the need for survey
- **Role-Based Access Controls (RBAC):** Seamlessly grant Site Owners access to reports and SharePoint in-product analytics so they can view insights that drive their business
- **HRIS Import:** Supplement your Entra ID user profiles with data imported from your HRIS
- **Effortless Harvesting:** Automated data harvesting with the ability to view sync status directly in your administration dashboard
- **Data Privacy:** Easily configure data protection for each module so PII is protected at all levels and insights are GDPR compliant

A further, more detailed functional overview can be found at [Advanced Workforce Analytics - tyGraph for Viva Engage, SharePoint, Teams | AvePoint](#)

## 2.2.2 Service Non-Functional Capabilities

## 2.3 Technical Requirements

## 2.4 Service Pricing

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

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.

## 2.4.1 Service Provision Pricing

## 2.4.2 On-Boarding Charges

There are no specific on-boarding charges to consider other than those highlighted in the Pricing Document. However, there are some general points that should be considered:

## 2.4.3 Off-Boarding Charges

There are no off-boarding charges relating to AvePoint tyGraph. Once the service has been complete any AvePoint tyGraph software can be un-installed.



## 2.4.4 Termination Charges

AvePoint tyGraph prices are provided in the Pricing Document.

No refund or credit can be claimed for any data allowance that has not been consumed as part of the migration.

Overall Terms and Conditions including any relevant termination charges are available in the Call off contract and 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) and [http://www.avepoint.com/license/Service%20Addendum%20\(UK\)\(July%202015\).pdf](http://www.avepoint.com/license/Service%20Addendum%20(UK)(July%202015).pdf).

## 3 SECTION: G-CLOUD ALIGNMENT INFORMATION

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

### 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 The name and email address of the person a license should be issued to
  - o The name and email address of the procurement contact associated with the purchase

Once received a representative will be aligned and will contact you to make the order process as simple as possible.

- Once an 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. If Professional Services are included, the Account Manager will contact you to discuss delivery.

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

## 3.1.2 Off-Boarding

The general principles for off-boarding are as follows:

- The licenses are per month, or based on purchased user or data volume. Premium Support and Maintenance will cease at the end of the initial 12-month period.
- AMP software can be un-installed at any point by your organisation, however, any remaining data allowance will be lost.

## 3.2 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*
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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 in the Software, Support, and Professional Services document attached to this service listing.

## 3.3 Customer Responsibilities

The contractual customer responsibilities and obligations are covered within the Order Form (Call off Contract) with AvePoint, however, further information regarding AvePoint's Master Software License and Support Agreements can be found attached to this Service Listing

## 3.4 Details of any Trial Service Available

AvePoint provides a trials of software used for AvePoint tyGraph with limited user or data allowance for testing, to allow customers to ensure AvePoint tyGraph will meet clients' requirements. Any requests for licence extension must be made to AvePoint.

The trial license can be downloaded at <http://account.avepoint.com>

It is recommended that prior to downloading the trial you contact AvePoint at: [sales@avepoint.com](mailto:sales@avepoint.com) 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: ABOUT AVEPOINT COMPANY AND SERVICES

In this section, you will find details about AvePoint.

## 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 Depth Managed Microsoft Gold Certified Partner, an honour reserved for the top 1% of Microsoft's entire partner ecosystem worldwide. 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 Microsoft Gold Certified ISV Partner.



\*AvePoint is proud to be a Microsoft Gold Certified 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 Office 365 technology.

## 4.2 Why Choose AvePoint

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support customers through their Migrate, Management and Protection requirements. With 15 years of experience working alongside Microsoft and AvePoint customers, a vast array of solutions have been developed 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 the philosophy to work with customers, building relationships and meeting their needs, today and into the future. AvePoint's belief is that you are not just committing to a software purchase, but buying into a relationship.

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 heard from customers.

From listening to customers and applying AvePoint experience, solutions are delivered 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. However, below are some highlighted points as to why you should choose AvePoint's Confidence Platform:

- Mature, feature rich solution used by hundreds of organisations globally and across a multitude of sectors including the UK Public Sector
- Unlike many other competitor products can migrate from a host of source systems with full fidelity to SharePoint, SharePoint Online, and OneDrive for Business, and supports migration into the full suite of Microsoft 365 Services (Exchange, Teams, Groups)
- With AvePoint Professional Services AvePoint can provide a low risk migration service giving you peace of mind and reducing overall project timescales and costs
- AMP can be integrated with AvePoint Compliance Guardian to add further tagging, classification and compliance benefits
- AvePoint have provided additional incentives / bundle offers deliver better value to Public Sector customers
- AvePoint's live 24/7 Support is unrivalled in the marketplace.

## 4.4 AvePoint Service Portfolio

In addition to AvePoint tyGraph, AvePoint provide several additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

### AvePoint Cloud Governance for Microsoft 365

Implement an extensible governance strategy that empowers users, is easy to maintain, and scales as your organization grows with Microsoft Office 365 Teams, Groups, Sites, and Communities. By giving business owners oversight into provisioning as well as content and permissions management, your information architecture is developed according to how your business works.

