



Zoho
Workplace

G-Cloud15 | Service Definition

Lot 2 Cloud Software



Email



Chat



Meetings



Docs



Tasks



More



ISO/IEC
27001
Information Security
Management
CERTIFIED

ISO/IEC
27017
Cloud Security
Management
CERTIFIED

ISO 27018
Personal data in
the cloud
CERTIFIED



ISO 22301
Business Continuity
Management
CERTIFIED

ISO/IEC
27701
Privacy Information
Management
CERTIFIED

ISO
9001
Quality
Management



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1. Introduction

1.1 Company Overview

Founded in 1996, Zoho Corporation Limited is a fast growing and profitable organisation developing software for a wide-range of private and public sector industries. The Zoho brand itself was introduced in 2005 after the company experienced tremendous growth and interest in its suite of emerging online applications, and it now has over 50+ cloud based applications. Based on the success of the online suite and the huge opportunity in cloud computing, the company was renamed to Zoho Corp in 2009. Zoho has emerged as a leading player in online productivity, collaboration and business applications. The company has achieved consistent revenue growth (averaging about 35% a year) over the past 25 years without ever seeking outside investment capital.



Now with 13000 employees and offices on five continents, Zoho has more than 500,000 customers worldwide spanning over 180 countries. Zoho has its global headquarters in Chennai, India and corporate headquarters in Texas, US with offices in North America, South America, Europe, Asia, Australia, and partners worldwide. With a profitable business model and a heavy emphasis on R&D (more than 70% of employees are in engineering & development), Zoho will continue to develop new applications and evolve its existing applications to meet demand.

From its humble beginnings (six people), Zoho founders emphasized organic growth and customer service; deciding from day one to focus on engineering excellence and innovation not on profit for its sake. The decision to remain independent without VC backing or an “exit strategy” has proved to be invaluable. The company remains debt-free, profitable and cash flow positive emphasizing a conservative fiscal responsibility and commitment to employee development and its long term future. Zoho has vast experience in working with the enterprise segment from various domains such as banking, financial, insurance, manufacturing, telecom, government, real estate, logistics etc.

1.2 Value Proposition

Zoho pioneers with strong experience in implementing & integrating customer engagement tools for various sectors. We focus on building a strong and long-term strategic relationship with customers across the globe. By leveraging Zoho Workplace can offer significant benefits to government and public sector organizations in the UK. Here's how:

Cost-Effective Solutions: Zoho Workplace provides a suite of cloud-based productivity tools that are cost-effective compared to traditional software solutions. This can help government organisations manage their IT budgets more efficiently, allowing them to allocate resources to other critical areas.

Improved Collaboration: Zoho Workplace offers various collaboration tools such as Zoho Docs, Zoho Mail, and Zoho Meetings. These tools facilitate seamless communication and collaboration among government employees, enabling them to work together more efficiently regardless of their location.

Enhanced Security: Security is a top priority for government organisations, and Zoho Workplace provides robust security features to safeguard sensitive data. With features like data encryption, multi-factor authentication, and role-based access control, Zoho Workplace can help ensure compliance with data protection regulations and protect against cyber threats.

Streamlined Operations: By centralising various IT functions within the Zoho Workplace platform, government organisations can streamline their operations. From email and document management to project collaboration and customer support, Zoho Workplace offers integrated solutions that can simplify administrative tasks and improve overall efficiency.

Scalability and Flexibility: Zoho Workplace is designed to scale according to the needs of the organisation. Whether it's adding new users, expanding into new departments, or integrating with third-party applications, Zoho Workplace offers the flexibility to adapt to changing requirements without significant disruptions.

Citizen Engagement: By optimising their operations with Zoho Workplace, government organisations can allocate more time and resources to delivering better services to citizens. Whether it's improving response times to inquiries, streamlining administrative processes, or enhancing online service delivery, Zoho Workplace can help government organisations focus on their core mission of serving the public more effectively.

Overall, by leveraging Zoho Workplace, government and public sector organisations in the UK can address their IT challenges more effectively, optimise their operations, and ultimately deliver better services to citizens.

1.3 What the Service Provides

Zoho Workplace provides a secure communication and collaboration platform that will enable buyers to provide their employees, department officials, administrators and other users a reliable email solution, with an integrated online office productivity suite to create & manage documents, spreadsheets, presentations and other services that will elevate the overall productivity of the employees and improve collaboration between teams across divisions of buyers organisation.

Zoho Workplace is an ecosystem of integrated productivity suite of applications that cater to email, calendar, contacts, tasks, notes, chat, online office suite along with a collaborative file storage platform.

Zoho Workplace is a single secured platform for all types of communications like email, chat, meetings along with the Office tools.

Zoho Mail - A secured business email with easy & quick email conversations by tagging employees and departments groups in comments similar to social-media style via Streams

Zoho Cliq - Instant messaging, audio & video calls to have unified communication.

Zoho Meeting - Online web-conferencing application with co-hosts and recording/sharing capabilities.

Zoho WorkDrive - A secured file management platform with personalized labels, advanced search, and collaboration features.

Zoho Connect - An employee intranet for businesses that unifies people, information, and tools they need to a single platform. Connect helps the entire organisation to share ideas, hold real-time discussions, and work together.

Zoho Office Suite - Real-time collaboration on content creation with shared files and team access with the capabilities of documents, spreadsheets and presentation tools.

Zoho has always aimed to tackle economic inequality and give back to the community. This is reflected in the following:

- Elevates the employee's productivity by bringing together email, chats, documents, calls, tasks-based applications in a unified platform.
- Access all the Workplace applications from a singular interface.
- Seamlessly multitask with central collaboration dashboard across departments
- Increase efficiency and reduce manual process by automating tasks & streamlining workflows.
- Improve collaboration by supporting real-time communication of employees by sharing information and collaborating on tasks.
- Centralised storage for files and documents, tracking tasks and deadlines, and enables all the power divisions to be organised.
- Seamless integration and migration from existing applications.
- Unparalleled security, privacy, reliability and availability of 99.9% uptime.

1.4 Social Value

Fighting climate change

Zoho has always aimed to tackle economic inequality and give back to the community. This is reflected in the following:

- **Green data centres:** We've partnered with Equinix to host our UK data centres in London and Manchester. Equinix is also committed to sustainability and is compliant with the Climate Neutral Data Centre Pact, ISO 14001, LEED, etc.
- **Energy initiatives at Zoho UK's workspace at Bletchley:** The energy supply for the UK office is derived from renewable sources, accounting for 21% of total power consumption. LED retrofits have been implemented to enhance energy efficiency throughout the building.
- **Renewable energy:** We've built a 5 megawatt on-grid solar energy farm at Abinimangalam near Trichy, India. This farm offsets the electricity consumption of our Chennai headquarters and data centre. Designed with a focus on energy efficiency, data centres that support Zoho UK are powered by renewable energy. Further, these data centres are progressing towards integrating with a solar grid to reduce environmental impacts.

