

# Google Workspace

## Service Definition

Google Workspace is a suite of collaborative productivity apps that offer your organisation professional email, shared calendars, online document editing and storage, video meetings and more.

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## Office suite of collaborative apps

With Google Workspace, you and the other users in your organisation gain access to:

- Gmail: Send and receive mail using your professional address such as [bob@yourcompany.com](mailto:bob@yourcompany.com)
- Calendar: Share calendars to easily schedule meetings and events
- Docs: Collaborate in real-time on online documents, spreadsheets, and presentations
- Drive: Store and backup files securely in the cloud
- Meet: Join video meetings from their laptop or other device

## Administrative controls

Gain access to:

- Security and administration controls
- Archive and set retention policies for emails and chats
- Data regions for Google Workspace
- Enterprise-grade access control with security key enforcement
- Advanced Protection programme
- Manage user accounts and security settings from a central Admin console
- Control user access to features and services
- Remotely manage your mobile fleet
- Track usage trends via audits and reports
- Receive 24/5 support from Google Workspace experts
- Vault, retain, archive and search data
  - eDiscovery for emails, chat and files
  - Audit reports to track user activity
  - Data retention and eDiscovery for Google Workspace.
  - Keep track of what matters. Retain, search and export your organisation's data from select apps with Vault for Google Workspace Business and Enterprise editions.
  - Protect your data and stay covered
  - Get a handle on things. Set retention rules and holds on data from certain Google Workspace apps for an entire domain or specific organisational units.

- Endpoint management, remotely manage your mobile fleet.
  - Keep things simple – and moving. Endpoint management for Android, iOS, Windows, Chrome OS, MacOS and Linux is easy to set up and use.
  - Keep data secure
  - Lost phone? Stolen tablet? These things happen. Keep your company's data secure with endpoint management. You can require screen locks and strong passwords and erase confidential data with device wipe or selective account wipe for Android and iOS, as well as block access to specific Windows, Chrome OS, Linux and MacOS sessions.

## Add more features

After getting Google Workspace, you can:

- Add Drive storage for users who need more than 2 TB storage. [Learn more](#)
- Purchase Vault licences for users who need eDiscovery, data retention, and archiving. [Learn more](#)
- Upgrade later for even more features to Google Workspace Business or Enterprise edition. [Learn more](#)

## Get Gmail for business

It's the Gmail that you know and love designed for business, with admin controls and no ads. Swap @gmail.com with your own domain to create professional email addresses like yourname@example.com or [sales@example.com](#).

## Meet Safely from Anywhere

Keep your team connected with premium video conferencing built on Google's robust and secure global infrastructure. Meet is included with Google Workspace and Google Workspace for Education.

## Work faster, work smarter

Collaborate on files in real time, quickly find space on everybody's calendar and take meetings from anywhere. Google Workspace has the tools to boost your productivity.

## Built-in security

Take advantage of the same secure infrastructure that Google uses. Your data, devices and users are protected, and all your files are backed up in the cloud automatically. With Google Workspace, you're in control.

## Applications

### Cloud Search

#### The information that you need, right when you need it

Use the power of Google to search across your company's content. From Gmail and Drive to Docs, Sheets, Slides, Calendar and more, Google Cloud Search answers your questions and delivers relevant suggestions to help you throughout the day.

#### Privacy and security that meets your needs

Search results reflect the security models of your organisation as it changes over time. Cloud Search supports near-instant updates to group access — so users only see search results for content they have access to.

#### Seamlessly integrated with Google Workspace

Cloud Search is seamlessly integrated with other Google Workspace apps. Search across Gmail, Docs, Drive, Calendar, and more.

### Gmail

Secure, private, ad-free email for your business

- Gmail keeps you updated with real-time message notifications and safely stores your important emails and data. IT admins can centrally manage accounts across your organisation and devices.
- Access your email anytime, anywhere, on any device – no Internet connection needed. Read and draft messages without connectivity, and they'll be ready to send when you're back online.
- For those moments when you need more than just email, join a Meet video call or chat with a colleague directly from your inbox.

