

Google Workspace – Frontline Standard

G-Cloud 15 – Service Definition

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Google Workspace Frontline Standard

Google Workspace provides a complete collaboration suite that allows users to easily work across teams and organisations, with intuitive tools that are integrated so that all collaboration tasks are available in each tool.

- Flexible: Engineered to help teams collaborate from anywhere with just an Internet connection
- Real-time Collaboration: Simultaneous editing in Docs, Sheets and Slides ensures information is always up to date (single source of truth)
- Helpful (AI): Features like Smart Compose, Smart Reply and the new Gemini integrations augment work to maximise time on what matters
- Simple: Consumer-grade usability enables fast adoption. Unified experience across Gmail, Chat and Meet
- Secure: Runs on Google's zero-trust infrastructure. Includes advanced protections against phishing, malware and data leakage
- Interoperable: Maximum compatibility with Microsoft Office formats (open, edit and save Word/Excel/PPT directly in Drive without conversion)

[Compare Editions – see here](#)

Google Workspace Services

Gmail

Gmail provides a professional, secure, and AI-powered communication platform designed to help businesses and individuals collaborate more effectively. Below is a summary of the key features and benefits as highlighted on the [Google Workspace Gmail](#) page.

Key Features

- Custom Business Email: Build credibility with professional email addresses using your own domain (e.g., `name@yourcompany.com`).
- Gemini AI Integration: * Help Me Write: Draft and refine emails with an AI writing partner.

- Summarisation: Get concise summaries of long email threads to catch up quickly.
- Contextual Search: Use AI prompts to find specific answers or files within your inbox and Drive.
- Smart Productivity Tools:
 - Smart Compose & Reply: Predictive text and suggested responses save time while drafting.
 - Nudges: Automatic reminders to follow up on or respond to important messages.
 - Summary Cards: Surfaces key details like flight schedules, reservations, and package tracking at a glance.
- Marketing & Growth Tools: Use mail merge to personalise mass emails (up to 1,500 recipients) and create custom email templates to maintain brand identity.
- All-in-One Integration: Access Google Meet, Calendar, Tasks, and Chat directly within the Gmail interface to manage workflows without switching tabs.
- Robust Administration: Centralised management through the Admin console, support for up to 30 email aliases per user, and easy migration tools from legacy systems like Microsoft or IBM.

Key Benefits

- Enterprise-Grade Security: Gmail blocks 99.9% of spam, phishing, and malware. It boasts a "security-by-design" infrastructure with zero high or critical vulnerabilities reported over the last five years.
- Enhanced Professionalism: Moving away from @gmail.com to a custom domain builds immediate trust with customers and partners.
- Increased Efficiency: AI-driven features like summarisation and drafting significantly reduce the time spent on manual administrative tasks.
- Seamless Collaboration: Real-time integration with the rest of the Google Workspace suite allows for instant meetings, scheduling, and task tracking.
- Reliability & Access: Backed by a 99.9% uptime guarantee and available across all devices (web, mobile, tablet, and watch) to ensure you stay connected anywhere.

- Scalable Storage: Business plans offer significantly more storage (starting at 2TB per user in Business Standard) compared to the 15GB provided in the free version.

Google Calendar

Google Calendar is an AI-powered scheduling and time management tool designed to streamline planning and collaboration within the Google Workspace ecosystem. Below is a summary of its key features and benefits based on the official product page.

Key Features

- AI-Powered Scheduling with Gemini:
 - Help me schedule: In Gmail, Gemini can find the best meeting times based on email context and your calendar availability.
 - Auto-Add Events: Gemini detects event details (like flights or reservations) in emails and offers a one-click "Add to Calendar" button.
- Built-in Appointment Booking: Skip the back-and-forth with customisable booking pages. Clients and partners can book time directly through your calendar. Premium features include Stripe integration for payments and automatic email reminders.
- Workspace Integration:
 - Tasks: Add dates to Google Tasks to have them appear automatically on your calendar.
 - Meet: Instantly add Google Meet video conferencing links to any event.
 - Drive: Attach relevant agendas, pre-reads, and documents directly to calendar invites.
- Team Collaboration Tools:
 - Shared Calendars: Create group calendars for teams to track holidays or recurring meetings.
 - Working Location & Hours: Set and display your working hours and physical location (home, office, etc.) to teammates.
- Productivity & Insights:
 - Time Insights: Analyse your schedule to see how you spend your time and who you collaborate with most.

