

TIPS & FACTS ABOUT
MICROSOFT 365
BACKUP

Collaborative data stored on SaaS applications like Microsoft 365 can be the most important factor in your organization's success.

INTRODUCTION

There has been a boom in the utilization of Software-as-a-Service (SaaS) solutions and a significant increase in the sheer volume of cloud data created. This phenomenon has resulted in a digital transformation that is radically changing how businesses store, manage, transfer, and access their data – and it's generating entirely new types of data in the process. Businesses have embraced the cloud and hybrid-based solutions faster than expected, allowing for greater flexibility, scalability, and accessibility of data.

With the unprecedented surge in remote workers, the need for data accessibility became even more critical. While this may have spurred the growth of SaaS solutions, they have since become a vital part of the business landscape.

Ease of deployment and implementation, ability to quickly scale up or down, and streamlined monitoring and operational management are all key advantages of the SaaS model. Perhaps the best examples of this are companies like Microsoft, Google, Adobe, Zoom and Salesforce. Microsoft offers services widely adopted by businesses including the popular;

- **Microsoft 365** – Cloud-based suite of business productivity tools including Exchange Online, Outlook, Office apps, OneDrive, and more.
- **Teams** – A collaboration platform designed to facilitate team productivity and integration with other Microsoft services.
- **SharePoint Online** – Cloud-based content management and collaboration for knowledge and application sharing.

Dynamics, Azure, Power Platform, and other offerings further expand on Microsoft's cloud capabilities.

“ Spending on public cloud services world-wide will increase to 20.7% in 2023, to \$591.8 billion, up from \$490.3 billion in 2022.

Gartner

“ Well over 60% of all business data is being stored in the cloud.

Statista

“ Most businesses (66%) store 21-60% of their sensitive data in the cloud with 22% storing more than half (61-100%) of their data in the cloud.

Thales

RISKS

RISKS

What are the risks to Microsoft 365 data?

Many businesses assume that Microsoft is already taking care of backups for you, but that is far from accurate. The truth is that Microsoft is only protecting data availability, meaning that their focus is preventing an interruption in your services.

The official take is that Microsoft operates under a “shared responsibility model” where information and data recoverability falls entirely within the responsibility of the customer. In short, they take responsibility for the security and infrastructure of their data centers, but users are required to protect their own data. Perhaps unknown to many - Microsoft goes as far as recommending that you “regularly backup your content and data” using “third-party apps”, via their Microsoft Services Agreement document.



THERE ARE MANY REASONS TO BACKUP YOUR MICROSOFT 365 DATA REGULARLY

DATA LOSS

Data loss could occur from several possible sources including accidental deletion, malicious deletion, various types of data corruption, or from external threats like hackers, viruses, or ransomware.

BUSINESS CONTINUITY

In the event of a disaster, employees must maintain access to critical data for productivity. Having a backup can help to minimize the amount of time that employees are affected.

COMPLIANCE

Many organizations are required to comply with laws and regulations such as GDPR, HIPAA, and PCI DSS, which mandate the protection and backup of sensitive data.

COMMUNICATION

When we think about backing up our business communications, the first thing that often comes to mind is email. However, employees are now spending much of their time using SaaS tools such as Teams for most internal communications and file-based collaboration.

RETENTION

Microsoft 365 has data retention policies (typically 30 days), but they won't meet the needs of all organizations. Having a backup allows organizations to retain data for longer periods, and in multiple locations if necessary.

WHEN BACKING UP MICROSOFT 365 CLOUD DATA, ORGANIZATIONS FACILITATE BUSINESS CONTINUITY AND CREATE AN ACTION PLAN TO QUICKLY RECOVER FROM A DATA LOSS EVENT. THEY CAN ENSURE COMPLIANCE WITH INDUSTRY REGULATIONS AND IMPROVE THEIR DATA RETENTION POLICIES. LEGAL MATTERS THAT REQUIRE eDISCOVERY ARE EASILY MANAGED THROUGH HIGHLY SEARCHABLE BACKUPS.

