

Office 365 Backup: What You Need To Know!

If you think you don't need back up in the cloud,
think again.

About the Presenters



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Solutions Engineer
AvePoint



Roché is a Solutions Engineer at AvePoint, with a Microsoft certified background in Office 365 and SharePoint. He spends most of his time serving different verticals across the Benelux and Nordic Markets.

15+

Years in IT
Infrastructure

6+

Years working with
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7+

Years working with
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Infrastructure

8+

Years working with
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17+

Years working with
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About AvePoint: Corporate Overview

Migrate. Manage. Protect



AvePoint is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,600 employees across five continents.

From Tahoe
to Today

Inc. Magazine
**Hire Power
Award**

Ernst & Young
**Entrepreneur
of the Year**

Windows IT Pro
**Best SharePoint
Product**

Deloitte
**Technology
Fast 500**

16K

Customers

6M

Cloud Users

88

Countries

6

Continents



Microsoft
Partner



2017 Partner of the Year Winner
Public Sector: Microsoft CityNext Award

2016 Partner of the Year Winner
Technology for Good Citizenship Award

2015 Partner of the Year Winner
Collaboration and Content

2014 Partner of the Year Winner
Public Sector: Public Safety and National Security

Econocom

10.700

Em ployees

7 million

Technological assets m anaged

€3.0 billion

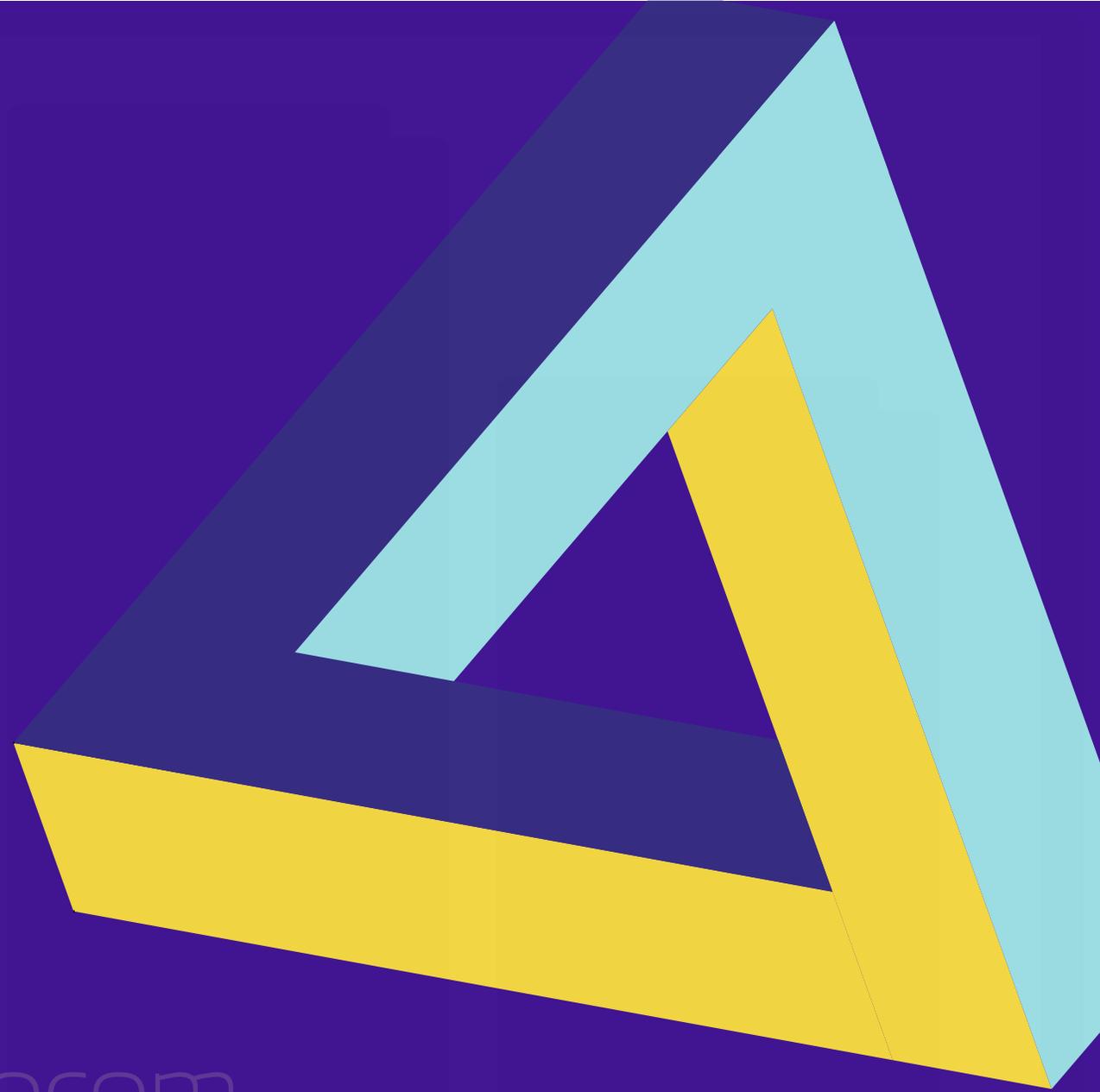
revenue in 2019

19

Countries

econocom

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Econocom in Belgium

+650

Employees

Portfolio – 5 areas of expertise

Digital workplace

Infrastructure

IT Staffing

Digital workspace

Financing

econocom

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Agenda : O365 What You Need to Know

1. Why do you need Backup for Office 365
2. Office 365's native backup capabilities & common risks
3. Solution for Backup and granular restore
