

AvePoint Migration Platform (AMP)

Service Definition Document

G-cloud 14

1 INTRODUCTION

This service definition document for G-cloud 15 explores the AvePoint Migration Platform (AMP) for Microsoft 365. Below you will find information about how to use this document, it is important to read the guidance to ensure you find the information that you need quickly and easily. This document contains information regarding the solution, its functionality and key benefits, commercial information, AvePoint service commitment to you and other relevant information.

1.1 Document Sections

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about AvePoint Migration Platform (AMP), the key features and benefits, functional requirements, technical information and high level commercial information plus links to further reading.

Section 2 - [G-Cloud Alignment Information](#) details how AMP and AvePoint align with the G-Cloud buying process and provides typical information to help you understand how to buy, consume AvePoint services, and how to leave the services should the need arise.

Section 3 - [About AvePoint Company and Services](#) provides information on how AvePoint works and meets today's challenges in the Public Sector.

1.2 How to Use This Document

This service definition document is an active document which means you can click on the links provided to move around the document and to AvePoint's Website, viewing only those specific sections relevant to you.

TABLE OF CONTENTS

1 Introduction	2
1.1 Document Sections	2
1.2 How to Use This Document	2
2 Section: Service Information.....	4
2.1 Section Introduction	4
2.2 AvePoint Migration Platform (AMP) Overview and Assurance	4
2.2.1 Service Functional Capabilities	6
2.2.2 Service Non-Functional Capabilities	8
2.3 Technical Requirements.....	8
2.4 Service Pricing	9
2.4.1 Service Provision Pricing	9
2.4.2 On-Boarding Charges	9
2.4.3 Off-Boarding Charges.....	10
2.4.4 Termination Charges.....	10
3 Section: G-Cloud Alignment Information.....	11
3.1 On-Boarding and Off-Boarding Processes	11
3.1.1 On-Boarding	11
3.1.2 Off-Boarding.....	12
3.2 General Support details	12
3.3 Customer Responsibilities.....	14
3.4 Details of any Trial Service Available	14
4 Section: About AvePoint Company and Services.....	14
4.1 About AvePoint	14
4.2 Why Choose AvePoint.....	15
4.3 Why Choose AvePoint's Services	15
4.4 AvePoint Service Portfolio	Error! Bookmark not defined.
4.5 How to Buy AvePoint's Services.....	19
4.5.1 The Award Process.....	19
4.5.2 Pricing AvePoint's Services	20

2 SECTION: SERVICE INFORMATION

2.1 Section Introduction

In this section, you will find information regarding AvePoint's Migration Platform (AMP) for Microsoft 365. This section explores AMP and how it meets market challenges, functional and technical information, and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 AvePoint Migration Platform (AMP) Overview and Assurance

The Challenge

In a world of multiple IT systems, M&A and requirements to upgrade platforms every couple of years, businesses are looking to consolidate application stacks to one, unified collaboration solution that is cost effective and easy to upgrade.

Microsoft 365 offers UK public sector organizations an ideal platform to enable modern collaboration, and consolidate traditionally on premises email, files, and SharePoint services.

However, challenges remain as to how to discover and consolidate existing source systems as well as migrate the data into a sensible structure within Microsoft 365 Teams, Groups, Exchange, SharePoint, Power Platform and OneDrive without losing fidelity. AvePoint have been an industry leader in this space for several years with AMP.

AvePoint Migration Platform (AMP)

AMP provides an efficient, cost-effective solution for migrating business-critical content from various electronic repositories into the latest, feature-rich releases of SharePoint, Exchange, Power Platform and Microsoft 365.

AMP's innovative and reliable data transfer is unique in its ability to migrate at scale or granularly migrate content down to the item level. The solution provides automated mapping of properties and users between the source and destination. All data is transferred at high speed without a loss in fidelity.

AMP enables administrators to easily plan, schedule, and implement the consolidation of multiple content sources into the platform – maximizing return on investment and gaining more value from SharePoint and Microsoft 365.

