

Centerprise Entra ID Backup – Service Description

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Service Overview

Centerprise Entra ID Backup is a managed, secure, and automated backup and recovery service designed to protect Microsoft Entra ID from data loss, corruption, cyber incidents, and misconfiguration. Identity and access management underpins access to modern digital services, and the loss or compromise of an Entra ID can have immediate and severe operational impacts. This service ensures organisations can rapidly restore critical identity components and maintain continuity of access to systems and services.

Service Scope

The service provides continuous backup of Entra ID configuration data, including directory objects, roles, groups, and application registrations. Backups are automatically captured and stored securely, enabling recovery to known-good states after incidents, accidental changes, or malicious activity. Granular, object-level restoration allows precise recovery without disrupting unaffected identity components.

Resilience and Recovery

Point-in-time recovery enables rapid restoration of Entra ID environments following cyberattacks, configuration drift, or human error. The service supports rapid reinstatement of authentication and authorisation controls, reducing downtime and minimising operational impact. Automated processes ensure consistency and reliability, removing dependency on manual intervention during critical incidents.

Security and Governance

All backup data is protected using encryption in transit and at rest. Change detection and historical snapshots provide clear visibility of identity changes, supporting security monitoring, audit requirements, and forensic investigations. Cost-efficient retention of audit and sign-in logs supports governance, risk, and compliance obligations without requiring complex native configurations.

Service Management and Delivery

Centerprise offers flexible delivery models, allowing customers to self-manage the service or opt for a fully managed service delivered by experienced cloud engineers. A structured onboarding process ensures rapid deployment, with monitoring, reporting, and recovery capabilities available within days. Ongoing service management is aligned with Centerprise operational processes, ensuring consistent support and service quality.

Exit and Portability

At the end of the contract, customers can retrieve their Entra ID backup data in a structured and secure manner. Centerprise collaborates with customers to agree on an exit plan that preserves data integrity, security, and continuity throughout offboarding. Data is securely deleted following confirmation of successful extraction, in line with contractual and regulatory requirements.