

essential ©

Service Definition AvePoint Migration Platform

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INTRODUCTION

Introduction

This service definition document for G-Cloud 14 explores the AvePoint Migration Platform (AMP) 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 about the solution, its functionality and key benefits, commercial information, the service commitment to you and other relevant information.

Document Sections

This document has the following sections:

Section 1 - Service Information has essential information about AvePoint Migration Platform (AMP), 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 AMP aligns 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.

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 Migration Platform (AMP) for Microsoft 365. This section explores AMP and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike.

AvePoint Migration Platform (AMP) Overview and Assurance

The Challenge

In a world of multiple IT systems and requirements to upgrade platforms every couple of years, businesses are looking to combine application stacks to one, unified collaboration solution that is cost effective and easy to upgrade.

Microsoft 365 offers UK public sector organizations an ideal platform to enable modern collaboration, and combine traditionally on premises email, files, and SharePoint services.

However, challenges remain as to how to discover and consolidate existing source systems as well as migrate the data into a sensible structure within Microsoft 365 Teams, Groups, Exchange, SharePoint, and OneDrive, without losing fidelity. AvePoint have been meeting this challenge for several years with AMP.

AvePoint Migration Platform (AMP)

AMP provides an efficient, cost-effective solution for migrating business-critical content from various electronic repositories into the latest, feature-rich releases of SharePoint, and Microsoft 365.

AMP's innovative and reliable data transfer is unique in its ability to granularly migrate content as far down as item level, and for keeping all associated metadata.

AMP enables administrators to easily plan, schedule, and implement the consolidation of multiple content sources into the platform – maximizing return on investment and gaining more value from SharePoint and Microsoft 365.

AMP supports the migration from multiple source environments. Our technology caters to your unique source environment. Our technology combines legacy Lotus Notes, LiveLink, HPTrim, Documentum, FileShares, eRooms, and SharePoint 2007 data into the latest SharePoint versions, SharePoint Online, and OneDrive for Business.

If you've got on premises or cloud-based file shares such as Box, Dropbox, or Google Drive – your data can be migrated at lightning-fast speeds into Microsoft 365.

Migrate Exchange, Gmail, IMAP/POP3 mailboxes into Exchange Online. Consolidate your collaboration from Slack or Teams and Groups from other Office 365 tenants into your tenant of choice. Plus, SharePoint 2010, 2013, 2016 and 2019 SharePoint versions can be upgraded on premises, or to the Cloud.

In addition to AMP, AvePoint can provide Professional Services expertise, including SC Cleared personnel, to help organisations mitigate risks, reduce migration project timescales, reduce migration costs and enable organisations to drive quicker adoption and ROI of the new platform.

Key Benefits

Consolidate

Utilise AMP's standalone Discovery Tool to discover content from source SharePoint, File Share, and SharePoint Online systems, or built-in scanning for broad cloud and on-prem sources, enabling you to make informed business decisions about your data.

Effective Migration

Transfer content from legacy repositories to the latest SharePoint versions, Microsoft 365 SharePoint Online, Exchange Online, OneDrive for Business, Groups, and Microsoft Teams in an organised and efficient manner to improve IT productivity and reduce time-to-value for deploying Microsoft 365 as your new modern workplace.

Legacy Asset Protection

Optionally keep business-critical information residing in legacy content sources – including folder structures, attachments, document properties, and all associated metadata – intact, allowing end users to confidently access content without interruption.

Flexible Scheduling

Reorganise your information architecture to clean up existing clutter throughout the migration. Empower administrators to plan migration jobs according to business needs – reducing any negative impact on production environments – with granular or bulk content migration as well as flexible job scheduling.

Industry Expertise

Utilise AvePoint's consulting expertise to further reduce risk and follow industry best practices for successful migrations from Quick Start services and Migration Assessments to a Complete Migration Service.

Further information regarding AMP can be found at: <https://www.avepoint.com/uk/products/hybrid/office-365-migration/>

Service Functional Capabilities

The high-level functional capabilities of AMP include:

- Delegate migration plan management based on administrative roles when coming from complex legacy systems.
- Scan source content prior to migration to identify the scope of the migration, and detect any illegal characters, user permissions, usernames, user domains, and other legacy elements that must be mapped to migrate successfully into SharePoint or SharePoint Online
- Selectively migrate content according to business needs with granular content selection as well as customisable filtering options based on content properties, and perform test runs to validate migration plan configuration.
- Perform full and subsequent incremental migrations to keep network bandwidth resources optimised, only migrating content that has been updated since the last migration.
- Migrate into pre-created sites or create sites on the fly.
- Preserve all metadata including security settings, attributes, and properties with full fidelity, using customisable mappings to accurately represent legacy elements and quickly take advantage of SharePoint's features such as Managed Metadata, and Microsoft 365 new collaboration structures such as Groups and Teams
- Optionally migrate just the files at lightening fast speeds, take care of data organization and clean up before or after your migration.
- Migrate online over existing networks, or offline to securely migrate data across firewalls.
- Keep source and destination environments in sync with customisable scheduling to minimise business disruption during the migration project, allowing users to continue working on source environments until the destination SharePoint environment is approved for roll out.
- Priorities existing migration plans to ensure projects are executed according to organisational timetables.
- View and track the migration project status through detailed job reports.

