

AvePoint Confide

Service Definition Document

G-Cloud 15

1 INTRODUCTION

This service definition document for G-Cloud 15 explores the AvePoint Confide. 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 Confide, 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 Confide 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.

TABLE OF CONTENTS

1 INTRODUCTION.....	2
1.1 Document Sections	2
1.2 How to Use This Document	2
2 SECTION: SERVICE INFORMATION	5
2.1 Section Introduction	5
2.2 AvePoint Confide Overview and Assurance.....	5
2.2.1 Service Functional Capabilities.....	6
2.2.2 Service Non-Functional Capabilities	6
2.3 Technical Requirements	7
2.4 Service Pricing	7
2.4.1 Service Provision Pricing.....	8
2.4.2 On-Boarding Charges	8
2.4.3 Off-Boarding Charges	8
2.4.4 Termination Charges	10
3 SECTION: G-CLOUD ALIGNMENT INFORMATION	11
3.1 On-Boarding and Off-Boarding Processes	11
3.1.1 On-Boarding	11
3.1.2 Off-Boarding	12
3.2 General Support details	12
3.3 Customer Responsibilities	14
3.4 Details of any Trial Service Available	14
4 SECTION: ABOUT AVEPOINT COMPANY AND SERVICES	14
4.1 About AvePoint	14
4.2 Why Choose AvePoint	15
4.3 Why Choose AvePoint's Services	15
4.4 AvePoint Service Portfolio	16
4.1 About AvePoint	16
4.2 Why Choose AvePoint?	16
4.3 Why Choose AvePoint's Services?	17
4.4 AvePoint Service Portfolio	17
4.5 How to Buy AvePoint's Services	21
4.5.1 The Award Process	21
4.5.2 Pricing AvePoint's Services	21

2 SECTION: SERVICE INFORMATION

2.1 Section Introduction

In this section, you will find information regarding AvePoint Confide. This section explores AvePoint Confide and how it meets market challenges, functional and technical information and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 AvePoint Confide Overview and Assurance

The Challenge

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? When everything is on the line, trust in Confide. AvePoint partnered with Microsoft to build a next gen version of AvePoint Confide using their innovative SharePoint Embedded technology. Now, organizations can address scenarios with complex sharing needs requiring differentiated security and storage scenarios within their existing Microsoft 365 environment. Built-in security features include file content encryption, watermarking, audit trails, and more.

Key Benefits of AvePoint Confide:

Modern, Secure Architecture

- Built on **Microsoft SharePoint Embedded**, providing a modern, scalable, Microsoft-maintained content layer with tighter native integration into **M365 security, governance, and compliance** controls, including DLP and auditing.
- Content stored in embedded containers **does not reside in the customer's SharePoint quota**, simplifying storage management for sensitive data.
- Aligns to enterprise-grade security baselines through Microsoft's cloud platform, offering stronger isolation for confidential engagements.

Enhanced Data Protection & Compliance

- **Native compatibility with Microsoft 365 DLP policies**, ensuring enterprise data leakage protections automatically apply to Confide workspaces and the underlying containers.
- Full visibility through **audit logs** enhanced in V2, giving project owners and security teams clearer oversight of user actions, access changes, and document interactions.
- Alignment with AvePoint's broader security and compliance posture and certifications across the Confidence Platform (ISO, SOC, privacy-related frameworks).

Superior External Collaboration Experience

- Enables secure project-based external collaboration without standing up separate external platforms, external users authenticate via Azure AD guest accounts (not local accounts).
- External collaborators gain access only to specific Confide project rooms, supporting least-privilege principles and organizational external-sharing policies.

Project-Based Workspace Model

- Purpose-built **confidential project rooms**, ideal for M&A, due diligence, legal reviews, or structured external engagements requiring defined scope, timeline, and membership.
- Supports granular permissions and structured collaboration workflows that keep the environment organized and secure.

Improved Productivity & Collaboration

- **Inline editing and full co-authoring in the browser**, leveraging native M365 file capabilities that were not fully available in Confide V1.
- Web-based thick-client support improves user experience for high-velocity document collaboration scenarios.

