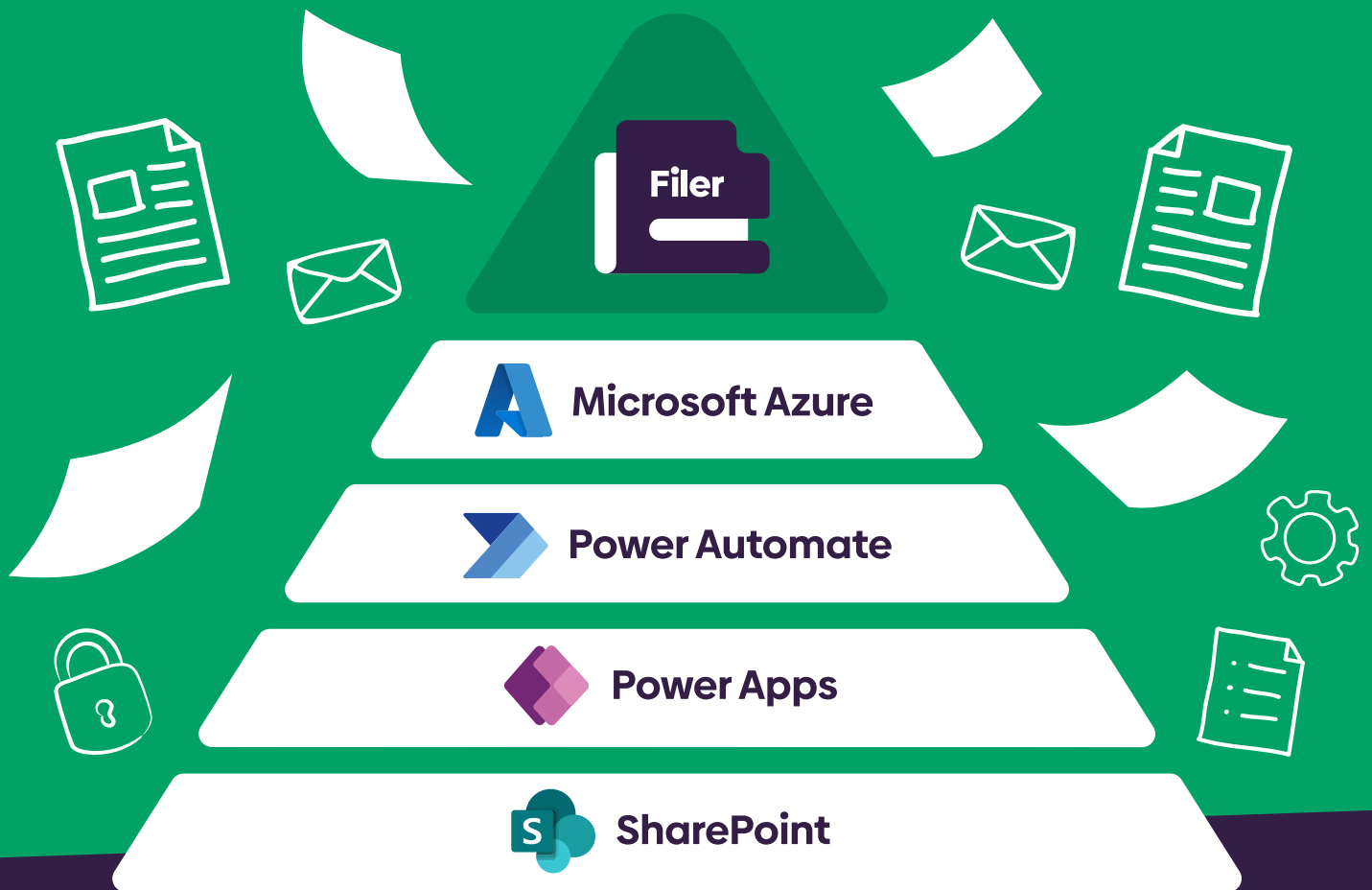


# Microsoft Document Management System



One place to manage all your digital documents,  
built on Microsoft tools you already own

**A guide** for IT Teams



# What is Filer?

Filer is an enterprise-ready add-on solution built for Microsoft 365 which would be **installed into your existing Microsoft 365 environment.**

At a high-level there are two components:

1. Front-end built using **The SharePoint Framework model (SPFx)** which is Microsoft's recommended method for delivering customisations and extensions for SharePoint.
2. Back-end built as an **Azure App Service** which is a fully managed platform as a service (PaaS). Enabling Filer to utilise the full suite of features, benefits and services by Microsoft for developers.