Available Migration Paths

Source	Destination
Documentum eRoom 6.0 and above EMC Documentum 6.5 and above Lotus Notes 6.5 and above Open Text Livelink 9.5 and above Exchange Public Folders Lotus Quickr 6.5.1 and above Microsoft Office SharePoint Server (MOSS) 2007 HP TRIM 7.2 and above (HP Records Manager 8.0, 9.1) Bespoke Systems*	Microsoft SharePoint (2010, 2013, 2016, 2019, SE) SharePoint Online SharePoint Foundation OneDrive for Business SharePoint, Team, or Group Sites
SharePoint 2010, 2013, 2016 Network-accessible file shares Other Office 365 Tenants' SharePoint & OneDrive File Shares	SharePoint Online OneDrive for Business Microsoft Teams or Group Sites
Box Dropbox Google Drive	SharePoint Online OneDrive for Business Microsoft Teams or Group Sites
IMAP/POP3 Gmail Exchange .PST Other Microsoft 365 Tenants' Exchange Online	Exchange Online
Slack Other Microsoft 365 Tenants' Groups/Teams	Microsoft Teams Microsoft 365 Groups

*Bespoke or other source systems can be reviewed as a migration source but may require customisations. A further, more detailed functional overview can be found at <https://www.avepoint.com/uk/products/hybrid/office-365-migration/>

Service Non-Functional Capabilities

AMP offers several non-functional capabilities to consider:

- AMP can be integrated and used in conjunction with AvePoint Compliance Guardian. Compliance Guardian can provide added benefits as part of the Discovery phase to interrogate SharePoint and File Share documents for specific content contained within documents such as PPI or PCI DSS data. In addition, at the point of migration, Compliance Guardian can scan and automatically apply classifications to the document enabling better search and lifecycle management capabilities of your organisations data in SharePoint and SharePoint Online
- AMP 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.

Further information about other AvePoint Online Service solutions can be found in Section 4.4 of the Service Portfolio.

Technical Requirements

AMP is licensed as Fly for mail, file, and collaboration migration. Fly can be installed in two components, Manager and Agents.

- Manager should be installed on a non-SharePoint or source server to ensure availability.
- The manager provides the Graphical User Interface (GUI) that a user interacts with for setting up migration plans, running migration plans and checking the job status of a migration plan.
- The Agents will be installed on the migration source and destination environment or on remote servers which can connect to the source and destination environment depending on the type of system agent is connecting to. They are responsible for running your migration jobs and passing applicable job status information to the manager.

Detailed guidance for server and system requirements can be provided by Essential Computing LTD engineers.

Service Pricing

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

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 about the pricing of AMP:

- AvePoint's Discovery tool is included with any purchase.
- Pricing is based on the volume of data in File shares, Lotus Notes, Livelink, SharePoint 2007, HP Trim sources.
- Pricing for SharePoint, SharePoint Online, is priced based on the number of users being migrated.
- Migration from Teams, Groups, and Slack, cloud files, and mail is based on the number of users, or the number of workspaces.
- Email migration is priced based on the number of mailboxes or users.

Professional Services

Professional services are not mandatory; however, Essential computing will provide packages to support customers' requirements.

On-Boarding Charges

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

- Support and Maintenance for AMP is included for 12 months only, if you expect a migration project to last longer than 12 months you may require extended support and maintenance. In such scenarios, please contact account manager.
- Fly licenses are deployed on-premises to your internal environment or to your private cloud.
- Provisioning of such server resources is the responsibility of the customer.

Off-Boarding Charges

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

Termination Charges

AMP 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).

G-Cloud Alignment Information

This section provides information about 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:

- The Migration Band and any additional Professional Services that you require.
- The source systems you require to migrate from
- The name and email address of the person a license should be issued to
- 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/

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:

- 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.

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

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 improve 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>.

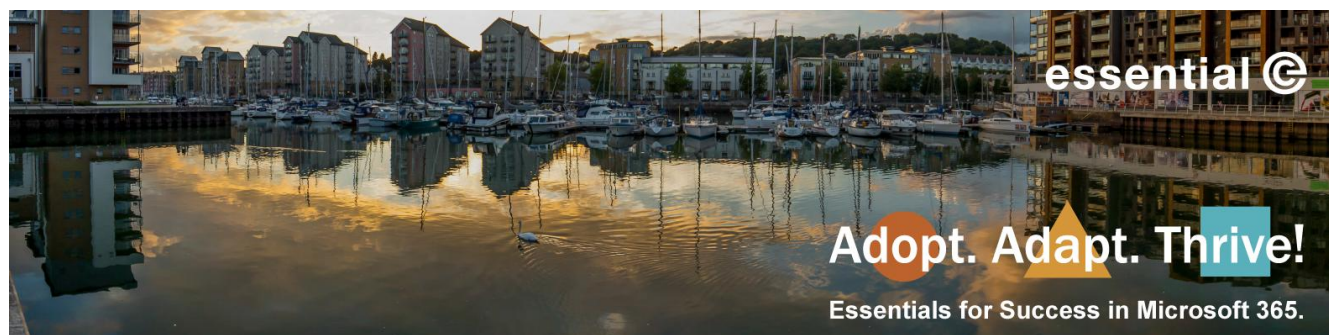
Microsoft Partnership

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 defence 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 collaborating with us for well over a decade.