

Microsoft 365[©]

Backup

What does it mean and
why do you need it?



Why do I need Microsoft 365 Backup?

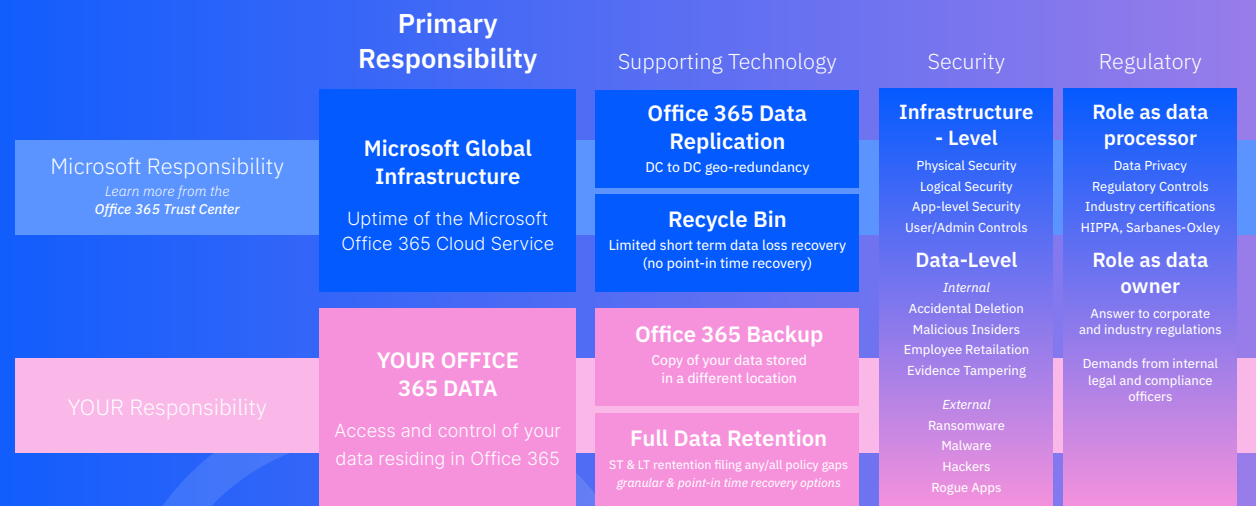
Did you know that the use of Microsoft 365 is based on a model of shared responsibility?

This means that the responsibility of data protection lies with you as the data owner, even if you're contracting a cloud-based subscription directly from Microsoft or one of its resellers.

Deploying Microsoft 365 without enterprise-grade backup is a risky strategy and leaves your organisation and staff open to potential data loss.

In this document, we'll take a look at why having appropriate backup for Microsoft 365 backup is so important, and what your options are to ensure you have the long-term data protection and data you need. By using Ekco Microsoft 365 Backup, business risks are mitigated, and you enjoy the peace of mind that you can restore data when needed.

The Microsoft 365 Shared Responsibility Model



Ask yourself the question

Can my employees continue to work if they lose access to their Microsoft data?



Why is dedicated backup for Microsoft 365 critical?



Accidental user deletion

If you accidentally delete a user, that profile deletion is replicated across the network, along with the deletion of that individual's OneDrive and mailbox. After Microsoft has redundantly deleted the data, or if the retention period has passed, your data is completely lost and unretrievable unless you can recover it from your own backup.



Gaps in retention policy

Microsoft 365 has limited backup and retention policies that can only protect you from situational data loss. This is not intended to be, nor is, an all-encompassing backup solution. A proper backup solution provides short-term or long-term archives, granular or point-in-time restores making data recovery fast, easy and reliable.



Cyber threats from within

When you think of a cyber threat, you imagine an external attack. Sometimes, however, the vulnerability is internal. For example, Microsoft has no way of knowing the difference between a regular user and a terminated employee attempting to access or edit critical company data before they depart. Additionally, it is common for employees to accidentally download infected files, or even share their passwords.



External cyber threats

When a company is hit with a cyber-attack, be that a virus or malware, business continuity is halted and reputation is put at risk. Exchange Online's limited backup functions are inadequate to handle serious attacks. Regular backups will help ensure a separate copy of your data is uninfected and promptly available for recovery.



Compliance and law

The specific legal requirements, compliance requirements and access regulations vary between industries and across the globe. If you need to retrieve emails, files or other types of data for a compliance check or legal dispute, you can, safe in the knowledge ythat this data is easily accessible through your backup.