- Focus Time: Block out periods for deep work, which automatically silences notifications and declines meeting invites.
- Customisation & Accessibility: * Supports multiple calendars (personal, work, etc.) in one view.
 - Offers color-coding for organisation and dark/light mode themes.
 - Seamlessly syncs across web, mobile (Android/iOS), and wearable devices.

Key Benefits

- Efficiency: Reduces the administrative burden of scheduling by using AI to find times and create events automatically.
- Centralised Information: Consolidates tasks, files, and meeting links in a single location, reducing the need to switch between apps.
- Improved Collaboration: Shared visibility into teammate schedules and locations makes it easier to coordinate across hybrid or distributed teams.
- Better Time Management: Tools like Time Insights and Focus Time help users prioritise deep work and identify "time-wasters" in their schedule.
- Security & Reliability: Built on Google's secure infrastructure with data encryption and integrated protections against spam and phishing.

Google Drive

Google Drive is an AI-powered cloud storage solution designed to centralise file management, streamline collaboration, and provide enterprise-grade security. Below is a summary of its key features and benefits based on the official product overview.

Key Features

- Gemini AI Integration: Google's AI assistant helps users summarise long documents, synthesise information across multiple files, and retrieve specific facts quickly without manual searching.
- Versatile File Support: Supports over 100 file types, including native editing for Microsoft Office files and advanced annotation tools for PDFs.

- Shared Drives (Viewer only): Provides a space for team-owned files, ensuring that content remains accessible to the group even if individual members leave the organisation.
- Advanced Collaboration Tools: Features include real-time co-editing, customisable sharing permissions (view, comment, edit), and the ability to set expiration dates for temporary access.
- Smart Search & Organisation: AI-powered search quickly surfaces relevant results based on your activity, while "Activity View" gives a snapshot of recent changes and access requests.
- Enterprise Security: Includes zero-trust controls, ransomware protection, and client-side encryption. AI-driven classification automatically labels and protects sensitive data using Data Loss Prevention (DLP) policies.
- Integrated Workflow Tools:
 - Gmail Integration: Save and organise attachments or send Drive files without leaving your inbox.
- **5GB per user**

Key Benefits

- Seamless Mobility: Users can access, upload, and edit files from any device (web, mobile, or desktop) with automatic syncing via Drive for Desktop.
- Robust Data Protection: The cloud-native infrastructure reduces the risk of data loss from hardware failure and provides proactive defense against cyber threats like ransomware.

Google Meet

Google Meet is a secure, high-quality video conferencing solution integrated into Google Workspace, designed for seamless collaboration across teams of all sizes. Below is a summary of its key features and benefits as highlighted on the [official product page](#).

Key Features

- Gemini AI Integration: Advanced AI features include "Take notes for me" (automated meeting minutes), studio look/sound/lighting to enhance video quality, and generative backgrounds.

- **High-Capacity Meetings:** Host up to 1,00 participants in a single call and hold group meetings for up to 24 hours (on premium plans).
- **Engagement Tools:** Includes interactive features such as breakout rooms for small group discussions, live polls, Q&A sessions, and digital whiteboarding.
- **Seamless Workspace Integration:** Users can join or start meetings directly from Gmail, Calendar, and Docs/Sheets/Slides, allowing for real-time document collaboration during a call.
- **Accessibility & Translation:** Offers live captions and translated captions in 65+ languages, making meetings more inclusive for global teams.
- **Recording & Transcripts:** Capture meetings with high-quality cloud recording and automatic transcriptions saved directly to Google Drive.
- **Interactive "Live Sharing":** Allows participants to watch YouTube videos, listen to music, or play games together during a call.

Key Benefits

- **Zero-Install Accessibility:** Works directly in any modern web browser without requiring software downloads or plugins. Mobile apps are available for iOS and Android.
- **Enterprise-Grade Security:** All data is encrypted by default. Features include robust host controls to manage participants, anti-abuse measures, and secure-by-design infrastructure.
- **Professional Audio/Video Quality:** Features like noise cancellation and 1080p video ensure clear communication even in distracting environments or low-light conditions.
- **Cost Efficiency:** For businesses already using Google Workspace, Meet eliminates the need for a separate video conferencing subscription, streamlining IT management and costs.
- **Hardware Interoperability:** Compatible with dedicated Google Meet hardware for conference rooms and supports joining Cisco Webex or Zoom meetings through built-in interoperability.