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

### AvePoint Cloud Backup services

Protect your business critical Mail, Files, Conversations, Groups, Teams, Planner, Project, Public Folders, and Sites with automated backups and granular, item-level restoration capabilities. AvePoint Online Services is the industry's only complete cloud-to-cloud backup solution for Microsoft Office 365, Salesforce, Google, Entra ID and Azure/AWS. With the freedom to choose where your data is stored, how much you recover, and when, AvePoint Cloud Backup offers an unmatched solution for backup and recovery

Further information can be found at <https://www.avepoint.com/uk/products/cloud/backup> or contact [sales@avepoint.com](mailto:sales@avepoint.com).

### AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Sites, Groups and Communities in Microsoft Office 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](mailto:sales@avepoint.com).

### AvePoint Policies & Insights for Microsoft 365

PI makes it easy to run tenant-wide security reports. But how do you know if there's an issue? PI aggregates sensitivity and activity data across your tenant, so your critical issues are prioritized for action. Then, edit in bulk, and set policies to be enforced automatically.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/policies-insights-microsoft-365> or contact [sales@avepoint.com](mailto:sales@avepoint.com).



Further information can be found at <https://www.avepoint.com/uk/products/hybrid/compliance-guardian/> or contact [sales@avepoint.com](mailto:sales@avepoint.com)

### AvePoint Opus

AvePoint Opus is a scalable, all-in-one solution that enables you to proactively apply robust information management practices to all of your content—whether electronic or physical, natively supported or API-connected, like a masterwork of content management. Automated business rules manage your entire information lifecycle, from creation to classification and retention to archiving or disposal. Whether you choose to archive content automatically based on specific criteria or you want to compliant and efficient information lifecycle, Opus enables you to maintain oversight of your active and archived content.

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

### AvePoint Confide Virtual Data Room

Enterprise data security is always a top concern, but when you're working on hyper-sensitive projects such as M&A, audits, IP management, and more, the stakes are that much higher. Any security breach could be catastrophic. So how can you enable cross-functional teams—both internal and external—to collaborate securely? Confide can help.

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

### AvePoint EnPower for Microsoft 365

Whether your organization has one or multiple tenants of Microsoft 365, the integration of services behind it has created complexity on how IT can control and secure what each administrator can see and do. Take back control and empower IT to work faster and get more done with AvePoint EnPower. Flex administration permissions monitor admin activity and quickly get to the root cause of an issue and take action.

Further information can be found at <https://www.avepoint.com/uk/products/enpower-microsoft-365-management> or contact [sales@avepoint.com](mailto:sales@avepoint.com).

### AvePoint Cense for Microsoft 365

Not sure whether you're under- or over-assigned Microsoft 365 licenses? Having difficulty aligning your total license costs with business units, departments, or regions? Cense can help. Delegate control to regional, department, or unit budget holders to avoid IT bottlenecks. Gain insights and report on license consumption and associated costs, so you can better allocate licenses and create budget and IT alignment.

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

### AvePoint Fly for Microsoft 365

Move, migrate, or restructure cloud content in Microsoft Teams and Microsoft 365. Migrate unlimited data easily and with full-fidelity. Fly enables you to simply login and begin your next move. Built in discovery, mapping, and scheduling enable you to clean up or clean out data and reach your goals on time and within budget.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/fly> or contact [sales@avepoint.com](mailto:sales@avepoint.com).

### AvePoint Cloud Backup for Azure

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.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/backup> or contact [sales@avepoint.com](mailto:sales@avepoint.com).

### AvePoint EduTech

Amplify the impact of educators, help learners stay engaged and organizations achieve more with the EduTech Suite of Curricula and Examena. Curricula is an end-to-end online learning management system that serves the modern learning needs of students, educators, employees and administrators. Plus, Examena empowers learners & organisations with a trusted and collaborative digital assessment experience augmented by AI and automation. Collaborate, motivate, and personalize your learning and tools via AvePoint EduTech.

Further information can be found at <https://www.avepoint.com/edutech/> or contact [sales@avepoint.com](mailto:sales@avepoint.com).

### AvePoint Professional Services

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](mailto: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 AvePoint at: [sales@avepoint.com](mailto:sales@avepoint.com).

### 4.5.1 The Award Process

AvePoint are the best placed software supplier to meet your business requirements due to:

#### Whole life cost

AvePoint has provided discounted license pricing for the UK Public Sector so you can take advantage of the true cost savings that Cloud can bring without breaking your budget. In addition, DocAve Migrator 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 platforms extend proven migration technology to thousands of customers looking to consolidate and restructure enterprise data. AvePoint's commitment to the Microsoft Cloud dates back to BPOS. Ongoing TAP program participation ensures customers are able to take advantage of the latest Microsoft technology as it becomes available. Based on customer experience, DocAve Migrator meets common automation, management, governance and compliance challenges that exist during migration projects when moving to Microsoft Office365.

#### Service Management

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

#### Non-functional Characteristics

AvePoint's Migration Platform 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 can offer various Professional Service engagements ranging from helping customers to get started quickly to delivering full migration projects. For more information on Professional Service packages, contact [sales@avepoint.com](mailto:sales@avepoint.com)

Overall, with a volume based license approach and range of Professional Service packages, AvePoint provides a cost effective solution to meet the varied needs of customers, big and small.