

AvePoint Opus

Service Definition Document



G-Cloud 15

1 INTRODUCTION

This service definition document for G-Cloud 15 explores the AvePoint Opus. Below you will find information about how to use this document, it is important to read the guidance to ensure you find the information that you need quickly and easily. This document contains information regarding the solution, its functionality and key benefits, commercial information, AvePoint service commitment to you and other relevant information.

1.1 Document Sections

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about AvePoint Opus, the key features and benefits, functional requirements, technical information and high-level commercial information plus links to further reading.

Section 2 - [G-Cloud Alignment Information](#) details how AvePoint Opus and AvePoint align with the G-Cloud buying process and provides typical information to help you understand how to buy, consume AvePoint services, and how to leave the services should the need arise.

Section 3 - [About AvePoint Company and Services](#) provides information on how AvePoint works and meets today's challenges in the Public Sector.

1.2 How to Use This Document

This service definition document is an active document which means you can click on the links provided to move around the document and to AvePoint's Website, viewing only those specific sections relevant to you.

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2 SECTION: SERVICE INFORMATION

Section Introduction

This section explores AvePoint Opus and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike.

AvePoint Opus Overview and Assurance

UK public sector organisations face challenges like uncontrolled data growth, strict compliance mandates, and rising storage costs. AvePoint Opus is a SaaS information lifecycle management solution that automates content classification, retention, archiving, and secure disposal across Microsoft 365 environments. It centrally enforces retention and classification rules from creation to final disposition, keeping information accessible yet compliant with data governance policies. By removing the burden of manual records management from staff, Opus seamlessly embeds compliance into everyday workflows. Delivered via a G-Cloud-listed, ISO 27001-certified cloud platform, AvePoint Opus modernises public sector information management with enhanced governance, assured compliance, and optimised storage usage.

Key Benefits

AvePoint Opus delivers significant benefits for UK public sector organisations by modernising records management and governance. It ensures rigorous compliance with data retention and disposal policies through centrally applied rules and automated workflows, reducing the risk of regulatory breaches. By removing the manual burden of records management from staff, Opus improves operational efficiency – information governance tasks run in the background, freeing users to focus on core duties. Intelligent archiving and storage optimisation features identify redundant or low-value data and archive it to cheaper storage, helping agencies curb uncontrolled data growth and realise cost savings on storage. Overall, Opus embeds compliance by design (aligned to standards like ISO 27001) and provides full lifecycle control of information, driving better audit readiness, improved productivity, and lower total cost of ownership for public sector customers.

AvePoint Opus helps UK public sector organisations curb uncontrolled data growth and rising storage costs through intelligent archiving and lifecycle management. It automatically identifies and archives redundant or trivial content from costly Microsoft 365 storage to cost-effective archival tiers, significantly reducing storage expenditure. By eliminating unnecessary data, organisations can optimise existing storage investments and free up capacity for critical information. Centralised dashboards provide visibility into archiving activity and quantify storage savings achieved when compared to primary storage. This automated solution improves operational efficiency and embeds compliance with public sector information governance standards by enforcing retention policies throughout the data lifecycle.

2.1.1 Service Functional Capabilities

The high-level functional capabilities of AvePoint Opus include:

AvePoint Opus provides a broad set of information lifecycle and storage optimization capabilities for Microsoft 365 and connected repositories.

Core lifecycle and records capabilities

- Automate information lifecycle from creation through classification, retention, archiving and defensible disposal, using policy and rules-based controls.
- Manage electronic content and physical records from a single, centralised interface.
- Configure and enforce retention and disposition policies, including export, in-place archiving, and destruction options at end-of-life.
- Support regulatory and standards-based records management (e.g. NARA, VERS, NAA-style export formats) for discoverable electronic records.

AI-powered classification and governance

- Automatically classify content at scale using AI/ML (AvePoint Maestro) based on content and metadata, without relying on end user tagging.
- Apply sensitivity, retention and lifecycle policies based on AI-driven classification and business rules to reduce over-retention and risk.
- Provide rapid bulk classification for legacy/unstructured repositories, reducing manual effort from years to weeks.

