



# Statement of Work ("SoW")

Essentials Deployment Services

# Table of Contents

- Contact Information ..... 2
- Scope of Services ..... 3
  - Project Kick-Off ..... 3
    - Milestone 1: Project Logistics Meeting ..... 3
    - Milestone 2: Project Kick-Off Meeting ..... 4
  - Project Activities ..... 4
    - Milestone 3: Use Case Definition Session ..... 4
    - Milestone 4: AvePoint Solution Base Configuration ..... 5
    - Milestone 5: AvePoint Solution Use-Case Configuration ..... 5
    - Milestone 6: User Acceptance Testing Use Case Iterations ..... 5
- Project Management ..... 5
- Customer Enablement ..... 6
  - Training ..... 6
  - Build Documentation ..... 6
  - Onboarding and Adoption with Microsoft Fastrack ..... 7
- Project Summary ..... 8
  - Deliverables Summary ..... 8
  - Scheduling and Staffing ..... 9
    - Project Scheduling ..... 9
    - Project Staffing ..... 9
  - Project Assumptions ..... 10
- Project Closure ..... 12
- Terms & Conditions ..... 13
- Appendix: Sample Use Cases ..... 14

## Contact Information

### AvePoint US Headquarters

**AvePoint, Inc.**  
525 Washington Blvd, Suite 1400  
Jersey City, NJ 07310

This statement of work ("SoW") is made pursuant to the terms and conditions listed herein and made effective upon execution of applicable Sales Quote by and between AvePoint, Inc ("AvePoint"), a Delaware corporation, located at 525 Washington Blvd, Suite 1400, Jersey City, NJ 07310, and Customer listed in applicable Sales Quote ("Customer"). AvePoint reserves the right to cancel this SoW if not executed within two (2) weeks of transmittal to Customer.

## Scope of Services

The following sections describe steps of the Essentials Deployment Service methodology along with expected deliverables AvePoint will provide associated with each step. The deliverables below will be executed on the following AvePoint solution licensed by the customer:

- Per Sales Quote

AvePoint will provide each deliverable [D] and perform the activities detailed in each milestone [M].

- Project Kick-Off
  - M1: Project Logistics Meeting
  - M2: Project Kick-Off Meeting
- Project Activities
  - M3: Use Case Definition Session
  - M4: AvePoint Solution Base Configuration
  - M5: AvePoint Solution Use-Case Configuration
  - M6: User Acceptance Testing Use Case Iterations
- Customer Enablement
  - Training
  - AvePoint Solution Build Documentation
  - Onboarding and Adoption with Microsoft Fastrack

### Project Kick-Off

Upon signature of the Quote, AvePoint will enter the project into a resource staffing process defined under Project Scheduling in the forthcoming Scheduling and Staffing section of this SoW. Upon staffing project kick-off efforts will begin, including the following Milestones.

#### Milestone 1: Project Logistics Meeting

In the Project Logistics Meeting the project teams will discuss the initial project logistics. Topics for this meeting will include but not be limited to:

- Start date
- Project participants (may include)
  - Customer's Project Manager
  - IT management
  - Technologists
  - Representative stakeholders
- Schedule requirements
- Deadlines

- Requirements for remote network access and security.

## Milestone 2: Project Kick-Off Meeting

A separate Project Kick-Off meeting with the Customer’s primary stakeholders will ensure all expectations, activities, and goals are clear and agreed upon. During this Project Kick-Off, AvePoint will review the vision and strategic goals for the project. This is a key prerequisite for design choices that will be made throughout the project and will accomplish the following:

- Provide the necessary background and context to any project team members who were not part of the project scoping
- Clarify any ambiguity regarding roles and responsibilities of the team members
- Confirm success criteria for the measurement of interim progress, and key milestones / deliverables of the project

A preliminary project schedule will be created after the conclusion of the Project Kick-off Session.

