

Policies and Insights (PI) for Microsoft 365

Service Definition Document

G-Cloud 15

INTRODUCTION

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

2.2 PI 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 & Google Workspaces 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 Office365
- 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.

PI for Microsoft 365 – Security reporting, transformed,

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.

Key Benefits

Find & Prioritize

Aggregate access, sensitivity, and activity data across Microsoft 365. Prioritize issues based on how you define risk – aligned to relevant regulations and security policies. Insights expose your top concerns, whether over-sharing, anonymous links, or shadow users!

Monitor & Fix

Security dashboards highlight risky anonymous links, over-exposed sensitive content, and more. Drill down for deeper insight into known and potential issues. Fix issues as you go – edit permissions and sharing settings in batch.

Enforce & Prevent

Prevent configuration drift with automated policies. Policies trigger alerts or roll-back of unauthorized changes and risky actions. Track improvements over time to prove your collaboration is secure.

Further information regarding PI can be found at: <https://www.avepoint.com/uk/products/cloud/policies-insights-microsoft-365>

2.2.1 Service Functional Capabilities

The functional capabilities of PI:

INSIGHTS

- Aggregate Microsoft 365, Power BI, and Google Workspace permissions and security data with activity and sensitive information types
- Report on permissions data across your tenant, or drill down into Teams, Groups, SharePoint, and OneDrive to monitor specific services or users
- Critical issues are prioritized according to how you define risk – based on sensitive information types and how you define exposure
- Select from Microsoft's sensitive information templates aligned to your industry or region, or build your own within Microsoft 365 security and compliance centers
- Use our recommended exposure definitions, or adjust large groups and external user settings
- Risk scoring highlights high priority issues first, such as over-exposed sensitive content or anonymous links that don't expire
- Drill down into known or potential issues, and make edits directly from reports using the complete context of content activity history and content sensitivity
- Take actions individually or in bulk to expire, remove, or edit permissions granted to external users, shadow users, or via anonymous links
- Security dashboards demonstrate reduced risk and progress over time for anonymous links, external user access, and shadow users

POLICIES

- Set policies based on insights or your company guidelines that are enforced automatically
- Apply policies to Microsoft Teams, Microsoft 365 Groups, SharePoint, and OneDrive to keep collaboration secure

- Alert or revert out of policy changes as often as every 15 minutes
- Policies are triggered based on Microsoft activity feed data
- 30+ out of the box policies can be configured with a few simple clicks, so you can selectively apply rules to workspaces based on context, such as metadata or sensitive information types

A more detailed functional specification can be found at:

<https://avepointcdn.azureedge.net/assets/webhelp/avepoint-policies-and-insights/index.htm>

2.2.2 Service Non-Functional Capabilities

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

- PI is a SaaS delivered solution and therefore requires no infrastructure for deployment.
- PI is activated with a license key meaning you can be fully operational quickly.
- AvePoint support and maintenance offering for PI 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 PI 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

