

## Cobweb Hosted SharePoint - Service Description

Cobweb Hosted SharePoint is a web-based document collaboration tool that helps you maximise productivity in a truly flexible, reliable and cost effective way. The service includes class-leading Microsoft Forefront Security for SharePoint Anti-Virus protection and secure access (SSL) as standard.

### 1. Introduction

Cobweb Hosted SharePoint lets businesses store and securely access company information and documents online. Offering easy integration with Microsoft Office, the service provides mobile, remote and desktop access combining state-of-the-art security with ease of use. Cobweb Hosted SharePoint is based on Microsoft Windows SharePoint Services 3.0

Delivered as a fully managed solution with 24/7 support and a guaranteed service level, you can benefit from all of the advantages SharePoint offers without the costs, risks and hassle associated with implementing and managing the solution yourself.

The Cobweb Hosted SharePoint service makes it easier to manage documents and increases employee productivity by providing structured, searchable libraries of version controlled documents.

Business process efficiency is improved with task management, alerts, notifications and automated process workflows.

### 2. Service Features

- Cobweb Hosted SharePoint includes access for 15 users with 1GB content storage.
- Additional users and storage are available in the following increments 10 & 50 users and 1GB & 10GB additional content storage.
- Class-leading Anti-Virus protection using Microsoft Forefront Security for SharePoint.
- 1 licence for Microsoft Office SharePoint Designer 2007 included
- The service is supported 24/7 via Telephone, Email and Online Support
- Secure access supplied as standard using GeoTrust Rapid SSL Certificate with up to 256-bit encryption via standard web browser, so there is no need for VPN access
- Support for unauthenticated Windows SharePoint Services 3.0 sites
- Mobile access – BlackBerry, Apple iPhone and Windows Mobile Devices can access Hosted SharePoint with an internet browser enabled phone
- Supports Microsoft Office 2003 and 2007 and Office 2010 file formats, PDF, Visio and most common image and file types
- 40 pre-installed site templates available to meet the requirements of general business processes or sets of tasks
- Self-service flexible user and group management
- Unlimited SharePoint sub-sites for departments, projects and team sites.
- Unified password sign-in experience across Cobweb Hosted Services; Hosted SharePoint, Hosted Exchange, Hosted CRM and Office Communications Server.

### 3. Platform

The service platform is based upon Microsoft's Hosted Messaging and Collaboration prescribed architecture and is designed to support tens of thousands of users.

# COBWEB

## **This model offers the following advantages:**

- 24/7 proactive server and application management with sophisticated monitoring tools including System Centre Operations Manager (Microsoft Operations Manager 2007) and HP System Insight Manager
- Capacity Management planning ensures robust, reliable and consistent service performance
- Service delivered from a Tier 4 data centre which includes multiple internet feeds with automatic redundancy, uninterruptible power supplies, fire suppression systems and 24/7 manned security
- The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security.

## **Data Backup**

The data within the Cobweb Hosted SharePoint service is backed up for the purpose of service restoration in the event of disaster recovery. Advanced back-up methods allow granular restoration of individual sites or items.

- Full daily backups to disk are performed
- Data is taken to tape for offsite purposes

Backup tapes are rotated on a “Grandfather, Father, Son” basis with 1 weekly tape each month kept for 12 months. Customer requested restorations from backup will incur a professional services charge.

## **4. Security**

The delivery of the Cobweb Hosted SharePoint service is controlled by our ISO27001 Information Security Management policies and procedures.

The security features of the Active Directory within Microsoft Windows Server, Windows SharePoint Services and Microsoft SQL Server ensure that the data for each customer resides within its own unique segment of the service. No other customer has permissions over or can see or access any other customer’s data.

The network security at the data centre is fronted by multiple resilient firewalls. Security procedures involve constant monitoring of network traffic, router loading and application behaviour.

Our state-of-the-art data centres are managed on a 24/7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance.

Each user has a unique login, allowing them to set preferences and access only those documents/areas to which they have been authorised.