At the conclusion of this milestone, the following deliverables will be supplied:

Deliverable
Meeting Notes
Preliminary Project Schedule
Kick-Off Presentation Deck

## Project Activities

### Milestone 3: Use Case Definition Session

During this session, AvePoint will meet with the Customer to finalize the Use Cases that will be implemented during the subsequent milestones of this engagement. A Use Case shall be defined as a single AvePoint Solution configuration or group of configurations used to support a single outcome.

Up to five (5) Use Cases will be defined, leveraging out-of-the-box capabilities of the AvePoint Solutions covered in this SoW. Each Use Case will be assigned a priority, which will guide the order in which they are implemented. After the conclusion of this milestone, no additional Use Cases can be added to the Prioritized Use Case Definition List without a Change Request.

At the conclusion of this milestone, the following deliverables will be supplied:

Deliverable
Prioritized Use Case Definition List

## **Milestone 4: AvePoint Solution Base Configuration**

AvePoint will configure minimum required components of the AvePoint Solution itemized in the Sales Quote according to AvePoint best practices. The AvePoint Solution will be configured in a single environment.

## **Milestone 5: AvePoint Solution Use-Case Configuration**

AvePoint will configure the AvePoint Solution according to the Prioritized Use Case Definition List. All configuration work performed during this milestone will be done in accordance with AvePoint best practices. Upon completing the Use Case configurations, AvePoint will perform testing, where feasible, to qualify that the Use Cases function as intended.

## **Milestone 6: User Acceptance Testing Use Case Iterations**

The Customer is responsible for testing each Use Case. The tests will validate the technical functionality and verify that each Use Case meets the associated business requirements. The entirety of the user acceptance testing must complete within a one-month period.

Testing will include up to three (3) iterations. During each iteration period, the Customer will conduct a thorough test of each Use Case. Identification of user acceptance testing participants as well as iteration reporting and desired change explanation are the Customer's responsibility. Customer's outcome of each iteration testing effort will be a compiled list of test results and desired changes to be provided to AvePoint. The AvePoint team will then make technical configuration adjustments accordingly where appropriate in alignment with Solution capabilities.

After the conclusion of this milestone, no changes to Use Cases can be requested without a Change Request.

## **Project Management**

Project Management is a service provided by AvePoint through all milestones of the deployment via the Project Coordinator ("AvePoint Project Management"). AvePoint Project Management works together with the Customer's Project Manager and Customer Project Stakeholders to ensure a successful deployment. While each milestone may have specific Project Management activities, described below are activities that will be performed throughout the engagement:

### **Resource and Timeline Management**

- Facilitate communication with all project staff and the customer's team inclusive of tracking progress, and potential deviations
- Handle AvePoint staffing decisions and arrangements regarding tasks and schedules

- Work closely with the Customer’s team to ensure full communication of timelines of milestones and deliverables and expectations of the customer team throughout the project
- Serve as a communication point of contact to AvePoint personnel as the demands of the Customer’s business develop

### Escalation and Risk Management

- Continuously monitor project activities and identify any potential risks in relation to schedule, resource availability, or task feasibility
- Communicate potential impediments as well as mitigation recommendations, where applicable, to parties both at the Customer and at AvePoint.
- Manage changes to project timeline and task priority

### Change Management

- Assess the need for changes to project structure and communicate them to parties involved
- Author supplementary agreements such as Change Requests depending on the terms of the change(s)

## Customer Enablement

### Training

AvePoint will deliver technical (administrator level) training on key aspects of the AvePoint Solution in scope. The training will consist of up to one (1) training sessions for up to two (2) hours per session, focused on:

- AvePoint Solution architectural considerations
- Key AvePoint Solution configuration settings
- Relevant AvePoint Solution components.

Each session may contain up to ten (10) attendees.

### Build Documentation

Throughout the engagement, AvePoint will document the configuration of the AvePoint Solution in scope. This documentation will be compiled and formalized into a build document which will be delivered to the Customer within five (5) business days of the final Milestone’s completion.

