

How to select the right Microsoft 365 backup solution

...and why you need to have one in the first place.

The Veritas logo is displayed in a bold, red, sans-serif font. It is positioned in the upper right corner of the page, above a decorative graphic consisting of several parallel, slanted red lines that extend from the top edge towards the center.

MICROSOFT 365 IS IN THE CLOUD - DO YOU REALLY NEED A BACKUP?

As organizations adapt IT infrastructure to address the changes in how we work, Microsoft 365 has become the go-to cloud productivity and collaboration tool. That means it's also the main repository of emails, documents, meetings, conversations, project plans and more.

BUT WHAT IF YOU LOST THAT DATA - EVEN A SMALL PORTION OF IT?

Some folks disagree that SaaS backups are needed. They point to the Recycle Bin and multiple synchronous copies of the data being automatically stored in multiple locations. Although this approach might seem good in theory, in practice, a Recycle Bin provides insufficient data protection, and if data gets corrupted, synchronization simply creates more copies of corrupted data.

Microsoft 365's native capabilities for data protection include:

- Version history for each file.
- Deleted items retention to protect against accidental or malicious deletions (the Recycle Bin).
- Litigation hold or retention policies to help prevent unwanted data destruction.

These are good features but the built-in capabilities aren't sufficient for organizations that expect and need an enterprise-grade backup and recovery toolset.

MICROSOFT 365 NATIVE DATA PROTECTION

The challenges

Enterprise IT leaders are cautious about ensuring their users' data is protected. Many won't make a new service available to users until they have a reliable backup and recovery solution in place. Because the native recovery options in Microsoft 365 have limitations, we suggest a similar approach.

Here are some of the known challenges with relying only on Microsoft 365's native data protection.

Deleted items recovery

Microsoft 365 holds deleted files in the Recycle Bin and purge folders for a set period of time. But a bad deletion—either accidental or malicious—could go unnoticed past the prescribed expiry date. If items expire from the Recycle Bin and purge folders, there is no backup copy available. That isn't the only concern with recovery in Microsoft 365:

- Users have full access to Recycle Bins and can accidentally (or maliciously) delete data permanently, with no option for recovery.
- Bad actors are writing malware targeting Microsoft 365, gaining access to these Recycle Bins by taking advantage of the Microsoft 365 APIs.
- Recovering files from the Recycle Bin can work for a small number of items, but bulk recovery scenarios prove almost unusable. Furthermore, you cannot recover to an alternate location for export or for inactive user accounts, for example.

Litigation hold or retention policies

Within Microsoft 365, items marked for a litigation hold or with a retention policy applied generate hidden copies that are retained, but the recovery process isn't easy or user-friendly once the original file is deleted.

The deleted items recovery, litigation hold and retention policies weren't meant to be used in place of a segregated, full-coverage backup solution. Many organizations want to use these features for their intended purpose, but when they're hijacked for a data protection workaround, it nullifies the usefulness of what they were developed to do.

Having a segregated backup of your Microsoft 365 data radically minimizes data loss and frees up the built-in features to be used more effectively. But how do you go about choosing the right backup solution for your organization?

THREE CRITICAL FEATURES YOU NEED IN A MICROSOFT 365 BACKUP AND ARCHIVE SOLUTION

Not all backup solutions are created equal, so it's important to identify what you actually need before you start the conversation. At a minimum, you'll want full-coverage backups with flexible recovery options plus a high level of performance and scalability, so the solution grows with your organization. Beyond that, there are other advanced features to consider that will enhance your ability to protect, recover, archive and even manage your organization's Microsoft 365 data.

1 - FULL COVERAGE

When a backup solution only protects mailboxes, but your organization relies heavily on Microsoft Teams for internal communications, that solution isn't going to meet your needs. There are many offerings that only protect mailboxes, and some have expanded to protect OneDrive for Business as well.

A full-coverage backup solution should be able to target specific mailboxes or site collections with unique policies. Alternatively, it should be able to cover all mailboxes, OneDrive for Business site collections, SharePoint and Teams with a default policy.

When covering all targets with a default policy, the solution should auto-enroll new users when they're added to your organization so new mailboxes, OneDrive for Business, SharePoint and Teams are automatically included in the scope of protection.

