



Service Definition

AvePoint Policies and Insights

Version 1.0



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INTRODUCTION

Introduction

This service definition document 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.

Document Sections

This document has the following sections:

Section 1 - Service Information contains essential information about AvePoint PI, 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 PI align with the G-Cloud buying process and provides typical information to help you understand how to buy, consume AvePoint services, and how to leave the services should the need arise.

Section 3 - About Essential and AvePoint Company and Services provides information on how Essential Computing and AvePoint works and meets today's challenges in the Public Sector.

Section 4 – Appendices provide supplementary service information referred to in this document.

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, viewing only those specific sections relevant to you.

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THE SOLUTION

Service Information

Section Introduction

In this section you will find information regarding AvePoint's AvePoint PI for Microsoft 365 solution. This section explores AvePoint PI, and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike

Cloud Backup Overview and Assurance

The Challenge

Organisations are being asked to deliver more with less. Budgets are under pressure and there is a growing need to improve staff productivity through automation.

Microsoft 365 delivers significant value, but at scale it can be complex to run and govern effectively. Common challenges include managing large user populations, enforcing consistent policies, and handling service requests efficiently. Many organisations also struggle with user expectations around self-service, the risk of manual administration errors, and maintaining security, compliance, and data protection across cloud services. Auditing, reporting, and the ongoing cost of routine administrative tasks add further overhead.

If left unaddressed, these issues can slow adoption and limit the value realised from Microsoft 365, preventing organisations from fully benefiting from the platform.

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 prioritised for action. Then, edit in bulk, and set policies to be enforced automatically.

Key Benefits

Find & Prioritise

Aggregate access, sensitivity, and activity data across Microsoft 365. Prioritise 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 available: www.avepoint.com/uk/products/cloud/policies-insights-microsoft-365

Service Functional Capabilities

The functional capabilities of AvePoint PI include:

INSIGHTS

- Aggregate Microsoft 365 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 prioritised 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

Service Non-Functional Capabilities

AvePoint provides several non-functional capabilities:

- 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.

Information Assurance

The PI 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/>

Security

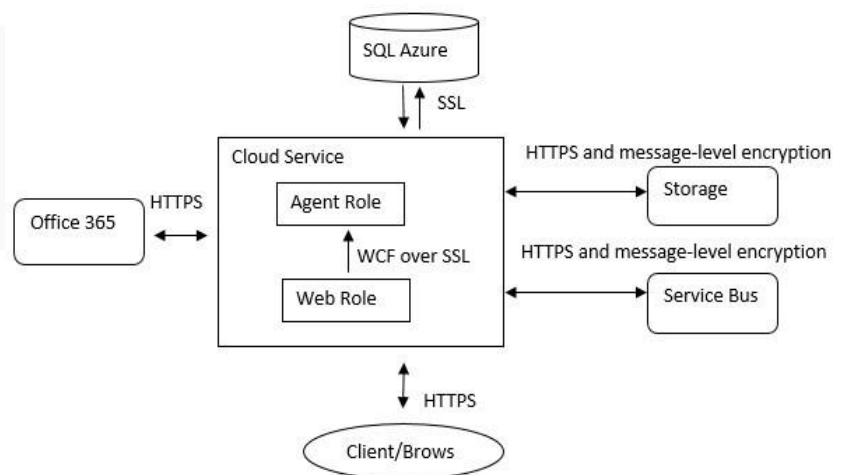
PI is a management tool and interface to take actions with our customer's data. However, AvePoint does not actively store any customer data directly.

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.

Secure Encrypted Connection from the Client to the Application

All communication between the client and application are secured over HTTPS. Data security in AvePoint PI System communication is guaranteed via HTTPS and message-level encryption. The details of the progress can be seen in the following flowchart:



Disaster Recovery Provision

AvePoint cloud software is hosted across Microsoft Azure Infrastructure and currently operates out of all 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 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).

Technical Requirements

Technical requirements including browser support, supported cloud storage, and more is available in the AvePoint 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>

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.

Service Provision Pricing

Below are the key high-level points regarding the pricing of AvePoint PI:

- 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.

Professional Services

Professional services will be specified by Essential computing with an appropriate package to meet customers' requirements.

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

Off-Boarding Charges

There are no off-boarding charges relating to AvePoint PI.

Termination Charges

There are no termination charges following the completion of the AvePoint PI subscription service.

Further information relating to AvePoint Software and Services Terms and Conditions

ALIGNMENT

G-Cloud Alignment Information

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

On-Boarding and Off-Boarding Processes

On-Boarding

Once you have decided to Award a contract to Essential Computing, the general principles for on-boarding are as follows:

Contact Essential with the following information:

- Total number of PI subscriptions required (1 Microsoft 365 license = 1 PI for Microsoft 365 subscription)
- Out of the total number of licenses required, are any Student licenses (and if so, how many)
- State whether the subscription is for 12 or 24 months
- State the name and email address of who the licenses should be sent to

State the name and email address of the procurement contact responsible for the purchase Once an order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance/

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.

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 AvePoint 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 AvePoint PI

SUPPORT

General Support

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

Service Constraints

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.

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.

Service Levels

AvePoint aims that AvePoint 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).

Financial Recompense

Should AvePoint/Essential Computing fail to meet the committed uptime, AvePoint will not grant a financial recompense.

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.

Customer Responsibilities

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

About AvePoint

The Microsoft Cloud Expert

Collaborate with confidence. AvePoint provides the most advanced platform for SaaS and data management to optimise 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.

Partnering with Essential



Since 1994 Essential has been helping organisations across the public and defense sectors to adopt and adapt to evolving Microsoft based workplaces, and to thrive as a result.

As the 'modern workplace' is evolving at lightning speed, we continue to support public sector organisations transition their legacy data and infrastructure to the cloud and then build on their investment to deliver successful outcomes for their workforce and organisation.

Examples include:

Enabling modern, more efficient ways of working:

- Portsmouth City Council uses one of our workspace booking systems to facilitate room and desk booking across Council buildings.
- A UK police force uses our Teams and SharePoint based LMS to deliver tailored learning experiences for staff securely across desktop and mobile devices.
- NHS Informatics Merseyside uses our LMS combined with External User Manager to securely manage learning for internal and external agency staff, all contained within their M365 tenant.

Accelerating cloud adoption:

- An international education institute is working with Essential to deliver SharePoint management and governance to control the sprawl of SharePoint and Teams sites and document versions, ensuring content is maintained and accessible, while rarely used content is archived to manage storage costs.
- Large UK University used our data migration service to support migration from a legacy email archive, to reduce costs and consolidate data into Microsoft 365.
- Ministry of Defence and Local Authority organisations across the UK and Europe work with Essential to support collaboration across ring-fenced and secure Microsoft environments, enabling people to find each other within separate Microsoft Global Address lists.

We value deep relationships with our customer base, many of whom have been working with us for well over a decade.

Appendices

Appendix 1: Planned Maintenance Screenshot

The screenshot displays the AvePoint Online Services management interface. On the left is a navigation sidebar with options like 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, and Provisional Code Management. The main content area features a table of services and a section for announcements.

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]