Deliverable
AvePoint Solution Build Documentation

## Onboarding and Adoption with Microsoft Fastrack

As a complimentary addition to the AvePoint solution subscription and service, AvePoint will become the Customer's on-boarding and adoption partner for Microsoft 365. Over the course of the AvePoint solution subscription and service, AvePoint will monitor the consumption rates of associated workloads to help the Customer recognize their ROI on Microsoft 365. In order for AvePoint to be registered as the Customer's FastTrack Ready partner, Customer must consent to AvePoint submitting a request for Customer's registration on behalf of the Customer, with the understanding that giving such consent to AvePoint will result in the Customer's registration request being assigned to AvePoint – a Microsoft FastTrack Specialist – and with AvePoint being provided with access to Customer's information as described in the Microsoft Privacy Statement and FastTrack Disclosure, the links to which are provided below.

Microsoft Privacy Statement: <https://privacy.microsoft.com/en-us/privacystatement/>

FastTrack Disclosure: <https://fasttrack.microsoft.com/en-us/portal.html#/fasttrack-disclosure/>

# Project Summary

## Deliverables Summary

The following table is a summary of the above listed deliverables for each milestone and ongoing engagement activity provided for convenience.

ID	Deliverable
<b>Project Kick-Off</b>	
M1	Project Logistics Meeting
M2	Project Kick-Off Meeting
D1	Meeting Notes
D2	Preliminary Project Schedule
D3	Kick-Off Presentation Deck
<b>Phase 1</b>	<b>Deployment Design</b>
M3	Use Case Definition Session
D4	Prioritized Use Case Definition List
<b>Phase 2</b>	<b>Pilot Deployment</b>
M4	AvePoint Solution Base Configuration
M5	AvePoint Solution Use-Case Configuration
M6	User Acceptance Testing Use Case Iterations
<b>Phase 3</b>	<b>Production Deployment</b>
M8	Production Configuration
M9	Post-Deployment Support
<b>Ongoing Engagement Activities</b>	
<b>Project Management Activities</b>	
Milestone Completion and Billing Invoices	
<b>Customer Enablement</b>	
Training	
AvePoint Solution Build Documentation	
Onboarding and Adoption with Microsoft Fastrack	

## Scheduling and Staffing

### Project Scheduling

AvePoint does not commit scheduling resources for service delivery until a SOW contract is executed with the Customer. Upon approval and signature of this SOW an AvePoint representative will contact the Customer within five (5) business days to schedule the Project Logistics Meeting, and work with the Customer on scheduling and resource assignment. AvePoint expects to begin work on the services engagement within two (2) to four (4) weeks after the Project Logistics Meeting.

### Project Staffing

The tactical aspects of the service engagement will be conducted by an AvePoint Engineer. All other resources will be engaged and participate in specific service engagement activities as required.

**Engineer:** The Engineer assigned to the project is an expert in AvePoint's Solution. The Engineer will be responsible for the implementation of the AvePoint Solution in scope and training the Customer on how to operate them.

**Project Coordinator:** The AvePoint Project Coordinator will lead communications and tasks through the Project Logistics meeting. The Project Coordinator will continue to be available for change management, risk management, escalations, and project closure related matters.

## Project Assumptions

The Scope of Work and cost estimates for this engagement are based on a series of assumptions listed in the table below. If any of these assumptions prove to be incorrect, the Efforts and Costs of this engagement may be affected and warrant a Change Request.

