

Introducing boxxe's M365 Backup service with Druva

Microsoft 365 is the backbone of modern collaboration – yet many organisations are surprised to learn that Microsoft's native retention features offer limited protection against data loss, accidental deletion, ransomware, or malicious activity. Items removed from Exchange, SharePoint, OneDrive or Teams can be permanently lost after short retention windows.

The **boxxe M365 Backup Service** provides comprehensive, cloud-native protection for all core Microsoft 365 workloads, ensuring data is securely backed up, rapidly recoverable, and retained for as long as your organisation requires.

Backed by **Druva's cloud-native data resiliency platform**, our service removes operational overheads, eliminates the need for hardware, and delivers always-on protection through a simple, scalable SaaS solution.

Included Microsoft 365 Workloads

- Exchange Online (mailboxes, calendars, contacts)
- SharePoint Online
- OneDrive for Business
- Microsoft Teams (channels, files, chats, attachments)
- Entra ID attributes

Key Capabilities

Automated Cloud-Native Backups

- Scheduled, policy-driven backups with no hardware to manage
- Configurable retention policies that exceed Microsoft's native limits
- Immutable, air-gapped backup storage for ransomware resilience

Fast & Flexible Recovery

- Granular restores: individual files, emails, folders or entire mailboxes
- Rapid system-wide recovery to minimise disruption
- Self-service and admin-led restoration options

Security & Compliance

- Zero-trust architecture
- Full audit trails and reporting

- Long-term retention to support regulatory obligations
- Data encrypted in transit and at rest

Operational Simplicity

- No appliances, no updates, no storage to provision
- Cloud-native platform supporting ongoing innovation
- Centralised dashboard for complete visibility

Why boxxe

We provide more than technology – we provide confidence, continuity and care.

Our Microsoft aligned expertise and experience designing modern workplace solutions means customers benefit from:

- Deep Microsoft ecosystem knowledge (Modern Work, Azure Infrastructure, Security designations)
- Proven experience deploying Druva's data resiliency cloud in complex environments
- Skilled consultants and architects supporting design, migration and optimisation
- A partnership-led approach and UK-based support

We tailor retention, governance and backup policies to meet your needs, guided by best practise and industry standards.

Customer Problems Solved

Organisations choose our service because we eliminate the common and costly risks left by native Microsoft 365 retention:

Challenge	Impact	How boxxe Solves It
Accidental or malicious deletion	Permanent loss after recycle-bin expiry	Long-term backup and rapid recovery
Ransomware attack	Files encrypted or destroyed	Immutable air-gapped backups + fast restore
Limited Microsoft retention policies	Compliance or investigation failures	Custom retention aligned to policies
Complex restore processes	Delays, data gaps, productivity loss	One-click granular recovery
Lack of visibility or control	Governance challenges	Centralised dashboards & audit trails

Customer Benefits & Outcomes

Operational Benefits

- Always-available backup without managing infrastructure
- Dramatically reduced recovery times
- Confidence that business operations continue smoothly
- Harmonised backup strategy across hybrid workplaces

Security & Resilience Benefits

- Protection against ransomware, insider threats, and malicious deletion
- Immutable storage underpinned by zero-trust security
- Backups stored separately from Microsoft's primary cloud

Compliance & Governance Benefits

- Simple demonstration of retention obligations
- Full forensic audit capability
- Alignment with industry standards and organisational compliance policies

Commercial Benefits

- No hardware, maintenance or upgrade costs
- Predictable, scalable pricing
- No data egress costs
- Lower total cost of ownership vs. traditional backup infrastructure

How the Service Works

1. ONBOARDING & ASSESSMENT

We begin with an assessment of your existing Microsoft 365 environment, understanding your:

- Data volumes
- Current retention and governance requirements
- Recovery objectives
- Security and operational needs

2. DESIGN & CONFIGURATION

We configure policies aligned to your organisation, covering:

- Backup frequency
- Retention periods
- Access roles
- Granular restore settings

3. DEPLOYMENT

Using Druva's SaaS platform, we integrate securely with your Microsoft 365 tenancy and begin initial backup ingestion.

4. ONGOING MANAGEMENT (OPTIONAL)

If you require on-going management of your M365 backups, boxxe will provide:

- Managed backup operations
- Monitoring and health checks
- Regular reporting
- Restore assistance and incident response

5. CONTINUOUS OPTIMISATION

As your data estate evolves, we refine policies to ensure compliance and efficiency.

Pricing Model

Pricing is transparent and provides a cost per protected user, per month for a minimum of 12 months. Pricing is based on:

- Number of protected users
- Retention requirements
- Optional managed service wrap

Please see Pricing Document for more information.

Service Levels & Support

boxxe provides:

- UK-based support
- Response SLAs depending on chosen tier
- Access to backup specialists and Microsoft-certified consultants for Consultancy if required

Data Security

The service follows a secure-by-design architecture:

- Zero-trust data protection model
- End-to-end encryption
- Immutable backup storage
- Regular third-party security validation
- No backup data stored on boxxe infrastructure

Why Customers Choose This Service

Boxxe's M365 Backup Service with Druva provides reliable, cloud-native protection for Microsoft 365 workloads with fast recovery, simplified compliance and confidence that your organisation can keep running, even when faced with data loss or cyber threats.

Backup data is stored outside of the Microsoft cloud ecosystem offering further peace of mind that should the M365 tenancy be compromised or suffer data loss or corruption, data is backed up and secured elsewhere for recovery.