Storage optimization and archiving

- Move inactive, redundant or low-value content to cheaper archive storage to reduce Microsoft 365 and other primary storage costs.
- Archive SharePoint Online, Microsoft Teams, Microsoft 365 Groups, OneDrive and other connected sources while preserving access where appropriate.
- Maintain high-fidelity archives that keep metadata, permissions, workflow state and records declarations intact for compliance.
- Support flexible “bring your own storage” models and multi-tier storage hierarchies for optimized cost/performance.

End-user and administrator experience

- Allow end users to search, browse and restore archived documents (in-place or to alternative locations) without IT intervention.
- Provide security-trimmed search across active and archived content to quickly locate information for access, eDiscovery or FOI-type requests.
- Offer a “single pane of glass” for information managers to configure rules, manage jobs, monitor status and administer repositories.

Insight, reporting and compliance controls

- Deliver dashboards and graphical reports showing storage usage, inactive/redundant content, lifecycle actions and cost savings.
- Log and audit administrative actions, rule changes, and policy updates to support defensible governance and compliance reviews.
- Provide advanced search, reporting and analytics to support data quality initiatives, data hygiene, and evidence for regulatory or internal audits.

A further, more detailed functional overview can be found at
[AvePoint Opus | Advanced Information Lifecycle Management | AvePoint United Kingdom](#)

2.1.2 Service Non-Functional Capabilities

AvePoint Opus offers a range of non-functional (service-level) capabilities around security, compliance, performance, and support.

Security and compliance

- ISO/IEC 27001-certified information security management system covering secure software development and operations.
- Hosted on Microsoft Azure with high-assurance datacentres and formal penetration testing (at least every 6 months).
- Data at rest protected via encryption and strict physical access controls, plus sanitisation processes on media reallocation and disposal.
- Certified or assessed against sector and government frameworks such as IRAP, FERMI and VERS to support regulated industries.

Data residency and privacy

- Customer control over data storage locations, including UK, EEA and other supported regions.
- Clear knowledge and disclosure of where data is stored and processed to support data sovereignty and privacy obligations.

Availability, scalability and performance

- Cloud-native SaaS service leveraging Azure high-availability architecture and multiple datacentres for resilience.
- Elastic scaling of resources to maintain performance as data volumes and user activity grow.
- Service availability targets defined in a published SLA, with outage notifications via portal and direct communication when needed.

Access, identity and authentication

- Integration with existing identity providers through federation (e.g. Azure-based methods), avoiding separate credential silos.
- Centralised authentication via Azure-supported methods for both end-user and management access.
- Access restrictions enforced on administrative interfaces and support channels, with regular testing of access controls.

Operations, support and service management

- Web-based interface with no local client installation required, usable on desktop and mobile browsers without functional differences.
- Documented configuration and change management aligned with recognised industry standards, with changes requested, reviewed, tested and deployed in off-hours.
- 24x7 help-desk and incident management procedures, including breach notification and dedicated engineering response for issues.
- Real-time dashboards and on-demand reports providing metrics on service usage and records/information management status.