AMP supports the migration from multiple source environments. Our technology caters to your unique source environment. Our technology consolidates legacy Lotus Notes, LiveLink, HPTrim, Documentum, FileShares, eRooms, and SharePoint 2007 data into the latest SharePoint versions, SharePoint Online, and OneDrive for Business.

If you've got on premises or cloud-based file shares such as Box, Dropbox, or Google Drive – your data can be migrated at lightning-fast speeds into Microsoft 365.

Migrate Exchange, Gmail, IMAP/POP3 mailboxes into Exchange Online. Consolidate your collaboration from Slack or Teams and Groups from other Office 365 tenants into your tenant of choice. Plus, SharePoint 2010, 2013, 2016 and 2019 SharePoint versions can be upgraded on premises, or to the Cloud.

In addition to AMP, AvePoint can provide Professional Services expertise, including SC Cleared personnel, to help organisations mitigate risks, reduce migration project timescales, reduce migration costs, and enable organisations to drive quicker adoption and ROI of the new platform.

Key Benefits

Consolidate

Utilise AMP's standalone Discovery Tool to discover content from source SharePoint, File Share, and SharePoint Online systems, or built-in scanning for broad cloud and on-prem sources, enabling you to make informed business decisions about your data.

Effective Migration

Transfer content from legacy repositories to the latest SharePoint versions, Microsoft 365 SharePoint Online, Exchange Online, OneDrive for Business, Groups, and Microsoft Teams in an organised and efficient manner to improve IT productivity and reduce time-to-value for deploying Microsoft 365 as your new modern workplace.

Legacy Asset Protection

Optionally keep business-critical information residing in legacy content sources – including folder structures, attachments, document properties, and all associated metadata – intact, allowing end users to confidently access content without interruption.

Flexible Scheduling

Reorganise your information architecture to clean up existing clutter throughout the migration. Empower administrators to plan migration jobs according to business needs – reducing any negative impact on production environments – with granular or bulk content migration as well as flexible job scheduling.

Industry Expertise

Utilise AvePoint's consulting expertise to further reduce risk and follow industry best practices for successful migrations from Quick Start services and Migration Assessments to a Complete Migration Service.

Further information regarding AMP can be found at: <https://www.avepoint.com/uk/products/hybrid/office-365-migration/>

2.2.1 Service Functional Capabilities

The high-level functional capabilities of AMP include:

- Delegate migration plan management based on administrative roles when coming from complex legacy systems.
- Scan source content at no additional cost prior to migration to identify the scope of the migration, and detect any illegal characters, user permissions, usernames, user domains, and other legacy elements that must be mapped in order to migrate successfully into SharePoint or SharePoint Online
- Selectively migrate content according to business needs with granular content selection as well as customizable filtering options based on content properties, and perform test runs to validate migration plan configuration.
- Perform full and subsequent incremental or differential migrations to keep network bandwidth resources optimized and allow production operations to continue until it is time to cut over to the new system
- Migrate into pre-created sites, or dynamically create sites and containers on the fly during migration.
- Preserve all metadata including security settings, attributes, and properties with full fidelity, utilizing customizable mappings to properly represent legacy elements and quickly take advantage of SharePoint's features such as Managed Metadata, and Microsoft 365 new collaboration structures such as Groups and Teams
- Migrate online over existing networks, or offline to securely migrate data across firewalls.
- Manage and prioritize multiple migration projects at once. Delegate administration and management for larger scale migration efforts.
- Prioritize migration plans based on business importance and classification. Data migrations will prioritize the higher impact data first.
- View and track the migration project status through detailed job reports.
- Easily communicate to key stakeholders by exporting job reports straight from the user interface into CSV or PDF formats.

