



Box Consulting Cloud Content Management

Service Definition
G-Cloud Framework 15



Table of Contents

1	Service Definition.....	3
2	Service Pricing	4
3	Service Management	4
3.1	Service Constraints.....	4
3.2	Maintenance Periods.....	4
4	On-boarding and Off-boarding the Box Service.....	4
4.1	Data Restoration / Service Migration	4
4.2	Training	4
5	Ordering and Invoicing Process.....	5
5.1	Ordering Process	5
5.2	Invoicing Process	5
6	Backup/Restore and Business Continuity	5
6.1	Backup	5
6.2	Business Continuity	5
7	Service Levels	5
7.1	Financial recompense model for not meeting service levels.....	6
8	Consumer Responsibilities	6
9	Termination Terms	6
9.1	By Consumers (i.e. consumption).....	6
9.2	By the Supplier (removal of the G-Cloud Service)	6
10	Technical Requirements	6
10.1	Box Website.....	6
10.2	Box Drive.....	7
10.3	Box Mobile (iOS, Android, Blackberry)	8
11	Service Trial	8



1 Service Definition

Box Consulting

Box offers several self-service options for free, including how-to videos, implementation best practice documents, training sessions, webinars, help portals and access to our support knowledgebase. Customers can obtain this information by going to community.box.com

Box also offers consulting services to ensure that you get the service that meets the unique needs of your organisation. With each of these offerings, our goal is to help you configure your enterprise account and get you successfully up-and-running quickly.

Box Consulting Project

Box will design a custom scoped, outcome driven engagement in order to meet your organisational objectives and project goals for Box. A customized scope of engagement often includes (but is not limited to):

- Review Project Goals, Use Cases and Activities
- Deployment of Box and associated tools
- Technical integrations with other best-of-breed systems
- Personalized Training
- Change Management and Adoption activities
- Technical Configuration and Best Practices
- Onsite Analysis Workshop(s)
- API, Technical & Box Platform Consulting
- Planning (Project, Resource, Governance, Adoption, etc)

Box Consulting KeySafe Services

KeySafe Consulting is an offering designed to provide a guided configuration of the Box KeySafe service. This package includes up to 5 one-hour sessions, designed to cover the following topics:

- KeySafe KMS capabilities overview
- Support Customer setup of KeySafe KMS
- Support Customer configuration of KeySafe KMS audit logs
- Functionality validation and support planning
- Transition for ongoing success

Box Consulting Hours

Box Consulting Hours are hours provided by Box Consulting and purchased by a Customer for the purposes of implementing or optimizing the Box Service. Hours purchased can be redeemed against a catalogue of service offerings provided by Box Consulting.

Box Shuttle- Content Migration

Box Shuttle is Box's content migration program, allowing customers to move content quickly and easily to Box. Box Shuttle is available as both a self-service tool and via a Box Consulting (Managed migration) services program.



Both Box Shuttle tooling and services are priced based on terabytes (of data migrated through Box Shuttle into Box).

2 Service Pricing

Refer to Box Consulting Pricing document

All products above are available provided they are made generally available for purchase by Box.

3 Service Management

Box manages the Box service to ensure customers are able to focus on using the simple secure sharing and collaboration features without worrying about running the service. Box performs all maintenance, feature development, and manages the system security. Monitoring of the Box service is performed 24x7 by the Box Network Operations Center. Box also performs capacity management and planning to anticipate any customer usage needs and growth.

3.1 Service Constraints

Box strives to make the Box service highly available, scalable, and secure while still being easy to use. Customers are able to utilize the core functionality of Box through the website, mobile applications, and software tools such as Box Drive. Customers can further enhance functionality of the service through the use of Box partner applications (available through the Box web site), however they must be added to a customer's Box instance and a customer must accept the Terms and Conditions of each partner application used.

3.2 Maintenance Periods

Any changes or maintenance periods required that will affect Box service availability will be communicated to customers and end users prior to implementation.

4 On-boarding and Off-boarding the Box Service

4.1 Data Restoration / Service Migration

Data restoration is available to end users on demand through the Box web site and use of the Version History feature. Through that feature, end users can download or restore prior versions of files. Service migration is available to customers through self-service. Customers can download copies of their content stored in the Box Service at any time during their subscription period and port to an alternative service if required.

4.2 Training

User guides and manuals are available for customers to learn about the features of the Box Cloud Content Management Platform (<https://community.box.com>). For an additional cost, customers may also sign-up for live virtual training sessions with an instructor that provides live



demonstrations of Box features as well as a Question and Answer session (<https://support.box.com/hc/en-us/sections/21356568995091>).

5 Ordering and Invoicing Process

5.1 Ordering Process

Ordering the Box service may be performed on-line through the Box web site or by contacting Box through the Box website or Digital Marketplace. Box will work with customers to understand their needs and intended use and customize a Box service package.