- **Green Energy Procurement:** All purchased energy for the data centres is sourced from green energy providers. This enables us to minimise the carbon footprint associated with our operations.
- **Emissions:** The United Kingdom has committed to achieving carbon neutrality by 2050. Supporting this pledge, we have taken steps to monitor greenhouse gas (GHG) emissions from our operations and implement measures to mitigate them. We account for Scope 2 and Scope 3 emissions and exclude Scope 1 emissions as our work does not involve fuel combustion within operational boundaries.
- **e-mobility:** We've switched completely to electric vehicles for movement within the campus.
- **Energy efficient operations:** We use IoT to measure and optimise energy consumption across our offices. We've also implemented LED lighting, energy-efficient equipment, and IoT based energy management to reduce our energy consumption and greenhouse gas emissions.
- **Recycling and waste reduction:** All the waste generated on campus is segregated at source. Food waste is processed in our own biogas plant which generates the electricity used to run the plant. All other waste is sent to the recycling vendors for recycling it.
- **Minimising water usage:** We use an in-house sewage treatment plant to treat waste water for reuse for flushing, gardening and cooling tanks. We've also implemented IoT sensors to detect water leakage, rain-detecting sprinklers systems, and smart water management, to monitor and reduce our water usage and wastage.
- **Sustainable procurement:** We encourage sourcing materials from suppliers who have environment friendly practices. We also recycle obsolete gadgets by sending them to an e-waste recycling unit.

Tackling Economic Inequality

Zoho has always aimed to tackle economic inequality and give back to the community. This is reflected in the following:

- **Transnational localism:** Coined by our CEO, transnational localism is the philosophy that underpins our staffing and office location plans. Instead of focusing on crowded urban centres, we've been opening spoke offices in smaller towns and villages. The goal is to improve local infrastructure, boost the economy of these smaller towns and villages, and provide more employment opportunity.
- **Local hiring:** As part of our philosophy of transnational localism, we believe in hiring locally for each spoke office. This helps promote local talent and bring high-paying jobs back to the villages and towns where we are based.
- **Zoho Schools of Learning:** Started in 2004, Zoho Schools of Learning (formerly Zoho University) provides training and employment for high school students and those holding or pursuing diplomas. Those inducted into Zoho Schools are trained by industry experts in the fields of their choice - technology, business, or design. The students are also trained in social skills. The course is completely free and students are paid a monthly stipend throughout its duration. Graduates from this program are automatically inducted into Zoho Corp.

Equal Opportunity

As part of our efforts to tackle inequality, Zoho Corporation Limited have made efforts to provide equal opportunities and tackle workforce inequality.

- **Helping women restart their careers:** Zoho Schools of Learning has begun a program called Marupadi. Aimed at helping women restart their tech careers after a break, Marupadi is a 3 month program comprising a mix of lectures, experiential learning and internships. At the end of the program, the candidates who've successfully completed training get to sit for exclusive face-to-face interviews for jobs at Zoho Corp.
- **Diversity and inclusion in hiring:** All roles at Zoho Corporation are open to all people irrespective of gender, sex, race, ability, or religion. We hire solely based on skill and have a diverse team.
- We eschew discrimination on any grounds, including age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, and other unique characteristics that define our associates. Instead, we espouse, fairness, striving to ensure that a merit-based approach allows wage parity among associates with comparable experiences and responsibilities, irrespective of their gender.
- **Accessible campus:** Our campus has been designed to be accessible to all, including differently-abled colleagues. The layout design includes ramps and lifts in every building, allowing ease of mobility and access to all.
- **On-campus crèche and daycare:** We support new parents within the organisation by providing them with on-campus creche, day-care and play school.
- As part of our efforts to tackle inequality, Zoho Corporation Limited have made efforts to provide equal opportunities and tackle workforce inequality.

Wellbeing

Zoho UK adheres to industry standards in remuneration, ensuring that compensation is equitable across genders. Recognising the diverse needs of our people, we provide essential support such as parental leave, aligning with our efforts to build an organisation that values and cares for every individual.

- **Free on-campus medical services:** We have trained medical practitioners and a dedicated medical clinic available on all days of the week. Employees can freely avail their services for any medical requirements. The cost of consultation is borne completely by the company.
- **Hazard Management Framework:** The Hazard Identification & Risk Assessment (HIRA) Framework is followed rigorously at the premises. Under this, regular assessments are conducted to identify workplace hazards and evaluate social risks.
- **In-house mental health counselling:** We provide in-house counselling to our employees for free via our team of trained and qualified therapists.
- **Free medical camps:** We organise free medical check-ups for our employees on an annual basis.
- **Blood donation camps:** We organise regular blood donation camps in association with various blood banks.
- We have open house sessions conducted by the CEO periodically where employees can raise any concerns. Team level open house sessions (from operations teams) are done every week.
- Day Care facilities for employee kids
- **Continuous Improvement:** The compliance monitoring framework involves ongoing reviews and enhancements of occupational health programmes, guided by feedback, data analysis, and emerging best practices. We foster a culture of continuous improvement, encouraging employee engagement, and incorporating insights from incidents or near misses.

Employee Engagement

With respect to employee engagement, we prioritise transparent communication and foster a supportive work environment. Our talent acquisition process emphasises diversity and inclusion with the aim of building a talent pool that offers the richness of diverse skills, experiences, and cultural perspectives.

- The onboarding for new employees begins with the Security and Privacy Awareness (SPA) quiz. This short assessment ensures that our employees possess a basic understanding of our compliance regulations and ethical practices. Subsequently, they undergo a comprehensive departmental training spread over 3-4 weeks. This immersive programme is designed to equip new joiners with the necessary understanding and skills to excel in their role. In addition, they can access learning resources through our Zoho Learn platform. This online portal houses a range of materials, including product tutorials, system guides, and best practices, enabling them to enhance knowledge and expertise.
- Employee retention is an area of focus which we address by implementing programmes tailored for professional development, mentorship, and work-life balance. In turn, these contribute to a dynamic, inclusive, and fulfilling work culture. Further, we make sure to communicate career growth opportunities, enabling employees to feel valued and motivated. By emphasising continuous progress and adapting to evolving employee needs, we work to build an organisation remains a place where talent flourishes over the long term.

Governance

Zoho UK's operations are underpinned by ethical governance, which require every employee to demonstrate integrity in business conduct, while also ensuring the company's compliance with legal and regulatory requirements. Business integrity is not only the foundation on which Zoho UK's reputation is being built, it also enhances our capacity to forge enduring stakeholder relationships that enable us to create shared value in the long term.

