



Service Definition

AvePoint Cloud Backup

Version 1.0



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INTRODUCTION

Introduction

This service definition document for G-Cloud 15 explores AvePoint's Cloud Backup for Microsoft 365, Dynamics 365, & Power Platform. Below you will find information about how to use this document, it is important to read the guidance to ensure you find the information that you need quickly and easily.

This document contains information regarding the solution, its functionality and key benefits, commercial information, our service commitment to you and other relevant information.

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Document Sections

This document has the following sections:

Section 1 - Service Information contains essential information about Cloud Backup, the key features and benefits, functional requirements, technical information and high level commercial information plus links to further reading.

Section 2 - G-Cloud Alignment Information details how Cloud Backup 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 Cloud Backup for Microsoft 365, Dynamics 365, & Salesforce solution (BaaS). This section explores BaaS and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike.

Cloud Backup Overview and Assurance

The Challenge

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

For organisations that require more aggressive backup schedules for their business-critical data, need to meet stringent data retention requirements, and wish to flexibly recover granular calendars, documents, or on their own terms, third party solutions are required

Key Benefits

AvePoint Cloud Backup for Microsoft 365 gives organisations the power to meet aggressive recovery point and time objectives (RPOs and RTOs), according to organizational Service Level Agreements (SLAs) to satisfy data protection and retention requirements.

Own your own SLAs.

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

Own your data.

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

Recover on your terms.

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

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

Service Functional Capabilities

The high-level functional capabilities of Cloud Backup include:

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

Service Non-Functional Capabilities

AvePoint provides a number of non-functional capabilities:

- As Cloud Backup is delivered in a SaaS model, no infrastructure is required for deployment.
- Cloud Backup is activated with a license key, so you can be fully operational quickly.
- Cloud Backup comes with AvePoint's Premier support and maintenance, which includes 24/7 and multi-channel support. Further information can be found in Section 3.2.4
- As a member of the Microsoft 365 TAP program, and a Depth Managed Gold Certified partner, AvePoint is granted early access to the latest features and APIs from Microsoft, so we can test compatibility ahead of releases, and make updates as required.
- AvePoint continually invests in product development, releasing updates as often as once per quarter, to support new or updated functionality and Microsoft APIs.

