

Office 365 Backup: What You Need To Know!

Presenters



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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.

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Keijo Metsalu

Customer Success Manager
Cloud2



Service sales expert with a big heart. Passionate about getting you into the Cloud safely. Also fully aware you probably have technology and business-related milestones to reach and obstacles to get over before taking the dive. I promise I'll try my best to help you on that journey.

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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



CLOUD
SERVICES WITH
A BIG HEART

HYBRID FOCUS

EXCELLENCE IN
DELIVERY

Numbers



2019

- Revenue 4 300 000 €
- 30 cloud professionals
- 100 customers
- 1 dream

2018

- Revenue 2 200 000 €
- 20 cloud professionals
- 50 customers
- 1 dream

2017

- 4 professionals
- 1 dream



PUBLIC CLOUD



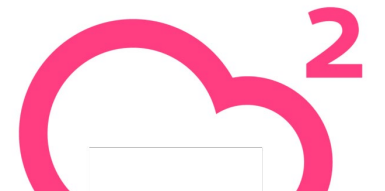
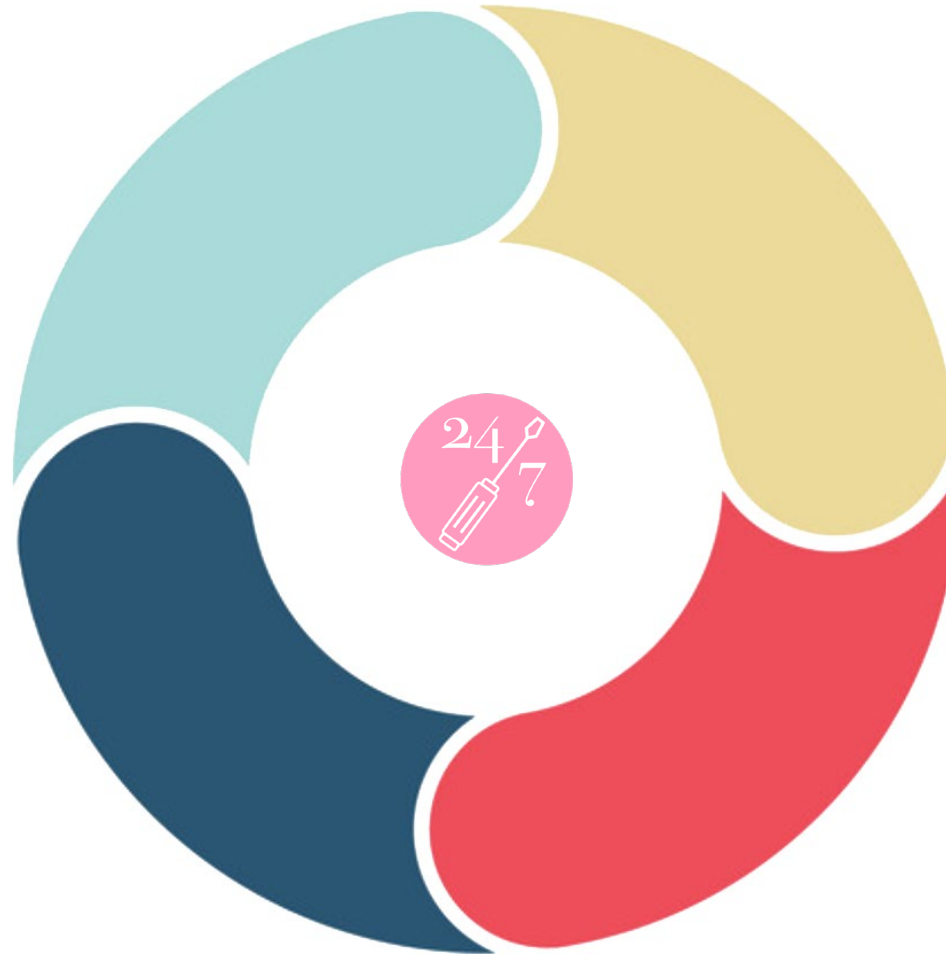
HYBRID CLOUD



**WORKPLAC
E
SOLUTIONS**



CONNECTIVITY



NESTE

digia

Finnlines
a Grimaldi Group company



Haaga-Helia

?