The following section outlines our policy framework comprising the Code of Ethics.

Policy Framework

Code of Ethics

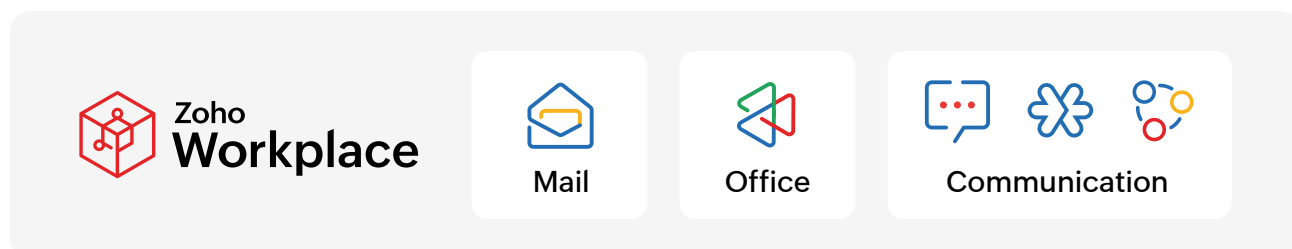
The Code of Ethics is a set of guidelines for ethical behaviour characterised by integrity, respect, and responsibility. It is applicable to all Zoho UK's workforce, including employees, consultants, and interns. The Code of Ethics emphasises the following for workplace and business conduct:

- **Fairness:** We foster a diverse and inclusive work environment, promoting equal opportunities for all, thereby embracing the values of Equality Act 2010.

- **Respect:** Harassment is eschewed, and a clear reporting mechanism has been put in place to register concerns.
- **Ethical Sourcing:** Zoho UK stands against forced labour, slavery, and human trafficking, and promotes ethical procurement practices.
- **Privacy:** Responsible handling of personal information acknowledging resource limitations.

1.5 Overview of the G-Cloud Service

Zoho Workplace is an ecosystem of integrated business productivity tools that transforms the way you work. Workplace is your one-stop solution to mitigate all challenges that get in the way of your team's productivity, with advanced communication and collaboration apps. Zoho Workplace gives organizations the tools you need to streamline the workflows and increase efficiency, seamlessly collaborate with your teams, no matter where you are, and get more done in less time. Zoho Workplace's dashboard brings together all Workplace apps in one integrated view.



Key features of Zoho Workplace:

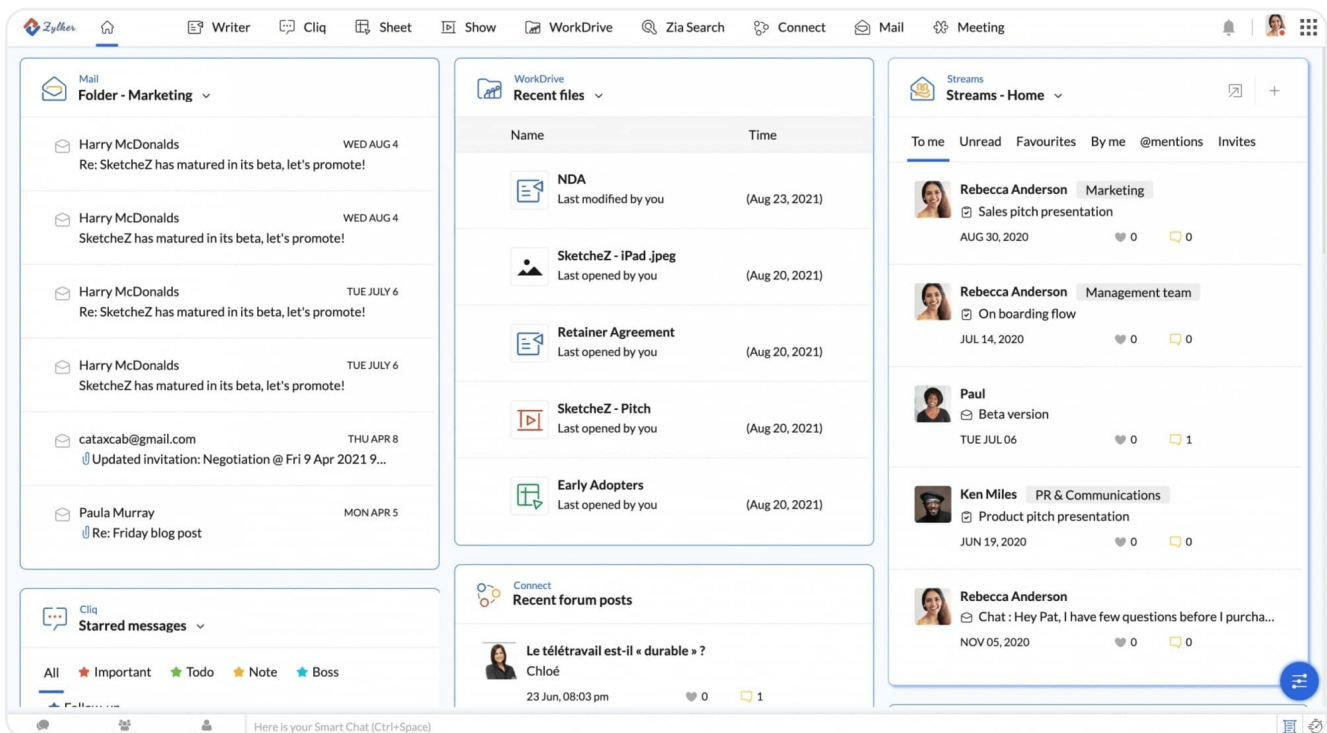
- Single Dashboard
- Seamless Multitasking
- Custom Layouts
- Combined Notifications
- Task Management
- Online Office Suites (Writer, Sheets, Show)
- Taz - Bot
- Streams
- Mailbox
- Calendars
- Seamless File Sharing
- Integrations
- Zia - AI
- Workplace Mobile App

1.Workplace Dashboard

Workplace dashboard is a centralized panel to access all the Workplace applications. It displays an overview of all the applications in the form of widgets.

List of widgets

- Zoho Mail applications
 - Streams
 - Tasks
 - Bookmarks
 - Notes
 - Reminders
 - Calendar
- Zoho Connect
 - Zoho Cliq
 - Zoho Show
 - Zoho Writer
 - Zoho Sheet
 - Zoho WorkDrive
 - Zoho Meeting



- Buyers can access all the Workplace applications from the Dashboard's top-bar. You can drag and drop the icons to arrange them according to your preference.
- View and customise the order of the widgets by clicking the Customise dashboard icon on the bottom right corner. You can enable the widgets that you frequently use and disable the rest.