Available Migration Paths

Source	Destination
Documentum eRoom 6.0 and above EMC Documentum 6.5 and above Lotus Notes 6.5 and above Open Text Livelink 9.5 and above Exchange Public Folders Lotus Quickr 6.5.1 and above Microsoft Office SharePoint Server (MOSS) 2007 HP TRIM 7.2 and above (HP Records Manager 8.0, 9.1) Bespoke Systems*	SharePoint Online SharePoint 2019 SharePoint 2016 SharePoint Server 2013 SharePoint Server 2010 SharePoint Foundation OneDrive for Business SharePoint, Team, or Group Sites
SharePoint 2010, 2013, 2016 Network-accessible file shares Other Office 365 Tenants' SharePoint & OneDrive File Shares	SharePoint 2016, 2019 SharePoint Subscription Edition (SE) SharePoint Online OneDrive for Business Microsoft Teams or Group Sites
Box Dropbox Google Drive	SharePoint Online OneDrive for Business Microsoft Teams or Group Sites
IMAP/POP3 Gmail Exchange .PST Other Microsoft 365 Tenants' Exchange Online	Exchange Online
Slack Other Microsoft 365 Tenants' Groups/Teams	Microsoft Teams Microsoft 365 Groups

*Bespoke or other source systems can be reviewed as a migration source but may require customisations, for further information contact sales@avepoint.com

A further, more detailed functional overview can be found at

<https://www.avepoint.com/uk/products/hybrid/office-365-migration/>

2.2.2 Service Non-Functional Capabilities

AMP provides several non-functional capabilities to consider:

- AMP can be integrated and used in conjunction with AvePoint Compliance Guardian. Compliance Guardian can provide additional benefits as part of the Discovery phase to interrogate SharePoint and File Share documents for specific content contained within documents such as PPI or PCI DSS data. In addition, at the point of migration, Compliance Guardian can scan and automatically apply classifications to the document enabling better search and lifecycle management capabilities of your organisations data in SharePoint and SharePoint Online
- AMP comes with AvePoint's Premier support and maintenance, which includes 24/7 and multi-channel support. Further information can be found in Section 3.2.

Further information regarding other AvePoint Online Service solutions can be found in Section 4.4 of the Service Portfolio.

2.3 Technical Requirements

AMP can be licensed as Fly Server (Self-Hosted) for mail, file, and collaboration migration. Fly can be installed in two components, Manager and Agents.

- Manager should be installed on a non-SharePoint or source server to ensure availability. The manager provides the Graphical User Interface (GUI) that a user interacts with for setting up migration plans, running migration plans and checking the job status of a migration plan.
- The Agents will be installed on the migration source and destination environment or on remote servers which can connect to the source and destination environment depending of the type of system agent is connecting to. They are responsible for running your migration jobs and passing applicable job status information to the manager.
- Detailed guidance for server and system requirements can be found for each respective migration license at www.account.avepoint.com.

2.4 Service Pricing

In this section, you will find an introduction to all the types of charges that you may incur in consuming AMP.

This section introduces the commercial models and options available for both Software and supporting services and other costs that you may need to consider as part of your budget evaluation.

2.4.1 Service Provision Pricing

AMP

Below are the key high-level points regarding the pricing of AMP:

- AvePoint's Discovery tool is included with any purchase
- Pricing is based on the volume of data in File shares, Lotus Notes, Livelink, SharePoint 2007, HP Trim sources.
- Pricing for SharePoint, SharePoint Online, is priced based on the number of users being migrated.
- Migration from Teams, Groups, and Slack, cloud files, and mail is based on the number of users, or the number of workspaces
- Email migration is priced based on the number of mailboxes or users
- Object based [pricing options are available](#) as well for more project flexibility

AvePoint Professional Services

Professional services are not mandatory, however, AvePoint provide packages to support customers' requirements. AvePoint professional service information can be found on G-cloud 15, Cloud Support, Setup and Migration.

2.4.2 On-Boarding Charges

There are no specific on-boarding charges to consider other than those highlighted in the Pricing Document. However, there are some general points that should be considered:

- AvePoint Support and Maintenance for AMP is included for 12 months only, if you expect a migration project to last longer than 12 months you may require extended support and maintenance. In such scenarios please contact sales@avepoint.com.
- Fly licenses are deployed on-premise to your internal environment or to your private cloud. Provisioning of such server resources is the responsibility of the customer. Further information regarding infrastructure requirements can be found at <http://account.avepoint.com>

2.4.3 Off-Boarding Charges

There are no off-boarding charges relating to AMP. Once the migration has been complete any AMP software can be un-installed.