Operational Simplicity & Governance

- Tighter integration with M365 means fewer custom controls to configure and maintenance, organisations leverage their existing governance structures (e.g., DLP, audit, conditional access).
- Straightforward project setup and lifecycle management, reducing the burden on IT and enhancing business autonomy for sensitive projects.

Scalable, Cost-Optimized Licensing Model

- Confide introduces a more predictable and often lower-cost model based on **concurrent active projects and data caps**, instead of internal/external seat-based licensing.
- Supports capacity pooling and pre-purchased storage for cost efficiency across the portfolio.

Future-Ready Architecture

- Designed to leverage Microsoft's evolving SharePoint Embedded roadmap, improved APIs, container lifecycle innovations, and future security capabilities.
- Positions organizations to take advantage of expanding M365 AI and compliance innovations that apply automatically to containers.

Further information can be found at: https://cdn.avepoint.com/pdfs/en/brochures/AvePoint-Confide_Product-Brochure.pdf

2.2.1 Service Functional Capabilities

The high-level functional capabilities of AvePoint Confide include:

- Secure, isolated project workspaces for confidential collaboration.
- Native Microsoft 365 co-authoring and inline document editing.
- Automated enforcement of Microsoft 365 DLP and compliance policies.
- Granular permissions and custom access groups per project.
- Azure AD guest access for controlled external collaboration.
- Comprehensive audit logging for all workspace activities.
- Template-based project setup with consistent governance controls.
- Content stored in protected SharePoint Embedded containers.
- Project lifecycle management from creation to archival.
- Activity, usage, and engagement reporting for project oversight.

A further, more detailed functional overview can be found at https://cdn.avepoint.com/pdfs/en/brochures/AvePoint-Confide_Product-Brochure.pdf

2.2.2 Service Non-Functional Capabilities

-
- High availability through resilient Microsoft cloud architecture.
 - Scalable to support increasing projects and data volumes.
 - Robust platform security aligned with enterprise standards.
 - Regular vulnerability testing and remediation processes.
 - Reliable performance with monitored platform health.
 - Enforced governance standards and operational guardrails.
 - Secure data handling with strict access controls.
 - Continuous delivery supported by automated release pipelines.
 - Disaster recovery processes with defined rollback procedures.
 - Compliant with global security and privacy certifications.

2.3 Technical Requirements

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

<https://cdn.avepoint.com/assets/webhelp/avepoint-confide-administrator-guide/index.htm>

2.4 Service Pricing

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

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.

2.4.1 Service Provision Pricing

Pricing for AvePoint Confide is available in section 2.4 of this document and available in the AvePoint pricing document.

2.4.2 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:

2.4.3 Off-Boarding Charges

There are no off-boarding charges relating to AvePoint Confide. Once the readiness service has been complete any AvePoint Confide software can be un-installed.

2.4.4 Termination Charges

AvePoint Confide prices are provided in the Pricing Document.

No refund or credit can be claimed for any data allowance that has not been consumed as part of the migration.

Overall Terms and Conditions including any relevant termination charges are available in the Call off contract and at:

[https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\)](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.))
[.pdf](#) and [http://www.avepoint.com/license/Service%20Addendum%20\(UK\)\(July%202015\).pdf](http://www.avepoint.com/license/Service%20Addendum%20(UK)(July%202015).pdf).

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:
 - The number of users required for access.
 - Any additional storage requirements
 - The name and email address of the person a license should be issued to
 - The name and email address of the procurement contact associated with the purchase

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

- Once an order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance 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:

- The licenses are per month or based on purchased user or data volume. Premium Support and Maintenance will cease at the end of the initial 12-month period.
- AMP software can be un-installed at any point by your organisation; however, any remaining data allowance will be lost.

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*
---	-------------------	-----------------------------	----------------------

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 Confide with limited user or data allowance for testing, to allow customers to ensure AvePoint Confide 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

Leading the Way to Advance the Digital Workplace

Collaborate with Confidence. AvePoint provides the most advanced platform to optimize SaaS operations and secure collaboration. Over 21,000 customers worldwide rely on our solutions to modernize the digital workplace across Microsoft, Google, Salesforce, and other collaboration environments. AvePoint's global channel partner program includes 3,500 managed service providers, value added resellers and systems integrators, with our solutions available in more than 100 cloud marketplaces. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

At AvePoint we have one of the largest SaaS userbases in the Microsoft 365 ecosystem. As a Microsoft Gold Certified Partner, AvePoint represents the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure innovation aligns and is geared towards seamless integration with Microsoft technology.