LEHTIPISTE



RESTEL



DIGITA

FINAVIA



Pihlajalinna

glaston



Agenda : O365 What You Need to Know

- **Why** do you need Backup for Office 365
- Office 365's native backup capabilities & common risks
- **Demo:** Solution for Backup and granular restore
- **Q&A:** How other organisations have solved their backup challenges?

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®

TECH BUYER

May 2019 - IDC Perspective - Doc # EUR145096519

Why a Backup Strategy for Microsoft Office 365 is Essential for Security, Compliance, and Business Continuity

By: [Archana Venkatraman](#)

🛒 \$4,500.00 ?

Abstract

This IDC Perspective assesses how data protection dynamics in SaaS change, particularly as services such as Microsoft Office 365 adoption accelerates, and its use expands beyond Exchange to other services that include SharePoint, OneDrive, and Teams to become key to business productivity.

"While O365 is fast becoming the center of business productivity, a backup and recovery strategy is an afterthought. Relying on Microsoft's native backup capabilities and infrastructure-level uptime features is a risky strategy because regardless of where the data is, it is the company's responsibility," said Archana Venkatraman, research manager, IDC European Datacenter. "Without an enterprise-grade backup strategy for O365, enterprises are exposing themselves to risks such as ransomware, accidental loss of data, lack of data control, compliance exposures, and threats to business continuity."

This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

by Assessing Your Backup and Recovery Needs

beck

service, but its data protection capabilities vary. You should determine whether Office 365's native capabilities are sufficient and augment its backup and recovery strategy.

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

Recommendations

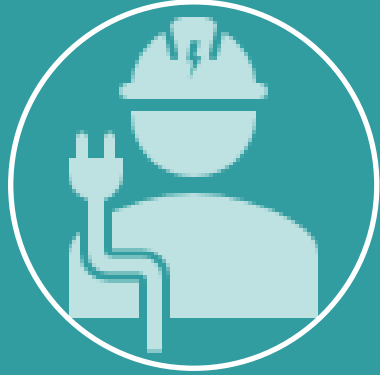
Don't Make Assumptions: Grill Your SaaS Provider About Backup

Office 365 Native capabilities & common risks

CASHBOOK



Accidental
Deletion



Malware/
Ransomware



Malicious
User



Application
sync
overwrite

Who is responsible?

Microsoft Protection	Customer Responsibility
★ Loss of service due to hardware or infrastructure failure	☆ Loss of data due to departing employees and deactivated accounts
★ Loss of service due to natural disaster or data center outage	☆ Recovery from prolonged outages
★ Short-term (30-day) user-error with recycle bin/version history (including new OneDrive "Files Restore")	☆ Loss of data due to malware/ransomware, malicious insiders/hacktivists
★ Short-term (14-day) administrative error with soft-delete for Groups, Mailboxes or services-lead rollback.	☆ 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