2. Zoho Mail

Zoho Mail, part of Zoho Workplace offers a secure and reliable business for your organizations. It helps to host the business emails through a secure, encrypted, privacy and ad-free services. Zoho Mail is a collaborative business communication platform for the modern workforce. It is a blend of the classic email and modern collaborative tools such as comments, likes, and sharing. Zoho Mail's data centers have top-notch security and surveillance, with a reliable 99.9% uptime. This provides secured email hosting that supports encryption both at rest and in transit, along with S/MIME message encryption.

Key capabilities of Zoho Mail:

- Secured & reliable email for business
- Email @yourdomain
- Suite of applications
- Agile features for clean inbox
- Email on the go
- Powerful control panel
- GDPR compliance
- 24x7 Support
- Hassle free migration
- Extensive Integrations

Core features of Zoho Mail:

- Email Suite
- Suite of Integrated Applications
- Collaborate
- Filters
- Advanced Search
- Signatures
- User Management
- Share
- Email Policies
- Two Factor Authentication
- Mail Suite Integrations
- Zaiper Integration
- Data Protection
- Mobile App

3. Zoho Cliq

Zoho Cliq, part of Zoho Workplace is a web-mobile based chat and messaging software that gives the ability to have a direct chat, audio call, file sharing, screen sharing, video call with another users or with several users/members in a chat room or channel within the organization. Zoho Cliq simplifies your team communication with organized conversations, easy-to-find information, and connections to the tools at ease.

Key capabilities of Zoho Cliq:

- Group collaboration made simple
- Increase in transparency & visibility
- Team calls in one-tap
- Centralize the workflows
- Check-in to work through Cliq
- Instant virtual meetings
- Share ideas on whiteboard
- Team mobility with screen sharing
- Stay better connected with team
- Foster effective team collaboration

Core features of Zoho Cliq:

- Multiple Conversations
- Multi-view Chats
- Connect Over Chats, Calls or Share Screen
- Create Channels
- Organized Chats
- Threaded Conversations
- Remote Check-in
- Record calls & Meetings
- Collaborate Whiteboards
- Interactive Gestures, Polls
- Host Big Conferences
- Manage Project from Single Interface
- Taz - ChatBots
- Mobile App

4.Zoho Meeting

Zoho Meeting, part of Zoho Workplace is a versatile web conferencing tool for hosting online meetings and webinars. It is a web-based tool that lets the user host and attend online meetings and webinars without downloading any software. It enables to conduct meetings and webinars with audio and video and share your screen or application window in real time to deliver presentations or demos, record the meetings and webinars, play and share them online, or download them. If poor internet stops you from connecting from remote areas, user can use dial-in numbers to join meetings and webinars over your phone.

Key capabilities of Zoho Meeting:

- Schedule a meeting, or meet instantly
- Collaborate with video conferencing and screen sharing
- Play, share, and download recordings
- Lock meetings for security

- Send invitations with RSVP
- Embed meeting links on your website
- Add meetings to your calendar and get reminders
- Communicate through chat
- Organise webinars and engage up to 3000 attendees
- Industrial standard security

Core features of Zoho Meeting:

- Conduct Video Meetings
- Share Screen
- Record & Share Web Meeting
- Protect & Moderate Meetings
- Webinar Solutions
- Interact with Audience
- Webinar Data & Downloads
- Organisation Management
- Custom Registrations
- Phone Dial-Ins
- Engaging Webinars
- Analytics
- Security & Privacy
- Mobile App

5. Zoho WorkDrive

Zoho WorkDrive, part of Zoho Workplace is an online file management solution for teams that work together. It provides a secure, shared workspace and helps to create, collaborate, make teamwork happen and supports 200+ file formats. Zoho WorkDrive allows to store your files and collaborate securely on the cloud. The team can easily create documents, spreadsheets, and presentations using Zoho's built-in office suite (Zoho Writer, Zoho Sheet, and Zoho Show).

Key capabilities of Zoho WorkDrive:

- Shared workspace for team
- Centralised Repository & Document Management System
- Organise & manage files for seamless collaboration
- Customisable reports
- Embedded with Zoho Office Suite
- File management & collaboration for different teams, industries and business sizes
- Provides data templates
- Admin Console
- Secured external sharing with permissions
- Advanced analytics

- Meets industry standard of SOC 2 Type II and ISO 27001

Core features of Zoho WorkDrive:

- Team Folders
- Role-based Access
- Instant Notifications
- Writer
- Sheet
- Show
- Version History
- Monitor Team's Activities
- Data Management
- Data Discovery
- Files/Folder Categorization
- Prevent Data Clutter
- Advanced Analytics
- Intelligence Reports

6. Zoho Writer

Zoho Writer, part of Zoho Workplace is an online word/document processor that is designed to create, edit and review contents in real time. Zoho Writer provides comprehensive features like creating & managing documents, editing, formatting, manage page layouts, templates, tables, drop caps, sharing, reviews, revising, document signs and enable collaboration across teams/departments. The employees of buyers organisation can use the live chat feature to share the documents with others stakeholders/officials and add comments to create constructive discussions.

7. Zoho Sheet

Zoho Sheet, part of Zoho Workplace is an online spreadsheet application which will enable users of buyer organisation to create, share and work together on spreadsheets in real time. The department officials can analyze, visualize and publish data using Zoho Sheet across multiple devices and browsers. Zoho Sheet is powered by an automated data processor, an AI assisted data analyst to make the data handling easier and more effective. Zoho Sheet will enable the buyer organisation to work on large set of data, offers powerful features to create pivot tables, charts, data sheets for quick analysis of huge data and provide the ability to share and co-work on the data sheets.

8. Zoho Show

Zoho Show, part of Zoho Workplace is an online presentation tool that will enable the users to create, edit, access and present slides from any device. It offers a full-fledged presentation editor with features like text formatting, background themes, transitions & animations, inserting pictures from the web, adding shapes, charts, tables, and media files. Zoho Show provides an exclusive format mode that automatically responds to the clicks with contextual formatting options. Zoho Show will enable the employees & officials to create powerful & intuitive presentations using built-in templates and to easily collaborate with department officials.

9. Zoho Connect

Zoho Connect, part of Zoho Workplace is an employee intranet for businesses that unifies people, information, and tools they need to a single platform. Connect helps the entire buyer's organisation to share ideas, hold real-time discussions, and work together.

Users can,

- Start a conversation
- Like and reply to a Post
- Share a Post
- Post view count
- Take Notes
- Follow co-workers
- Join a Group

1.6 Associated Services

The following services/features are included within Zoho Workplace service

1. Mobile and desktop apps

As part of the Zoho Workplace bundle, users can access mobile applications for all of the Workplace applications and there is also a mobile app for Workplace as well.

