



EBOOK

Datto SaaS for Microsoft 365

A comprehensive backup and recovery solution for Microsoft 365 with integrated advanced threat protection.



Datto SaaS for Microsoft 365

Datto SaaS Protection helps ensure complete protection of your Microsoft 365 data with 3x daily backups and flexible, fast recovery. As the leading cloud-to-cloud backup solution, Datto SaaS Protection for Microsoft 365 offers an all-in-one backup, search, restore, and export solution for Exchange, OneDrive, SharePoint, and Teams.

As organisations increasingly move data into cloud-based applications, many believe that traditional best practices such as data backups are outdated. After all, SaaS applications are always available, accessible from anywhere, and highly redundant.

An astonishing 1 in 3 companies report losing data stored in cloud-based applications due to end-user error.

With more and more companies depending on Microsoft 365 for collaboration and business operations, these risks are impossible to ignore. Backup is just as important in the cloud as in traditional on-premises IT systems, making an independent, third-party, SaaS backup solution the best way to protect your organisation against the most common data loss pitfalls.

- Accidental deletion
- Overwritten data
- Malicious end-user activity
- Lost data due to deprovisioned Office 365 licences
- Ransomware attacks
- External app errors (e.g. data corruption via syncing or overwriting)

It is a common misunderstanding that you don't need to back up your email and SharePoint data stored as part of the Microsoft 365 offering, because it is automatically done for you. This is partially true but there is still a need to consider a second level of backup to properly protect your data.

Microsoft replicate the data within their data centres to protect themselves and they have a set of retention policies which gives you the ability to recover some data. However, Office 365 backup and retention policies can only protect you from data loss in a limited way and are not intended to be a complete backup solution.

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It is common for administrators to believe they are covered, only to find out later that certain items are gone.

Microsoft 365 Shared Responsibility Model

	Primary Responsibility	Technology	Security	Regulatory
Microsoft's Responsibility	Microsoft Global Infrastructure Uptime of the 365 service	Microsoft 365 Data Replication DC to DC Geo-redundancy Recycle Bin Short term data loss recovery (No point in time recovery)	Infrastructure Level Physical Security Logical Security App-level Security User/data Security	Data Processor Data Privacy Regulatory Controls Industry Certifications HIPPA, Sarbanes-Oxley
Your Responsibility	Your Microsoft 365 Data Access and control of your data residing in Microsoft 365	Microsoft 365 Backup Copy of your data stored in a different location Full Data Retention Short & long-term retention; Fill policy gaps; Point in time recovery options	Data Level Accidental Deletion Malicious Insiders Employee Retaliation Evidence Tampering Ransomware Malware Hacks Rogue Apps	Data Owner Answer to corporate and industry regulations Demands from internal legal and compliance officers

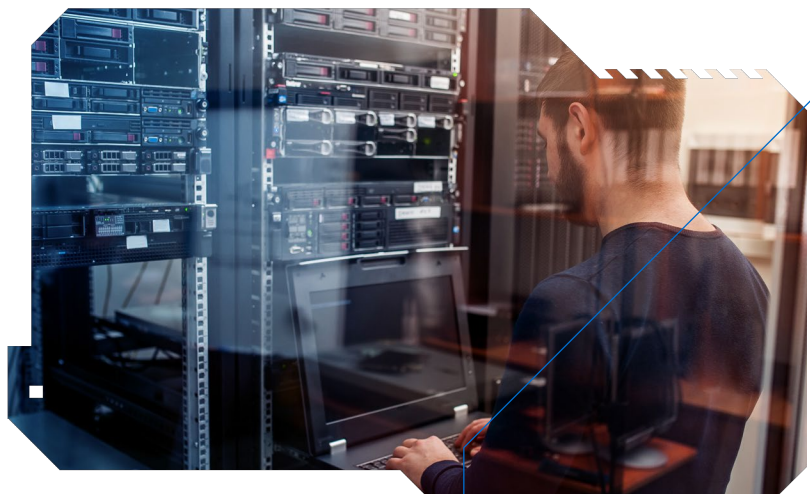
To combat this Wavenet can offer a backup for Microsoft 365 supplied by Datto which backs up data to external data centres outside of Microsoft Azure.



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Backup features

- Services Covered: Office 365's Exchange Online, Calendar, Contacts, all OneDrive file types, OneNote data in SharePoint and OneDrive document libraries, SharePoint sites, Custom Site Collections, Team Sites.
- Office 365 Licences Supported: E1, E3, E5, Exchange Only 1 and 2, SharePoint only 1 and 2, Business Basic, Business Standard, Business Premium, EDU, GOV, NPO.
- Automated Backup: Automated daily point-in-time backups begin after initial ingest.
- Backup Frequency: 3x daily at 8 hour intervals.
- Automatic New User Detection: Able to add all current users and back up new users automatically (nightly job detects status of services in Office 365 environment).
- Automated Archive: Nightly job detects status of services in Office 365 environment, then archives those services that are archived in Office 365.
- Storage Locations: Stored in Datto's private cloud located in EMEA, built-in redundancy; geo replicated within geographical region; ZFS file storage; SOC 2 Type II audited; built-in encryption.
- Restore Function: To original user or alternative user in original file format.
- Restore Granularity: File level, folder level with nested hierarchy intact.
- Export Format: MBOX for Mail, ical for Calendar, VCF for Contacts, Original MS format for OneDrive.
- Search: Search across multiple users and metadata search.
- Data Retention: Set to infinite for all users in the tenant.



Licensing and Support

Licensing

Datto for Office 365 is licensed on a per user basis (Office 365 licensed users) and that includes the backup of any shared mailboxes. This means that the license requirement will directly correlate to the number of active licensed users that you have on Office 365.

Wavenet will only backup the whole tenant, not a small number of selective users, so all users must be included.

Deployment and Support

Wavenet will configure the Datto service within Datto's own UK data centre to connect into your Microsoft 365 tenant using administrative privileges.

The Datto server will run a backup 3 times a day to backup any changes that have taken place and Wavenet will set your retention policy to infinite.

Simply log a call and we can restore data back to its original location, or if required an alternate location, during normal office hours.

SLA for the start of a restore would be 4 hours.

Please note: This is not an archive solution. It is a backup solution. The backups are there to protect you from deleted or damaged data and not as an archive storage for removed data.



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