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

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

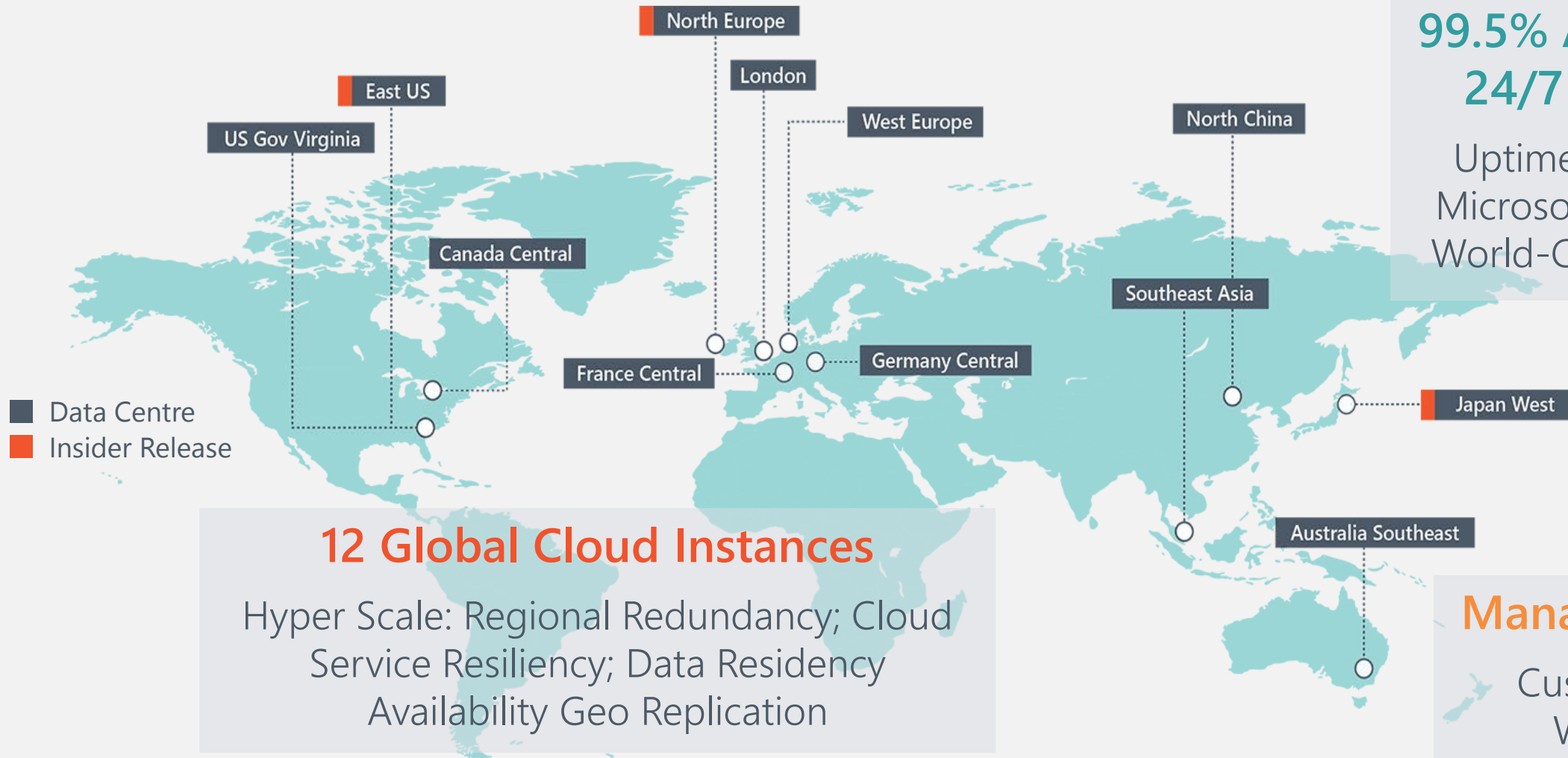
Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



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

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

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.

