

Patronum

Service Definition

Your
Google
Workspace
Manager



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1. PATRONUM - GOOGLE WORKSPACE MANAGER

Patronum fills in the gaps that exist in Google's Workspace Admin Console. Patronum enables your organisation's IT and security teams for example to centrally automate tasks such as onboarding and offboarding staff, monitoring and enforcing file sharing and enabling organisation contact sharing to mobile devices.

Patronum is Commercial Off The Shelf (COTS) software supplied to customers as software as a service, just like Google Workspace. This means your organisation along with all our other customers will experience exactly the same operational infrastructure and procedures, product features, performance, security and support from Bespin Labs.

Google Workspace administrators may use either Patronum or Google Admin Console at any time so an organisation is not wholly dependent on Patronum - it is not business critical.

We do not offer bespoke versions of Patronum or customised operating procedures or personalised support in order to keep Patronum subscription costs as low as possible.

You can learn more about Patronum's specific functionality in our Product Documentation at - <https://help.patronum.io/en> .

2. KEY PRODUCT FEATURES

Some of the main features of Patronum are summarised below. For a more comprehensive list of features see Section 6, Complete Patronum Feature List.

2.1 Dashboard

The Patronum dashboard offers a comprehensive overview of your Google Workspace environment with charts, Top 10 lists and other details giving insights into user status, file-sharing activities and data exchanges with external organisations.

With Patronum Alerts, administrators can easily identify users for specific criteria e.g. delegate access or those who haven't logged in for a specified period or without a phone number. This information is essential for maintaining user account security and identifying potential risks.

Additionally, the dashboard offers a Live Task feature which allows you to see exactly what is happening within Patronum, in real-time, providing valuable insights and assistance.

2.2 Google Drive Management

Patronum gives Google administrators more control over users' Google Drive files and folders. You can centrally discover files across the whole Google Drive estate and share, copy and even change ownership of users Google Drive and Files.

Patronum also provides administrators with an extensive logging feature which gives them the power to monitor and keep a track of updates to contact sharing throughout the whole system. See who is sharing what and to whom.

2.3 Google Drive Compliance

With Patronum you can unshare Google Files reducing your organisation's policies and exposure. An administrator can monitor and explore a user's My Drive and organisation Shared Drives, then quickly clean up the file sharing with external organisations or personal accounts such as Gmail.

2.4 Centralised User Management

Patronum gets more out of Google Workspace by expanding access to administration tasks across your organisation including some for users. By setting up policies with the help of IT professionals you can delegate and automate a subset of administrative capabilities to non-IT managers, secure in the knowledge they are not going to break anything.

For large organisations Patronum is a Google Workspace productivity suite for IT professionals who need to implement strategic policies. Many tasks can either be automated by dedicated IT staff in centralised support and/or delegated to knowledgeable non-IT managers. These include tasks such as Google Drive Management, Contact Sharing and Email Signature Management. Within departments or affiliated groups, pre-agreed Patronum policies enable IT professionals to set up a tailored Google Workspace environment quickly.

For smaller organisations Patronum's intuitive interface is ideal for busy managers, who may not have a detailed knowledge of Google, but want a better way to manage Google Workspace.

2.5 Email Signature Management

Patronum gives users a consistent and dynamic Google Workspace email signature(s) for your organisation. There is no need for complex 3rd party gateways as Patronum integrates directly into your users Gmail to provide the best user experience possible. Patronum Google Directory attributes are used extensively as placeholders or macros. Patronum uses the majority of standard Google Directory attributes and also shows ALL Google Directory schema extensions. This company information can then be used within our email signature editor.

Patronum enables you to delegate full access, control and management of your email signatures to departments or teams within your organisation.

2.6 Google Group Administration

Within Patronum you can create, manage and even turn a Google Group into an onboarding policy, granting automatic access to Google Calendars, Files, or even create a standard Google Gmail email signature for your Google Groups.

Dynamic Google Groups allows you to effortlessly manage and automate Google Group memberships based on user roles and attributes.

2.7 Contact Management & Sharing

Patronum allows users to share their Google Contacts with others within the same domain. Patronum is the only enterprise-ready application designed for contact sharing within Google Workspace. As an administrator you can also configure contact sharing for your users. As a user you can share your Google Contacts on a per label basis with other users within your domain. Seamless daily syncs with Google Contacts keep your entire organisation connected and up-to-date.

2.8 Automated Onboarding

Patronum fully automates all the administrative and user tasks to ensure an effective and secure process while significantly reducing IT expenditure in managing users and resources.

From the moment users join, they are granted access to files, folders, calendars, and Google groups, enabling productivity from day one. This streamlined approach ensures that every new team member is equipped with the necessary tools and information, fostering a welcoming and efficient start.