2.4.4 Termination Charges

AMP prices are provided in the Pricing Document.

No refund or credit can be claimed for any data allowance that has not been consumed as part of the migration.

Overall Terms and Conditions including any relevant termination charges are available in the Call off contract and at:

[https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\)](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.))
[.pdf](#) and [http://www.avepoint.com/license/Service%20Addendum%20\(UK\)\(July%202015\).pdf](http://www.avepoint.com/license/Service%20Addendum%20(UK)(July%202015).pdf).

3 SECTION: G-CLOUD ALIGNMENT INFORMATION

This section provides information regarding AvePoint and G-Cloud alignment.

3.1 On-Boarding and Off-Boarding Processes

3.1.1 On-Boarding

Once you have decided to Award a contract to AvePoint, the general principles for on-boarding are as follows:

- Contact AvePoint with the following information:
 - o The Migration Band and any additional Professional Services that you require
 - o The source systems you require to migrate from
 - o The name and email address of the person a license should be issued to
 - o The name and email address of the procurement contact associated with the purchase

Once received a representative will be aligned and will contact you to make the order process as simple as possible.

- Once an order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance at AvePoint
- Upon acceptance, the license and software collection information will be emailed to you. If Professional Services are included, the Account Manager will contact you to discuss delivery.

The above process from receiving the order request (including the required information) to license delivery typically takes 3-5 working days. Your Support and Maintenance will begin upon email and delivery of the license.

3.1.2 Off-Boarding

The general principles for off-boarding are as follows:

- The licenses are per month, or based on purchased user or data volume. Premium Support and Maintenance will cease at the end of the initial 12-month period.
- AMP software can be un-installed at any point by your organisation, however, any remaining data allowance will be lost.

3.2 General Support details

The key support details and features of Premier Maintenance are as follows:

Support Program Features

Support Level	Premier Maintenance
Support Channels	Email, Web Support Ticket, Phone and Web Conferencing
Support Hours	24 hours / day, 7 days / week
Email/web support ticket response time	Based on Issue Severity, with priority handling within Issue Severity Level

Support Ticket Response Times

SUPPORT TICKET RESPONSE TIMES Issue Severity	Issue Description	Email and Web Response Time	Phone Response Time*
Low	☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for enhancement	48 hours or less	Immediate

Medium	☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on operations	24 hours or less	Immediate
High	☐ An issue affecting production environment at a major level ☐ Production environment is operational, but platform activities are limited ☐ Long-time adverse effects can lead to productivity being hindered	4 hours or less	Immediate
Very High	☐ Platform activities on production environment are completely inoperable ☐ Major restoration or project is at a mission-critical state ☐ Severe impact on business operations	2 hours or less	Immediate

Product releases included in support

Product Release	Premier
Hotfixes	Yes
Cumulative Update	Yes
Service Pack	Yes
Platform Upgrade	Yes

Further, more detailed support information can be found in the Software, Support, and Professional Services document attached to this service listing.

3.3 Customer Responsibilities

The contractual customer responsibilities and obligations are covered within the Order Form (Call off Contract) with AvePoint, however, further information regarding AvePoint's Master Software License and Support Agreements can be found attached to this Service Listing

3.4 Details of any Trial Service Available

AvePoint provides a trials of AMP software with limited user or data allowance for migration testing, to allow customers to ensure AMP will meet clients' requirements. Any requests for migration licence extension must be made to AvePoint.

The trial license can be downloaded at <http://account.avepoint.com>

It is recommended that prior to downloading the trial you contact AvePoint at: sales@avepoint.com to arrange a demonstration to ensure the trial will meet your requirements and you have foundation knowledge of how to use the software.

SECTION 4: ABOUT AVEPOINT COMPANY AND SERVICES

In this section, you will find details about AvePoint.