Assumption	Assumption Descriptions
Remote Access	<p>The AvePoint Engineer requires unattended, remote access to implement the AvePoint Solution. The Customer is expected to provide all necessary means supporting remote access. Alternative methods of implementation (e.g. over the shoulder) will require a change request.</p> <p>AvePoint may leverage globally distributed resources for some or all portions of the project. These resources may require remote connectivity from various geographical regions around the world.</p>
Delivery Location	All project activities are performed remotely.
Session Recording	If mutually agreed upon, sessions may be recorded for future reference and/or onboarding purposes.
AvePoint Solution Customization	This engagement is designed to be completed with out of the box features and functionality. Any requests by the Customer that cannot be achieved utilizing native Solution capabilities may be shared with the AvePoint product team for consideration but will be considered out of scope for this engagement.
Services Scope	The services listed herein are specific to the AvePoint product portfolio. This SOW does not cover any activities associated with any other software stack or solutions.
Custom Scripts / Actions	<p>Any configurations requiring custom and/or scripting activities are out of scope for this engagement. Examples of such customizations include:</p> <ul style="list-style-type: none"> <li>• Alterations to sample scripts</li> <li>• Supplementary code</li> <li>• Custom control configuration</li> <li>• Workflows and/or automation outside of native functionality</li> </ul>
AvePoint Solution Troubleshooting	Should any AvePoint Solution in-scope issues arise during the Use Case execution, the assigned AvePoint Engineer will conduct diagnostic troubleshooting such as verifying AvePoint Solution settings. If the issue cannot be resolved within a reasonable amount of effort the AvePoint Engineer will engage the AvePoint support team for additional assistance.
Project Cadence	If work stoppages in excess of two (2) weeks are introduced by Customer outside of agreed upon outage windows identified during Project Kick-Off, AvePoint reserves the right to suspend work activities. If the stoppage requires alternate AvePoint resources upon resumption,

Assumption	Assumption Descriptions
	AvePoint reserves the right to issue a project re-initiation charge up to five percent (5%) of the total project cost.

## Project Closure

The work under this SOW, including all deliverables, shall be deemed completed by AvePoint immediately after the final deliverable described in this SOW has been provided to the Customer. Promptly after such completion, AvePoint shall send to Customer a project closure notice informing the Customer that the work under this SOW is deemed complete by AvePoint. The parties hereto agree that if Customer fails to contact AvePoint in writing and explicitly set forth its objection to applicable deliverables or work performed under the SOW within five (5) business days from its receipt of the project closure notice, then the work under this SOW shall be deemed accepted by Customer. Accordingly, all current or outstanding payment obligations hereunder are immediately due and payable by Customer to AvePoint. Completion of the foregoing process indicates that AvePoint has fulfilled all of its tasks and obligations outlined in this SOW. AvePoint reserves the right to submit its final invoice to Customer upon SOW closure.

## Terms & Conditions

In the event Customer and the AvePoint entity issuing this SOW ("AvePoint") have executed in writing a Master Service Agreement or similar framework, or individual agreement governing the purchase and use of the services listed in this SOW ("Governing Agreement"), such Governing Agreement shall exclusively apply to the agreed extent.

To the extent that no Governing Agreement applies, all services purchased hereunder are offered only under the terms of the AvePoint Master Service Agreement as published at <https://www.avepoint.com/license/services> as amended by AvePoint from time to time.

Under no circumstances will Customer's terms (e.g. as contained or referenced in a purchase order) modify the existing service terms or provide additional terms or conditions.

## Appendix: Sample Use Cases

Below is a listing of common Use Cases that customers implement in their AvePoint Solutions. The Customer will be able to select from, but not be limited to implementing any of these Use Cases within the total Use Case count described in the **Use Case Definition Session** Milestone.

AvePoint Solution	Category	Use Case
Cloud Backup for Microsoft 365	Configuration	Configure the App Profile and Service Account Prerequisite Settings
	Backup/Restore	Configure a Discovery on Mailbox, OneDrive for Business, SharePoint site collection, M365 Group/Team/Yammer Community, or Project Online Site
	Backup/Restore	Configure Backup plan to backup all scoped objects that have been discovered
	Backup/Restore	Perform a restore of an item from Exchange, OneDrive for Business, SharePoint Online, M365 Group, Microsoft Teams, or Project Online Site (up to 1GB in size)
	Configuration	Configure Alerts for Email Notifications
Cloud Backup for Dynamics 365	Configuration	Configure the App Profile and Service Account Prerequisite Settings
	Backup/Restore	Configure scan setting to scan your Organizations
	Backup/Restore	Configure Backup plan to backup all scoped objects that have been discovered
	Backup/Restore	Perform a restore of an object from Entity, Record or Field (up to 1GB in size)
	Configuration	Configure Alerts for Email Notifications
Cloud Backup for Salesforce	Configuration	Configure the App Profile and Service Account Prerequisite Settings
	Backup/Restore	Configure backup plan
	Backup/Restore	Perform a restore of an item (up to 1GB in size)