Setting up standard folders, calendars, email signatures, and even Gmail Filters and Labels is effortless with Patronum. This ensures that new users have everything they need to be productive immediately, providing a best-in-class start within Google Workspace.

2.9 Automated Offboarding

During offboarding, Patronum secures company data by revoking the departing employee's access to Google Workspace tools and services. It also ensures that all sensitive data is either transferred to a designated person or securely archived, preventing unauthorised access.

Patronum facilitates the transfer of responsibilities and ownership of files, documents, and tasks from the departing employee to other team members. This ensures a smooth transition and continuity of work without disrupting ongoing projects or operations. Patronum intelligently manages Google Workspace licensing, reducing costs by dynamically removing accounts during the de-provisioning process. This ensures that all resources are safely archived without the need for additional software, optimising your investment in Google Workspace.

2.10 Organisational Chart

With Patronum Organisation Charts you can search and locate users within your Google Workspace hierarchy. See who reports to who, with the Patronum People search feature. Find, collaborate and better understand the hierarchy within your organisation through the Patronum

With Patronum you see users and reporting lines in the Patronum hierarchy browser and search within the Google Directory for job titles and attributes such as skills, language, and even qualifications.

3. SERVICE OVERVIEW

3.1 Operations

Service Operator

Bespin Labs Ltd, Bates Mill, Colne Road, Huddersfield, HD1 3AG United Kingdom.

Service Access

Patronum is a subscription based software as a service product installed within a customer's Google Workspace domain by a Super Admin via the Google Workspace Marketplace. User access to Patronum is determined by customer's admin delegation and permissions.

Support Services

Support is available within Patronum or at - <https://www.patronum.io/support/> .

- Online chat available 24/7 all year round
- Video call
- Screen sharing

Help is available from within Patronum or at - <https://help.patronum.io/en/> .

Hosting & Location

Patronum runs in Google App Engine on Google Cloud Platform's data centres located in UK and EU countries.

Service Availability

Google App Engine's service level objective is a monthly uptime percentage of at least 99.95%.

Service Security

As specified in "Patronum - Google Workspace Manager by Bespin Labs" Government Digital Marketplace entry and Google Cloud Platform security details at - <https://cloud.google.com/docs/security> .

3.2 Privacy and Data Protection

Bespin Labs processes general contact data according to the Privacy Policy at <https://www.bespinlabs.com/privacy-policy> .

Patronum is supplied and operated according to the Master Subscription

Agreement (MSA) at - <https://patronum.io/master-subscription-agreement> .

Patronum data protection is specified in the Data Processing Agreement (DPA) at - <https://patronum.io/data-processing-agreement> .

Patronum is operated in a secure multi-tenant cloud environment on Google Cloud Platform with all customers sharing a common robust operational infrastructure, software, security and support under the same MSA and DPA.

It is important to note that Patronum access is based on the permissions set and controlled by an organisation's IT and security teams and Bespin Labs personnel cannot and will not access the content of customer documents or emails.

3.3 Installation and 30-day Free Trial

Any Google Workspace domain may be registered at <https://www.patronum.io> for a 30-day free trial of Patronum. After submitting a short form you will be emailed details about how to install Patronum on your domain. You will need Super Admin privileges to fully install Patronum on your organisation's domain.

Some Patronum features will fully operate when Patronum is first installed. However in the context of a substantial organisation there are certain background tasks that may require up to 24 hours to complete such as the extraction of file metadata of every file in the organisation's Google Drives or acquisition of the organisation's contact directory, and during this time the Patronum features that depend on this data will be locked until the processing is complete.

Patronum co-exists with Google Admin Console so you may use either at any time.

3.4 Deinstallation

Patronum must be removed by a Google Workspace domain Super Admin.

After Patronum has been fully deinstalled any Workspace Data previously added or updated in your Google Directory or Google Drives will remain unchanged in its current state. Your Google Workspace domain will continue to operate normally and we will permanently delete any Patronum Data accumulated in use within 30 days.

4. PATRONUM LICENSING

For pricing details please refer to the Patronum Pricing Plan. The minimum subscription period is one year.

Patronum licensing is based on a per user annual subscription paid in advance depending on the Google Workspace licence types and number of user licences in a domain as follows:

- (a) A Patronum or Patronum+ Business User subscription is required for every Google Workspace Business/Enterprise user licence, whether allocated to an active user account or not;
- (b) A Patronum Archive User subscription for every Google Workspace archive user licence or Patronum archive user in an organisation's Google Cloud storage bucket;
- (c) A Patronum or Patronum+ Education User Subscription for every Google Workspace Education active user licence;
- (d) A Patronum or Patronum+ Nonprofit User Subscription for every Google Workspace Nonprofit active user licence;
- (e) Education/Nonprofits Google Workspace non-live and archive users are given access to Patronum free of charge;
- (f) Education and Nonprofits eligibility is designated by Google;
- (g) There are no retrospective Patronum subscription adjustments for user changes for an organisation's domain during the previous Subscription Term.

