

# Google Workspace Business Starter

## G-Cloud 15 – Service Definition

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# Google Workspace Business Starter

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 a 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

- 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.
- **Security & Reliability:** Built on Google's secure infrastructure with data encryption and integrated protections against spam and phishing.

## Google Drive

Google Drive is a 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

- **Versatile File Support:** Supports over 100 file types, including native editing for Microsoft Office files and advanced annotation tools for PDFs.
- **Shared Drives:** 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.
- **Integrated Workflow Tools:**
  - **Gmail Integration:** Save and organise attachments or send Drive files without leaving your inbox.
  - **3rd Party Integrations:** Seamlessly connects with tools like Slack, Zoom, Salesforce, and Atlassian.
- **30GB per user (pooled)**

### Key Benefits

- **Enhanced Productivity:** By integrating AI and centralised file management, teams spend less time searching for information and more time on high-value tasks.
- **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.
- **Simplified Migration:** Google provides dedicated tools and services to help organisations move data from legacy storage systems into the cloud with minimal disruption.

## 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.

## 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.

## Google Sheets

Google Sheets is a powerful, web-based spreadsheet application designed for real-time collaboration and data analysis.

## Google Slides

Google Slides is a versatile, cloud-based presentation tool within Google Workspace designed for seamless collaboration and professional storytelling.

## More Applications

[Gemini App](#) Spark new ideas, save time and get more done with the Gemini app, [NotebookLM](#), Basic access

[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

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

Gemini for Google Workspace (AI add-ons)

## Service Definition Details

### Business continuity and disaster recovery

The Google Chrome Enterprise services offer synchronous replication of customer data and hence user activities within the various components of the suite are simultaneously preserved in multiple secure data centres and on multiple servers within each data centre. If one data centre is unable to serve a customer request, the system is designed to instantly fall back to another data centre that can serve the customer account with no interruption to the service. Backup, restore and disaster recovery of customer data are therefore inherent features of the proprietary architecture underpinning Google's services. There is no planned downtime of the service/s.

### Onboarding and offboarding support

On boarding services are covered by the relevant Netpremacy Cloud Service offerings and are priced according to the published SFIA Rate Tables according to customer requirements (see separate service listings for details of services offered). Customer data extraction and off boarding assistance and advice where required is provided free of charge and is typically available in an open industry standard format but custom data extraction services via product APIs and additional data transformation may be subject to scope and requirements definition.

### Implementation plans

Implementation plans are covered by the relevant Netpremacy Cloud Service offerings and are priced according to the published SFIA Rate Tables according to specific customer requirements (see separate service listings for details of services offered).

## Pricing

A pricing overview, including volume discounts or data extraction costs –  
See pricing document attached to the service

## Service constraints

Service constraints like maintenance windows or the level of customisation allowed. No planned downtime or maintenance windows are applicable to the Google Cloud services. Configuration and customisation is typically achieved by product settings offered through an admin console or interface, any bespoke customisations are available via rich API set and specific development services subject to scope and requirements. Deprecation of features and functions if applicable are published by the author typically 6 months in advance.

Service levels like performance, availability and support hours All Google products are provided with a 99.9% uptime guarantee, see individual terms of service for specific details. Netpremacy offers an optional Premium Technical Support Service during the hours of 8:30am to 5:30pm – for enhanced support services and the related pricing, please see separate options listed under Cloud Services. Cloud Software products include 24 x 7 vendor support in the licence price by email, chat and phone.

## Compensation if service levels are not met

The financial recompense model for our Google Workspace services is provided by way of service credits and is determined by Google. Please see the relevant Netpremacy Google Workspace Terms and Conditions provided as part of the individual service listing response.

## The ordering and invoicing process

Please contact Netpremacy for individual service order enquiries and for an initial quotation. Each Cloud Software product offered by Netpremacy has specific Terms of Service which are provided in the Service Listing and are referenced in the service Order Form which also gives the service term commitment and total order cost. Invoicing for Cloud Software is raised on order and payable in advance by 30 day terms. Cloud Hosting is invoiced at the end of each month in arrears and is payable within 30 days of invoice. Netpremacy Professional Services engagements are subject to customer requirements and will require direct engagement with our services team for an initial assessment and recommendations. Each individual project is documented in a Statement of Work and includes a detailed breakdown of the tasks involved and commercials are



calculated in accordance with the SFIA Rate Table provided in our service listings. The final SOW is signed by both parties and includes an estimated or confirmed fixed price cost for the project. Services are invoiced either monthly in arrears for Time and Materials billing or based on agreed milestone payments for fixed price billing.

## Terminating a contract

See Terms & Conditions.

The individual termination provisions and notice periods required for each Netpremacy Cloud product and/or service are subject to the individual Terms of Service provided as part of the individual service listing response.

## After sales support

The after sales support for each product is detailed in the individual product listing. Optional Premium Reseller Support is available from Netpremacy (see service listing) but is not mandatory.

## Technical requirements

All Netpremacy Cloud services are accessed via a standard (supported version) internet browser, e.g. Google Chrome.

# Contact Information

Netpremacy Public Sector Team

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