4. How other organisations have solved their backup challenges

1. Why do you need Backup for Office 365

CASHBOOK

Why would you backup the cloud?



Isn't that why I went with a cloud service?



Doesn't my cloud provider have me covered?



Do I really need it?



How would I do that anyway?

Understanding today's business goals



Be More Competitive

How can I improve IT efficiency?
I need to keep my costs in check!



Manage Risk

Is information protected?
Who has access?
How quickly can I respond?



Digital Transformation

How do I extract more business value from Technology?
How do I "light up" cloud features with minimal risk?

Who has you covered?

FORRESTER®

[Share](#)

FOR INFRASTRUCTURE & OPERATIONS PROFESSIONALS

Back Up Your SaaS Data — Because Most SaaS Providers Don't

Cloud-To-Cloud Backup Is The Only Practical Option For SaaS Data Protection

December 29, 2017



By **Naveen Chhabra**
with Glenn O'Donnell,
Will McKeon-White,
Bill Nagel

Why Read This Report

Software-as-a-service (SaaS) is a popular element of a sound technology strategy. While almost all SaaS vendors explicitly state that protecting data is the customer's responsibility, infrastructure and operations (I&O) leaders usually send critical data to those providers without any plan for ensuring data resiliency. Back up SaaS data or risk losing customers, partners, and employees. Stop leaving the door open to data loss, and start proactively protecting cloud data before it's too late. This report helps I&O leaders navigate the landscape of SaaS services and data recovery. This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

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Few Firms Protect Their Cloud Data From Obliteration

You Can — And Must — Mitigate The Risk Of Losing SaaS Data

Recommendations

Don't Make Assumptions: Grill Your SaaS Provider About Backup

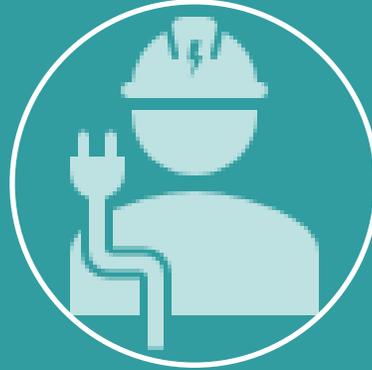
2. Office 365 Native capabilities & common risks

CASHBOOK

BOSS, WE
NEED TO
BACK UP
THE DATA



Accidental
Deletion



Malware/
Ransomware



Malicious
User



Application
sync
overwrite



Data Loss Can Happen

Who is responsible for backup?