The mobile apps will enable the buyer's team to typically operate & share updates as well as real-time feeds on the move. Zoho offers native iOS & Android mobile applications for the applications included with Workplace. The app has all the components which are available in the web version & syncs in real-time. Users can:

- Launch any app from the Workplace bundle with a single tap

- Use keyword search across all Workplace apps and results are neatly listed by individual app and contact. You can also narrow down the search with app-specific filters and save your search for future reference.
- Stay on top of activities & schedule the work-day on the app
- Collaborate with all the teams
- Access key information offline
- Real-time access to customer interactions, contact history, recent transactions information on the go
- Set Activity reminders, log calls and capture conversations for further follow-ups
- Power of Zia (Artificial Intelligence) plugged into the App

Trident, Workplace's desktop application, combines email, chat, calls, calendar, tasks, notes, and much more in a unified desktop app with a delightful user experience.

With Trident you can:

- ◆ Keep track of your personal and organisational emails from multiple Zoho Mail accounts.
- ◆ Launch any app from the Workplace bundle with a single tap
- ◆ Browse, compose, and respond to your emails even when you are not connected to the internet.
- ◆ Experience a secure way to correspond by encrypting your emails and password-protecting them.
- ◆ Connect with colleagues via instant messaging or group chats and make secure audio, video, or screen-sharing calls.
- ◆ Organise your day by planning your schedules in a unified calendar across multiple time zones.
- ◆ Prioritise the right task at the right time and turn your to-do list into a done list without missing a deadline.
- ◆ Capture your "idea" moments in organised notes and share the knowledge with your team.

- ◆ Multitask easily by having quick access to a variety of Zoho and third-party applications.

2. Artificial Intelligence

- Zia, Zoho's Artificial Intelligence has been enhanced with the capabilities of Open AI. Zia has the ability to generate, summarise, and auto-suggest content..
- Zia integration in Zoho Mail will help you generate new email content based on the context provided by you, summarise the emails in your inbox, and auto-suggest the email content as you type in the email composer.
- Zoho Writer's Zia has become even more powerful with the integration of a cutting-edge generative AI, powered by ChatGPT. This integration means that Zia can now provide more advanced writing assistance, such as generating content ideas, suggesting improved sentence structure and vocabulary, and even providing translations. With Writer's user-friendly interface and Zia's easy-to-use prompts, you can create content, respond to emails, and craft pages, modify the entire or a part of your document's content etc. more efficiently than ever before.

3. APIs

Zoho Workplace offers REST APIs(Representational State Transfer - Application Programming Interface) for all Workplace applications that allows the integration of Zoho Workplace applications with third-party applications and services. You can extract and use data from any Workplace application using API, to develop new applications based on them or integrate with existing applications.

4. Technical Architecture

Zoho is one of the first commercial developers of online productivity applications and is recognised as one of the most innovative vendors in the cloud computing space. Zoho services run on a distributed grid architecture which is designed and developed in-house.

Zoho has a Software-As-A-Service (SAAS) platform that has been architected, designed and production tested for more than a decade to meet the following requirements:

- High Availability
- Failure tolerance
- Massive Scalability
- Data redundancy
- High data security
- Auto Provisioning

Zoho complies with the following characteristics required of a mature SaaS platform:

- Seamlessly scalable architecture
- Single sign-on across SaaS applications
- Multi-tenancy with User / Organisation data segmentation
- Web-based User Interface concepts and UI consistency across applications
- Systems in place to alert high usage levels and auto-provisioning of accounts
- Supports User / Organization-specific customization
- Offers add-on storage units for Zoho Mail (5 GB, 10 GB, 15 GB, 25 GB, 50 GB) and Zoho WorkDrive (10 GB, 100 GB, 1 TB) so that the users can be provisioned with additional storage when their existing storage run out.

5. Classic Support

With a paid subscription to Zoho Workplace, buyers automatically receive Classic support. They can reach our support team 24*7 via email, phone, or chat, and even schedule remote assistance sessions. We offer a variety of resources to assist you, including:

- ◆ A comprehensive Knowledge Base with articles and troubleshooting guides.
- ◆ A searchable FAQ section addressing common questions.
- ◆ Community forums where you can connect with other users and share best practices.

2. Data Protection

2.1 Information Assurance

The security practices outlined encompass the entire development and operational life cycle, ensuring the protection of customer data at every stage. A stringent change management policy governs all application changes, requiring authorization before implementation in production. The Software Development Life Cycle (SDLC) mandates adherence to secure coding guidelines, with code changes screened for potential security issues using analysers, vulnerability scanners, and manual review processes.

The security framework, aligned with OWASP standards, operates at the application layer and addresses threats such as SQL injection, cross-site scripting, and application layer DOS attacks. The cloud infrastructure, responsible for distributing and maintaining customer cloud space, employs secure protocols to logically separate each customer's service data, preventing unauthorised access.

Data ownership is emphasized, with customer data stored on servers without sharing with third parties without consent. During data transmission, strong encryption protocols, including TLS 1.2/1.3, secure web access, API access, mobile apps, and email client connections. Support for Perfect Forward Secrecy (PFS) ensures future compromises won't decrypt past communications.

HTTP Strict Transport Security (HSTS) is enabled for web connections, directing modern browsers to connect only over encrypted connections. Additionally, authentication cookies are flagged as secure. At rest, sensitive customer data is encrypted using 256-bit AES, with key management handled by an in-house Key Management Service (KMS). Further security layers include encrypting data encryption keys with master keys, physically separating master keys, and restricting access to different servers. Overall, the comprehensive security measures underscore a commitment to safeguarding customer data throughout its life cycle.

Zoho has a dedicated compliance team to review procedures and policies to align them with standards, and to determine what controls, processes, and systems are needed to meet the standards. This team also does periodic internal audits and facilitates independent audits and assessments by third parties.

2.2 Data Back-Up and Restoration

We run incremental backups everyday and weekly full backups of our databases using Zoho Admin Console (ZAC) for Zoho's DCs. Backup data in the DC is stored in the same location and encrypted using AES-256 bit algorithm. We store them in tar.gz format. All backed up data are retained for a period of three months. If a customer requests for data recovery within the retention period, we will restore their data and provide secure access to it. The timeline for data restoration depends on the size of the data and the complexity involved.

To ensure the safety of the backed-up data, we use a redundant array of independent disks (RAID) in the backup servers. All backups are scheduled and tracked regularly. In case of a failure, a re-run is initiated and is fixed immediately. The integrity and validation checks of the full backups are done automatically by the ZAC tool.