Information Assurance

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

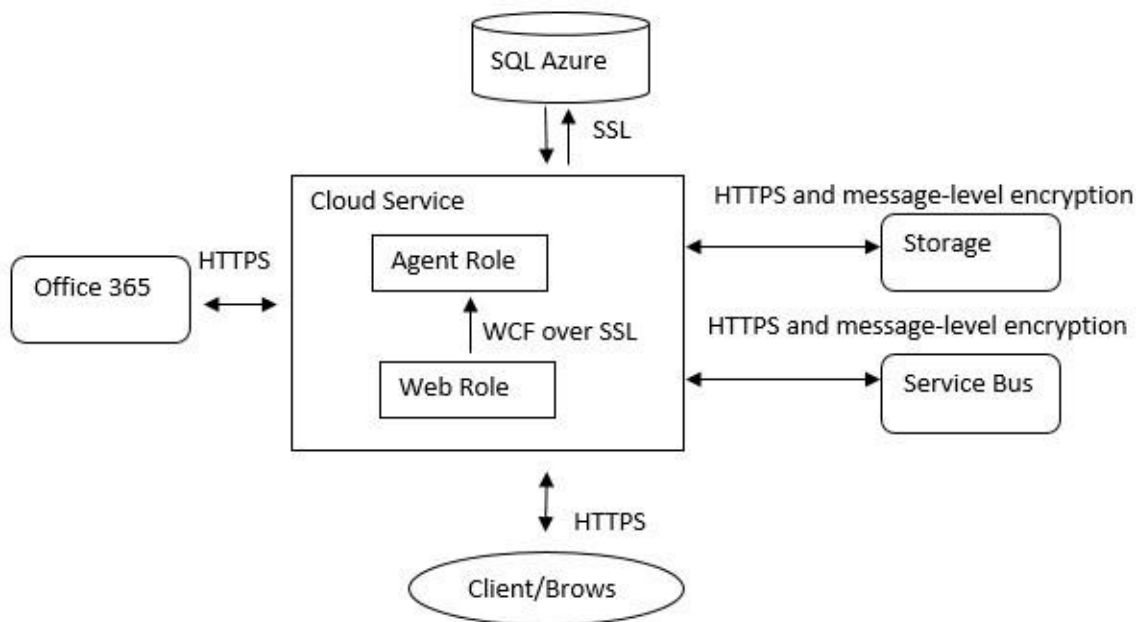
Security

When users access Cloud Backup, users can select single sign-on using their Microsoft 365 account. When this option is selected, the user is redirected to Microsoft 365 to enter their credentials. The authentication is provided by Azure Active Directory, which also supports multi-factor authentication for an added security layer.

In addition, Cloud Backup can be security trimmed so that when users are in Cloud Backup they will only be able to access features that they are allowed to.

Secure Encrypted Connection from the Client to the Application

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



Backup/Restore and Disaster Recovery Provision

AvePoint cloud software is hosted across Microsoft Azure Infrastructure and currently operates out of 14 Microsoft Data Centres.

All precautions are taken to ensure business continuity, including but not limited to leveraging Availability Sets, failover environments, etc.

AvePoint aims that Cloud Backup shall have an uptime of not less than 99.9% per year resulting in a AvePoint product downtime ("AvePoint Downtime") of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

Technical Requirements

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

<https://avepointcdn.azureedge.net/assets/webhelp/avepoint-cloud-backup-for-office365/index.htm>

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

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

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

Service Pricing

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

This section introduces the commercial models and options available for both Software and supporting services and other costs that you may need to consider as part of your budget evaluation.

Service Provision Pricing

Below are the key high level points regarding the pricing of Cloud Backup:

- Cloud Backup pricing has been discounted for all UK Public Sector organisations
- Cloud Backup pricing is based on a subscription model and is licensed on a per user per month basis.
- Cloud Backup licenses are based on the total number of Microsoft 365 CALS within your organisation
- Subscription pricing is based on a sliding scale of users.
- The support level included is AvePoint's Premier level support, further information can be found in Section 3.2.4 General Support Details
- Minimum subscription contract length is 12 months.

Professional Services

Professional services will be specified by Essential computing with an appropriate package to support 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.

Off-Boarding Charges

There are no off-boarding charges relating to Cloud Backup.

Termination Charges

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

Further information relating to AvePoint Software and Services Terms and Conditions can be found at [https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\).pdf](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.).pdf)

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

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 Cloud Backup until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to Cloud Backup

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	24 hours or less	Immediate

	☐ Very limited direct impact on operations		
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 AvePoint Online Services is a global platform, hosting all Cloud products, AvePoint cannot guarantee that planned maintenance will be out of GMT working hours, however, for planned maintenance activities, it is expected that you will receive no disruption to your service.

Emergency Maintenance

For emergency maintenance, depending on the urgency of the issue, emergency maintenance windows are decided upon by the Operations teams to ensure minimal service interruption to our customers.

In the very rare case, a critical security issues is identified, it is possible that emergency maintenance may occur with less notice than the regular maintenance window announcement period and outside normal maintenance windows.

Service Levels

AvePoint aims that Cloud Backup shall have an uptime of not less than 99.9% per year resulting in a AvePoint product downtime ("AvePoint Downtime") of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

Financial Recompense

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

Data Restoration/Storage Migration

Cloud Backup is designed to auto scale based on performance and ensure resiliency within the application; as data is not geo-replicated to other Azure data centres, but leverages Zone Redundant Storage, outages at the Azure platform level would cause a degradation in service. In these cases, we would be able to leverage compute resources in another of the currently supported data centres that our services are operated from to provide access to the data.

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 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.

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, Dynamic Object Registration, License, and Promotional Code Management. The main content area shows a table of services with their details 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 of announcements:

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]