Microsoft Protection

- ★ Loss of **service** due to hardware or infrastructure failure
- ★ Loss of **service** due to natural disaster or data center outage
- ★ **Short-term** (30-day) user-error with recycle bin/version history (including new OneDrive "Files Restore")
- ★ **Short-term** (14-day) administrative error with soft-delete for Groups, Mailboxes or services-lead rollback.

Customer Responsibility

- ☆ Loss of data due to departing employees and deactivated accounts
- ☆ Recovery from prolonged outages
- ☆ Loss of data due to malware/ransomware, malicious insiders/hacktivism
- ☆ Long-term accidental deletion coverage with selective rollback

What other requirements do you have?



Common customer challenges for data access & protection



- Data ownership
- Data sovereignty
- Data retention – have SLAs beyond Microsoft coverage
- Data protection in case of ransomware attacks



- Ease of restore
- Out of place restore
- Restore from former employee data
- Restore granular content without overwriting unrelated data



- Comprehensive coverage for Office 365 Services including Exchange Online, SharePoint Online, OneDrive for Business, Project Online, Groups
- Dynamics 365 Backup

3. Solution for backup & granular restore

CASHBOOK

Introducing AvePoint Cloud Backup



Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, Groups, Public folders and Teams. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Delegated & granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!

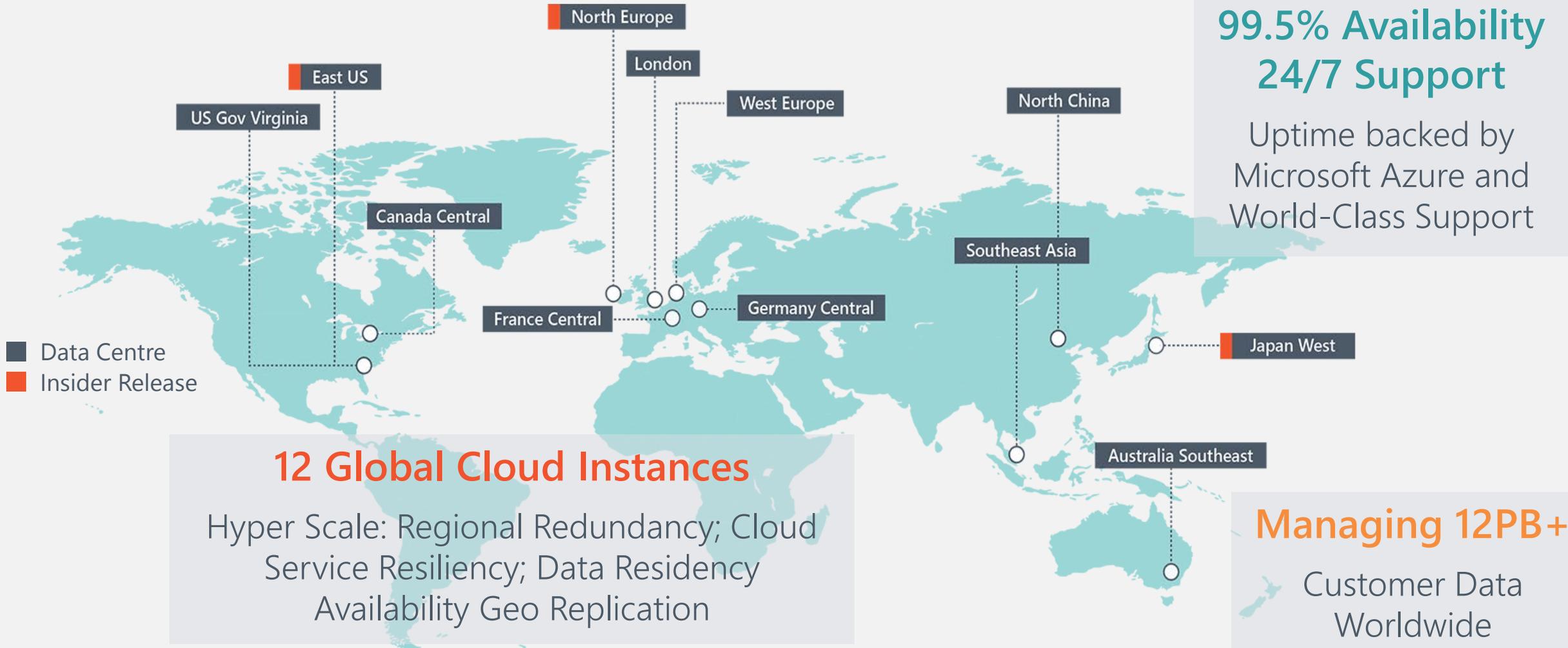


Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!



Global Footprint



99.5% Availability
24/7 Support

Uptime backed by
Microsoft Azure and
World-Class Support

12 Global Cloud Instances

Hyper Scale: Regional Redundancy; Cloud
Service Resiliency; Data Residency
Availability Geo Replication

Managing 12PB+

Customer Data
Worldwide

- Home