2.2.3 Information Assurance

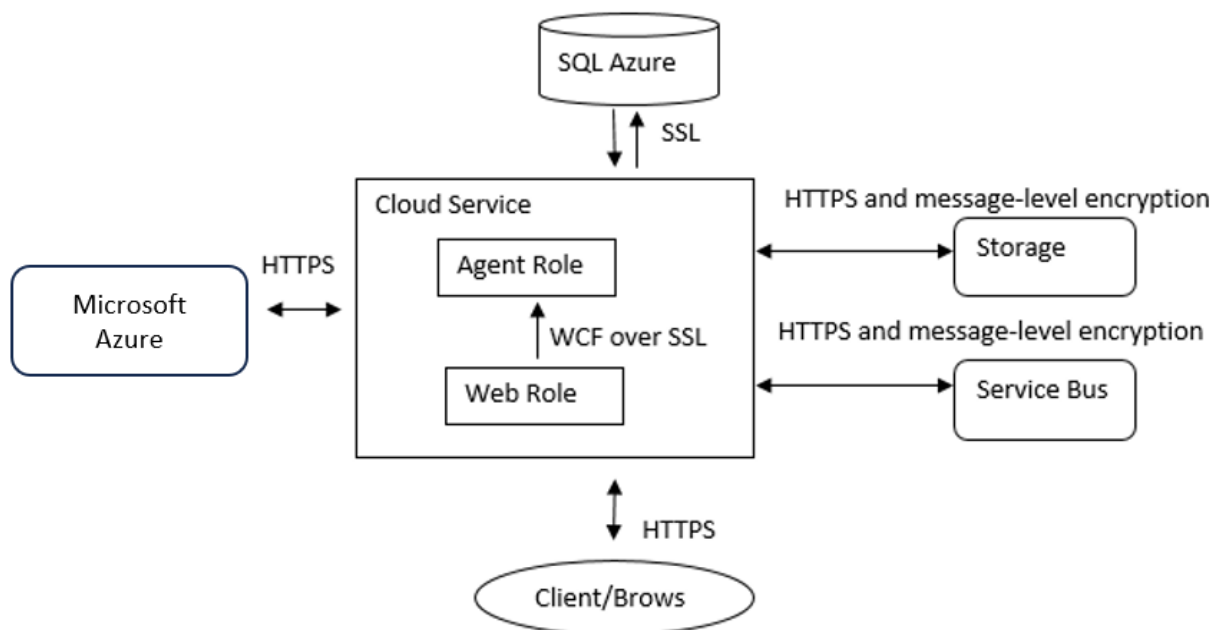
The AvePoint Opus platform is built on top of Microsoft Azure, which meets many international and local compliance and privacy standards. For more information, please visit <http://azure.microsoft.com/en-us/support/trust-center/security/>

2.3 Security

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

2.3.1 Secure Encrypted Connection from the Client to the Application

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



2.4 Backup/Restore and Disaster Recovery Provision

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

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

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

2.5 Technical Requirements

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

<https://cdn.avepoint.com/assets/webhelp/avepoint-opus/index.htm>

2.2 Service Pricing

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

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

2.2.1 Service Provision Pricing

Below are the key high-level points regarding pricing for Cloud Backup. Further information can be found within the Pricing Document.

Cloud Backup Software

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

2.2.2 On-Boarding Charges

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

2.2.3 Off-Boarding Charges

There are no off-boarding charges relating to AvePoint Opus following the end of a subscription purchase for AvePoint Opus.

2.2.4 Termination Charges

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

Further information relating to AvePoint Software and Services Terms and Conditions can be found at

[https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\).pdf](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.).pdf)

3 SECTION: G-CLOUD ALIGNMENT INFORMATION

This section provides information regarding AvePoint and G-Cloud alignment.

3.1 On-Boarding and Off-Boarding Processes

3.1.1 On-Boarding

Once you have decided to Award a contract to AvePoint, the general principles for on-boarding are as follows:

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

Once received a representative will be aligned and will contact you to make the order process as simple as possible.

- Once an order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance at AvePoint.
- Upon acceptance, the license and software collection information will be emailed to you. If Professional Services are included, the Account Manager will contact you to discuss delivery.

The above process from receiving the order request (including the required information) to license delivery typically takes 3-5 working days. Your Support and Maintenance will begin upon email and delivery of the license.

3.1.2 Off-Boarding

The general principles for off boarding are as follows:

- Within a 60-day period of the subscription renewal, you will be contacted by the AvePoint Renewals Team to discuss your renewal
- Should you decide not to renew, access will be granted to Cloud Backup until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to Cloud Backup

3.2 General Support details

The key support details and features of Premier Maintenance are as follows:

Support Program Features

Support Level	Premier Maintenance
Support Channels	Email, Web Support Ticket, Phone and Web Conferencing
Support Hours	24 hours / day, 7 days / week
Email/web support ticket response time	Based on Issue Severity, with priority handling within Issue Severity Level