4.1 ABOUT AVEPOINT

In today's rapidly evolving digital landscape, the office is everywhere. Generative AI is revolutionizing productivity and innovation. Collaboration needs to be seamless, secure, and intelligent to keep up. AvePoint empowers organizations to confidently embrace this future of work. Our solutions bring data together, build transformative processes, protect against breaches, and optimize data governance so you can remain agile and competitive. We are builders and innovators who are passionate about simplifying collaboration, securing your digital workplace, and unlocking the potential of AI.

More than 9 million cloud users rely on our solutions. Our SaaS solutions are also available to managed service providers via more than 100 cloud marketplaces, so they can better support and manage their small and mid-sized business customers. Founded in 2001, AvePoint is a five-time Global Microsoft Partner of the Year and headquartered in Jersey City, New Jersey. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

AvePoint is a Microsoft AI Cloud Partner and has won partner of the year historically 5 times. As one of the very first Microsoft SharePoint Independent Software Vendors (ISVs) since the platform first debuted in 2001, we are proud to be a strategic sales and technology partner.



*AvePoint is proud to be a Microsoft Syntex and 365 Backup Storage partner representing the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure our products are specifically geared to integrate seamlessly with the Microsoft 365 technology.

4.2 WHY CHOOSE AVEPOINT

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support customers through their Migrate, Management and Protection requirements. With 15 years of experience working alongside Microsoft and AvePoint customers, a vast array of solutions have been developed to meet the ever evolving market challenges.

This has been witnessed and rewarded with a number of high profile rewards. One of AvePoint's true differentiators is the philosophy to work with customers, building relationships and meeting their needs, today and into the future. AvePoint's belief is that you are not just committing to a software purchase, but buying into a relationship.

Specifically to the UK Public Sector, AvePoint has been in operation within the UK market for over 10 years delivering solutions across Central Government, Local and Regional Government, NHS, Higher Education, Blue Light and Not for Profit organisations.

Whilst every Public Sector customer is unique, the challenges they face are often similar; do more for less, lower TCO, consolidation and Cloud are common terms heard from customers.

From listening to customers and applying AvePoint experience, solutions are delivered that truly meet market challenges and will continue to do so into the future.

4.3 WHY CHOOSE AVEPOINT'S SERVICES

Customers enter a relationship with AvePoint built around AvePoint's experience and trust to meet their requirements. However, below are some highlighted points as to why you should choose AvePoint's Migration Platform:

- Mature, feature rich solution used by hundreds of organisations globally and across a multitude of sectors including the UK Public Sector
- Unlike many other competitor products can migrate from a host of source systems with full fidelity to SharePoint, SharePoint Online, and OneDrive for Business, and supports migration into the full suite of Microsoft 365 Services (Exchange, Teams, Groups)
- With AvePoint Professional Services AvePoint can provide a low risk migration service giving you peace of mind and reducing overall project timescales and costs
- AMP can be integrated with AvePoint Compliance Guardian to add further tagging, classification and compliance benefits
- AvePoint have provided additional incentives / bundle offers deliver better value to Public Sector customers
- AvePoint's live 24/7 Support is unrivalled in the marketplace.

4.4 AVEPOINT SERVICE PORTFOLIO

In addition to Cloud Backup, AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

AvePoint Migration Platform

Migrate content to Microsoft 365 and evangelise the benefits that cloud computing can deliver. AvePoint Migration Platform can migrate content from source systems such as SharePoint on-premise, File Systems and Networked File Shares, EMC Documentum, Lotus Notes, Open Text Livelink, Exchange Public Folders, and Lotus Quickr. Migrate Email, G-Suite, Box, Dropbox, and Slack into Microsoft 365, or Teams and Groups (along with mail and files) across Microsoft 365 tenants.

Further information can be found at <https://www.avepoint.com/uk/products/hybrid/office-365-migration/> or contact sales@avepoint.com

AvePoint Cloud Management for Microsoft 365

A complete toolkit for Microsoft 365 Management and Administration allowing you to manage, move, and maintain your business critical Microsoft 365 content. AvePoint Cloud Management simplifies Microsoft 365 management and administration for SharePoint Online and OneDrive for Business.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/management> or contact sales@avepoint.com.