- Office 365 Backup
 - Restore
 - Data Subject Access Requests
 - Activity Report
 - Settings
 - Account Management
 - Notification Settings
 - General Settings
 - Mapping Settings
- Dynamics 365 Backup

Exchange Online

Next backup will be on **Feb 19, 2019 8:23 PM**

[MORE DETAILS](#)

OneDrive for Business

Backing up 17%...[Details](#)

[MORE DETAILS](#)

SharePoint Online

Backing up 76%...[Details](#)

[MORE DETAILS](#)

Office 365 Groups

Next backup will be on **Feb 19, 2019 5:41 PM**

[MORE DETAILS](#)

Teams

Next backup will be on **Feb 19, 2019 7:04 PM**

[MORE DETAILS](#)

Teams **PROTECTED**
Last Successful Backup: Feb 19, 2019 3:45 PM

[Backup Details](#) [Restore Details](#)

Finished Feb 19, 2019 3:45 PM

Finished Feb 19, 2019 9:45 AM

Finished Feb 19, 2019 3:45 AM

Finished Feb 18, 2019 9:46 PM

Job Summary

Total **40**
[View Details](#)

- Successful 23
- Skipped 17
- Failed 0

Next backup will be on **Feb 19, 2019 7:04 PM**

Project Online

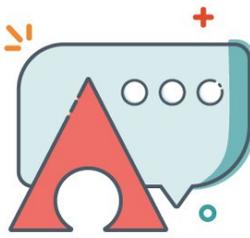
Public Folders

Dynamics 365 Backup

AvePoint Cloud Backup Portal

Configure and manage the backup of each service within Office 365 individually from the portal, across multiple tenancies if required.
 Restore content in-place and out-of-place, also across tenancy.
 Export backup stats and user activity for reporting.

AVA: AvePoint's Virtual Assistant



Search or type a command

AVA

Conversation About

Restore an e-mail

2:59 PM
Restore a file

AVA 2:59 PM
Do you remember the name of the item?

2:59 PM
Report-2018

AVA 2:59 PM
Here is the information of the file:
Name: Report-2018.docx
Path: https://m365x700266-my.sharepoint.com/personal/admin_m365x700266_onmicrosoft_com/Documents/Report-2018.docx
Last Backup Time: 2018-06-20 08:38:00 AM

Restore

Type a new message

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How can AvePoint Cloud Backup help you with GDPR compliance?