Support Ticket Response Times

SUPPORT TICKET RESPONSE TIMES Issue Severity	Issue Description	Email and Web Response Time	Phone Response Time*
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Low	☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for enhance	48 hours or less	Immediate
Medium	☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on	24 hours or less	Immediate
High	☐ An issue affecting production environment at a major level ☐ Production environment is operational, but platform activities are limited ☐ Long-time adverse effects can lead to productivity being	4 hours or less	Immediate
Very High	☐ Platform activities on production environment are completely inoperable ☐ Major restoration or project is at a mission-critical state ☐ Severe impact on business	2 hours or less	Immediate

Product releases included in support

Product Release	Premier
Hotfixes	Yes
Cumulative Update	Yes
Service Pack	Yes
Platform Upgrade	Yes

Further, more detailed support information can be found in the Software, Support, and Professional Services document attached to this service listing.

3.3 Customer Responsibilities

The contractual customer responsibilities and obligations are covered within the Order Form (Call off Contract) with AvePoint, however, further information regarding AvePoint's Master Software License and Support Agreements can be found attached to this Service Listing

3.4 Details of any Trial Service Available

AvePoint provides a trial of software used for AvePoint Opus with limited user or data allowance for testing, to allow customers to ensure AvePoint Opus will meet clients' requirements. Any requests for licence extension must be made to AvePoint.

The trial license can be downloaded at <http://account.avepoint.com>

It is recommended that prior to downloading the trial you contact AvePoint at: sales@avepoint.com to arrange a demonstration to ensure the trial will meet your requirements and you have foundation knowledge of how to use the software.

4 SECTION: ABOUT AVEPOINT COMPANY AND SERVICES

In this section, you will find details about AvePoint.

4.1 About AvePoint

In today's rapidly evolving digital landscape, the office is everywhere. Generative AI is revolutionizing productivity and innovation. Collaboration needs to be seamless, secure, and intelligent to keep up. AvePoint empowers organizations to confidently embrace this future of work. Our solutions bring data together, build transformative processes, protect against breaches, and optimize data governance so you can remain agile and competitive. We are builders and innovators who are passionate about simplifying collaboration, securing your digital workplace, and unlocking the potential of AI.

More than 9 million cloud users rely on our solutions. Our SaaS solutions are also available to managed service providers via more than 100 cloud marketplaces, so they can better support and manage their small and mid-sized business customers. Founded in 2001, AvePoint is a five-time Global Microsoft Partner of the Year and headquartered in Jersey City, New Jersey. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

AvePoint is a Microsoft AI Cloud Partner and has won partner of the year historically 5 times. As one of the very first Microsoft SharePoint Independent Software Vendors (ISVs) since the platform first debuted in 2001, we are proud to be a strategic sales and technology partner.



*AvePoint is proud to be a Microsoft Syntex and 365 Backup Storage partner representing the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure our products are specifically geared to integrate seamlessly with the Microsoft 365 technology.

4.2 Why Choose AvePoint?

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside Microsoft and our customers, we have developed a vast array of solutions to meet the ever-evolving

market challenges.

This has been witnessed and rewarded with a number of high-profile rewards. One of AvePoint's true differentiators is our philosophy to work with our customers, building relationships and meeting their needs, today and into the future. Our belief is that you are not just committing to a software purchase but buying into a relationship which truly sets us apart from our competitors.

Specifically, to the UK Public Sector, AvePoint has been in operation within the UK market for over 10 years delivering solutions across Central Government, Local and Regional Government, NHS, Higher Education, Blue Light and Not for Profit organisations.

Whilst every Public Sector customer is unique, the challenges they face are often similar; do more for less, lower TCO, consolidation and Cloud are common terms we hear across our customer base.

From listening to customers and applying our experience, AvePoint has delivered solutions that truly meet market challenges and will continue to do so into the future.

4.3 Why Choose AvePoint's Services?

Customers enter a relationship with AvePoint built around AvePoint's experience and trust to meet their requirements. Below are some highlighted points as to why you should choose Cloud Backup, and join the more than 9 million Microsoft 365 users to date:

- AvePoint Online Services, featuring Cloud Backup, Management, Archiving, Insights, Governance, and Compliance, is the first 100% Azure – hosted, Software as a Service platform for Microsoft 365.
- As AvePoint Online Services is a SaaS platform, no additional infrastructure is required, and you receive the latest product updates automatically. Easily add additional functionality through the same platform by just applying additional license keys as you purchase them.
- AvePoint Online Services products' pricing has been discounted to deliver better value to our Public Sector customers
- AvePoint 24/7 Live Customer Support is unrivalled in the marketplace.

