

Google Meet Hardware

G-Cloud 15 – Service Definition

Fast, effective video meetings for the conference room.

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Meet Hardware

Meet hardware brings the same reliable, easy-to-join video meeting experience of Meet to the conference room.

Its curated set of components work together end-to-end to make engaging HD meetings affordable and headache-free.

Conference Room

Meet hardware scales to any size conference room.

Shine in huddle rooms with a wide field of view camera. Or, expand to larger rooms with the optical zoom of a mechanical pan-tilt-zoom camera.

Daisy chain multiple speakermics together with a single cable for high-quality audio across any size table.

Intelligent design

The speakermic, custom designed and built by Google, intelligently reduces echoes and actively manages background noise to deliver rich, immersive, crystal-clear 360° sound.

In huddle rooms, Meet hardware can automatically zoom and crop based on the number of people in the room.

Easy to set up

Easy to set up, easy to manage

In just minutes, you can set up Meet hardware and connect with your team, whether they're on another floor or in another country.

The hardware kit can even self-diagnose any issues, and it automatically updates the firmware of all the components to the latest version to ensure the best video experience, always. Remote device monitoring and management make it easy for administrators to stay in control, too.

One Click Meeting

Deep integrations with Google Workspace make joining a meeting as simple as a tap on the controller. Register the room with Google Calendar and your

organisation's Meet meetings will automatically appear on the controller with all of the details. Instantly present or share your screen wirelessly to collaborate with participants across the globe.

The power of Meet and Chrome

Meet hardware uses the power and simplicity of an ASUS Chromebox to provide seamless, reliable access to Meet from a conference room.

Licence

A Chromebox for Meetings licence will allow you to set up a Chromebox for Meetings or Hangouts Meet Hardware kit to your organisation's domain. Elevate your virtual meetings with the help of Google Hangouts Meet Hardware and Chromebox for Meetings licence(s).

Set up

Through the onscreen wizard, you can easily enrol your Chromebox for Meetings device to your organisation's domain.

Enrollment

When you enrol a Chromebox for Meetings device, the enrollment process automatically assigns one of your available licences to the device.

Support

Your licence comes with 24/7 support from Google. Also, your licence allows you to manage your device through the Google Admin Console.

Licence term

The first licence you purchase for the Chromebox for Meetings management console lasts for one year from the date of purchase. Following that, any licences you get are prorated to end on the same date as the first licence. All licences will then auto-renew annually on the same date.

Switching device licences

You may switch a licence from an existing device to a new one if the device hardware fails, or is replaced by a different model.

Your Hangouts Meet Hardware kit or Chromebox for Meeting set up requires this licence to work.

Renewal Date

Note: Your Chromebox for Meetings licence renewal date is different from your other Google Workspace and Chrome renewals dates. Those licences renew separately.

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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