When an EU Citizen exercises their Right-to-be-Forgotten under the EU GDPR Article 17 or submits a DSAR - Data Subject Access Request under the EU GDPR Article 15, an organization is required to respond to these requests by returning and potentially deleting data from their backup data sets. This can include information in a former employee's Mailbox or OneDrive. AvePoint provides a way to both discover and delete data from our backup data sets in response to these requests.



[Discover & Delete](#) →

Leverage this interface to comply with GDPR requests regarding the Right-to-be-Forgotten or Data Subject Access Right requests to find, export, and delete content based on a user's profile.



[Right to be Forgotten Requests](#) →

Track job progress and download reports.

Cloud Backup and GDPR

Cover any Article 15 requirements

Cloud Backup can export Mailbox and OneDrive data for named employees/contractors.

Adhere to Article 17 requests

Mailbox and OneDrive data can be deleted on demand. Defensible deletion preserves audit records.

- Home
- Office 365 Backup
 - Restore
 - Data Management
 - Job Monitor
 - Reporting
 - License Consumption Report**
 - Job Analytics
 - System Auditor
 - AVA Report
- Settings
 - Account Management
 - Notification Settings
 - General Settings
 - Mapping Settings
- Dynamics 365 Backup

License Consumption Report

- Dashboard
- Usage
- Utilization

License Details
At a Glance

375

Total Capacity (GB)

75

Total Users

5

Capacity per Seat (GB)
Per Year

License Utilization
375 GB Total Capacity

8%

31 GB
USED

Available 344 GB 92%

To increase your account capacity, reach out to your Sales Representative.

Top License Consumers
By Source

SharePoint Online	22.84 GB	74%	>
OneDrive for Business	4.80 GB	16%	>
Exchange Online	2.35 GB	8%	>
Project Online	609 MB	2%	>
Office 365 Groups	276 MB	< 1%	>

Largest Consumer
By License Type

17.28 GB

SharePoint Online

<https://avepointdbn.sharepoint.com>

Usage History
Last 6 Months

Understanding Usage

The Live Consumption Report Dashboard will show how much data is being backed up, where the majority of this data is within Office 365 (by workflow), and also shows the product usage history..

- Home
- Office 365 Backup
 - Restore
 - Data Management
 - Job Monitor
 - Reporting
 - License Consumption Report
 - Job Analytics
 - System Auditor
 - AVA Report
 - Settings
 - Account Management
 - Notification Settings
 - General Settings
 - Mapping Settings
- Dynamics 365 Backup

General Settings

Backup Settings | **Storage Location** | Encryption Key

Storage Location* ⓘ

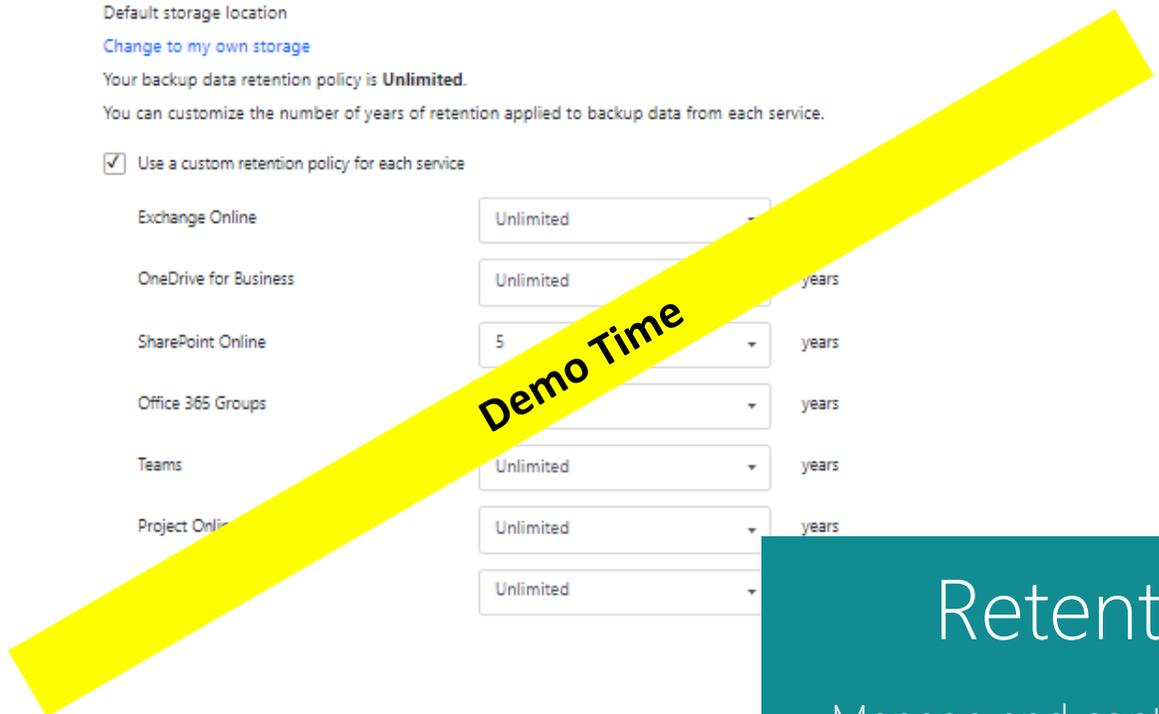
Default storage location
[Change to my own storage](#)