4.4 AvePoint Service Portfolio

In addition to AvePoint Opus AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

AVEPOINT CONFIDENCE PLATFORM

AvePoint Cloud Backup

Your SaaS Service Level Agreement (SLA) ensures the availability of your cloud service not the data integrity. That's your responsibility. AvePoint Cloud Backup makes it simple to secure and automate protection with near zero configuration. Whether you are supporting Microsoft 365, Power Platform, Dynamics CRM, Salesforce, Google Workspace (and Classroom), AWS, or Azure, recover from ransomware attacks, roll back configuration errors and rest easy knowing your data is stored on the same Confidence Platform trusted by 21,000 customers.

Further information can be found at <https://www.avepoint.com/uk/products/cloud-backup> or sales@avepoint.com.

AvePoint Cloud Governance for Microsoft 365

Innovative technology like Microsoft 365 have democratized employee digital capabilities. As a result, IT teams are unsure how to keep a low-friction experience for employees while protecting digital spaces and data with the required policies and security. Frame a modern IT infrastructure with AvePoint Cloud Governance and foster a tighter and more effective partnership between IT and the organization, no matter what digital evolution happens next.

Further information can be found at <https://www.avepoint.com/uk/products/office-365-governance> or contact sales@avepoint.com.

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Sites, Groups and Communities in Microsoft 365? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing Microsoft 365 workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organize, understand, and centrally access your assets. Even curate workspaces hubs for easier navigation and management.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/myhub> or contact sales@avepoint.com.

AvePoint Policies for Microsoft 365

AvePoint Policies makes it easy to automate common rules for access, settings, and other Microsoft 365 configurations. Set white/black list policies, rules for external sharing, and more. When AvePoint Policies finds configuration drift, you can notify and even revert the change automatically. Securing collaboration in Teams, Groups, Sites, and OneDrive is easy with AvePoint Policies.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact sales@avepoint.com.

AvePoint Insights for Microsoft 365

Establish a strong data foundation and secure Microsoft 365 by understanding sensitive and overshared content – even if it hasn't been classified or labeled. With Insights, ensure compliance with aggregated sensitivity and activity data across your tenant so critical permissions surface at the top of the priority list. Take it further and implement corrective action on priorities, including permission removal, owner notification, or setting an expiration date – quickly securing collaboration in Teams, Groups, Sites, and OneDrive.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact sales@avepoint.com.

AvePoint EnPower for Microsoft 365

As appetites continue to grow for more ways to work digitally, IT operations models have been turned on their head. Organizations continue to use traditional support models for solutions like Microsoft 365, forcing IT to re-evaluate how they support the organization now and in the future.

Further information can be found at <https://www.avepoint.com/uk/products/enpower-microsoft-365-management> or contact sales@avepoint.com.

AvePoint Cense

As your Microsoft 365 spend increases, you must prepare to report on license allocation, adoption and budget consumption. With AvePoint Cense, you can break down insights and delegate controls by schools, departments, or member agencies.

Further information can be found at <https://www.avepoint.com/uk/products/cense-license-management> or contact sales@avepoint.com.

AvePoint Opus

Powered by advanced AI, AvePoint Opus is the next generation of information lifecycle management solutions allowing you to have complete control from creation to archive or defensible disposal, all through a central interface.

Further information can be found at <https://www.avepoint.com/uk/products/avepoint-opus> or contact sales@avepoint.com.

AvePoint Confide

When you're working on high-stakes projects, normal data protections are not enough. So how can you enable internal and external teams to collaborate securely? With AvePoint Confide address scenarios with complex sharing needs requiring differentiated security and storage scenarios within your existing Microsoft 365 environment.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/confide> or contact sales@avepoint.com.

