

Afi Backup for Google Workspace

1. Executive Summary

Afi.ai provides a cloud-native, next-generation data protection platform purpose-built for Google Workspace. Unlike legacy backup solutions adapted from on-premise architectures, Afi is built on a microservices architecture that leverages AI-driven automation to deliver 2-3x faster performance, predictive ransomware protection, and granular recoverability.

The service ensures business continuity by protecting critical Workspace data (Gmail, Drive, Shared Drives, Contacts, Calendar, and Chat) against accidental deletion, malicious insider activity, ransomware attacks, and synchronization errors.

2. Key Features & Capabilities

2.1. Workload Coverage

The service provides full-fidelity backup and recovery for the following Google Workspace components:

- **Gmail:** Emails, attachments, nested labels, and metadata.
- **Google Drive:** My Drive, Shared Drives (Team Drives), native Google Docs/Sheets/Slides (preserved in native format), and third-party files.
- **Shared Drives:** Full support for permissions, folder structures, and metadata.
- **Contacts & Calendar:** Events, attendees, resources, and contact details.
- **Google Chat:** 1:1 messages and Spaces (where API access permits).

2.2. AI-Driven Ransomware Protection

Afi employs a proactive security engine that monitors for anomalies:

- **Detection:** AI algorithms analyze file changes to detect mass encryption or deletion events indicative of ransomware.
- **Preemptive Backup:** Upon detecting a threat, the system triggers an immediate backup of unaffected data before encryption spreads.
- **Recovery:** "Clean" recovery points are automatically flagged, allowing for rapid restoration to the last known safe state.

2.3. Search & Recovery

- **Full-Text Search:** Global search capabilities across all user backups (Gmail bodies, subjects, file names) to locate specific data instantly.
- **Granular Restore:** Restore individual emails, files, or folders without overwriting the entire account.
- **Cross-User Restore:** Restore data from a departed employee directly into a manager's or active user's account.

- **Point-in-Time Recovery:** Navigate historical snapshots to restore data exactly as it existed at a specific moment.
- **Offline Export:** Export data in industry-standard formats (PST, MBOX, EML, ZIP) for legal hold or offboarding purposes.

3. Technical Architecture & Security

3.1. Security & Compliance

- **Encryption:** Data is encrypted in transit (TLS 1.2+) and at rest (AES-256).
- **BYOK (Bring Your Own Key):** Enterprise options to manage your own encryption keys via Google Cloud KMS.
- **Access Control:** Role-Based Access Control (RBAC) allows you to define granular roles (e.g., Help Desk, Admin, Auditor).
- **Audit Logging:** Immutable audit logs record all admin activities, data access, and system events (retained for 3 years).
- **Compliance:** SOC 2 Type II certified. Compliant with GDPR, HIPAA, and CCPA requirements.

3.2. Data Residency

Afi allows customers to pin data to specific geographic regions to meet sovereignty requirements. Available regions include:

- United Kingdom
- European Union
- United States
- Canada
- Australia

3.3. Performance & Reliability

- **API Management:** Intelligent handling of Google Workspace API limits (throttling) to ensure backups complete successfully without manual intervention.
- **Performance:** Optimized for speed, utilizing Google's native cloud infrastructure for rapid data ingestion and restoration.

4. Service Management

4.1. Onboarding

- **Deployment:** Zero-installation cloud-to-cloud deployment via the Google Workspace Marketplace.
- **Auto-Discovery:** Automatically detects new users and Shared Drives.

- **Policy Assignment:** "Set and forget" SLA policies automatically protect new resources based on Organizational Unit (OU) or Group membership.

4.2. Backup Frequency

- **Automated:** Configurable frequency, typically up to 3x per day (every 8 hours).
- **Manual:** Administrators can trigger unlimited manual backups for specific users or groups on demand.

4.3. Data Retention

- **Flexible Policies:** Define retention periods tailored to compliance needs (e.g., 1 year, 7 years, or indefinite).
- **Archived Users:** Data for deleted/suspended users can be retained indefinitely (often at no additional license cost depending on plan).

5. Support & Service Levels

5.1. Support Channels

- **24/7 Support:** Available via in-app chat and email (support@afi.ai) for all customers.
- **Knowledge Base:** Extensive library of guides, FAQs, and troubleshooting documentation.

5.2. Service Availability

- **SLA:** Targeted 99.9% service uptime.
- **Status Page:** Publicly available real-time status dashboard for transparency.

6. Licensing Model

- **Per User Pricing:** Licenses are required only for **active** users.
- **Shared Drives:** Typically included at no extra cost (pooled storage model).
- **Archived Users:** Free retention for departed employees (saving Google Workspace license costs).
- **Storage:** Pooled storage across the tenant (typically unlimited or high-cap per user, subject to fair use).

7. Requirements

- **Tenant Access:** Requires Super Admin access to the Google Workspace tenant for initial authorization.
- **Browser:** Modern web browser (Chrome, Edge, Firefox, Safari) for the administration console. No local agents required.