Additionally, AvePoint is a Depth Managed Microsoft Gold Certified Partner, an honor reserved for the top 1% of Microsoft's entire partner ecosystem worldwide, further proving our commitment to support Microsoft services.

4.2 Why Choose AvePoint

In today's rapidly evolving digital landscape, collaboration needs to be seamless, secure, and intelligent to keep up. AvePoint empowers organizations to confidently embrace this future of work. AvePoint solutions bring data together, build transformative processes, protect against breaches, and optimize data governance so customers remain agile in the face of technological progress.

AvePoint's mission is to work with customers leveraging the AvePoint Confidence Platform to transform the chaos of digital workspace technology and data into a secure, enriched, and controlled experience that improves productivity, improves decision-making, and lowers cost of ownership.

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, and work to help solve for.

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 AvePoint Confidence Platform, and join the more than 21,000 customers to date:

- AvePoint Confidence Platform is 100% built on Azure – hosted, Software as a Service platform.
- AvePoint Confidence Platform is built as Software-as-a-Service (SaaS), meaning 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 Confidence Platform 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

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 Cloud Backup, AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

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

AvePoint Cloud Management for Microsoft 365

A complete toolkit for Microsoft 365 Management and Administration allowing you to manage, move, and maintain your business-critical Microsoft 365 content. AvePoint Cloud Management simplifies Microsoft 365 management and administration for SharePoint Online and OneDrive for Business.

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

AvePoint Cloud Governance for Microsoft 365

Implement an extensible governance strategy that empowers users, is easy to maintain, and scales as your organization grows with Microsoft 365 Teams, Groups, Sites, and Communities. By giving business owners oversight into provisioning as well as content and permissions management, your information architecture is developed according to how your business works.

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

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Groups, SharePoint, and Viva Engage Communities, Power Platform apps, flows, and reports? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing digital workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organise, 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 and Insights for Microsoft 365

PI makes it easy to run tenant-wide security reports. But how do you know if there's an issue? PI aggregates sensitivity and activity data across your tenant, so your critical issues are prioritized for action. Then, edit in bulk, and set policies to be enforced automatically.

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

AvePoint Opus

AvePoint Opus provides advanced digital information management capabilities, both electronic and physical, designed to facilitate the automated classification, retention, archiving and eventual disposition of content by centrally configuring business rules and enforcing them globally across Microsoft 365 SharePoint Online, Teams, and Group Sites, and OneDrive for Business.

AvePoint Opus supports the capture and management of content from the time of creation, ensuring the information remains useful and accessible across the information lifecycle. Information management

business rules such as classification and retention and disposal can be applied without end user intervention to manage the information through to its eventual end of life. Content can be transferred to secondary storage or archival facilities and additionally can be converted to long term preservation formats in compliance with information management policies as required.

AvePoint Opus removes the burden from end users to perform traditional records management tasks. The solution drives automation in line with organisational requirements so that information management tasks can be performed in the background without the user being aware they are occurring. This drives user efficiency and organisational productivity while also ensuring that compliance with information management requirements becomes integrated with day to day working practices.

Further information can be found at [AvePoint Opus | Advanced Information Lifecycle Management | AvePoint United Kingdom](#) or contact sales@avepoint.com.

AvePoint EnPower for Microsoft 365

AvePoint EnPower provides centralised management, reporting, and governance across Microsoft 365, Power Platform, Copilot and Agentic AI, designed to meet the compliance and security needs of UK public sector organisations. It simplifies administration by offering visibility into user and agent activities, permissions, and data usage, reducing risk and ensuring accountability. With robust role-based access controls and automated policy enforcement, EnPower helps teams manage collaboration environments efficiently while maintaining transparency and control across the entire Microsoft 365 and Power Platform tenant. Whether your organization has one or multiple tenants of Microsoft 365, the integration of services behind it has created complexity on how IT can control and secure what each administrator can see and do. Take back control and empower IT to work faster and get more done with AvePoint EnPower.