AvePoint Cloud Governance for Microsoft 365

Implement an extensible governance strategy that empowers users, is easy to maintain, and scales as your organization grows with Microsoft 365 Teams, Groups, Sites, and Communities. By giving business

owners oversight into provisioning as well as content and permissions management, your information architecture is developed according to how your business works.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/office-365-governance/> or contact sales@avepoint.com.

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Groups, SharePoint, and Viva Engage Communities, Power Platform apps, flows, and reports? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing digital workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organise, understand, and centrally access your assets. Even curate workspaces hubs for easier navigation and management.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/myhub> or contact sales@avepoint.com.

AvePoint Policies and Insights for Microsoft 365

PI makes it easy to run tenant-wide security reports. But how do you know if there's an issue? PI aggregates sensitivity and activity data across your tenant, so your critical issues are prioritized for action. Then, edit in bulk, and set policies to be enforced automatically.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/policies-insights-microsoft-365> or contact sales@avepoint.com.

AvePoint Opus

AvePoint Opus provides advanced digital information management capabilities, both electronic and physical, designed to facilitate the automated classification, retention, archiving and eventual disposition of content by centrally configuring business rules and enforcing them globally across Microsoft 365 SharePoint Online, Teams, and Group Sites, and OneDrive for Business.

AvePoint Opus supports the capture and management of content from the time of creation, ensuring the information remains useful and accessible across the information lifecycle. Information management business rules such as classification and retention and disposal can be applied without end user intervention to manage the information through to its eventual end of life. Content can be transferred to secondary storage or archival facilities and additionally can be converted to long term preservation formats in compliance with information management policies as required.

AvePoint Opus removes the burden from end users to perform traditional records management tasks. The solution drives automation in line with organisational requirements so that information management tasks can be performed in the background without the user being aware they are occurring. This drives user efficiency and organisational productivity while also ensuring that compliance with information management requirements becomes integrated with day to day working practices.

Further information can be found at [AvePoint Opus | Advanced Information Lifecycle Management | AvePoint United Kingdom](#) or contact sales@avepoint.com.

AvePoint Confide Virtual Data Room

Enterprise data security is always a top concern, but when you're working on hyper-sensitive projects such as M&A, audits, IP management, and more, the stakes are that much higher. Any security breach could be catastrophic. So how can you enable cross-functional teams—both internal and external—to collaborate securely? Confide can help.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/confide> or contact sales@avepoint.com.

AvePoint EnPower for Microsoft 365

AvePoint EnPower provides centralised management, reporting, and governance across Microsoft 365, Power Platform, Copilot and Agentic AI, designed to meet the compliance and security needs of UK public sector organisations. It simplifies administration by offering visibility into user and agent activities, permissions, and data usage, reducing risk and ensuring accountability. With robust role-based access controls and automated policy enforcement, EnPower helps teams manage collaboration environments efficiently while maintaining transparency and control across the entire Microsoft 365 and Power Platform tenant. Whether your organization has one or multiple tenants of Microsoft 365, the integration of services behind it has created complexity on how IT can control and secure what each administrator can see and do. Take back control and empower IT to work faster and get more done with AvePoint EnPower.

Further information can be found at [AvePoint EnPower for Efficient SaaS Operations Management | AvePoint](#) or contact sales@avepoint.com.

AvePoint Cense for Microsoft 365

Not sure whether you're under- or over-assigned Microsoft 365 licenses? Having difficulty aligning your total license costs with business units, departments, or regions? Cense can help. Delegate control to regional, department, or unit budget holders to avoid IT bottlenecks. Gain insights and report on license consumption and associated costs, so you can better allocate licenses and create budget and IT alignment.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/cense-license-management> or contact sales@avepoint.com.