5. ABOUT BESPIN LABS

Bespin Labs Limited is a UK Google Cloud solutions provider. It became an Official Google Cloud Partner in 2018 and launched its first product, Patronum in 2019.

Patronum is operated as software as a service exclusively on Google Cloud Platform in the UK and Europe.

Bespin Labs runs in a transparent, collaborative, and engaging community way for our team, partners and our customers. The customer first approach is at the heart of everything the company does, from features requests to pricing strategies.

6. COMPLETE PATRONUM FEATURE LIST

6.1 Ad Hoc Administration

User Management

- Edit Profile
- Add/Remove Google Groups
- View and Manage Calendars, manually assign a Calendar from another user.
- Share Contacts
- Edit and View Google Contacts
- View and Manage Google Drive files, including Shared Drive. Change permissions etc.
- Modify email signature directly
- Set Vacation Responder for users
- Create Email Labels
- Create email SendAs aliases
- Configure email forwarding
- Create email filters
- Enable, Disable and Configure POP/IMAP
- Delegate Access to users

6.2 Contacts

From Patronum you can manage Google Shared Contacts (external contacts), Google Contacts, and set up Contact Label Sharing.

Shared Contacts

- Add, import and export External Shared Contacts

Google Contacts

- Search ALL users My Contacts.
- Update/Modify and delete users My Contacts.

Contact Sharing

- Setup and Review Patronum Contact Sharing.
- Setup Directory Contact Sharing.

6.3 Google Drive

Shared Drives

See and access all Google Shared Drives both internal and external files.

File Sharing

- See all internal and external access to company files and data.
- Remove access to internal files

Search

- Search the entire Google File system for files that are visible to company users.
- Search by name, type, owner etc.

6.4 Provisioning

Patronum onboarding policies can provision users automatically based on Google Groups, OU's and filter specific users based on any attribute within the Google Directory.

Profile

- Update user profile information, for example add manager attribute to all users within the same department.
- Create custom schema attributes and allow end users access to self populate.
- Such as pronouns or qualifications or skills.

Groups

- Automatically manage the membership of Google Groups.
- Automatically create a Google Group and populate with members based on attributes.

Patronum automatically keeps Google Group membership in sync with the policy.

If a user is no longer affected by the policy they are automatically removed from the Google Group.

Calendar

- Automatically manage users access to a Google Calendar.

Patronum automatically makes sure that only the users within the policy have access to the Google Calendar.

Users outside of the policy will have their access automatically removed from the Google Calendar

Contacts

- Automatically add contact labels to users and keep them in sync.

- Automatically add users from Google Directory to users My Contacts with a label.

Patronum automatically manages the membership of the Contact Sync and Directory Sync, adding and removing users based on the policy.

Files

- Automatically manage access of files and folders.
- Automatically create files and folders for users.
- Automatically make a copy of files and folders and assign them to a user.

Patronum automatically manages the access to files and folders, users who are no longer affected by the policy will have their access to managed files removed.

Email Signatures

- Create HTML email signature for all users based on policy.

Settings

- Set Vacation Responder for users
- Create Email Labels for users
- Create email SendAs aliases for users.
- Configure email forwarding for users.
- Create email filters automatically for users.
- Enable, Disable and Configure POP/IMAP
- Delegate Access to users automatically.

Licences

- Assign Google Licences based on policy such as Google Voice, Frontline worker etc.

Roles

- Assign a user to a Google Role.

6.5 Deprovisioning

Whenever you're transferring resources you can pick an executor, you can also change executor on the fly before the process starts via an approval email, using Google dynamic emails.

Groups

- Remove users from Google Groups
- Transfer Google Group ownership

Calendars

- Remove user as an attendee
- Transfer primary calendar
- Delete all events
- Delete future events
- Transfer secondary calendars
- Remove user from shared calendars

Contacts

- Transfer contact sharing (based on Patronum contact sharing)
- Transfer contacts.
- Remove ex-employee from all users My Contacts.

Files

- Transfer files to Shared Drive
- Transfer files to someone else.
- Exclude specific folder in transfer
- Transfer Google Looker Studio Data
- Transfer external files to someone else
- Request external users grant access to external files

Security Settings

- Vacation responder - You can set an out of office reply.
- Delegate Access - You can set up delegate access to the account.
- Delete 2-step verification
- Delete app-specific passwords
- Change password
- Remove email recovery
- Remove connected applications
- Show/Hide User
- Move User
- Rename User
- Assign email address to Google Group or User account.
- Suspend User
- Delete User
- Mobile
- Wipe Mobile Devices
- Remove account from Mobile Devices
- Mobile Devices
- Remove Mobile Device from Google Workspace

Licences

- Set Google License such as an Archive User licence.

Roles

- Remove users from roles based access