AvePoint Solution	Category	Use Case
	Configuration	Configure Alerts for Email Notifications
Cloud Backup for Google Workspace	Configuration	Configure the App Profile and Service Account Prerequisite Settings
	Backup/Restore	Configure backup settings to backup objects (Gmail, Google Drive, Shared Drives)
	Backup/Restore	Perform a restore of an item (Gmail, Drive, Calendar, Contacts Data)
	Configuration	Configure Alerts for Email Notifications
Policies & Insights	Tenant Level Policy - Ghost Users	Configure a policy to identify users that do not have membership to any SharePoint Sites, Groups or teams
	Tenant Level Policy - Groups/Teams Management	Configure a policy to prevent the deletion of Groups or Teams by all or targeted users
	Tenant Level Policy - Guest Users	Configure a criteria and time based policy to remove Guest User Accounts from Azure AD
	Teams Level Policy - Team Controls	Configure a scheduled scan that identifies Teams with insufficient Owner count
	Teams Level Policy - Sharing Controls	Configure Sharing Controls on up to 5 Groups or Teams
	SharePoint Online Level Policy - External User Controls	Perform a scan on an internal site up to 1GB in size for external users, and remove any found.
	SharePoint Online Level Policy - Sharing Controls	Perform a scan on a site up to 1GB in size, that will remove any out of policy sharing links
	External User	Generate a report for external users found within M365 and perform administrative action on account(s) including removing access
	Risk Analysis	Configure up to five (5) sensitive data definitions for a M365 Risk Analysis scan

AvePoint Solution	Category	Use Case
	Exposure	Configure exposure levels to determine what is considered High/Medium/Low violation(s)
FLY	Permissions Migration	Migration of a Site including permissions and confirm that the site permissions is migrated (up to 1GB in size)
	Checked-Out File	Migrate a library containing a checked-out file
	Incremental Migration	Perform a Full Migration (up to 1GB in size), modify a document in the source site, and then perform an incremental migration job to confirm that changes in the source have been captured in the incremental migration job.
	Workflow Definition	Migrate a library containing a workflow definition
	Site Promotion	Migrate a Site and promote it to a Site Collection.
	Large List Migration	Migrate a site containing a large list (containing over 5,000 items) to confirm that large lists can be migrated as well as to understand the List View Threshold.
	Filter Option to Limit Versions	Configure a Filter Profile that limits the amount of document versions to migrate and save a Migration Profile with this option. Migrate a library and confirm that document versions can be limited with the configured Filter Profile.
	Discovery	Execute and generate a discovery report of a site or site collection (up to 1GB in size)
Cloud Management	Administrator	Generate report to confirm ownership of site, libraries, items.
	Content Manager	Restructure 1 site up to 1GB in size.

AvePoint Solution	Category	Use Case
	Administrator	Clone a user's permission with another user.
	Administrator	Discovery deactivated users within an organization
	Usage Report	Discover detailed usage activities up to 1 site collection (active users, downloads, site activity, site visitors and activity, and document last accessed time)
	Deployment Manager	Configure a plan to deploy selected site elements from one site to another site or to multiple sites.
	Administrator	Perform a batch process task (changes feature, services or permissions)
	Policy Enforcer	Configure a profile in Policy enforcer to demonstrate enforcement of certain policies that are configured by the organization
	Administrator	Perform an Admin Search to identify workspaces