5.2 Invoicing Process

The Box service is sold with a one-year minimum contract period and customers are invoiced on an annual basis with payment due within 30 days of receipt of a Box invoice. Customer may pay for the service with credit card, wire transfer, and ACH. Box accepts Visa, Mastercard, American Express, and Discover. Cash, BACS, PayPal and other forms of payment are not accepted.

6 Backup/Restore and Business Continuity

6.1 Backup

Box automatically performs backups of customer content – upon upload, the content is encrypted and stored in a secure primary and backup facility for redundant backup, which essentially replicates the file to multiple locations to protect it from site-wide disasters. If an adverse event were to occur, files can be restored on demand from the primary or backup storage facility.

6.2 Business Continuity

Box's Business Continuity (BC) program focuses on the critical business processes and functions that support the organisation's operations, employees, customers, and partners. The BC program mandates that all critical functions create and maintain the Business Continuity Plans that will protect mission-critical operations of the business. Box's BC program ensures that the plans and procedures kept current and are tested periodically.

Box recognizes and acknowledges that it is essential to preserve its assets and mitigate the risk of loss of service by preparing and providing for the continuation of mission-critical business processes in the event of a disruption to one or more of its supporting business functions.

7 Service Levels

Box has defined a standard service level availability of 99.9%. Specific terms of the service levels are available in the Box Service Agreement. Box offers various degrees of support via phone, chat and webform. Availability and status of the Box service may also be checked at status.box.com.



7.1 Financial recompense model for not meeting service levels

Depending on the type of services purchased, Box will provide financial recompense according to the Box Service Agreement.

8 Consumer Responsibilities

End user responsibilities are defined in the Box Service Agreement. Responsibilities include notifying Box of any unauthorized use or access to the Box Service as well as any issues or problems with the service and availability.

9 Termination Terms

Box's standard termination terms and conditions are included in the Box Service Agreement.

9.1 By Consumers (i.e. consumption)

Standard terms are 30 days written notice of a material breach of contract and if such a breach remains uncured after the expiration of such period. Additionally, for 30 days following the expiration of the Termination of the Agreement and/or applicable Subscription Period, a customer may request from Box, limited access to the Box Service solely for purposes of Customer's retrieval of the Content.

9.2 By the Supplier (removal of the G-Cloud Service)

Standard terms are 30 days written notice of a material breach of contract and if such a breach remains uncured after the expiration of such period. Additionally, for 30 days following the expiration of the Termination of the Agreement and/or applicable Subscription Period, a customer may request from Box, limited access to the Box Service solely for purposes of Customer's retrieval of the Content.

10 Technical Requirements

Requirements for full use of the Box platform are as follows. Full details can be found at <https://community.box.com>.

10.1 Box Website

The primary method accessing all features of the Box service is through the web site at www.box.com.

Operating System Requirements

Windows

- Windows & Windows Server – The two latest released versions (64-bit)
- Box Sync does not support NTFS data deduplication, even if it is enabled in Windows
- Box Drive is fully supported on M1 devices
- Box Tools is fully supported on M1 devices



- Box Sync is not supported on M1 devices

MacOS

- The two most recent OS releases.

Android

- All versions of Android released within the last three years

Browser Requirements:

Browser	Supported Version(s)
Firefox	The two latest, released versions
Chrome	The two latest, released versions
Safari	The two latest, released versions on MacOS
Edge	The latest two versions of the new Microsoft Edge (Chromium-based) Box Tools is not supported on legacy version of Microsoft Edge (non-Chromium)

10.2 Box Drive

Operating System Requirements

<https://support.box.com/hc/en-us/articles/360043697474-Installing-and-Updating-Box-Drive>

Windows

Prerequisites:

- The two latest released versions of Windows or Windows Server
- Universal CRT
- .NET version 4.5.2 or higher
- Box Sync is **not** installed
- Recommended minimum system specifications:
 - 1.6GHz dual core processor
 - 4GB of RAM

MacOS

Prerequisites:

- The two most recent OS versions.
- HFS or HFS+ formatted hard drive
 - APFS formatted hard drives are supported with Box Drive v1.2.93+
- Box Sync is not installed



- Recommended minimum system specifications:
 - 1.6GHz dual core processor
 - 4GB of RAM

10.3 Box Mobile (iOS, Android, Blackberry)

Depending on the device, Box mobile applications are accessible through the respective application repositories.

Box Mobile for iOS requires iOS 14.0 or later - <https://apps.apple.com/app/box-net/id290853822>

Box Mobile for Android requires Android 8.0 and up - <https://play.google.com/store/apps/details?id=com.box.android>

11 Service Trial

End users must contact Box to get setup with a trial of the Box service. The trial provides full functionality of the platform including use of mobile applications, the sync tool, and all security and user management features.