

AvePoint tyGraph

Service Definition Document

G-Cloud 15

1 INTRODUCTION

This service definition document for G-Cloud 15 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 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 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 tyGraph. 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, analysing, and operationalizing employee experience metrics gives leaders visibility into their employees' new ways of working. AvePoint tyGraph delivers unparalleled workforce analytics for Microsoft 365 and Copilot, 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 M365 and Copilot Agent navigation behaviour 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 end user 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

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

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

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

The price for AvePoint tyGraph is based on Microsoft 365 license count and is broken down into groups of users. Please refer to the attached pricing document for accurate groups.

2.4.2 On-Boarding Charges

There are no specific on-boarding charges to consider other than those highlighted in the Pricing Document.

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\(AvePoint%20UK,%20Ltd.\)](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	☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for	48 hours or less	Immediate
Medium	☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on	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	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	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 trial 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: salesuk@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

Leading the Way to Advance the Digital Workplace

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

Microsoft Partnership

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

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. 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 unrivalled in the marketplace.

4.4 AvePoint Service Portfolio

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 salesuk@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 salesuk@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 salesuk@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 salesuk@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 salesuk@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 salesuk@avepoint.com.

AvePoint Cense

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

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

AvePoint MaivenPoint

MaivenPoint, our edtech modern learning SaaS product line, is infused with AI to drive intuitive learning 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 salesuk@avepoint.com

Service: 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 salesuk@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: salesuk@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.

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.

Service Management

AvePoint has always been known for the quality and response of software and support services. 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 salesuk@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.