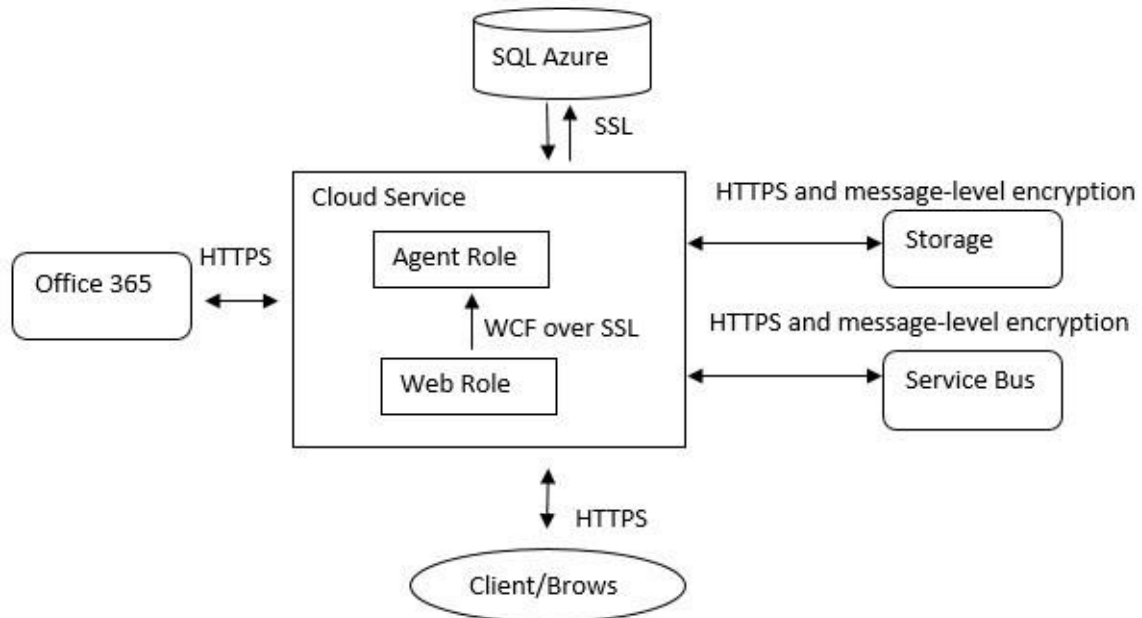
PI is a management tool and interface to take actions with our customer's data. However, AvePoint does not actively store any customer data directly.

When users access PI, 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 PI 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, PI can be security trimmed so that when users are in PI, 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 PI system communication is guaranteed via HTTPS and message-level encryption. The details of the progress can be seen in the following flowchart:



2.4 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 PI 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 PI and more is available in the PI user guide which can be found at:

<https://cdn.avepoint.com/assets/webhelp/policies-for-microsoft-365/index.htm>
<https://cdn.avepoint.com/assets/webhelp/insights-for-microsoft-365/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 PI.

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 PI. Further information can be found within the Pricing Document.

PI for Microsoft 365 Software

- PI pricing has been discounted for all UK Public Sector organisations
- PI is based on a subscription model and is licensed on a per user per month basis.
- PI 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 PI

2.6.4 Termination Charges

There are no termination charges following the completion of the PI 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 PI subscriptions required (1 Microsoft 365 license = 1 PI for Microsoft 365 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 purchaseOnce 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 subscription 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 PI until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to PI

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.

3.2.3 User Authorisation and Roles

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

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

3.2.4 General Support details

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

Support Program Features

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

Support Ticket Response Times

SUPPORT TICKET RESPONSE TIMES Issue Severity	Issue Description	Email and Web Response Time	Phone Response Time*
Low	☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for enhancement	48 hours or less	Immediate
Medium	☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on operations	24 hours or less	Immediate
High	☐ An issue affecting production environment at a major level ☐ Production environment is operational, but platform activities are limited ☐ Long-time adverse effects can lead to productivity being hindered	4 hours or less	Immediate

Very High	☐ Platform activities on production environment are completely inoperable ☐ Major restoration or project is at a mission-critical state ☐ Severe impact on business operations	2 hours or less	Immediate

Product releases included in support

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

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

3.3 SERVICE CONSTRAINTS

3.3.1 Planned Maintenance

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

As the AvePoint Cloud (AOS) 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 our cloud 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).

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

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

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 PI, AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

AvePoint Cloud Backup

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

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

AvePoint Cloud Governance for Microsoft 365

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

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

AvePoint MyHub for Microsoft 365

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

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

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

AvePoint 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 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.

Contact sales@avepoint.com for more information.

monitoring and auditing, data is always safe, easy to access, and compliant with government and industry regulations.

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

AvePoint Cloud Backup for Google Workspace

AvePoint Cloud Backup protects the critical workspace data in your Google cloud. Our 100% SaaS solution backups your Gmail, contacts, calendars, and drives automatically, up to 4 times a day! Your data is encrypted by default and stored in our secure cloud storage. Restore on-demand for any-time access and fast recovery from errors, attacks, and failures.