## Where are files and data stored?

Filer stores all files and data within your existing SharePoint Online environment. Utilising existing storage allowances, security and access controls.



## What access rights are required for installation?

Our team will require: an Azure Account, the required Azure Resource Group(s) created, contributor rights and a member of your team with Global IT rights to assist with elevated permissions during installation.

## What Azure Resources are required?

- ✓ App Service Plan: P3V2
- ✓ Storage Account: Standard Performance, Locally Redundant Storage (LRS)
- ✓ AppInsights
- ✓ Azure SQL DB
- ✓ Key Vault

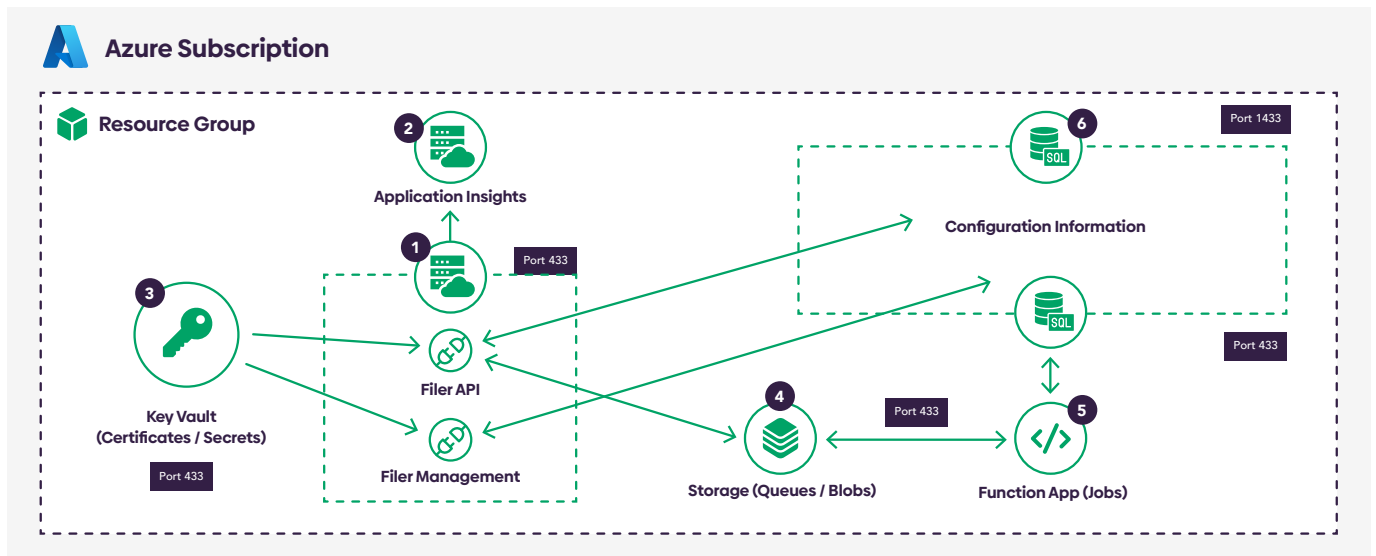
encodian technical experts will provide an exact recommendation tailored to your requirements and assist as required.