**Compatible with your existing interface**

Gmail works great with desktop clients such as Microsoft Outlook, Apple Mail and Mozilla Thunderbird. Outlook users can sync emails, events and contacts to and from Google Workspace.

**Easy migration from Outlook and legacy services**

Migrate your email from Outlook, Exchange or Lotus easily with customised tools that help preserve your important messages. 99.9% guaranteed uptime, 0% planned downtime Count on Google's ultra-reliable servers to keep your lights on 24/7/365. Automatic backups, spam protection and industry-leading security measures help protect your business data.

**Docs****Word processing for teams**

Create and edit text documents directly in your browser – no dedicated software required. Several people can work at the same time, and every change is saved automatically.

**Commenting, chat and real-time editing**

Work on a single document with team members or people outside your company. See edits as others type, communicate through built-in chat and ask questions by including comments.

**Works with all popular file types**

Import your documents to make them instantly editable, including Microsoft® Word and PDF files. Export your work in .docx, .pdf, .odt, .rtf, .txt or .html format.

**Unlimited revision history**

Track changes made to your documents and undo anything you choose. Previous versions are kept indefinitely and they don't count towards your storage.

## Drive

### **Store, access and share your files in one secure place**

Store any and every file. Access files any time, anywhere from your desktop and mobile devices. Control how files are shared.

### **Get all the storage capacity that you need**

Google Workspace editions provide flexible storage options so you will always have enough space for your files. With centralised administration, data loss prevention, and Vault for Drive, you can easily manage users and file sharing to help meet data compliance needs. Drive is also available as a standalone offering, with Drive Enterprise.

### **Find what's important before you've even searched**

Drive uses Google AI to predict and surface what's important for you in real-time. Drive recognizes important content, collaborators and events, using features like Quick Access and ML-based search enhancements to connect each user with files that may require attention.

### **Organise team files in a shared space**

Use shared drives to store your team's work in secure, easy-to-manage shared spaces. Any files added to shared drives are owned collectively by the team, so everyone stays up to date.

### **Use less of your PC/Mac disk space & stream directly from the cloud**

Drive File Stream gives you access to files directly from your computer, without impacting all of your disk space. Spend less time waiting for files to sync and more time being productive.

### **Extend the power of Drive with third-party apps.**

Use hundreds of integrated apps, including DocuSign for e-signatures, CloudLock for additional security layers and LucidCharts for mock-ups, to get things done directly from Drive.

### **Work seamlessly with Drive on the tools that you're used to**

Plug-ins for Microsoft Office and Outlook make fitting Drive into your workflow as simple as possible. You can also open 40+ different file types with Drive, including PDFs and MPEG4s, and work on Microsoft Word files straight from Drive.

### **Control how your files are shared**

Keep files private until you decide to share them. Avoid multiple versions and file merging by granting others permission to download, edit, comment, or view. You can also give shared files an expiry date.

## **Google Meet**

### **Secure video meetings for your business**

Keep your team connected with enterprise-grade video conferencing built on Google's robust and secure global infrastructure. Meet is included with Google Workspace and Google Workspace for Education.

### **Trusted by enterprises around the world**

Take advantage of the same secure-by-design infrastructure, built-in protection and global network that Google uses to secure your information and safeguard your privacy. Meet video meetings are encrypted in transit and our array of default-on anti-abuse measures keep your meetings safe.

### **Enjoy frictionless meetings**

Meet takes the headaches out of joining a video call at work. Just set up a meeting and share a link. No worrying about whether teammates, clients, or customers have the right accounts or plug-ins. With a fast, lightweight interface and smart participant management, 100-person video calls are a breeze

### **Designed for every kind of business**

Meet is fully integrated with Google Workspace, so you can join meetings directly from a Calendar event or email invite. All the important event details are right there when you need them, whether you're joining from a laptop, phone or the conference room.