Retain the data for:

Your backup data retention policy is **Unlimited**.
 You can customize the number of years of retention applied to backup data from each service.

Use a custom retention policy for each service

Exchange Online	Unlimited	years
OneDrive for Business	Unlimited	years
SharePoint Online	5	years
Office 365 Groups		years
Teams	Unlimited	years
Project Online	Unlimited	years



Retention by Workflow

Manage and control retention per individual Office 365 workflow.
 Ensure that data is not retained for longer than required by managing which elements of Office 365 are retained, and for how long.

The background features a collage of business-related icons and symbols in a light orange hue. These include a succulent in a pot, a 'CASHBOOK' notebook, a pie chart with segments labeled 20%, 10%, 30%, and 45%, a bar chart, a lightbulb, a dollar sign, a padlock, a robot, and various arrows and percentages. The word 'BUSINESS' is written in a circle. The overall theme is business and financial management.

4. How other organizations have solved their backup challenges

Why did Dublin Airport Authority choose AvePoint Cloud Backup?

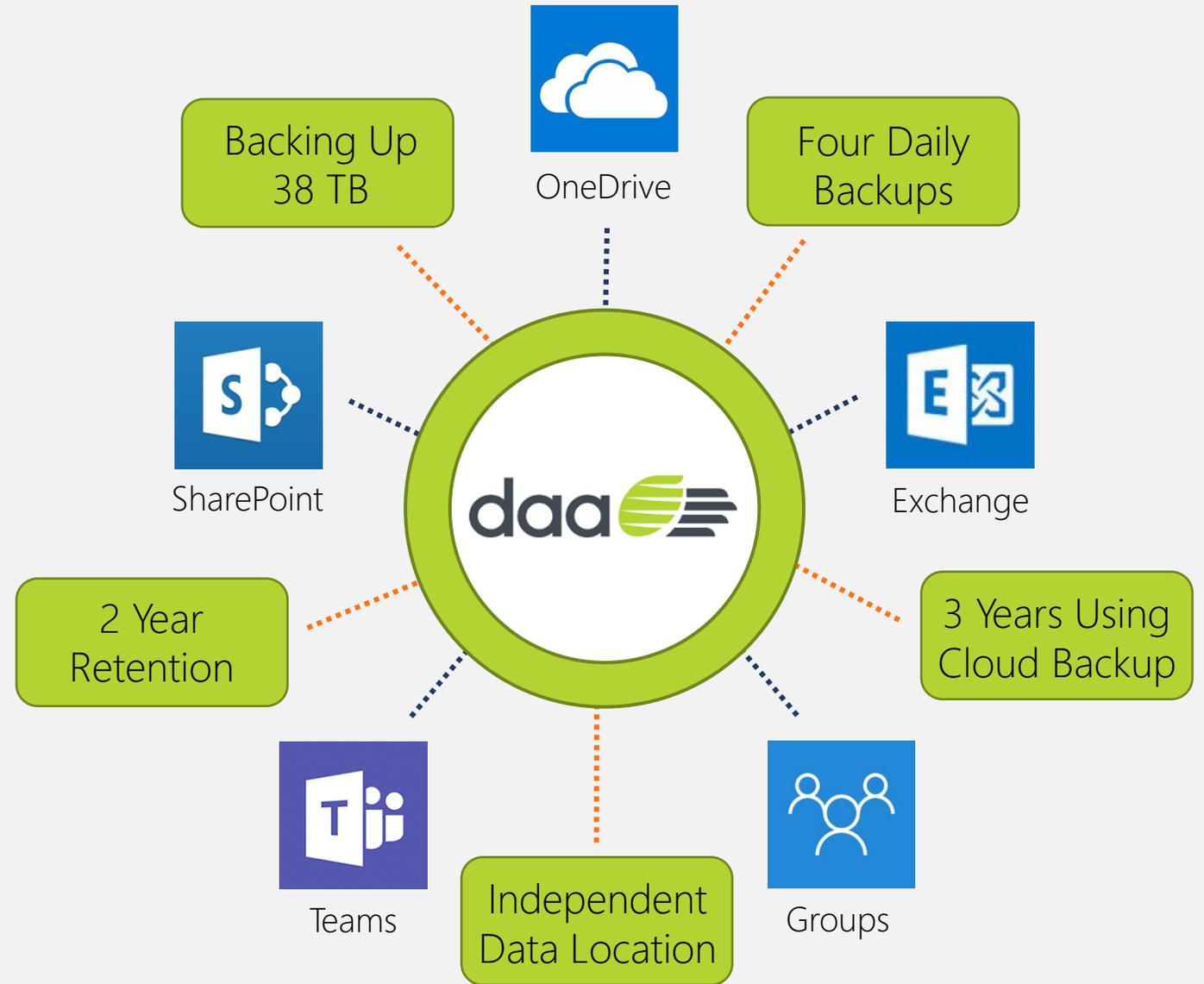
IT Operations

- Ability to backup up multiple Office 365 workloads
- Native O365 data retention policies were not sufficient
- Protection against accidental deletion / intentional deletions (e.g. malicious user)
- Granular restore capabilities

Data Security & compliance

1. Protection against ransomware
2. External advice from Gartner | Data Residency | Secure an independent location for our data – outside Office 365

What does Cloud Backup look like for daa?



Use case Differentials

Examples

Native Office 365

User will need to provide information for filtering and data can be searched for in eDiscovery

No whole mailbox export available - eDiscovery for all mail for a given user can be provided

Administrators will need to restore elements of the site collection individually as requested

No restoration options available - individual files can, at best, be downloaded using versioning

Use Case

User wants a mailbox folder they deleted over 30 days ago

External legal request for a copy of a users mailbox from a specific date

Request for a large restoration of data from a site collection

Ransomware infects a site collection

AvePoint Cloud Backup

Folder can be granularly restored from whichever day the user chooses

Point-in time recovery of mailbox can be completed and export provided

Site collection can be restored to an alternate location and users can access themselves

Site collection, sites, lists or libraries can be restored to an alternate location (or overwrite existing) from point in time