DP

Project Online

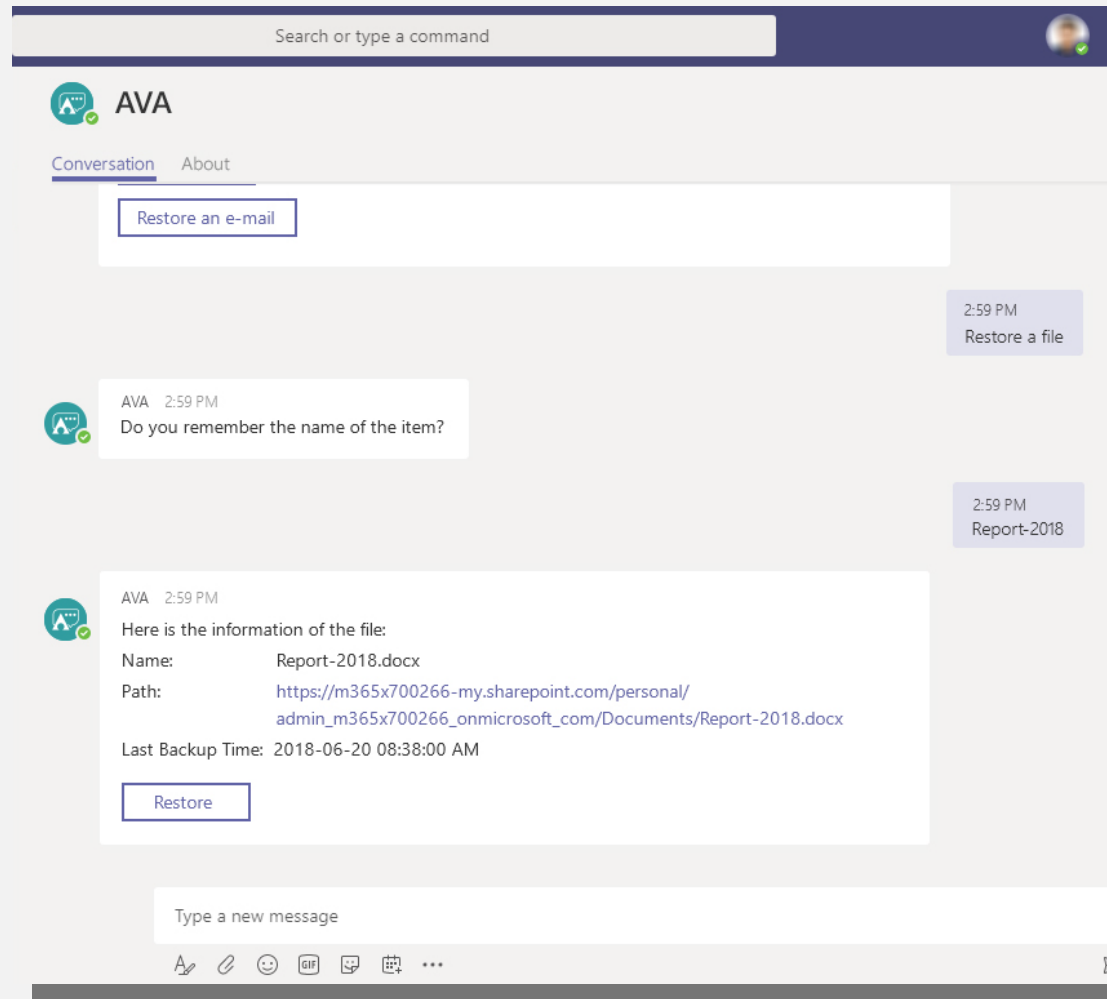
Public Folders

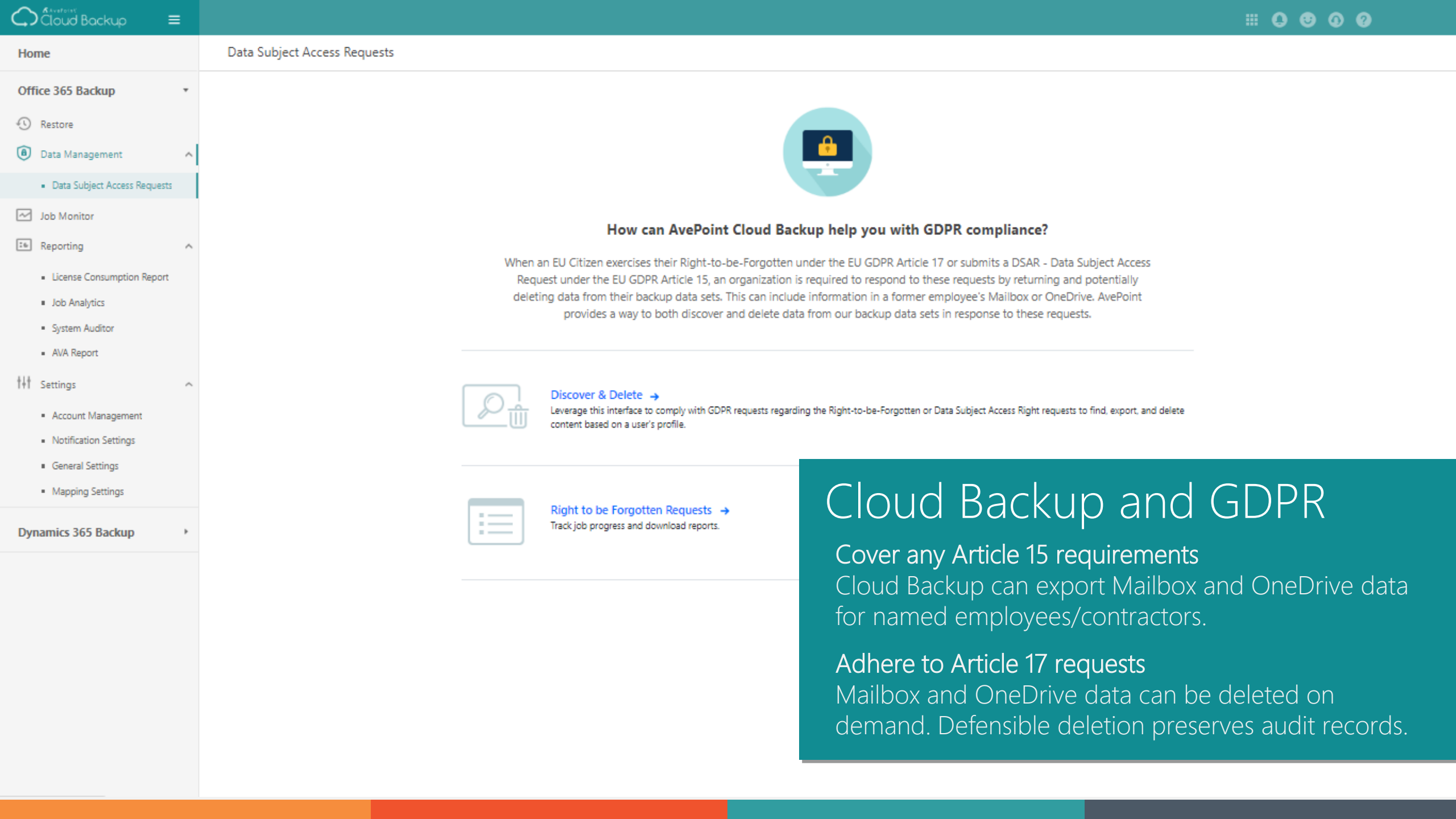
Dynamics 365 Backup

Office 365 Backup and Recovery with AvePoint Cloud Backup Overview | YouTube | 2017

DP

AVA: AvePoint's Virtual Assistant





- License Consumption Report
- Job Analytics
- System Auditor
- AVA Report

- Account Management
- Notification Settings
- General Settings
- Mapping Settings



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.