## What is the process for installation?

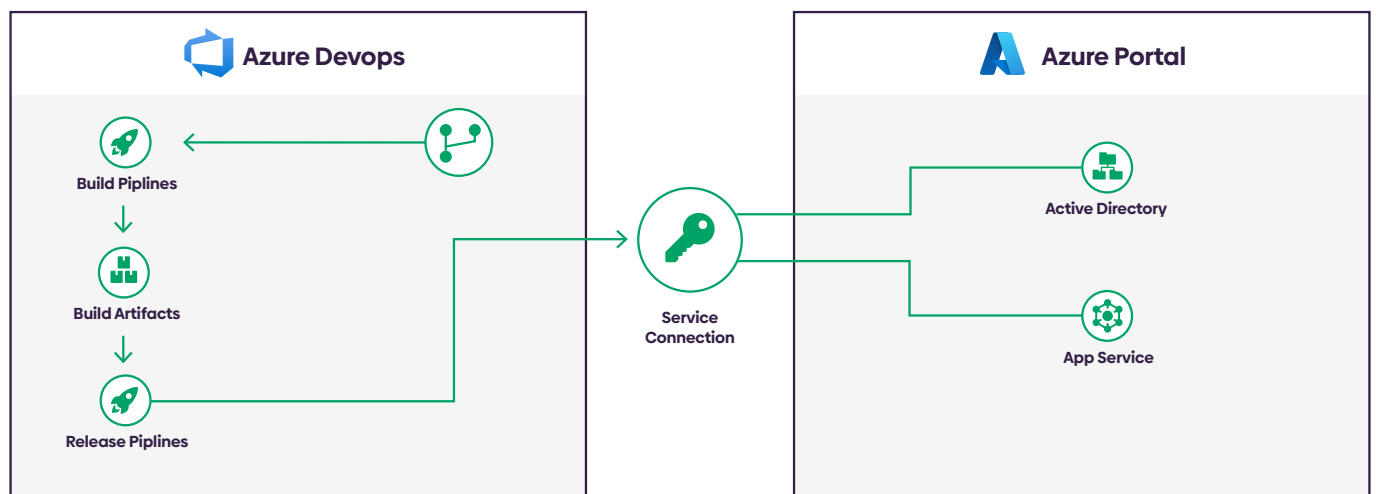
Installation is a straight forward process which our team will carry out end-to-end and guide your IT team with explaining any pre-requisites.

## Can you provide a system architecture diagram?



## How are updates and support handled?

As part of the implementation process we create an Azure DevOps Service Connection to continue deploying the latest updates on a mutual agreeable cadence (typically every 6 months).





## Other FAQs

### Can we see your Data Processing Agreement?

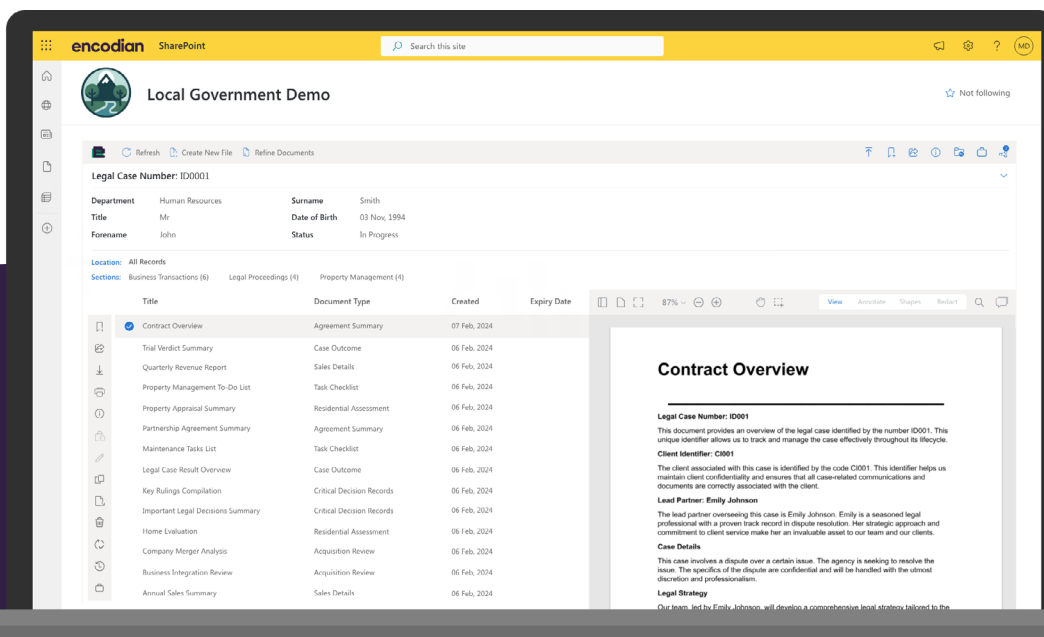
This is shared as an appendix with all Filer agreements, please request the latest copy from your account manager.

### Describe the tools you use for Vulnerability and Patch management.

Filer is penetration tested every 6 months and responsibility for all code related updates and maintenance are included in your licensing. However, please remember Filer is hosted within your own infrastructure where many organisations will take additional measures.

### How is identity and access management handled?

Microsoft Entra ID centralises all cloud-based identity and access management functionality.



**Need more detail or have specific questions?**

Our technical experts are happy to arrange a call.