If you're looking for a complete Microsoft 365 backup solution, you want something that can handle all:

Mailboxes

- Active and archived mailboxes
- Public folder mailboxes
- Shared mailboxes
- Any and all message attachments

SharePoint site collections

- All content types
- Site hierarchies
- Permissions

OneDrive for Business site collections



Teams (and Groups) site collections

Unified audit log

- Document libraries
- Conversations
- All files sent through conversations
- Wikis

2 - FLEXIBLE RECOVERY

When your Microsoft 365 backup solution gives you flexible recovery options, you'll have the ability to easily address unanticipated or unconventional recovery requirements. Being able to do so can be particularly important when managing data through changing roles, staff turnover, mergers and acquisitions and other organizational changes.

Ensuring you have flexible recovery options in your backup solution will give you peace of mind that you'll be able to provide efficient and effective recovery support for your organization.

Examples of flexible recovery options:

- **Restore items, folders, mailboxes or sites with multi-level recovery**—Get your data back no matter what.
- **Reinstate multiple mailboxes in a single operation**—Resolve large-scale data loss affecting multiple users.
- **Recover data to a preferred location, including cross-tenant recovery/migration (and on-premises Exchange and SharePoint)**—Gain flexibility for users who need access to the data, have changed roles or don't have access to the original location of the data such as an M&A tenant-to-tenant migration or as part of an exit plan from the cloud.
- **Apply filters to your recovery**—Recover an entire mailbox except for contacts or recover an entire dataset of OneDrive sites within a date range.
- **Maybe you don't need to recover**—Access Microsoft 365 accounts when employees leave or in the case of audits without having to maintain an active license.

3 - PERFORMANCE & SCALABILITY

You're already managing increasingly large volumes of data. The cloud makes this process easier and more cost-effective as long as it can accommodate the level of performance and scalability your organization needs as it grows. You need a solution that will allow you to manage your volume of data today, tomorrow and in the years to come.

When it comes to choosing based on performance and scalability, your Microsoft 365 backup solution needs to be able to:

- Scale to petabytes of data and billions of objects.
- Capture data at rates of multiple terabytes per hour.
- Augment incremental backups with continuous data protection.

Making the shift from on-premises storage to the cloud is an investment that needs to be sustainable and usable. That's why it's essential for your chosen data protection solution to be able to handle all your needs as they grow or change.

ADDITIONAL ADVANCED FEATURES

Finding a Microsoft 365 backup solution that gives you full coverage, flexible recovery and a high level of performance and scalability will give your organization a strong security posture. But these additional features will enhance your ability to protect and recover the right data at the right time.

Continuous data protection

A Microsoft 365 backup solution that provides continuous data protection (CDP) will actively monitor your data and automatically capture modifications in a near-real-time manner. Unlike normal incremental scans or snapshots, which happen at scheduled intervals, CDP is always running to capture any changes as they occur.

Features like CDP are useful for augmenting your Microsoft 365 backup strategy by applying it to high-priority site collections and/or users to ensure the continuity and integrity of mission-critical data.

Archive storage for former employees' data

Today's workers are increasingly transient, which leaves IT dealing with a data challenge when it comes to archiving inactive Microsoft 365 user accounts' data. The ability to do so has become particularly important with the emergence of compliance regulations such as the European Union's (EU's) General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA).

Finding a backup solution that provides automatic archiving of Microsoft 365 mailboxes, OneDrive and SharePoint data and Teams means you can avoid unnecessary licensing costs when someone leaves your organization.

Plus, with a backup solution that offers flexibility around long-term retention, you can restore user data in the future.

Enterprise-grade security

It's no longer enough to protect your data from loss due to mistakes or software crashes. Today you also need to protect your data from being stolen, maliciously deleted or modified.

To protect your data from being stolen or even viewed by anyone, you need a Microsoft 365 backup solution that offers end-to-end data encryption. This approach means any data in transit is encrypted and your backup data is encrypted when it's stored.

To protect your data against unwanted deletion and modification, you need a Microsoft 365 backup and archive solution that uses immutable storage for your data such as some form of WORM (write once, read many) storage.

CHOOSE THE RIGHT MICROSOFT 365 BACKUP SOLUTION FOR YOUR ORGANIZATION

Knowing what's possible and the benefits for your organization can make all the difference when evaluating each solution that allows you to protect and recover your Microsoft 365 data.



ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 50,000 enterprises—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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