AvePoint tyGraph

AvePoint tyGraph delivers unparalleled workforce analytics for Microsoft 365, providing a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your employee experience strategy with actual user activity and engagement data so you can foster a more connected and engaged workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph> or contact sales@avepoint.com

AvePoint tyGraph for Viva Engage

With communication analytics specifically for Microsoft Viva Engage, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your communication strategy with actual discussion signals and sentiment data so you can make sure your important messages are resonating with your workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/viva-engage> or contact sales@avepoint.com

AvePoint tyGraph for SharePoint

With engagement analytics specifically for Microsoft SharePoint, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, improve the health of your SharePoint intranet with actual usage and activity data so you can boost knowledge sharing and engagement.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/analytics-for-sharepoint-intranet> or contact sales@avepoint.com

Further information can be found at <https://www.avepoint.com/uk/solutions/maivenpoint> or contact sales@avepoint.com

AvePoint Migration Platform

Migrate content to Microsoft 365 and evangelise the benefits that cloud computing can deliver. AvePoint Migration Platform can migrate content from source systems such as SharePoint on-premise, File Systems and Networked File Shares, EMC Documentum, Lotus Notes, Open Text Livelink, Exchange Public Folders, and Lotus Quickr. Migrate Email, G-Suite, Box, Dropbox, and Slack into Microsoft 365, or Teams and Groups (along with mail

and files) across Microsoft 365 tenants.

Further information can be found at <https://www.avepoint.com/uk/products/hybrid/office-365-migration/> or contact sales@avepoint.com

4.5 How to Buy AvePoint's Services

AvePoint has aimed to make the purchase process as easy as possible through comprehensive service descriptions, clear pricing structures, simple purchasing processes and further descriptions below. However, should you require any clarification please contact sales@avepoint.com.

4.5.1 The Award Process

AvePoint are the best placed software supplier to meet your business requirements for the Migration, Management and Protection of Microsoft 365. We believe this because:

Whole life cost

Not only have we provided discounted license pricing for the UK Public Sector, but Cloud Backup is a SaaS solution meaning you do not require costly infrastructure (which you may require with other suppliers) and can take advantage of the true cost savings that Cloud can bring. In addition, Cloud Backup has been developed as commercial-off-the-shelf (COTS) software meaning only small configuration is required, allowing you to deploy and achieve ROI quickly.

Technical Merit and Functional Fit

AvePoint's Software platform have been in existence for many years and is utilised by thousands of customers, which is why we have decided to deliver our Solutions for Microsoft 365. From our experience in working with customers, AvePoint Online Services, the platform for all our Cloud products, meets common automation, management, governance and compliance challenges that exist across all organisations with Microsoft 365. This is part of the reason why our software has over 9 million users worldwide.

Service Management

AvePoint has always been known for the quality and response of our software and support services which has been extended to Cloud Backup. In addition, AvePoint architecture design and commitment to uptime expresses our confidence in providing an unrivalled solution to our customers.

Non-functional Characteristics

AvePoint's Cloud Backup solution is part of a wider Services platform with additional functionality that can simply be switched on with a license key. The additional Online Service solutions discussed in Section 4.4 provide further information about how AvePoint can assist to increase collaboration, automation and enable greater governance and compliance. Again, being COTS software, it is possible to deploy, utilise, gain true business value and achieve savings quickly.

