# Add-Ons Quick Reference

**Dropbox Business**

| | Creative Tools | Data Governance | Extended Version History | Advanced Team and Content Controls | Data Migration | Premium Support |
|---|---|---|---|---|---|---|
| | Simplify file viewing, facilitate remote collaboration, and allow for flexible workflow management | Manage, secure, retain, recover, and audit company data | Recover any file you've deleted or changed—for up to ten years | Enhanced security and administrative capabilities to Dropbox: Data Protection, Visibility & Auditability, and User Lifecycle Management | Migrate files and associated permissions from on-premise file servers and existing cloud storage solutions to Dropbox | 24/7 white glove support—including one-hour email response times—and proactive feature guidance so you can focus on what matters |
| **Feature snapshot** | • Large file preview (150GB)<br>• Large file transfer (250 GB)<br>• Frame accurate commenting | • 10-year extended version history<br>• Legal hold functionality | • 10-year extended version history | • Scan content within Dropbox files<br>• Set custom security policies<br>• Automate workflows – including onboarding & offboarding | • Movebot migration tool<br>• Movebot professional services (optional additional service) | • Support anytime and anywhere<br>• Proactive guidance<br>• Faster support for less downtime |
| **Company size** | • SMB<br>• Mid-Market<br>• Enterprise | • SMB<br>• Mid-Market | • SMB<br>• Mid-Market<br>• Enterprise | • Mid-Market<br>• Enterprise | • SMB<br>• Mid-Market<br>• Enterprise | • SMB<br>• Mid-Market |
| **Audience criteria** | Anyone challenged with time and complexity of receiving, reviewing and sharing audio, video and stills content | Companies that have needs around data management, security and compliance | Companies that have needs around data management, security and compliance | Companies who have needs around security and compliance and are looking to reduce the overhead of managing Dropbox | All potential & existing Dropbox customers who have large volumes of content to move to Dropbox | Customers not on an Enterprise Support plan, or those who need faster, more proactive support<br>• < 100 total licenses sweet spot (no license limit)<br>• Primarily with Advanced or Standard<br>• Support in English and Japanese only |
| **Pain points** | • Sharing content with third parties<br>• Working remotely on large media files<br>• Workflow disruptions due to bandwidth constraints | • Manage different content for specific periods of time (e.g. for compliance)<br>• Manual workarounds or additional tools to retrieve information for litigation | • Need to keep information for long project cycles<br>• Subject to regular audits requiring extended access to information<br>• High volume of user accidental deletion | • Difficult to manage data exposure<br>• Lack of visibility in Dropbox environment<br>• Manual processes to manage users | • Data stored in multiple locations causing fragmented workflows<br>• Complex legacy sharing structure creating a barrier to move to Dropbox | • Slow response times with current support services<br>• Difficulty managing support tickets |
| **Quick discovery questions** | 1. What are your challenges when working with creative projects?<br>2. What is your process for reviewing video and audio edits today?<br>3. How do you share final project files? | 1. Do you have a need to recover or audit files and file versions?<br>2. Are you subject to any regulatory policies around data retention?<br>3. Are you familiar with the benefits of legal hold functionality? | 1. Tell me about the length of your projects<br>2. Do you have a need to recover or audit files and file versions?<br>3. Are you subject to any regulatory policies around data retention? | 1. How do you ensure sensitive documents aren't getting into the wrong hands?<br>2. Would deeper visibility into your Dropbox environment be helpful for you?<br>3. How do you currently manage onboarding and offboarding? | 1. How does your company store and access data?<br>2. How much data needs to be migrated?<br>3. Do you have the capabilities to manage the migration or will you require support? | 1. How important to you is faster support response times?<br>2. Does the partner provide support services?<br>3. When working with support, do you prefer phone, chat, and/or email? |

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| Finance / Health / Government | | • | • | • | • | • |
| Engineering / Construction / Industrial | | • | • | | • | • |
| Manufacturing | | | • | | • | • |
| Design / Creative | • | | • | | • | • |
| Media | • | • | • | | • | • |
| Technology | | • | • | • | • | • |
| Legal | | • | | | • | • |
| Real Estate | • | • | | | • | • |
| Energy | | • | | • | • | • |
| Consultancy | | • | | | • | • |