Bimotech

Hosted SharePoint Foundation 2010
- Service Description

Bimotech Hosted SharePoint Foundation 2010 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 Anti-Virus protection and secure access (SSL) as standard.

1. Introduction

Bimotech Hosted SharePoint Foundation 2010 lets businesses store and securely access company information and documents online. Offering easy integration with Microsoft Office, the service provides mobile, remote web and office desktop access combining state-of-the-art security with ease of use.

Delivered as a fully managed solution you can benefit from all of the advantages Microsoft SharePoint Foundation 2010 offers without the costs, risks and hassle associated with implementing and managing the solution yourself.

The Bimotech Hosted SharePoint Foundation 2010 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

Bimotech Hosted SharePoint Foundation 2010 includes:
- Access for 10 users with 10GB content storage.
- Additional user and storage options are available in the increments of 1 user and 1GB - some service plans may have different initial user and content capacities, please see plan description.
- Class-leading Anti-Virus protection using Microsoft Forefront Security for SharePoint.
- Licences for Microsoft Office SharePoint Designer 2010 included
- 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 SharePoint Foundation 2010 sites
- Mobile access – BlackBerry, Apple iPhone, Android and Windows Mobile devices can access Hosted SharePoint Foundation 2010 with an internet browser
- Supports Microsoft Office 2003, 2007 and 2010 file formats, PDF, Visio and most common image and file types
- Self-service flexible user and group management
- Unified password sign-in experience across Bimotech Hosted Services; Hosted SharePoint Foundation 2010, Hosted Exchange 2010 and Office Communications Server.

3. Platform

The service platform is based upon Microsoft best practice hosting prescribed architecture and is designed to support tens of thousands of users.

This model offers the following advantages:

- 24/7 proactive server and system application management with sophisticated monitoring tools including System Centre Operations Manager and HP System Insight Manager

- Capacity Management planning ensures robust, reliable and consistent service performance

- Service delivered from a Tier 3+ UK 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.

4. Data Backup

The data within the Bimotech Hosted SharePoint Foundation 2010 Service is backed up for the purpose of service restoration in the event of disaster recovery. Advanced backup methods allow granular restoration of individual sites or items.

- Daily backups to disk are performed
- Data is retained for 30 days

Customer requested restorations from backup will incur a professional services charge.

5. Security

The delivery of the Bimotech Hosted SharePoint Foundation 2010 Service is controlled by our ISO27001 Information Security Management policies and procedures.

The security features of the Active Directory within Microsoft Windows Server, SharePoint Foundation 2010 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, 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 service 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.

6. Virus Protection

The service is protected by Microsoft Forefront Security for SharePoint to eliminate documents containing malicious code.

Virus protection for document libraries:
- Integrates scan engines from industry leading vendors
- Provides real-time scanning of documents uploaded and downloaded from document library
- Enables 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 Bimotech Hosted SharePoint Foundation 2010 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.

7. Data Ownership

At all times the data stored within the Bimotech Hosted SharePoint Foundation 2010 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.

8. Service Management

Managed set-up: Initial site configuration is managed by our dedicated service transition team.

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.

9. Advance Features Include:

- SharePoint Foundation 2010 features include: alerts, RSS publishing, blogs, wikis, event and task tracking, contacts, discussions, tasks and document libraries
- Support for Microsoft InfoPath forms.

Customisation support using Microsoft Office SharePoint Designer 2010 allows 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.

Bimotech Hosted SharePoint Foundation 2010 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.