Google Docs

Google Docs is a cloud-based word processor designed for real-time collaboration, enhanced by integrated AI and seamless connection to the broader Google Workspace ecosystem.

Below is a summary of its key features and benefits as outlined on the official product page:

Key Features

- Smart Canvas & Building Blocks: By typing "@," users can quickly insert "smart chips" (files, people, or events), formatted meeting notes that sync with Google Calendar, and custom building blocks for frequently reused text like bios or signatures.
- Advanced Collaboration Tools:
 - In-Doc Meetings: Join or host Google Meet video calls directly within the document to discuss edits in real-time.
 - Version History: Track all changes made over time and reinstate previous versions of a document whenever necessary.
 - Pageless Mode: A continuous scrolling view that allows for the creation of content without the interruption of traditional page breaks.
 - Document Tabs: Organise complex projects by creating multiple tabs within a single document to keep related information in one place.
- Integrated eSignatures: Draft agreements and manage contract templates with built-in electronic signature support.
- File Compatibility: Native support for Microsoft Word and PDF files, allowing users to import, edit, and export these formats without losing collaborative features.

Key Benefits

- Seamless Real-Time Collaboration: Multiple team members can edit, comment, and assign tasks simultaneously from any device (web, tablet, or mobile), eliminating version control issues.
- Enterprise-Grade Security: Data is encrypted by default. Workspace provides advanced safety measures, including client-side encryption, anti-abuse protections, and granular permission controls to manage who can view, comment, or edit.
- Increased Productivity: Features like "Help me write" and pre-designed templates allow users to move from a blank page to a finished document much faster.

- Work from Anywhere: Full offline support ensures that users can access, create, and edit documents even without an internet connection, with changes syncing automatically once back online.
- Platform Integration: Deep integration with Gmail (replying to comments from your inbox) and Google Sheets (embedding live charts) streamlines cross-app workflows.

Google Sheets

Google Sheets is a powerful, web-based spreadsheet application designed for real-time collaboration and data analysis. Below is a summary of its key features and benefits as highlighted by [Google Workspace](#).

Key Features

- Seamless Collaboration:
 - Real-Time Co-editing: Multiple users can work on the same spreadsheet simultaneously without version conflicts.
 - In-Document Communication: Use comments, assign tasks, and even host Google Meet calls directly within the spreadsheet interface.
 - Smart Chips: Use the @ symbol to instantly pull in data like people, files, and calendar events.
- Enterprise-Grade Security:
 - Granular Access Control: Manage permissions for who can view, comment, or edit.
 - Encryption & Privacy: Data is encrypted by default, with options for advanced client-side encryption and anti-abuse measures.
 - Version History: Track all changes made over time and revert to any previous version if needed.
- Advanced Data Connectivity:
 - Big Data Integration: Use "Connected Sheets" to analyse billions of rows of data from BigQuery or Looker without needing SQL.
 - Interoperability: Seamlessly edit Microsoft Excel files without converting them, and integrate with third-party apps like Salesforce and Asana.

Key Benefits

- **Enhanced Productivity:** Pre-built templates and AI-assisted formatting allow users to go from a blank sheet to a polished project tracker in seconds.
- **Work from Anywhere:** Being cloud-native, Sheets is accessible via any web browser or mobile app. An offline mode ensures you can remain productive even without an internet connection.
- **Informed Decision Making:** Powerful visualisation tools and AI-driven analysis help teams turn raw data into actionable insights quickly.
- **Cost-Effectiveness:** It is free for individuals with a Google Account, while offering scalable, professional-grade features for businesses through Google Workspace.
- **Data Integrity:** Automatic saving and robust version control eliminate the risk of losing work or working on outdated files.

Google Slides

Google Slides is a versatile, cloud-based presentation tool within Google Workspace designed for seamless collaboration and professional storytelling. Below is a summary of its key features and benefits as highlighted on its official product page.