BACKUP AGAINST ACCIDENTAL LOSS

(Deletion error, retention error, day-to-day mishaps)

Frequency: Multiple times a day (point in time)

Data: Email, OneDrive, Contacts, Calendars, Tasks, SharePoint

Necessary Features:

- Advanced Search Across Multiple Apps
- Roll-Back Files to a Previous Date
- Highly-Definable Retention Policy

BACK UP FOR ARCHIVE

(To meet strict compliance requirements)

Frequency: Continuous Backup

Necessary Features:

- Special eDiscovery Search, Saved Search, and Advanced Search
- Download All Emails or Data Related to a Topic
- Legal Hold for Specific Users (Retention Override)
- Highly-Definable Retention Policy

BACK UP WITH BETTER MANAGEABILITY

(Ease of use and convenient administration)

Necessary Features:

- Non-Agent Based (Access Anywhere)
- One Portal – Manage Multiple Domains
- View / Restore / Download Backups in the Cloud
- Migrate Users to a New Tenant
- Definable Alerts Based on Key Words
- Statistics / Insights / Review Process

BEST PRACTICE RECOMMENDATIONS



01

BACKUP APPLICATION

Per Microsoft's recommendation, take advantage of third-party applications like NovaBACKUP's 365 option for a more complete set of features and flexibility with global accessibility from wherever you need it.

02

AUTOMATION

Automate backups to ensure recoverability of critical data in the cloud and recover data from any point in time, with granular level restore.

03

ARCHIVAL

For those that require archival for compliance requirements, backups can be conducted continuously with a more advanced set of retention functionality.

04

ENCRYPTION

Encryption will be absolutely necessary for backups to meet common compliance requirements for data privacy regulations like HIPAA and GDPR. Ensure that your backup solution supports strong encryption methods and that passwords are stored securely.

05

RETENTION

Define your data retention policy according to regulatory requirements and automate retention for the required period. Solutions should offer the ability to add a "legal hold" on users to override retention settings in the event of litigation.

06

REDUNDANCY

Consider multiple, secure storage locations including cloud and local destinations to create redundancy, and guarantee data availability in the event of a disaster.

07

DOCUMENTATION

Document all backup procedures, and make sure that you have a clearly defined disaster response team that understands their responsibilities during an emergency.

08

TESTING

Backup testing should be scheduled and performed regularly to verify backup restorability and pinpoint potential weaknesses or points of failure within your strategy to be reconciled.



FIVE SURPRISING FACTS

1

SaaS data from Microsoft 365 may be more valuable than local data

As organizations increasingly use SaaS tools, it has become the primary point of collaboration for employees including remote workers. Being highly centralized and accessible, the data generated may be more important to the productivity of an organization than data stored on any single device.

2

Microsoft 365 Backups may be necessary for eDiscovery and compliance

In the event of a legal matter, companies will need to locate and restore data that is relevant to the case or investigation. Companies that must adhere to compliance regulations are able to identify private data and make changes as needed.

3

Microsoft 365 Backups can be automated and performed as point-in-time or continuous for archival

Minimal to zero disruption should be caused by a backup solution, with backups scheduled to take place automatically at a frequency that matches your organization's data production.

4

Third Party Microsoft 365 Backup Facilitates Powerful Searchability

Organizations may struggle with locating specific historic data, such as a specific email by a former employee. NovaBACKUP's Microsoft 365 solution provides advanced searchability across Mailboxes, OneDrive, and SharePoint data by keyword and date range to quickly pinpoint past communications or misplaced documents.

5

You can create immutable Microsoft 365 Backups

Depending on the storage and backup solution you select, you can override retention settings with a legal-hold feature that will secure backups of Microsoft 365, preventing data from being removed or altered in any way.

MICROSOFT 365 BACKUP WITH NOVABACKUP

NovaBACKUP's Microsoft 365 Backup and Archive add-on is a simple and powerful solution to secure your most important SaaS data, including Mail, Calendars, Contacts, Tasks, Groups, Teams, OneDrive, SharePoint, and other Software-as-a-Service applications from Microsoft.

Meet strict regulatory compliance requirements with the flexibility to define your own unique backup and retention schedules. In the event of data loss, be it accidental or malicious, your team can quickly return to productivity via a fast restoration of your collaborative environment.



Outlook

- View email without search
- Migrate per user to other user or destination
- Download (PST EML)
- Download Mailbox
- Shared Mailbox
- Restore mailbox, folder, message
- Migrate per mailbox to other user or destination
- Download PST, EML, mailbox



SharePoint

- Restore site, document library, folder, files
- Restore to other site
- Restore all to one folder
- Download files
- Lists - items and columns for all permissions
- Document Libraries - content, views, and content types for all permissions
- Sub-Sites - lists and document libraries



OneDrive

- Restore drive, folder, files
- Restore to other drive
- Restore all to one folder
- Download drive, folder, files



Contacts / Calendars / Tasks

- Restore calendar events, contacts, tasks
- Download files
- Email and folders for Mailboxes and Public Folders
- Shared Mailboxes



Groups & Teams

- Download files
- Channel Chat
- Tasks
- Email
- Drive
- Site
- Calendar
- Files
- Conversations
- Notebook
- Planner

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