



Rojoli Services Transforms Data Protection and Security Services with AvePoint

Customer Profile

Rojoli Services is a leading Microsoft partner providing collaboration, cloud hosting and business continuity products and services to small and medium-sized businesses throughout North America. Founded in 2008 and based in Georgia, Rojoli has operations and data centers in Atlanta, New York, and Phoenix.

Location

Peachtree Corners, Georgia

Industry

Information Technology Services

Platform

Microsoft 365

Critical Needs

- Robust Microsoft 365 protection and recovery
- Protect against accidental or malicious data deletions
- Trace and provide evidence of data access and deletions
- Enhance client data security for Microsoft 365 Copilot readiness

Solution

[AvePoint Cloud Backup](#)

[AvePoint Policies](#)

[AvePoint Insights](#)

Success Highlights

- Integrated AvePoint Cloud Backup into all managed services
- Successfully recovered critical data quickly
- Provided detailed evidence in legal disputes by tracing data access and deletions
- Managed data access and permissions, facilitating data cleanup before deploying AI

The Challenge

Rojoli, a managed service provider (MSP), faced significant challenges in ensuring comprehensive data protection and recovery for their clients, particularly those using Microsoft 365. While they had robust solutions for server-side data protection, they lacked a reliable tool for Microsoft 365 environments. This gap left their clients vulnerable to data loss from accidental or malicious deletions, who oftentimes struggled to provide detailed evidence of data access and deletions in legal disputes. Additionally, with the rise of AI tools like Microsoft 365 Copilot, Rojoli needed a way to manage data access permissions and sharing to prevent unauthorized data exposure.

The absence of a comprehensive Microsoft 365 protection tool was a critical issue. Microsoft's basic logging systems were insufficient for their needs, as they only retained access logs for a limited period. This limitation made it impossible for Rojoli to trace and recover deleted emails, SharePoint files, and OneDrive files beyond the retention period. The inability to provide detailed evidence of data access and deletions was particularly problematic in legal situations, where precise data tracking was essential.

Moreover, the advent of AI tools like Microsoft 365 Copilot introduced new challenges. These tools could surface data from any accessible source, raising concerns about unauthorized data exposure. Rojoli needed a solution to scan and manage data access permissions and sharing, ensuring that sensitive information was adequately protected before deploying AI.

The AvePoint Solution

Rojoli turned to AvePoint to address these challenges, starting with [AvePoint Cloud Backup](#). This solution quickly became a cornerstone of their managed services practice. By integrating AvePoint Cloud Backup into all their MSP contracts, Rojoli ensured that every new customer automatically received AvePoint's award-winning simple, secure, and automated data protection. This proactive approach not only safeguarded their clients' data but also enhanced Rojoli's reputation as a reliable managed services provider.

AvePoint Cloud Backup proved invaluable in multiple instances, enabling Rojoli to recover critical data that had been accidentally or maliciously deleted, saving their clients from potential data loss. In one notable case, a client involved in litigation with a former employee needed to trace data access and deletions. AvePoint's solution allowed Rojoli to recreate a series of restores, providing detailed evidence of when and by whom the data was accessed and deleted. This capability was crucial in proving that the employee had accessed the system after termination, a feat that would have been impossible with Microsoft's basic logging systems.

Recognizing the growing importance of data access management with the rise of AI tools like Copilot, Rojoli also adopted AvePoint [Policies](#) and [Insights](#). This solution enabled them to scan and manage data access permissions and sharing comprehensively across clients' Microsoft 365 environments. By identifying who had access to what data and where it was shared, Rojoli could help their clients clean up sensitive information before deploying AI tools like Microsoft 365 Copilot. This proactive data management approach not only enhanced security but also ensured that AI tools operated within a controlled and secure environment.

The Bottom Line

Rojoli's partnership with AvePoint has been transformative, addressing critical challenges in data protection, recovery, and access management. By integrating AvePoint Cloud Backup into their managed services, Rojoli ensured comprehensive Microsoft 365 data protection for all their clients. The ability to recover critical data and provide detailed evidence in legal disputes has been invaluable. Additionally, AvePoint Policies and Insights empowered Rojoli to manage data access permissions and sharing effectively, enhancing security in the age of AI.

As Rojoli's experience demonstrates, AvePoint's solutions are not just tools but essential components of a robust data protection strategy. The partnership has enabled Rojoli to deliver exceptional value to their clients, ensuring data security and compliance in an increasingly complex digital landscape.

"We wouldn't have any qualms about other MSPs working with AvePoint," said David Huseonica, Chief Operating Officer of Rojoli Services. "Quality products, great company, and great people. The decision we made was we'd include AvePoint automatically in every MSP engagement we have."



AvePoint has been a savior for us when it comes to accidental or malicious deletion of data."

**- DAVID HUSEONICA,
CHIEF OPERATING OFFICER,
ROJOLI SERVICES**



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