Hybrid working in the cloud

Businesses that adopt Microsoft 365 typically need a window of time to serve as a transition stopgap between on-premises Exchange and Microsoft 365 Exchange Online. A robust Microsoft 365 backup solution should have the ability to handle hybrid email deployments and treat exchange data the same, irrespective of the source location. You should also have the choice of where you store your different types of data such as AWS S3, Azure blob or a managed service provider.



Data structures in Microsoft Teams

Since the pandemic, many organisations now use Microsoft Teams as their main internal communication and collaboration application. Microsoft Teams combines SharePoint, OneDrive and Outlook seamlessly, and they all need to be protected in their own right. Teams itself has user settings, configurations, and membership privileges that need to be protected and retrievable. A backup solution will protect both the interconnections between the various Microsoft services and also the vital Teams data that, if lost, could cause other administrative burdens.



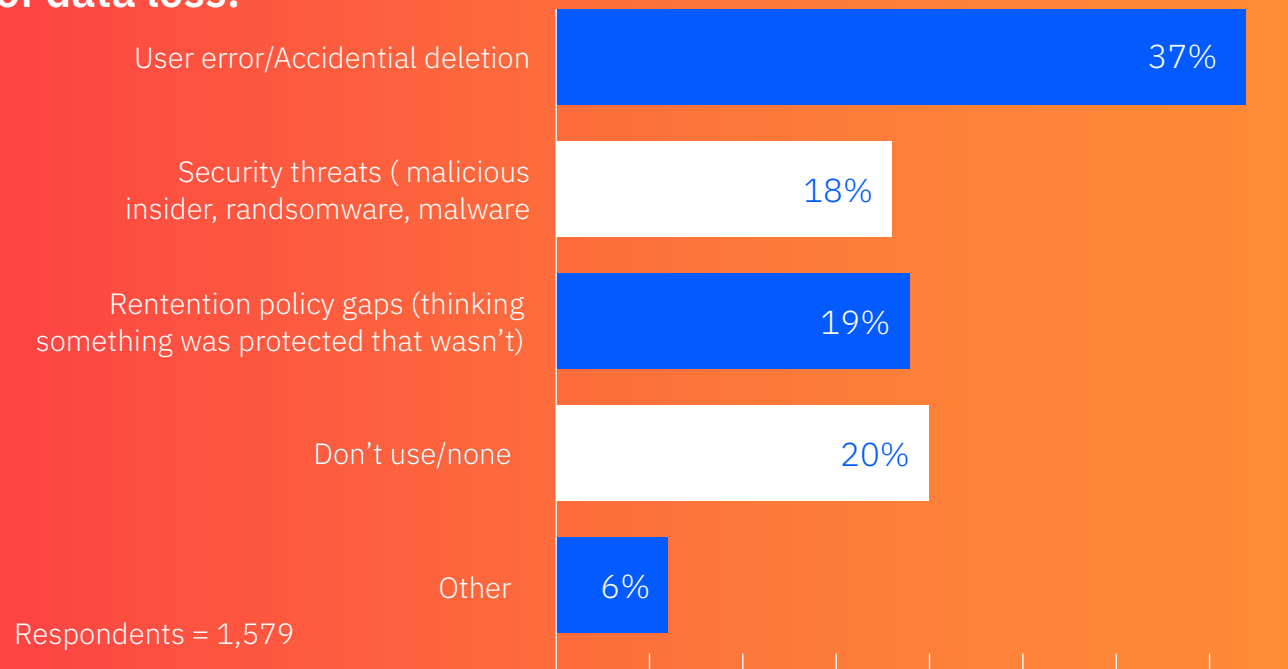
Backup as a Service

You might be thinking that you'd need to be pretty unlucky to fall victim to a significant loss of data. After all, you've survived this long without protection.

The reality though, is that such issues are surprisingly common. A recent Veeam customer survey found that **as many as 37% of respondents had fallen victim to data loss due to accidental deletion**, and 19% lost data due to gaps in retention policies that only came to light after the event.

Perhaps more worrying is that some estimates put the number of businesses not using **backup for Microsoft 365 as high as 60%**.

Causes of data loss:



Source: Veeam Customer Survey

Advantages of Ekco Microsoft 365 Backup

01. Risk Mitigation with offsite backup

There are numerous reasons for data loss. From accidental human error or intentional deletion by employees as well as external risks like ransomware and rogue wireless hotspots. Ekco Microsoft 365 Backup mitigates these risks by creating an offsite backup of your data, which enables you to recover the data quickly. This greatly reduces the impact of data loss on your business.

02. Setting up the backup service quickly and easily

If you're used to spending hours setting up a backup service, then you will be surprised at how easy and quick it is to set up a Microsoft 365 Backup service in the Ekco portal.

