

Google Chrome Enterprise (Upgrade) Licence

G-Cloud 15 – Service Definition

Google Chrome Enterprise unlocks the business capabilities of Chrome OS, Chrome Browser, and Chrome devices, freeing IT to power your cloud workforce.

Management	2
Fast deployment	2
Hassle-free endpoint management	2
Always up-to-date	2
Security	2
Peace of mind, built-in	2
Protect against current threats	2
Keep harmful apps out	2
Regular background updates	2
Manage Chrome devices	3
Service Definition Details	3
Business continuity and disaster recovery	3
Onboarding and offboarding support	3
Implementation plans	4
Pricing	4
Service constraints	4
Compensation if service levels are not met	4
The ordering and invoicing process	5
Terminating a contract	5
After sales support	5
Technical requirements	5
Contact Information	5

Management

Deploy at the speed of today's business demands

Free IT from the day-to-day pains of managing endpoints while providing employees with fast and seamless access to information and cloud-based tools.

Fast deployment

Fast and easy deployment enables organisations to quickly scale with less IT burden.

Hassle-free endpoint management

Our well-researched default settings help take the guesswork out of IT, providing admins with hassle-free management.

Always up-to-date

Reduce calls to the help desk with a reliable OS that's easy to use and always up-to-date thanks to regular background updates.

Security

Peace of mind, built-in

Chrome OS deters users from falling hostage to harmful attacks, and works with diverse application ecosystems to ensure apps are trusted while providing IT with essential controls.

Protect against current threats

Chrome devices proactively protect against threats prevalent on legacy systems.

Keep harmful apps out

Chrome OS provides devices with diverse application ecosystems to ensure applications are trusted — keeping harmful apps out and helping IT retain control.

Regular background updates

Feature and security patches are updated in the background, using the latest security to protect against bad actors, all without interruption.

Manage Chrome devices

You can also manage policies on devices that run Chrome as an operating system. These devices include Chromebooks used as work computers. They also include Chromeboxes or Chromebits used for digital signage or single-purpose kiosk apps.

From a cloud-based Admin console, enforce policies, install apps and extensions, connect devices to your VPN and Wi-Fi networks, and manage other features of Chrome.

[About Chrome device management](#)

Enforce 300+ corporate policies

Whether you manage Chrome Browsers or Chrome devices, you can enforce a wide range of policies:

- Whitelist or blacklist apps and site URLs
- Enforce privacy and security policies
- Install and manage business apps and extensions
- Manage Chrome auto-updates

[Understand Chrome policy management](#)

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

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