Key Features

- **Real-Time Collaboration:** Multiple users can edit the same presentation simultaneously. Features like live pointers, threaded comments, and integrated chat allow teams to stay in sync.
- **Gemini AI Integration:** Google's AI assistant helps generate slide outlines from prompts, creates unique images for visuals, and provides quick summaries of long decks.
- **Built-in Presentation Tools:** Includes a Speaker Spotlight feature that embeds your video feed directly into the slide, and the ability to record presentations for asynchronous viewing.
- **Direct Google Meet Integration:** Presenters can join and control their slideshows directly within a Google Meet call, viewing their audience and slides in a single interface.
- **Extensive Customisation:** Access to a gallery of high-quality templates, professional themes, and the ability to add flair with built-in GIFs and stickers.

- Cross-Platform Compatibility: Easily import and edit Microsoft PowerPoint files or export Slides to various formats. It also supports integration with other Workspace apps like Keep and Sheets.

Key Benefits

- Enhanced Productivity: Eliminates "version control" issues (e.g., "v2_final_final") by having a single source of truth that saves automatically to the cloud.
- Accessibility & Mobility: Create, edit, and present from any device—laptop, tablet, or phone. Offline mode ensures you can keep working even without an internet connection.
- Brand Consistency: Organisations can use domain-specific templates to ensure all team presentations align with company branding and design standards.
- Enterprise-Grade Security: Data is encrypted by default. Granular sharing controls allow you to decide exactly who can view, comment on, or edit your sensitive information.
- Engagement & Interaction: Interactive tools like audience Q&A and a digital laser pointer help presenters connect more effectively with their audience.
- Cost-Efficient & Extensible: Available at no cost for personal use, with professional features for businesses. It can be further extended through add-ons (like Lucidchart or Unsplash) and Google Apps Script.

More Applications

[Gemini App](#) Spark new ideas, save time and get more done with the Gemini app, [NotebookLM](#), Vids (view only) and more.

[Colab Pro/Pro+](#) With Colab Pro and Colab Pro+, your organisation's users get additional compute units and enhanced functionality for collaboratively developing data science and machine learning models

[Google Chat](#): (Replaces Currents and Hangouts) A team communication platform with direct messages and "Spaces" for project collaboration

[Google Meet](#): Secure video conferencing. Includes dial-in numbers, noise cancellation and recording (depending on edition)

[Google Keep](#): Shared notes and lists

[Google Sites](#): No-code website builder for internal wikis or public sites

[Google Forms](#): Survey and form builder

[Google Vault](#): eDiscovery, retention and legal hold for Gmail, Drive, Chat and Meet

[AppSheet Core](#): No-code app building platform to automate business processes

Support

Google Workspace Standard Support is the baseline support level included with most Google Workspace subscriptions. It is designed to provide essential technical assistance and resources for administrators.

Below is a summary of its key features, response times, and eligibility based on the Google Workspace Technical Support Services Guidelines (TSSG):

Key Features

- **Multi-channel Support:** Administrators can submit and manage support requests through the Google Admin Console or the Google Cloud Support Portal.
- **Self-Service Resources:** Access to the Google Help Center, online training for end-users and admins, and community forums.
- **System Health:** Access to the Status Dashboard for real-time information on service availability and maintenance.
- **Maintenance & Updates:** Includes automatic product upgrades and regular maintenance updates.

Target Initial Response Times

Support for P1 (Critical) issues is available 24/7, while other priorities are typically handled during standard business hours.

Priority Level	Description	Target Response Time
P1 (Critical)	Service unusable (e.g., mail flow down)	4 hours (24/7)

P2 (High)	High impact; service usable but severely limited	8 hours
P3 (Medium)	Medium impact; partial service loss or workarounds exist	24 hours
P4 (Low)	General inquiries or feature requests	24 hours

Eligibility & Access

- Included: Standard Support is included at no additional cost for most Google Workspace editions (Business Starter, Business Standard, Business Plus, etc.).
- Support for Admins: Only designated Administrators (using a Customer PIN) can submit formal support tickets. End-users are expected to use the online Help Center or contact their internal IT admin.
- Upgrades: Organizations requiring faster response times (e.g., 1 hour for P1) or a Technical Account Manager can upgrade to Enhanced or Premium Support.

Legacy Exception

If your organisation enrolled in Standard Support prior to October 6, 2020, you may still be under "Legacy" terms, which include a faster 1-hour response time for P1 cases.

Contact Information

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