To end our Cloud Backup Journey

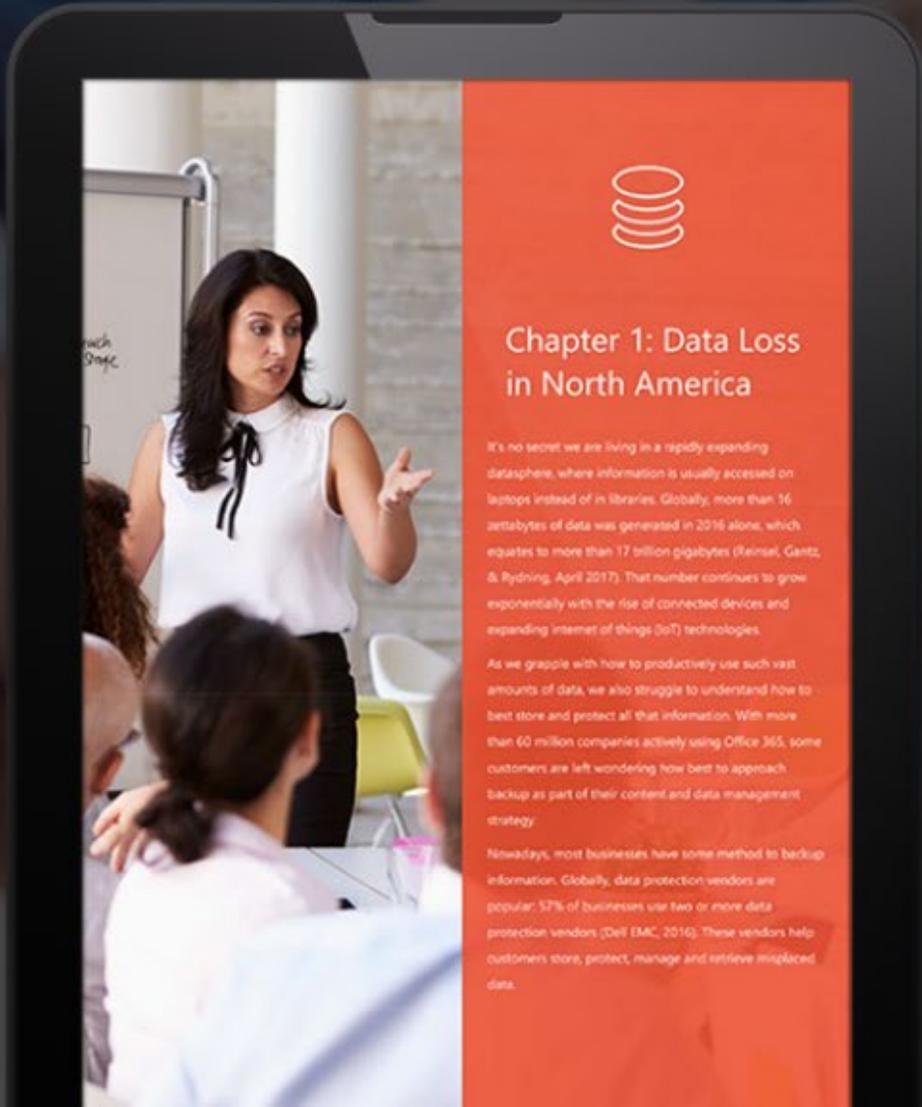
Tips and Insights

It's your responsibility

Realise that you are responsible for backing up your data, Microsoft are not. It is just like any other system/service (on-prem) in that regard

Think about your backup strategy from Office 365

However unlikely that might be, and think about how your backup solution might help you with that



Free eBook

Office 365 Backup Handbook

- Common ways companies lose data, and how to protect against them
- Secure data management and backup techniques
- Office 365 native backup and restore capabilities and how to extend them

Free Download >

<https://www.avepoint.com/unlimited-cloud-backup-ebook/>

Office 365 Backup and Restore for Your Organisation: Beyond Native Capabilities

Live Case Study: daa will share their Office 365 journey and the challenges that made them search for a 3rd party Backup solution – AvePoint Cloud Back-up.



This webinar has already aired.
You may watch an on-demand recording by registering below.

Duration: 1 Hour

Watch on-demand →

<https://www.avepoint.com/uk/events/webinar/office-365-backup-beyond-native-capabilities>



thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໜ້ອຍຄຸນຄຳ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem