AvePoint®

Esri UK Leverages AvePoint Cloud Backup to Protect 49 TB of Data in Microsoft 365, Dynamics 365, and Salesforce

esri UK & Ireland
THE SCIENCE OF WHERE

Customer Location
Buckinghamshire, UK

Industry
Information Technology

Platform
Microsoft 365
Dynamics 365
Salesforce

Critical Needs
- Complete protection of all data and metadata across Microsoft 365, Salesforce, and Dynamics 365
- Swift restoration of data when incidents occur, ensuring resilience
- Free up IT time with more automation
- Single-pane-of-glass view to more efficiently manage multi-SaaS application backup

Solution
- AvePoint Cloud Backup

⭐ Success Highlights

- Quick, comprehensive recovery of M365, D365, and Salesforce data
- Time savings on backup maintenance
- Reduced full data restore time
- Easy-to-use solution for IT team members and staff

🔍 Customer Profile

Esri is the global market leader in geographic information system (GIS) software, location intelligence, and mapping. Since 1969, Esri has supported customers with geographic science and geospatial analytics, taking a geographic approach to problem-solving, brought to life by modern GIS technology. Esri is committed to using science and technology to build a sustainable world.

⚙ The Challenge

It is essential to have a robust backup and restore system in place to ensure the continued protection of data and the operation of an organization. As a software company, Esri UK knew a good backup and restore was critical, but their current solution was not meeting their needs.

"Our restore and backup jobs were difficult to implement and manage, which was time-consuming to monitor," says Kat Bedocs, Business Collaboration Analyst at Esri UK.

Esri UK not only needed a better, quicker solution but it was also essential that whomever they trusted with backups met specific security and compliance requirements.

They began to look for a provider that could securely cover the entirety of their SaaS applications, from SharePoint and Microsoft Teams to Dynamics 365 and Salesforce, and provide multiple backups a day to ensure their data was always readily available.

💡 The AvePoint Solution

With AvePoint Cloud Backup, Esri UK gets the comprehensive backup, granular restores, and fast recovery they need. The backup and restore solution offers automatic daily backups and provides built-in storage, flexible pricing plans, and more for Microsoft 365, Salesforce, Google Workspace, Azure, Power Platform, and Dynamics 365.

Esri UK chose AvePoint as its third-party backup solution because of Cloud Backup's unlimited backup policy and its ease of use. The latter was the biggest win for Esri UK. Bedocs says, "I was generally surprised by how easy it was to find things; for example, to find a file. I've used other backup software before, but this seems like a more straightforward software to use."

Esri UK regularly tests their backups, restoring elements of OneDrive or a mailbox to ensure it's still running smoothly. Esri UK also performs a Dynamics 365 restoration about once a month, or as required. Esri UK uses Cloud Backup to roll back changes, allowing users to pick up where they left off. Bedocs says, "The process is much easier and takes less time now."

Esri UK also adopted Salesforce for its support and professional services team. They started reviewing third-party backup solutions after realizing native options would not meet their business needs. The answer to their backup needs turned out to be: AvePoint Cloud Backup. With features like sandbox seeding and robust restores (including metadata), Cloud Backup made securing their Salesforce information easy.

Using one solution to back up all their critical content has streamlined their data protection efforts. Bedocs says, "Consolidating our backup to one vendor and not having to jump between different solutions saves us time. Also, renewing licenses once to cover the backup of our systems is much more manageable."

👉 The Bottom Line

Thanks to Cloud Backup, Esri UK can ensure their data is protected, across their SaaS applications. For the last 2 years, Cloud Backup has been securing multiple terabytes of data across Microsoft 365, Dynamics 365, and Salesforce, enabling them to recover business-critical data easily, and cost-effectively.

> ❝ *The ease of using Cloud Backup and lack of maintenance is first rate. It's much smoother with AvePoint compared to our previous approach.* ❞
>
> *-KAT BEDOCS, BUSINESS COLLABORATION ANALYST, ESRI UK*