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

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.

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

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 Office365. We believe this because:

Whole life cost

Not only have we provided discounted license pricing for the UK Public Sector, but PI for Microsoft Office 365 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, PI for Microsoft 365 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's Software platform 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 PI for Microsoft 365. 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 PI for Microsoft 365 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

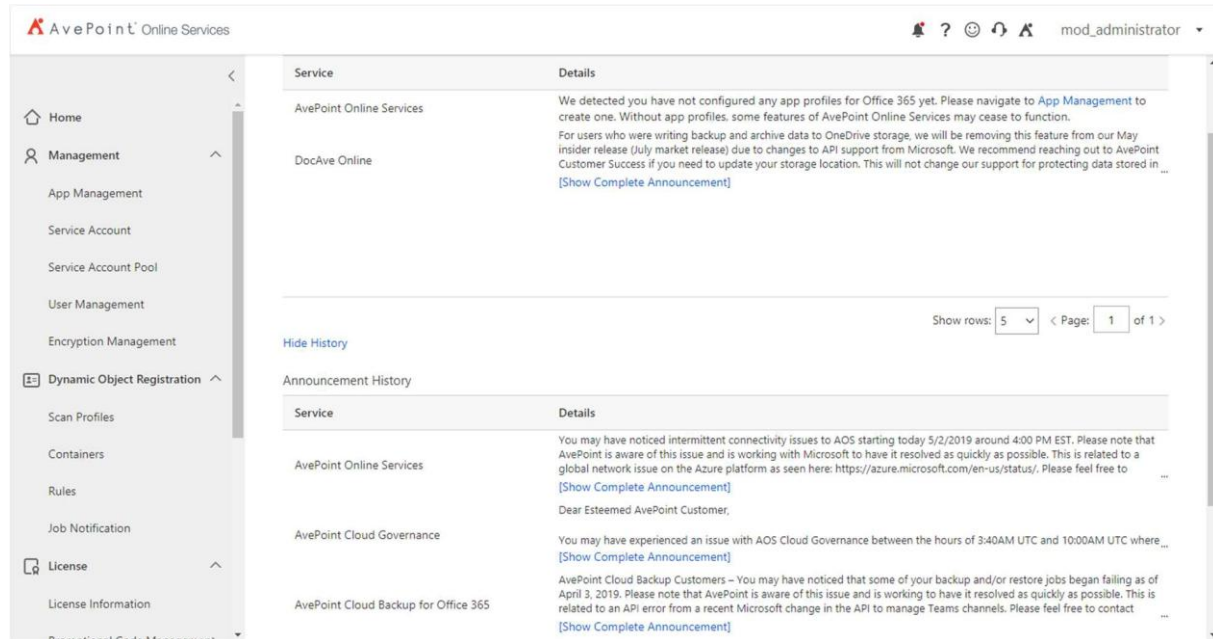
AvePoint PI for Microsoft 365 solution delivers a high level of functional capability for an affordable, SaaS pricing model.

There is no such thing as one size fits all, which is why AvePoint's pricing for PI for Microsoft 365 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: Home, Management (containing App Management, Service Account, Service Account Pool, User Management, and Encryption Management), Dynamic Object Registration (containing Scan Profiles, Containers, Rules, and Job Notification), License (containing License Information), and Provisional Code Management. The main content area is titled 'AvePoint Online Services' and shows a table of announcements. The table has two columns: 'Service' and 'Details'. The first announcement is for 'AvePoint Online Services' regarding app profiles for Office 365. The second is for 'DocAve Online' regarding backup and archive data. Below the table is a 'Hide History' link and a pagination control showing 'Show rows: 5' and 'Page: 1 of 1'. A second table, titled 'Announcement History', is also visible, showing announcements for 'AvePoint Online Services', 'AvePoint Cloud Governance', and 'AvePoint Cloud Backup for Office 365'.

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]

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]