

Google Workplace Marketplace

G-Cloud 15 – Service Definition

The Google Workspace Marketplace offers a wide range of quality enterprise apps that add functionality and features to native Google Cloud apps.

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CRM

CRM apps can integrate CRM information into various apps. For example, you could populate an email with client information, or the location for a meeting in Calendar. [See CRM Apps](#)

Project Management

Project management apps can help automate tasks. For instance, you could turn a Google Form into an interactive workflow, or auto generated tasks through Gmail. [See Project Management Apps](#)

Admin tools

Admin tools make it easier to administer your domain, with features like bulk provisioning of users, enhanced password protection policies, and custom security reports. [See Admin Tools](#)

Accessible

Anyone with a Google Account can use the Google Workspace Marketplace. Once installed, apps are accessible through the App Launcher

Administrators

If you're a Google Workspace administrator, you can install apps for your users, and authorise which apps users can install for themselves. [See authorisation details](#)

Browse Marketplace Apps

The Google Workspace Marketplace is available at <https://apps.google.com/marketplace>. Admins can also access the Google Workspace Marketplace from the Admin console:

Sign in to your Google Admin console.

Sign in using an account with super administrator privileges

From the Admin console Home page, go to Apps > then Google Workspace Marketplace apps.

There are several ways to browse apps in the store:

- Choose a category or subcategory of apps from the sidebar, such as Business Tools and then Sales & CRM.
- Scroll through Most Popular, Top Rated, or Recommended for Google Workspace apps.
- View apps that work with Google Drive, Gmail, Calendar, Docs, Sheets, Slides, or Forms.
- Use the search box to search by app or company name.

When you find an app you're interested in, click it to go to a description page. There you can get app details, watch a demo video, see user reviews and ratings, and install the app.

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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