We hold the data in your account as long as you choose to use Zoho Services. Once you terminate your Zoho user account, your data will get deleted from the active database during the next clean-up that occurs once every 6 months. The data deleted from the active database will be deleted from backups after 3 months. In case of your unpaid account being inactive for a continuous period of 120 days, we reserve the right to terminate it after giving you prior notice and option to back-up your data.

A verified and authorised vendor carries out the disposal of unusable devices. Until such time, we categorise and store them in a secure location. Any information contained inside the devices is formatted before disposal. We degauss failed hard drives and then physically destroy them using a shredder. We crypto-erase and shred failed Solid State Devices (SSDs).

2.3 Business continuity statement/plan

Application data is stored on resilient storage that is replicated across data centres. Data in the primary DC is replicated in the secondary in near real time. In case of failure of the primary DC, secondary DC takes over and the operations are carried on smoothly with minimal or no loss of time. Both the centres are equipped with multiple ISPs.

We have power back-up, temperature control systems and fire-prevention systems as physical measures to ensure business continuity. These measures help us achieve resilience. In addition to the redundancy of data, we have a business continuity plan for our major operations such as support and infrastructure management.

2.4 Privacy by Design

Zoho Corporation handles user information, emphasising the collection of only necessary data. User information is obtained through direct input, automated logging during website software usage, and indirect sources, such as referrals or social media interactions. Zoho uses collected information to provide requested services, maintain accounts, communicate with users, and improve products. Legal bases for data collection include user consent, necessity for service provision, or legitimate business interests.

Users can decline certain data uses by not providing information or opting out later. Access to personal information is restricted to employees and contractors with legitimate needs. Data subjects in the European Economic Area (EEA) are granted specific rights.

Regarding service data processed on behalf of users, Zoho ensures data protection, limited access, and processing according to user instructions. Users own their service data and can access, share, export, or request deletion of it. Data is retained during active account use and automatically deleted after account termination.

Privacy limitations include disclosure for legal obligations, fraud prevention, agreement enforcement, or user safety. Zoho does not currently honour Do Not Track signals and follows third-party privacy policies.

Users can contact Zoho for privacy-related queries, GDPR-compliant Data Processing Addendum requests, or to address concerns about personal data collection from minors. Major changes to the privacy policy will be communicated to users.

In summary, Zoho prioritises data protection, user control, and transparency throughout the data life cycle, from collection to processing and deletion.

3. Using the service

3.1 Ordering and Invoicing

The paid subscription of Zoho Workplace can be availed from Zoho Corporation Limited by contacting our team (<https://www.zoho.com/workplace/contact.html?src=pd-menu>) to discuss your requirements in detail. They will guide you through the ordering process and provide any necessary assistance in completing the Order Form (Call-off contract). We accept payment via Visa, MasterCard, American Express, and PayPal. We also accept payment via bank transfer or check transfer for yearly subscriptions. We strive to make the ordering and invoicing process as smooth as possible, ensuring that you have a clear understanding of the fees and payment terms. More details can be requested from sales@eu.zohocorp.com.

3.2 Availability of Trial Service (what is included & what is excluded)

Workplace Professional has a 15-day free trial that includes a total of 10 services.

- ◆ Zoho Mail
- ◆ Zoho Show

- ◆ Zoho Cliq
- ◆ Zoho Meeting
- ◆ Zoho WorkDrive
- ◆ Zoho Connect
- ◆ Zoho Writer
- ◆ Zoho Calendar
- ◆ Zoho Sheet
- ◆ Zia Search

At the end of your 15-day trial, you can either purchase a subscription plan or deactivate your account.

1. If you purchase Workplace Professional subscription, your data and configurations remain intact and you can continue using Workplace .
2. After the the trial period, if you don't subscribe to a paid plan, your account will become inactive and your account data will be automatically deleted after a period of 30 days. You can export your emails within this period.

Associated Services

On availing of our premium support service, we assign a dedicated point of contact who will provide assistance throughout the on-boarding phase. They will be available to answer any questions, provide guidance, and ensure a seamless on-boarding experience as per the customer's requirements. During the on-boarding process, we provide comprehensive documentation that guides users through the setup and configuration of Zoho Workplace. This documentation includes step-by-step instructions and troubleshooting tips.

When users decide to stop using Zoho Workplace, the offboarding process is handled in a similar manner. Users can reach out to their dedicated point of contact to initiate the offboarding process. Zoho Workplace ensures that all customer data is securely transferred or deleted according to the user's preferences. The offboarding process may also include providing guidance on migrating data to another system or exporting data for archival purposes. Zoho Workplace aims to make the transition out of the service as smooth as possible, ensuring that users have the necessary support and resources during this phase.

3.3 Training

Zoho Workplace offers various training facilities to help users get started and make the most of the service. The training facilities include online help and assistance, which provide users with access to comprehensive documentation, tutorials, and guides. These resources are designed to facilitate orientation to the new service and help users understand its features and functionalities. Additionally, Zoho Workplace's customer success team provides introductory or onboarding services to further support users during the initial stages of using the service. These services include personalised training sessions, on-site visits, or dedicated support from a customer success manager. The goal is to ensure that users have the necessary training and support to effectively utilise Zoho Workplace.

3.4 Implementation Plan

Zoho will coordinate with the buyer for the integration and onboarding of Zoho Workplace.

Features of our delivery methodology:

- Collaborative session to define the scope and requirements such that the objectives are well stated and prioritised
- Model that encourages flexibility, continuous learning and cross training
- Collaborative approach between Zoho and buyer teams
- Multiple opportunities to provide feedback to the solution
- Adherence to meeting schedules and timely feedback to queries

Discovery Phase

The implementation team will collaborate along with buyer's key stakeholders or point of contacts to elicit the requirements, understand the process, identify & define the ecosystem and dependencies, prioritise the objectives based on goals and plans.

The key objectives of this activity would be to gain a detailed understanding of the following

- Core objectives and the priorities
- Understanding of the ecosystem
- Understanding of the short term and long term priorities
- Understanding of the dependencies

- Plan for the integration and onboarding
- Plan for support

Integration and Testing (Integration & User Acceptance)

Testing will be an integral part of the implementation and onboarding of the users. Once the initial test setup is created, buyer's can invite staff, users and also set up integrations to see how they work and process.

The testing phase will cater for,

- Creating a test environment/test account.
- Perform data for test environment
- Testing the processes using relevant security (User IDs, roles, and permission lists)
- Conduct training for the users
- Conduct user acceptance testing
- Support to onboard users, admins, define roles and initial set up
- Plan to rollout Zoho Workplace to a larger set of users of buyer

The overall timelines will be planned based on the availability and integration timelines of the buyer.

A detailed implementation plan can be provided to the buyer on request.

