

AvePoint Migration Platform (AMP)

Service Definition Document

G-Cloud 15

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.....	7
2.3 Technical Requirements	8
2.4 Service Pricing	8
2.4.1 Service Provision Pricing.....	9
2.4.2 On-Boarding Charges	9
2.4.3 Off-Boarding Charges	9
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.....	16
4.4 AvePoint Service Portfolio.....	16
4.5 How to Buy AvePoint's Services	20
4.5.1 The Award Process	20
4.5.2 Pricing AvePoint's Services.....	21

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 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, and OneDrive, without losing fidelity. AvePoint have been meeting this challenge 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, and Microsoft 365.

AMP's innovative and reliable data transfer is unique in its ability to granularly migrate content as far down as item level, and for retaining all associated metadata.

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, File Shares, 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 prior to migration to identify the scope of the migration, and detect any illegal characters, user permissions, user names, 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 customisable filtering options based on content properties, and perform test runs to validate migration plan configuration
- Perform full and subsequent incremental migrations to keep network bandwidth resources optimised, only migrating content that has been updated since the last migration
- Migrate into pre-created sites, or create sites on the fly
- Preserve all metadata including security settings, attributes, and properties with full fidelity, utilising customisable 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
- Optionally migrate just the files at lightening fast speeds, take care of data organization and clean up before or after your migration
- Migrate online over existing networks, or offline to securely migrate data across firewalls
- Keep source and destination environments in sync with customisable scheduling to minimize business disruption during the course of the migration project, allowing users to continue working on source environments until the destination SharePoint environment is approved for roll out
- Priorities existing migration plans to ensure projects are executed according to organisational timetables
- View and track the migration project status through detailed job reports

Available Migration Paths

Source	Destination
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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
Power Platform	Other Power Platform

*bespoke or other source systems can be reviewed as a migration source but may require customisations, for further information contact salesuk@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.

Change and Adoption Service

We work with you to ensure your users can identify "What's in it for me?" To achieve this we use a number of pre and post go live strategies and activities.

Awareness and excitement will be enhanced by getting your users involved and strategically placing marketing materials at key areas of high footfall within office and break areas.

We work hand in hand with Microsoft Change Adoption and Gold Partner teams to ensure that the learning elements of your digital workplace transformation mirrors the format of research and recommendation outcomes. Typically this involves matching and creating content around key scenarios that are identified as the enablers for change. Our instructors build content that embeds learning based on the behavioural change and enables the use of key Microsoft 365 apps to achieve those goals. From years of experience we have identified this approach as the most effective way to deliver Microsoft 365 transformation.

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

2.3 Technical Requirements

AMP is licensed as Fly 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

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 salesuk@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\(AvePoint%20UK,%20Ltd.\)
.pdf](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*
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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: salesuk@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.

4 SECTION: ABOUT AVEPOINT COMPANY AND SERVICES

4.1 ABOUT OUR COMPANY AND SERVICES

In this section you will find details about our company and what we do.

ABOUT AVEPOINT

Leading the Way to Advance the Digital Workplace

Collaborate with Confidence. AvePoint provides the most advanced platform to optimize SaaS operations and secure collaboration. Over 21,000 customers worldwide rely on our solutions to modernize the digital

workplace across Microsoft, Google, Salesforce, and other collaboration environments. AvePoint's global channel partner program includes 3,500 managed service providers, value added resellers and systems integrators, with our solutions available in more than 100 cloud marketplaces. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

At AvePoint we have one of the largest SaaS userbases in the Microsoft 365 ecosystem. As a Microsoft Gold Certified Partner, AvePoint represents the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure innovation aligns and is geared towards seamless integration with Microsoft technology.

Additionally, AvePoint is a Depth Managed Microsoft Gold Certified Partner, an honor reserved for the top 1% of Microsoft's entire partner ecosystem worldwide, further proving our commitment to support Microsoft services.

WHY CHOOSE AVEPOINT?

In today's rapidly evolving digital landscape, collaboration needs to be seamless, secure, and intelligent to keep up. AvePoint empowers organizations to confidently embrace this future of work. AvePoint solutions bring data together, build transformative processes, protect against breaches, and optimize data governance so customers remain agile in the face of technological progress.

AvePoint's mission is to work with customers leveraging the AvePoint Confidence Platform to transform the chaos of digital workspace technology and data into a secure, enriched, and controlled experience that improves productivity, improves decision-making, and lowers cost of ownership.

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 we hear across our customer base, and work to help solve for.

WHY CHOOSE AVEPOINT'S SERVICES?

Customers enter a relationship with AvePoint built around AvePoint's experience and trust to meet their requirements. Below are some highlighted points as to why you should choose AvePoint Confidence Platform, and join the more than 21,000 customers to date:

- AvePoint Confidence Platform is 100% built on Azure – hosted, Software as a Service platform.
- AvePoint Confidence Platform is built as Software-as-a-Service (SaaS), meaning no additional infrastructure is required, and you receive the latest product updates automatically. Easily add additional functionality through the same platform by just applying additional license keys as you purchase them.
- AvePoint Confidence Platform products' pricing has been discounted to deliver better value to our public sector customers
- AvePoint 24/7 Live Customer Support is unrivalled in the marketplace.