Authorisation works through an administrator setting preferences to specific information and parts of the site, and can be controlled either at a user or a group level.

Sites are secured with GeoTrust RapidSSL Certificate with up to 256-bit encryption.

Data resides in the UK and is subject to UK data protection laws.

## **5. Virus Protection**

The service is protected by Microsoft Forefront Security for SharePoint to eliminate documents containing malicious code. Virus protection from document libraries:

- Integrates scan engines from industry leading vendors

# COBWEB

- Real-time scanning of documents uploaded and downloaded from document library
- Manual and scheduled scanning of document library

Microsoft Forefront Security for SharePoint protects against viruses and secures your data by blocking specific file types.

Any files with common malicious file extensions cannot be uploaded to the Cobweb Hosted SharePoint Service, along with any file extensions that are treated as executable files by Windows Explorer. Files with curly braces { or } are also blocked from upload.

## 6. Customer Support

The call centre is based in the UK and will provide 48hrs notice of planned maintenance.

- The service is supported 24/7x365 via Telephone, Email and Online Support
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progressed during Core Hours of business – including service set-up / configuration
- Access to Administrator Support is for named Company Administrators.

### 6.1 Support Hours

- Core Hours: 08:00hrs to 18:00hrs GMT time zone, excluding weekends and UK Public Holidays.

## 7. Guaranteed Service Level

All service level guarantees are based on service monitoring data collected over whole calendar months.

Cobweb shall use reasonable care and skill when providing Services but does not guarantee that the Services shall be continually available to the Customer.

There may be occasions when Services are disrupted through an error or act of the Customer or another third party or, circumstances outside the reasonable control of Cobweb (“Service Disruption”).

In the event of unavailability of Services to the Customer, other than in the case of Service Disruption, Cobweb shall reimburse the Customer (“Service Credit”) as follows:

| Service Credit (% of monthly charge) | Service Availability     |
|--------------------------------------|--------------------------|
| 25%                                  | 99.0% to 99.5% inclusive |
| 50%                                  | 95.0% to 98.9% inclusive |
| 100%                                 | Less than 95%            |

- The service availability calculation excludes standard scheduled maintenance

## 8. Data Ownership

- At all times the data stored within the Cobweb Hosted SharePoint service is the property of the customer
- In the case of service termination, data can be provided to the customer on DVD or other portable digital media, subject to a professional service charge.

## 9. Service Management

Managed set-up: Initial site configuration and SSL certificate installation are managed by our dedicated provisioning team.

# COBWEB

Self service: Enables you to add additional users, manage permissions and groups. Self-service can be completed by the appointed admin user. Creating new sites and selecting templates.

## **10. Advance Features Include:**

- All Windows SharePoint Services 3.0 features, including, alerts, RSS publishing, blogs, wikis, event and task tracking, contacts, discussions, tasks and document libraries
- Support for Microsoft InfoPath forms.

40 application templates are available out-of-the-box to support scenarios tailored to address the needs and requirements of specific business processes or sets of tasks.

## **Popular template solutions include:**

- Business Performance Reporting - track customer satisfaction using surveys and discussion
- Campaign Tracking - track the implementation and success of outbound marketing campaigns
- Integrates with Microsoft Excel 2007 templates
- Team Work Site - project and document control with schedule tracking.
- Expenses Management - employee reimbursement and approval application. Online process workflow to review, approve and track
- Sales Lead Pipeline - track leads, opportunities, contacts and accounts through role-based dashboards.

Customisation support using Microsoft Office SharePoint Designer 2007 allowing you to achieve the following:

- Branding and style changes
- Maintain control over site customisations with role-based security
- Create workflows to automate business processes
- Create web pages without writing code
- Integrate and display business data, connect SharePoint lists & libraries with InfoPath forms.

Cobweb Hosted SharePoint is simple to setup and use and provides an out of the box intranet or extranet solution which connects your teams together, automates business processes and secures your company data.