### **Join meetings on the go**



With Meet's specially designed iOS and Android apps, you can see your meetings for the day with all the important information from Calendar, then join with a tap. Google Workspace's Enterprise edition also creates a dial-in phone number for each meeting, so every guest has a great experience – even on the road without Wi-Fi or data.

### **Works with other meeting solutions too**

Teams using Skype for Business or meeting systems based on SIP and H.323 standards (e.g. Polycom and Cisco) can seamlessly join a Meet meeting through the Pexip Infinity Platform.

### **Google Meet Features**

- Dial-in phone numbers for every meeting
- Meetings up to 1000 users
- With Google Workspace, every meeting automatically includes its own dial-in details. Guests can dial in quickly with just two taps on their smartphone.
- Integrated with Google Workspace
- Google Calendar information is available directly within the meeting so you can quickly catch up on the agenda and meeting details.
- Connected to meeting rooms
- Noise cancellation
- Meeting recordings saved to Google Drive
- Meet hardware connects any meeting room or huddle space to a video meeting with a single click. Simple to use and designed for deploying at scale, all units can be set up in minutes and managed online

[More information.](#)

## Sheets

### **Collaborative, smart, secure spreadsheets for fast-moving organisations**

Sheets was designed with the needs of agile organisations in mind. AI features mean you can tap into the right insights to make meaningful business decisions. A cloud-based architecture enables you to collaborate with anyone, anytime, anywhere. Compatibility with external systems, including Microsoft Office, removes the friction of working with multiple data sources. And built on top of Google's infrastructure, Sheets gives you the freedom to create, while helping to keep your information secure. [See more information.](#)

## Slides

### **Beautiful presentations created together**

Create and edit polished presentations in your browser – no software required. Several people can work at the same time so that everyone always has the latest version. [More information.](#)

## More Applications

- [Keep](#)
- [Chat](#)
- [Apps Script](#)
- [Calendar](#)
- [Forms](#)
- [Sites](#)
- [Vault](#)
- [Advanced Endpoint Management](#)

## Service Definition Details

1. The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans.

The Google Workspace services offer synchronous replication of customer data and hence user activities within the various components of the suite are simultaneously preserved in multiple secure data centres and on multiple servers within each data centre. If one data centre is unable to serve a customer request, the system is designed to instantly fall back to another data centre that can serve the customer account with no interruption to the service. Backup, restore and disaster recovery of customer data are therefore inherent features of the proprietary architecture underpinning Google's services. There is no planned downtime of the service/s. Ostratto can also advise on additional backup solutions.

2. Any onboarding and offboarding support you provide  
On boarding services are covered by the relevant Ostratto Service offerings and are priced according to customer requirements. Customer data extraction and off boarding assistance and advice where required is provided free of charge and is typically available in an open industry standard format but custom data extraction services via product APIs and additional data transformation may be subject to scope and requirements definition.
3. Implementation plans  
Implementation plans are covered by the relevant Ostratto Service offerings and are priced according to specific customer requirements.
4. A pricing overview, including volume discounts or data extraction costs  
See pricing document attached to the service
5. Service constraints like maintenance windows or the level of customisation allowed  
No planned downtime or maintenance windows are applicable to the Google Cloud services. Configuration and customisation is typically achieved by product settings offered through an admin console or interface, any bespoke customisations are available via rich API set and specific development services subject to scope and requirements. Deprecation of features and functions if applicable are published by the author typically 6 months in advance.

6. Service levels, like performance, availability and support hours  
All Google products are provided with a 99.9% uptime guarantee, see individual terms of service for specific details. Ostratto offers an optional Technical Support Service. Cloud Software products include 24 x 5 vendor (Google) support in the licence price by email, chat and phone.
7. How you'll repay or compensate buyers if you do not meet service levels  
The financial recompense model for our Google Workspace services is provided by way of service credits and is determined by Google. Please see the relevant Ostratto Google Workspace Terms and Conditions provided as part of the individual service listing response.