AVEPOINT CONFIDENCE PLATFORM

AvePoint Cloud Backup

Your SaaS Service Level Agreement (SLA) ensures the availability of your cloud service not the data integrity. That's your responsibility. AvePoint Cloud Backup makes it simple to secure and automate protection with near zero configuration. Whether you are supporting Microsoft 365, Power Platform, Dynamics CRM, Salesforce, Google Workspace (and Classroom), AWS, or Azure, recover from ransomware attacks, roll back configuration errors and rest easy knowing your data is stored on the same Confidence Platform trusted by 21,000 customers.

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

AvePoint Cloud Governance for Microsoft 365

Innovative technology like Microsoft 365 have democratized employee digital capabilities. As a result, IT teams are unsure how to keep a low-friction experience for employees while protecting digital spaces and data with the required policies and security. Frame a modern IT infrastructure with AvePoint Cloud Governance and foster a tighter and more effective partnership between IT and the organization, no matter what digital evolution happens next.

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

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Sites, Groups and Communities in Microsoft 365? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing Microsoft 365 workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organize, 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 salesuk@avepoint.com.

AvePoint Policies for Microsoft 365

AvePoint Policies makes it easy to automate common rules for access, settings, and other Microsoft 365 configurations. Set white/black list policies, rules for external sharing, and more. When AvePoint Policies finds configuration drift, you can notify and even revert the change automatically. Securing collaboration in Teams, Groups, Sites, and OneDrive is easy with AvePoint Policies.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact salesuk@avepoint.com.

AvePoint Insights for Microsoft 365

Establish a strong data foundation and secure Microsoft 365 by understanding sensitive and overshared content – even if it hasn't been classified or labeled. With Insights, ensure compliance with aggregated sensitivity and activity data across your tenant so critical permissions surface at the top of the priority list. Take it further and implement corrective action on priorities, including permission removal, owner notification, or setting an expiration date – quickly securing collaboration in Teams, Groups, Sites, and OneDrive.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact salesuk@avepoint.com.

AvePoint EnPower for Microsoft 365

As appetites continue to grow for more ways to work digitally, IT operations models have been turned on their head. Organizations continue to use traditional support models for solutions like Microsoft 365, forcing IT to re-evaluate how they support the organization now and in the future.

Further information can be found at <https://www.avepoint.com/uk/products/enpower-microsoft-365-management> or contact salesuk@avepoint.com.

AvePoint Cense

As your Microsoft 365 spend increases, you must prepare to report on license allocation, adoption and budget consumption. With AvePoint Cense, you can break down insights and delegate controls by schools, departments, or member agencies.

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

AvePoint Opus

Powered by advanced AI, AvePoint Opus is the next generation of information lifecycle management solutions allowing you to have complete control from creation to archive or defensible disposal, all through a central interface.

Further information can be found at <https://www.avepoint.com/uk/products/avepoint-opus> or contact salesuk@avepoint.com.

AvePoint Confide

When you're working on high-stakes projects, normal data protections are not enough. So how can you enable internal and external teams to collaborate securely? With AvePoint Confide address scenarios with complex sharing needs requiring differentiated security and storage scenarios within your existing Microsoft 365 environment.

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

AvePoint tyGraph

AvePoint tyGraph delivers unparalleled workforce analytics for Microsoft 365, providing a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your employee experience strategy with actual user activity and engagement data so you can foster a more connected and engaged workforce.

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

AvePoint tyGraph for Viva Engage

With communication analytics specifically for Microsoft Viva Engage, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your communication strategy with actual discussion signals and sentiment data so you can make sure your important messages are resonating with your workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/viva-engage> or contact salesuk@avepoint.com

AvePoint tyGraph for SharePoint

With engagement analytics specifically for Microsoft SharePoint, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, improve the health of your SharePoint intranet with actual usage and activity data so you can boost knowledge sharing and engagement.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/analytics-for-sharepoint-intranet> or contact salesuk@avepoint.com

AvePoint MaivenPoint

MaivenPoint, our edtech modern learning SaaS platform, is infused with AI to drive intuitive learning and assessment experiences, higher productivity for educators, and insights-driven service operations for learning administrators.

Further information can be found at <https://www.avepoint.com/uk/solutions/maivenpoint> or contact salesuk@avepoint.com

AvePoint Microsoft 365 Training

AvePoint Microsoft 365 training includes over 1000 hours of easy to digest, bite sized video, instructor-led content covering all the functionality necessary to improve communication and collaboration in your organization.

Further information can be found at (url) or contact salesuk@avepoint.com

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 salesuk@avepoint.com

Everyday AI has arrived with Copilot for Microsoft 365, but not every organization is ready to implement it just yet. Learn how AvePoint Copilot for Microsoft 365 Readiness Service can assess your organization's readiness when it comes to preparing and securing your data for this transformational change.

Further information can be found at <https://www.avepoint.com/solutions/microsoft-365-copilot-success-at-work> or contact salesuk@avepoint.com

4.1 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: salesuk@avepoint.com.

4.1.1 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, AvePoint's Migration Platform 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, AvePoint's Migration Platform 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 AvePoint's Migration Platform. 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 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.

4.1.2 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 salesuk@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.