

Google Workspace Business Continuity & Business Continuity Plus

G-Cloud 15 – Service Definition

The Google Workspace Business Continuity solution is designed to provide uninterrupted, secure productivity for businesses, specifically addressing the urgent regulatory and operational need for resilience against outages caused by cyberattacks, technical failures, or force majeure. It positions Google Workspace as a ready-to-go, low-cost solution that runs in the background, ensuring data is accessible and operational during a primary service outage (such as Microsoft 365), helping to prevent the significant financial and reputational damage associated with downtime.

Key Features	2
Benefits	3
Contact Information	3

Key Features

- **Uninterrupted Access:** Employees can minimize disruption by switching to familiar, web-based Google Workspace apps, accessible from any device, without installation.
- **Built-in AI Assistance:** Leverages integrated AI capabilities for content generation, data analysis, and meeting management at no additional cost.
- **Seamless Integration:** Offers ready-to-go configuration, including seamless compatibility with Microsoft files and federation with major identity solutions (AD, Entra ID).
- **Data Availability:** Runs in the background with options for pre-filled mailboxes, ensuring user data is available when needed.
- **Enterprise Security and Compliance:** Enforces a strong security posture with zero-trust access and phishing-resistant two-factor authentication. The platform is compliant with critical industry standards and regulations, including DORA, OSFI, FINRA, HIPAA, and FedRAMP.
- **Digital Sovereignty:** Helps customers maintain control over their data with unparalleled encryption and data residency capabilities.
- **Flexible Licensing (SKUs):**
 - **Business Continuity:**
 - Google Workspace Enterprise Plus and Assured Controls Plus
 - Active Directory (AD) Syncing
 - Conversion options upon meeting usage thresholds:
 - 7 days of consecutive usage per year
 - 21 days of cumulative usage per year
 - Monitoring on consecutive and cumulative usage:
 - 4 failover tests per year (24 hrs)
 - Factory reset after fallback
 - Recovery time objective: Minutes
 - Failover: One time data export to Cloud Storage bucket and data deletion via Google Vault
 - **Business Continuity Plus:**
 - Adds the ability to sync data
 - Increased conversion options upon meeting production usage thresholds:
 - 30 days of consecutive usage per year
 - 60 days of cumulative usage per year

Benefits

- **Minimizes Financial Risk:** Averts the high cost of business disruption, where an hour of downtime can cost over \$100,000 for a majority of companies.
- **Protects Brand and Customer Loyalty:** Mitigates hidden costs of downtime, such as stock price drops, up to a 70% risk of customer churn, and substantial employee attrition costs.
- **Reduces Compliance Burden:** Helps meet strict regulatory mandates for business continuity from bodies like DORA (EU) and OSFI (Canada).
- **Enhances Trust:** Offers superior transparency with up to five years of publicly available incident reporting on the Google Workspace Status Dashboard.
- **High ROI:** Provides a low-cost, flexible licensing model that avoids the need for full-scale, expensive migrations.

Contact Information

Netpremacy Public Sector Team

publicsector@netpremacy.com

Call: +44 1420 481450