3.5 Service Management

We have a dedicated incident management team. We notify you of the incidents in our environment that apply to you, along with suitable actions that you may need to take. We track and close the incidents with appropriate corrective actions. Whenever applicable, we will identify, collect, acquire and provide you with necessary evidence in the form of application and audit logs regarding incidents that apply to you. Furthermore, we implement controls to prevent recurrence of similar situations.

We respond to the security or privacy incidents you report to us through incidents@zohocorp.com, with high priority. For general incidents, we will notify users through our blogs, forums, and social media. For incidents specific to an individual user or an organisation, we will notify the concerned party through email (using their primary email address of the Organisation administrator registered with us).

Breach notification

As data controllers, we notify the concerned Data Protection Authority of a breach within 72 hours after we become aware of it, according to the General Data Protection Regulation (GDPR). Depending on specific requirements, we notify the customers too, when necessary. As data processors, we inform the concerned data controllers without undue delay.

Availability of Zoho services & history of incidents can be viewed by customers in the following link,

<https://status.zoho.eu/>

3.6 Service Constraints

Email Storage

Workplace Standard - **30 GB / user**

Workplace Professional - **100 GB / user**

File Storage

Workplace Standard - 10 GB WorkDrive storage / user. However, 100 GB team storage is allocated for 3-10 users after which each new user gets 10 GB shared storage

Workplace Professional - 100 GB WorkDrive storage / user. However, 1 TB team storage is allocated for 3-10 users after which each new user gets 100 GB shared storage

3.7 Service Levels

Customer Interaction Flow:

- Customer will reach the Support Team via support Call/ chat/ email and create ticket.
- Request will be validated & maintained in Zoho Desk. Based on the type (feature request/issues/backend changes) it is actioned accordingly.
- Issues requiring developer attention will be debugged by SDE (Support Debug Engineer) team.

The SDE owner will debug the issue further and revert with the reason & the solution will be conveyed to the customer by support engineer

The severity level of the issues will be categorised as below

Severity Level 1: The Zoho Service does not function without a fix being applied and the problem has significant effect on the revenues or business operations of Subscriber.

Severity Level 2: The Zoho Service can function. However, the Zoho Service functions providing incorrect results, or its performance is inconsistent with the performance described in the Documentation.

Severity Level 3: The functionality of the Zoho Service is not affected by the problem or can be achieved by using other features of the Zoho Service.

Escalation Procedure:

- Our dedicated classic support team is available 24 hours per day (UK Time), 7 days per week.
- Response, Problem Determination and Resolution/Restoration/Work-around Timeframe

Severity Level	Response	Problem Determination	Resolution/Restoration /Work-around
1	1 hour	4 hours	8 hours
2	8 hours	2 days	4 days
3	24 hours	7 days	14 days

- If the above matrix is not matched or if the customer feels delay in response, they can drop an email to support-escalation@zohocorp.com

3.8 Outage and Maintenance Management

Planned Outages & Maintenance:

The planned outages would be announced/informed to the customers through several channels,

- Blog post in community forum
- Business emails
- Banners in respective services

Generally, annual maintenance activities would be planned during non-business hours to avoid impact to the services.

Unplanned Outages:

Major unplanned outages will be posted in social media forums & also will be informed to customers through emails. Customers can always refer to the following link on the health status of each service & update on outages.

<https://status.zoho.eu/>

3.9 Financial Recompense Model for not Meeting Service Levels

At Zoho, we understand the importance of meeting service levels and ensuring customer satisfaction. We are committed to delivering a high-quality service and addressing any issues promptly. If there are concerns about service levels not being met, we encourage customers to contact our exclusive support team, who works round the clock to discuss the situation and find a suitable resolution.

Our goal is to work closely with our customers to ensure their needs are met and provide best possible service experience. However, in the event of a service default from our end, upon detailed analysis, customers will be compensated with Service Credits.

Monthly Uptime Commitment: On-Demand Services will have a Monthly Uptime Percentage of 99.9%.

Calculation of Service Credit & Compensation for Downtime (No of days of Service Credit)

Uptime 99.5% to 99.9% :	7
99% to 99.5%:	15
<99% :	30

Request for Service Credit: In order to receive any of the Service Credits described above, Subscriber must notify Zoho within thirty (30) days from the time Subscriber becomes eligible to receive a Service Credit. Failure to comply with this requirement will result in forfeiture of Subscriber's right to receive a Service Credit. Maximum Service Credit. The aggregate maximum number of Service Credits to be issued by Zoho to Subscriber for any and all Downtime Periods that occur in a single calendar month shall not exceed thirty days of Service added to the end of subscription term. Service Credits may not be exchanged for, or converted to, monetary compensation. Sole and Exclusive Remedy. Subscriber's sole and exclusive remedy for Zoho's failure to meet the uptime commitment is to receive Service Credit.

SLA Exclusions: The SLA does not apply to any performance and availability issues: (i) caused by factors outside of Zoho's reasonable control; (ii) that resulted from any actions or inactions of Subscriber; or (iii) that resulted from Subscriber's equipment and/or third party equipment that are not within Zoho's reasonable control. It is here by clarified that performance and availability issues caused by factors within Zoho's control and attributable to Zoho or its vendors are not excluded.

Terms:

- "Downtime" shall mean inability to access On-Demand Services due to a Qualifying Fault. Downtime is measured based on availability of the individual On-Demand Services as measured by Zoho's application monitoring tool.
- "Qualifying Fault" shall mean and include server side errors and reachability errors attributable to On- Demand Services.
- "Downtime Period" shall mean ten or more consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

- “Monthly Uptime” shall mean total number of minutes in a calendar month minus the number of minutes of Downtime suffered from all Downtime Periods in a calendar month.
- “Monthly Uptime Percentage” shall mean the percentage calculated by dividing Monthly Uptime by the total number of minutes in a calendar month.
- “Scheduled Downtime” shall mean unavailability of On-Demand Services about which Subscriber is informed at least forty eight (48) hours in advance. A Schedule Downtime will not constitute a Qualifying Fault.
- “Service Credit” shall mean days added to the end of the Subscription Period at no additional cost as compensation for Zoho’s failure to meet the monthly uptime commitment.

4. Provision of the service

4.1 Customer Responsibilities

- Choose a unique, strong password and protect it.
- Use multi-factor authentication
- Use the latest browser versions, mobile OS and updated mobile applications to ensure they are patched against vulnerabilities and to use latest security features
- Exercise reasonable precautions while sharing data from our cloud environment.
- Classify your information into personal or sensitive and label them accordingly.
- Monitor devices linked to your account, active web sessions, and third-party access to spot anomalies in activities on your account and manage roles and privileges to your account.
- Be aware of phishing and malware threats by looking out for unfamiliar emails, websites, and links that may exploit your sensitive information by impersonating Zoho or other services you trust.