03. Save on cost

The Ekco portal enables you to save on costs by only selecting the users and services you want to backup.

04. Auto-provisioning of new users

Rest assured that based on the group policies you configured in the Ekco portal, new Microsoft 365 users are automatically added to the appropriate backup policy, giving you peace of mind that all users are protected from data loss, from day one.

05. Restore whatever and wherever

Whether you need to restore a single file, an entire mailbox, or files stored in OneDrive, SharePoint and Teams, the restore functionality allows you to recover data from any point in time. Ekco enables you to restore mailbox items and files to the same mailbox or another OneDrive or SharePoint Account.

06. Simple pricing

Ekco's subscription-based pricing model is simple, cost effective and predictable. There are no hardware costs, hidden fees, or initial set up costs.

07. Scalable

As your business changes, Ekco allows you to scale the backup service up or down to suit your business requirements. You only pay for what you configure.

08. Premium service at a low price

With Ekco Microsoft 365 Backup, you get backup functionality that outperforms Enterprise Microsoft 365 subscriptions at a fraction of the price.

Backup taken care of, so you can move onto what's next

How does subscription billing work?

Pricing is on a per-user basis. A user can be a backed-up Mailbox, OneDrive Account or Shared OneDrive account. If a single user has both Mailbox and OneDrive backups, that counts as one billable user.

A shared/group mailbox does not need a user license, as long as all users who can access that mailbox are licensed.

How does SharePoint licensing work?

SharePoint document library backups do not require direct licensing. They use the available storage allocated to users licensed for the Microsoft 365 organisation.

How much extra does it cost to perform a restore?

Nothing. All restores are included in the price.

What does pricing include?

Pricing is per user. It is a single annual or multi-year subscription that includes:

- Mailbox backup
- Storage of backed-up data
- OneDrive Account backup
- Access to centralised customer portal
- SharePoint Document Library backup
- 24/7 technical support

The minimum starter pack subscription includes up to 10 users (mailboxes only) per year and this can be scaled up to tens of thousands of users.

Each user license is subject to a fair use policy of 20GB, which can be pooled across all licensed users for a Microsoft 365 organisation. Additional storage would need to be purchased if the fair use policy is exceeded.

Can I do a trial and if so, what do I need to download or install?

Yes! We offer a 30-day free trial with no installation necessary. Simply sign up and connect a Microsoft 365 account. Backups are taken automatically and saved to the Ekco Cloud.

During the 30-day trial, you can back up a maximum of 20 users across 2 organisations. Should you wish to increase this during your trial, please contact us on sales@ek.co.

Can we use our own storage for the backups instead of Ekco's Cloud

All Microsoft 365 storage is handled by Ekco and this cost is included in the price per-user, per-month fee. Data is stored solely in the Ekco Cloud. There are currently no plans to allow storage to on-premises repositories or other storage accounts / cloud storage.

If we delete the Microsoft 365 user but want to keep the data, can we keep the backup?

Yes, there is an option to stop backups and retain the data. As long as the subscription is active, the content will be retained.

How long is backup data retained?

Indefinitely. Ekco's default retention policy for Microsoft 365 Backup is 3 years but data can be kept forever until a subscription is stopped.

Where is Ekco's Microsoft 365 Backup data hosted?

Ekco only uses local data centres, so all your data is stored in Irish or UK data centres depending on your requirements. Ekco takes data protection very seriously and we can confidently stand by the physical security, certification, scalability, reliability, security and financial stability of our data centre locations.

What security mechanisms are in place to protect storing and transmission of data?

All backup data is protected by AES 256-bit encryption at rest. All data transmissions with third-party APIs, e.g. Microsoft 365, occur over TLS encryption.

Logins, setting changes, subscription management and accessing backed-up data occurs over TLS-encrypted channels with optional multifactor authentication available.

Administrative access to Ekco's infrastructure is controlled through role-based access and centralised account management, which provides improved monitoring of accounts and access. Ekco's engineering teams proactively monitor and maintain the infrastructure 24/7.



We're Ekco: Europe's fastest growing managed cloud provider


With a network of infrastructure and security specialists across Europe, we've perfected our approach to supporting digital transformation. We've helped countless companies with Disaster Recovery as a Service (DRaaS), reducing the time they spend managing data and risk, acting as a safe pair of hands for backup and recovery.

We start by asking 'why?' rather than 'how?' to deliver a tailor-made solution that can be rolled out at the speed your business moves.

Want to find out more? Great.

Pick up the phone, or drop us an email and let's talk.

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