Further information can be found at [AvePoint EnPower for Efficient SaaS Operations Management | AvePoint](#) or contact sales@avepoint.com.

AvePoint Cense for Microsoft 365

Not sure whether you're under- or over-assigned Microsoft 365 licenses? Having difficulty aligning your total license costs with business units, departments, or regions? Cense can help. Delegate control to regional, department, or unit budget holders to avoid IT bottlenecks. Gain insights and report on license consumption and associated costs, so you can better allocate licenses and create budget and IT alignment.

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

AvePoint Fly for Microsoft 365

Move, migrate, or restructure cloud content in Microsoft Teams and Microsoft 365. Migrate unlimited data easily and with full fidelity. Fly enables you to simply login and begin your next move. Built in discovery, mapping, and scheduling enable you to clean up or clean out data and reach your goals on time and within budget.

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

AvePoint Cloud Backup for Google Workspace

AvePoint Cloud Backup protects the critical workspace data in your Google cloud. Our 100% SaaS solution backs up your Gmail, contacts, calendars, and drives automatically, up to 4 times a day! Your data is encrypted by default and stored in our secure cloud storage. Restore on-demand for any-time access and fast recovery from errors, attacks, and failures.

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

AvePoint Cloud Backup for IaaS & PaaS

Organizations and employees continue to navigate the shifting challenges presented by hybrid work and moving to the cloud. The productivity tools and processes intended to enhance the quality and effectiveness of collaboration may potentially introduce vulnerabilities either through human error or malicious attack. As teams continue the transformation into the Modern Workplace, organizations can mitigate risk by protecting their users and business critical applications by incorporating AvePoint's Azure backup solution into their disaster recovery plan. Protect Microsoft Azure VMs, Settings, Entra ID, Storage, and so much more with the leading IaaS and PaaS backup from the industry's top SaaS backup vendor.

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

AvePoint Cloud Backup for Salesforce

AvePoint's Backup & Archival solution for Salesforce gives public sector organisations complete confidence in the protection, retention, and recovery of their mission-critical CRM data. Built on AvePoint's trusted cloud platform, it delivers automated, encrypted backups of both data and metadata, with granular restoration down to individual records, fields, and relationships. Inactive or legacy data can be seamlessly archived to reduce storage costs while maintaining full compliance with UK regulatory and audit requirements. With secure Microsoft Azure hosting, strong encryption, ISO and SOC 2 certifications, and sandbox seeding capabilities for safe testing environments, the solution ensures operational resilience and robust data governance. Designed for high-assurance environments, AvePoint empowers public sector teams to recover quickly from accidental deletion, corruption, or cyber incidents, reducing risk while supporting transparency, service continuity, and long-term data stewardship.

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

AvePoint Professional Services

AvePoint recognise that customers are not necessarily experts in AvePoint Software. AvePoint Consulting Services (ACS) are a team of professionals with many years of experience of training, deploying and configure AvePoint Software.

For further information, 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 AvePoint at: 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 due to:

Whole life cost

AvePoint has provided discounted license pricing for the UK Public Sector so you can take advantage of the true cost savings that Cloud can bring without breaking your budget. In addition, DocAve Migrator 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 platforms extend proven migration technology to thousands of customers looking to consolidate and restructure enterprise data. AvePoint's commitment to the Microsoft Cloud dates back to BPOS. Ongoing TAP program participation ensures customers are able to take advantage of the latest Microsoft technology as it becomes available. Based on customer experience, DocAve Migrator meets common automation, management, governance and compliance challenges that exist during migration projects when moving to Microsoft Office365.

Service Management

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

Non-functional Characteristics

Avepoint's Confide solution is part of the wider Confidence Platform with additional functionality that can simply be switched on with a license key. The additional Confidence Platform services 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

The AvePoint Confide pricing model is per user per month, this plan includes 1 GB of storage per user with the option to bundle additional storage through our storage add-on. Unlimited External Users (Guest Users).

Additionally, customers often have varied levels of technical expertise and resource available.

AvePoint can offer various Professional Service engagements ranging from helping customers to get started quickly to delivering full migration projects. For more information on Professional Service packages, contact sales@avepoint.com

Overall, with a per user license approach and range of Professional Service packages, AvePoint provides a cost effective solution to meet the varied needs of customers, big and small.