- From your end, we strongly recommend scheduling regular backups of your data by exporting them from the respective Zoho services and storing it locally in your infrastructure.

4.2 Technical Requirements and Client-Side Requirements

System Requirements

Zoho Workplace is compatible with basic system configuration, the details of which are listed below-

Operating System	Windows, Linux and Mac OS X
Web Browser	Safari 7 & above, Google Chrome 40 & above, Mozilla Firefox 34 & above, Microsoft Edge 12 & above, Opera 26 & above
Other Requirements	Enable JavaScript, Cookies

Supported Devices

The Zoho Workplace mobile app is available on Android and iOS devices, and can be downloaded from Google Play and the App Store. It's also supported in mobile browsers.

Operating System	Version
Android	7.0 and above
iOS	13.0 and above
Mobile Web	
Android	Ulaa, Chrome (recommended)
iOS	Ulaa, Safari (recommended)

4.3 Outcomes/ Deliverables

Implementing Zoho Workplace can indeed yield numerous benefits and deliverables for businesses of all sizes across various industries. Here are some key outcomes and deliverables that businesses can expect:

- **Streamlined Collaboration:** Zoho Workplace offers a suite of productivity tools including email, document collaboration, spreadsheets, presentations, and more. By implementing Zoho Workplace, businesses can streamline collaboration among teams, allowing for real-time editing and sharing of documents, seamless communication through email, chat, and video conferencing, thereby enhancing overall productivity.
- **Enhanced Communication:** With features like Zoho Mail and Zoho Cliq, businesses can facilitate effective communication both internally and externally. Zoho Workplace provides businesses with robust email solutions that offer advanced features such as customisable email addresses, domain hosting, and integration with other Zoho applications.
- **Increased Efficiency:** The integration of various Zoho Workplace applications enables businesses to automate repetitive tasks, streamline workflows, and improve overall operational efficiency. Features such as task management, file sharing, and document collaboration tools contribute to reducing manual effort and increasing productivity.
- **Secure Data Management:** Zoho Workplace prioritises data security and offers robust security measures to safeguard sensitive business information. With features like data encryption, multi-factor authentication, and access controls, businesses can ensure the confidentiality, integrity, and availability of their data.
- **Scalability and Flexibility:** Zoho Workplace is designed to scale according to the needs of businesses, whether they are startups or large enterprises. The platform offers flexible pricing plans and customisable solutions, allowing businesses to tailor their Zoho Workplace experience based on their specific requirements.
- **Cost Savings:** By consolidating multiple productivity tools into a single platform, businesses can eliminate the need for multiple subscriptions and reduce IT overhead costs associated with managing disparate systems. Zoho Workplace offers affordable pricing plans with transparent pricing structures, enabling businesses to achieve significant cost savings.

- **Improved Customer Engagement:** With tools like Zoho CRM integrated into the Workplace suite, businesses can enhance customer engagement and relationship management. Seamless integration between CRM, email, and other productivity tools enables businesses to provide personalised experiences and deliver superior customer service.
- **Compliance and Regulatory Support:** Zoho Workplace adheres to industry standards and regulations, providing businesses with compliance support for data protection laws such as GDPR and HIPAA. The platform offers features like data residency options, audit trails, and compliance certifications to help businesses meet regulatory requirements.

Overall, implementing Zoho Workplace can empower businesses with the tools and capabilities they need to enhance collaboration, communication, efficiency, and security, ultimately driving growth and success in today's competitive landscape.

4.4 Development life cycle of the solution

Zoho Workplace undergoes a comprehensive development, validation, release, and support process.

- 1. Roadmap:** Ideas for features are collected from market analysis and customer feedback to create a yearly roadmap.
- 2. Development:** Market value and technical feasibility of features are analysed, followed by UI design, architecture planning, feature implementation, security review, and privacy impact analysis.
- 3. Validation:** Multiple stages of validation, including unit, internal, and quality analyst validations, ensure product quality before release.
- 4. Release:** Marketing team prepares release notes and guides while the product undergoes security scanning. Upon approval, the release goes live, and we update product web pages and marketing materials.
- 5. Customer Support:** Technical Support troubleshoots issues, provides demos, and gathers customer feedback, which is used for product enhancement.
- 6. Sales:** Marketing team generates leads through various channels, and Sales teams convert leads into customers through personalised demos and free trials.

Throughout the process, collaboration between different teams ensures a smooth and successful product lifecycle.

4.5 After-sales Account Management

Our dedicated Zoho Workplace customer success team and support teams ensures a strong customer relationship is maintained throughout the service period. We achieve this through various measures:

- 1.Relationship Management:** We actively manage the relationship and communications between our customers and our team. We ensure that there is a proactive open and transparent communication, addressing any concerns or queries promptly.
- 2. On-boarding and training :** Our customer success team will guide the customers through data migration, setup, and training for the first 30 days, ensuring a seamless onboarding experience. They also help with any customisations required by the customer.
- 3. 24*7 support:** Our dedicated support team is available 24/7 via chat, email, or phone to answer your questions and resolve any issues quickly.
- 4. Customer Satisfaction:** We strive to ensure customer satisfaction by delivering reliable and high-quality service. We actively seek feedback from our customers and take necessary actions to address any issues or improve our service based on their input.
- 5. Health Check:** Periodic health checks are conducted to ensure solution performance, availability, and feature utilisation.
- 6. Email regarding Product Updates:** Users are notified via any feature releases, enhancements, vulnerability fixes, etc.
- 7. Subscription Renewal:** An automated email is sent to users when the subscription is due for renewal. The respective sales team will reach out to the user to complete the renewal process.

4.6 Termination Process

Customers may terminate their Agreement for cause :

- (i) upon 30 days written notice to the other party of a material breach if such breach remains uncured at the expiration of such period, or
- (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of the creditors.

Upon termination for cause by customer, Zoho shall refund Subscriber any prepaid fees covering the unused portion of the Subscription Period. Upon any termination for cause by Zoho, Subscriber shall expedite all payments due to Zoho and in no event will termination of this Agreement relieve Subscriber of its obligation to pay any fees due to Zoho. Upon termination of the Agreement, Zoho will make all Subscriber Zoho Confidential MSA Data available to Subscriber for electronic retrieval for a period of thirty (30) days in a suitable format supported by On-Demand Services, after which Zoho may permanently and irrevocably destroy all Subscriber Data in its possession or control.

5. Our experience

5.1 Case Studies

“I have been using Zoho Mail for my personal and professional email needs for quite some time now, and I must say it has been a delightful experience overall.”

- Hafiz Ali Haider

Senior UI/UX Designer, Brains Hub, United Kingdoms

5.2 Clients



5.3 Contact Details

Sreyas Benjamin

Associate Director of Sales - UK



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