AvePoint Fly for Microsoft 365

Move, migrate, or restructure cloud content in Microsoft Teams and Microsoft 365. Migrate unlimited data easily and with full-fidelity. Fly enables you to simply login and begin your next move. Built in discovery, mapping, and scheduling enable you to clean up or clean out data and reach your goals on time and within budget.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/fly> or contact sales@avepoint.com.

AvePoint Cloud Backup for Google Workspace

AvePoint Cloud Backup protects the critical workspace data in your Google cloud. Our 100% SaaS solution backups your Gmail, contacts, calendars, and drives automatically, up to 4 times a day! Your data is encrypted by default and stored in our secure cloud storage. Restore on-demand for any-time access and fast recovery from errors, attacks, and failures.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/backup/google-workspace-backup> or contact sales@avepoint.com.

AvePoint Cloud Backup for Azure

Organizations and employees continue to navigate the shifting challenges presented by hybrid work and moving to the cloud. The productivity tools and processes intended to enhance the quality and effectiveness of collaboration may potentially introduce vulnerabilities either through human error or malicious attack. As teams continue the transformation into the Modern Workplace, organizations can mitigate risk by protecting their users and business critical applications by incorporating AvePoint's Azure backup solution into their disaster recovery plan. Protect Microsoft Azure VMs, Settings, Entra ID, Storage, and so much more with the leading IaaS and PaaS backup from the industry's top SaaS backup vendor.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/backup> or contact sales@avepoint.com.

AvePoint Professional Services

AvePoint recognise that customers are not necessarily experts in AvePoint Software. AvePoint Consulting Services (ACS) are a team of professionals with many years of experience of training, deploying and configure AvePoint Software.

For further information, contact sales@avepoint.com

4.5 How to Buy AvePoint's Services

AvePoint has aimed to make the purchase process as easy as possible through comprehensive service descriptions, clear pricing structures, simple purchasing processes and further descriptions below. However, should you require any clarification please contact AvePoint at: sales@avepoint.com.

4.5.1 The Award Process

AvePoint are the best placed software supplier to meet your business requirements for the Migration, Management and Protection of Microsoft 365 due to:

Whole life cost

AvePoint has provided discounted license pricing for the UK Public Sector so you can take advantage of the true cost savings that Cloud can bring without breaking your budget. In addition, DocAve Migrator has been developed as commercial-off-the-shelf (COTS) software meaning only small configuration is required, allowing you to deploy and achieve ROI quickly.

Technical Merit and Functional Fit

AvePoint's Software platforms extend proven migration technology to thousands of customers looking to consolidate and restructure enterprise data. AvePoint's commitment to the Microsoft Cloud dates back to BPOS. Ongoing TAP program participation ensures customers are able to take advantage of the latest Microsoft technology as it becomes available. Based on customer experience, DocAve Migrator meets common automation, management, governance and compliance challenges that exist during migration projects when moving to Microsoft Office365.

Service Management

AvePoint has always been known for the quality and response of software and support services which has been extended to DocAve Migrator. In addition, AvePoint's architecture design and commitment to uptime expresses confidence in providing an unrivalled solution to customers.

Non-functional Characteristics

AvePoint's Migration Platform solution is part of a wider Services platform with additional functionality that can simply be switched on with a license key. The additional Online Service solutions discussed in Section 4.4 provide further information about how AvePoint can assist to increase collaboration, automation and enable greater governance and compliance. Again, being COTS software it is possible to deploy, utilise, gain true business value and achieve savings quickly.

4.5.2 Pricing AvePoint's Services

In AvePoint's experience, no migration is ever the same. All customer environments vary in terms of customisation, data volumes and source systems.

Rather than creating a complex pricing structure for different source systems, AvePoint has created a simplified pricing model that is based on data volume and includes the ability to migrate from all source systems that Fly Server supports.

Additionally, customers often have varied levels of technical expertise and resource available.

AvePoint can offer various Professional Service engagements ranging from helping customers to get started quickly to delivering full migration projects. For more information on Professional Service packages, contact sales@avepoint.com

Overall, with a volume based license approach and range of Professional Service packages, AvePoint provides a cost effective solution to meet the varied needs of customers, big and small.