4.5.2 Pricing AvePoint's Services

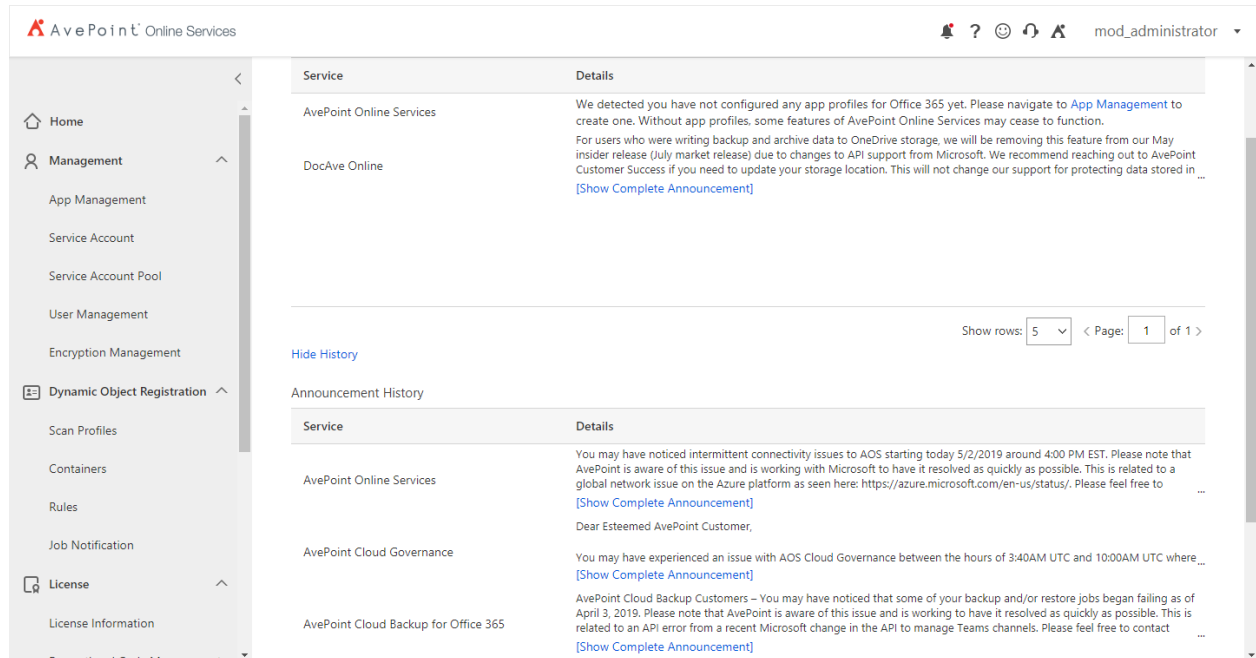
AvePoint's Cloud Backup solution delivers a high level of functional capability for an affordable, SaaS pricing model.

There is no such thing as one size fits all, which is why AvePoint's pricing for Cloud Backup is a per user per month model and is scaled depending on the number of users within your business. This means you are only paying for software that meets the size of your organisation and deployment.

In addition, to support education within the UK, AvePoint has made the decision to enable the functionality, free of charge for Students.

5 Section 4: Appendices

Appendix 1: Planned Maintenance Screenshot



The screenshot displays the AvePoint Online Services management interface. On the left is a navigation sidebar with categories like Home, Management, Dynamic Object Registration, License, and Provisional Code Management. The main content area shows a table of announcements. The first table lists services and their details, including a notice about app profiles for Office 365. Below this is a 'Hide History' link and a pagination control showing 'Page: 1 of 1'. The second table, titled 'Announcement History', lists specific announcements for AvePoint Online Services, AvePoint Cloud Governance, and AvePoint Cloud Backup for Office 365, each with a 'Show Complete Announcement' link.

Service	Details
AvePoint Online Services	We detected you have not configured any app profiles for Office 365 yet. Please navigate to App Management to create one. Without app profiles, some features of AvePoint Online Services may cease to function.
DocAve Online	For users who were writing backup and archive data to OneDrive storage, we will be removing this feature from our May insider release (July market release) due to changes to API support from Microsoft. We recommend reaching out to AvePoint Customer Success if you need to update your storage location. This will not change our support for protecting data stored in ... [Show Complete Announcement]

Hide History

Show rows: 5 < Page: 1 of 1 >

Service	Details
AvePoint Online Services	You may have noticed intermittent connectivity issues to AOS starting today 5/2/2019 around 4:00 PM EST. Please note that AvePoint is aware of this issue and is working with Microsoft to have it resolved as quickly as possible. This is related to a global network issue on the Azure platform as seen here: https://azure.microsoft.com/en-us/status/ . Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 2019. Please note that AvePoint is aware of this issue and is working to have it resolved as quickly as possible. This is related to an API error from a recent Microsoft change in the API to manage Teams channels. Please feel free to contact ... [Show Complete Announcement]