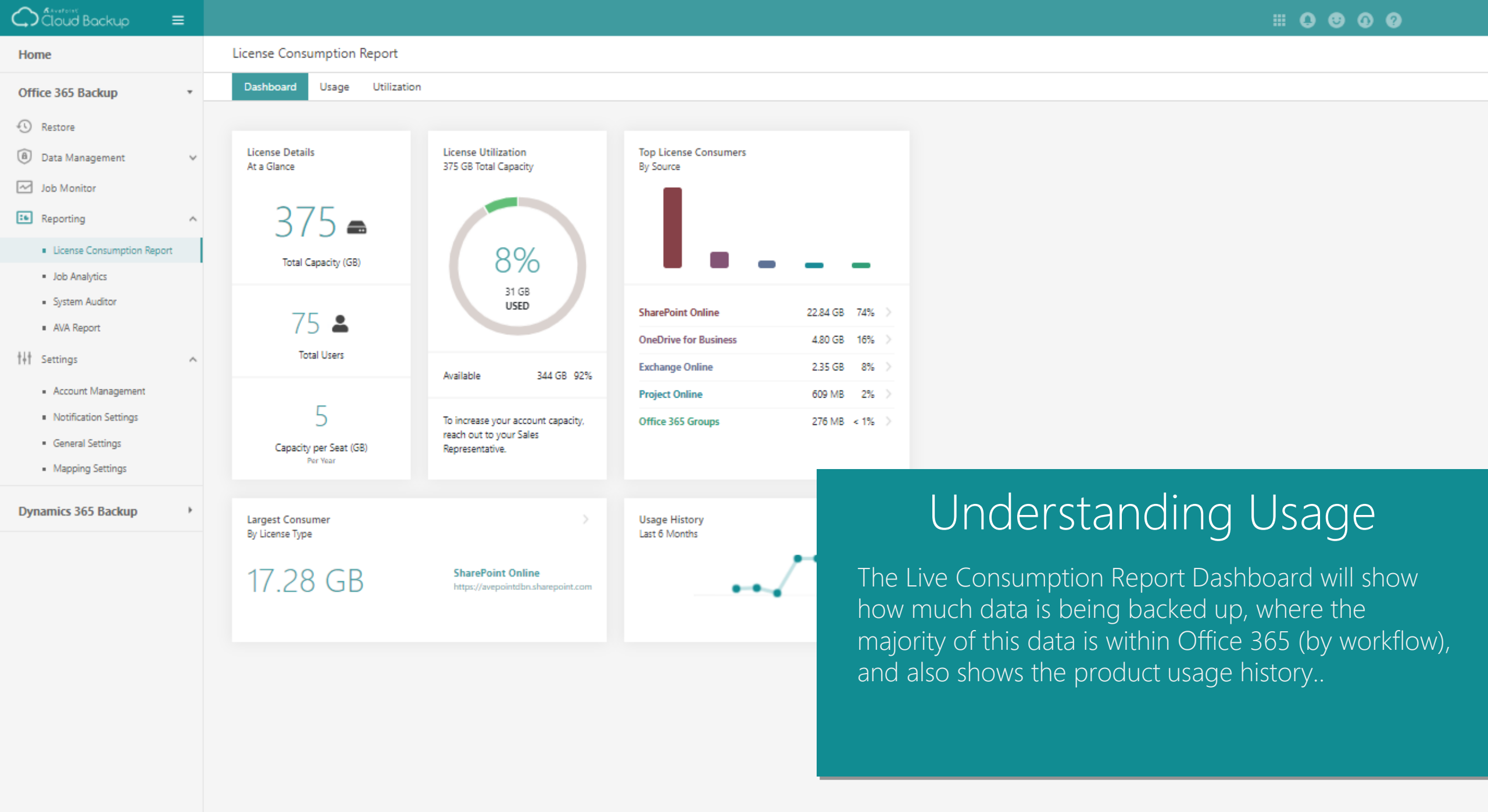
Cloud Backup and GDPR

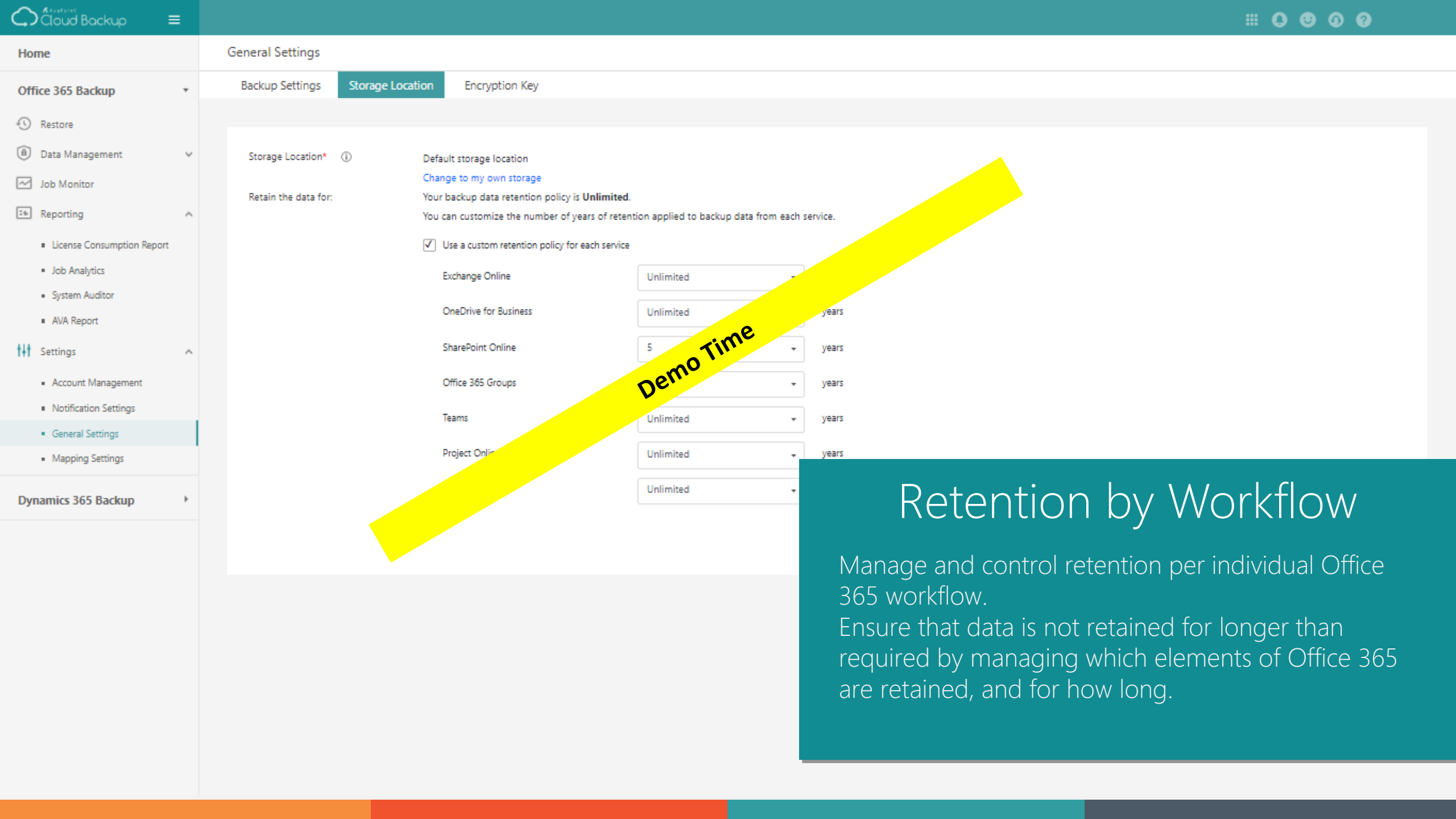
Cover any Article 15 requirements

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.





Demo Time

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.



To end our Cloud Backup Journey

Tips and Insights

Its you're 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

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

ໂພນຊຸມນຸມ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem