AvePoint

Debunking Myths

Studying the truth behind native Office 365 backup and recovery gaps

Microsoft Partner

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Gold Application Development
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content

Accessible content is available upon request.

About the Presenters

John Hodges
Vice President of Product Strategy, AvePoint

John is Vice President of Product Strategy at AvePoint, focusing on developing compliance solutions that address modern data privacy, classification, and data protection needs for organizations worldwide. John has been actively engaged in the SharePoint community for several years, working with many Fortune 500 companies to drive sustainable adoption of Microsoft technology and optimize SharePoint's larger purpose-built implementations. John's insights and opinions on modern Information Technology can be found in various industry publications, as well as throughout this numerous speaking sessions in webinars and at events worldwide.

MVP

Stephanie Donahue
President, PAITgroup

With almost 20 years of experience in the IT Sector, Stephanie is a leader, an innovator, and skilled problem solver. She has a passion for technology and innovation that led her to co-found the PAIT Group. Stephanie believes that technology can minimize risk and maximize business growth and potential.

@stephkdonahue

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About AvePoint

Migrate. Manage. Protect.

AvePoint® is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,600 employees located in wholly owned operational centers on six continents.

From Tahoe to Today

- Inc. Magazine **Hire Power Award**
- Ernst & Young **Entrepreneur of the Year**
- Windows IT Pro **Best SharePoint Product**
- Deloitte **Technology Fast 500**

15K	6M	88	6
Customers	Cloud Users	Countries	Continents

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- **2017 Partner of the Year Winner** Public Sector: Microsoft CityNext Award
- **2016 Partner of the Year Winner** Technology for Good Citizenship Award
- **2015 Partner of the Year Winner** Collaboration and Content
- **2014 Partner of the Year Winner** Public Sector: Public Safety and National Security

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Agenda: Debunking Myths

1. What are we protecting against?
2. What does my insurance policy cover?
3. What should I really be worried about?
4. Recap: When should I ask for help?

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1. What are we protecting against?

More Common Data Loss Events…

User-Driven Errors

"I've misplaced a document… the URL I have doesn't work anymore!"
"The document version I have is corrupted, all my changes are missing!"
"I accidentally deleted a planner task, I can't find the history anymore!"

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."
"I've broken the inheritance on my site, people can't see my files anymore!"
"A user left the company 6 months ago, but we forgot their retention policy!"

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Office 365 | SharePoint

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- Recycle bin
- Edit

Marketing

Public group

Not following

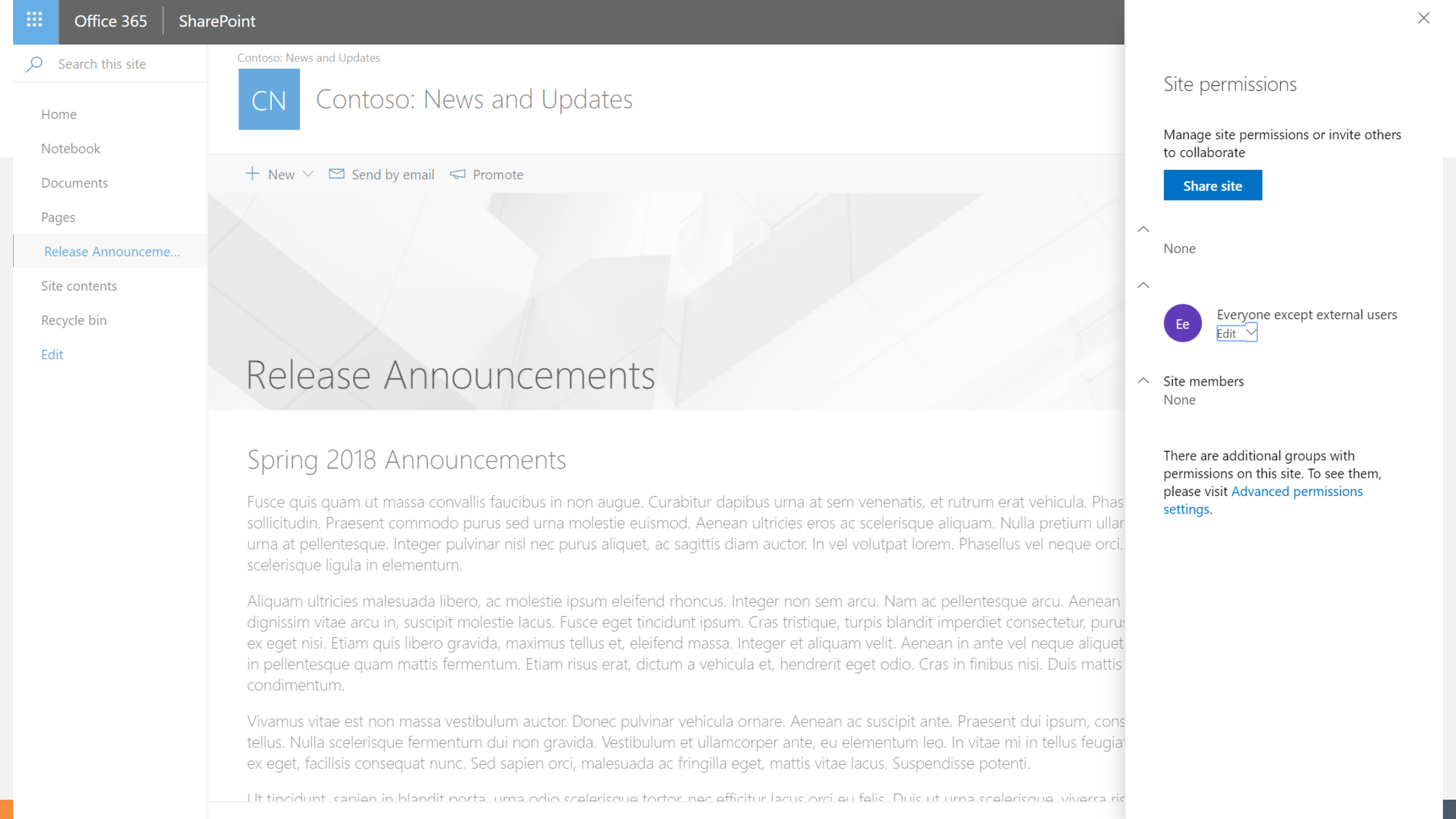
10 members

New | Send by email | Promote

Published 7/13/2018 | Edit

Like | Comment

Feedback


Office 365
SharePoint
Search this site
Home
Notebook
Documents
Pages
Release Announceme...
Site contents
Recycle bin
Edit
Contoso: News and Updates
CN
Contoso: News and Updates
New
Send by email
Promote
Release Announcements
Spring 2018 Announcements
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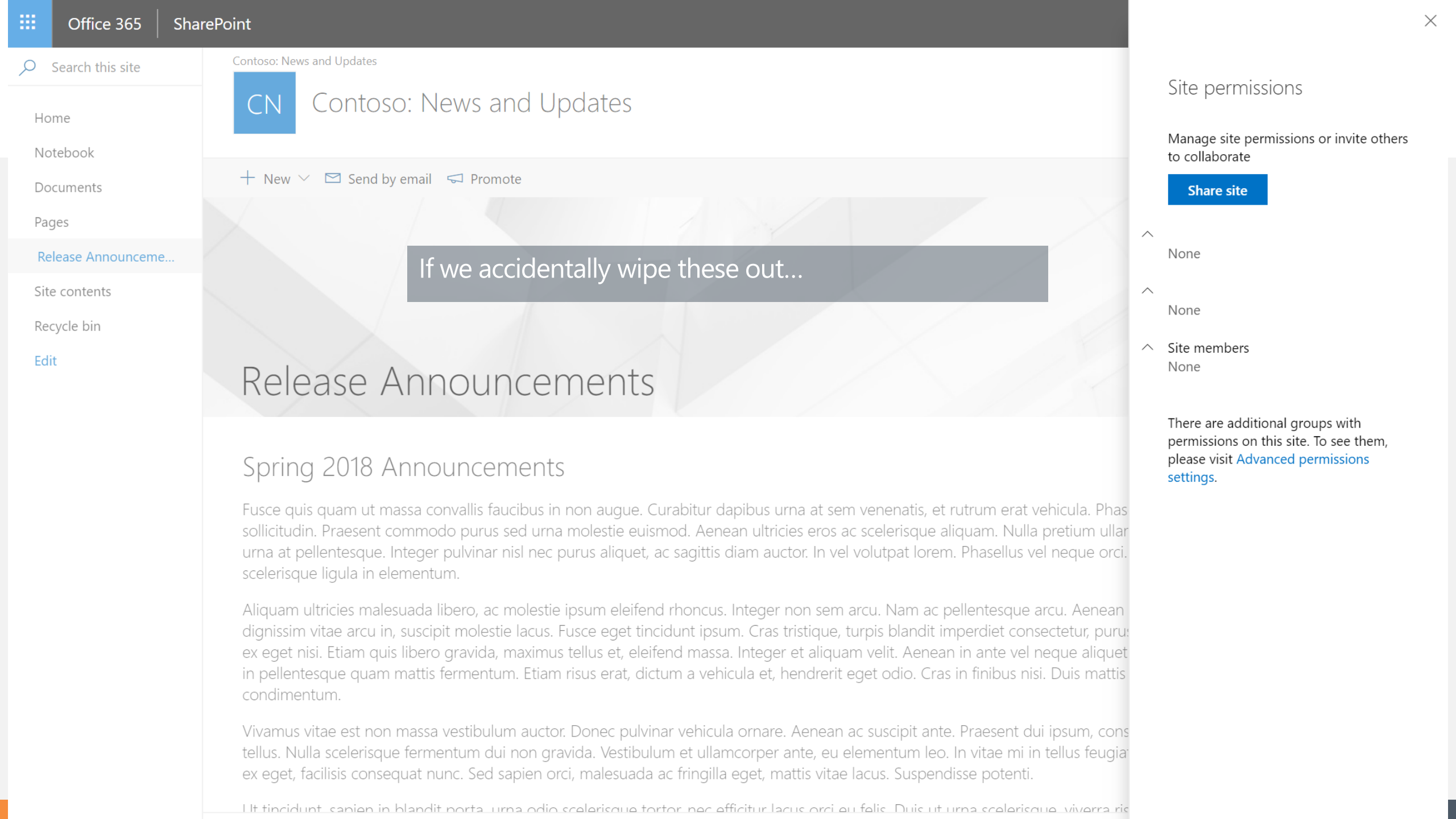
Site permissions
Manage site permissions or invite others to collaborate
Share site
None
Ee
Everyone except external users
Edit
Site members
None
There are additional groups with permissions on this site. To see them, please visit Advanced permissions settings.


Office 365
SharePoint
Search this site
Home
Notebook
Documents
Pages
Release Announceme...
Site contents
Recycle bin
Edit
Contoso: News and Updates
CN
Contoso: News and Updates
New
Send by email
Promote
If we accidentally wipe these out...
Release Announcements
Spring 2018 Announcements
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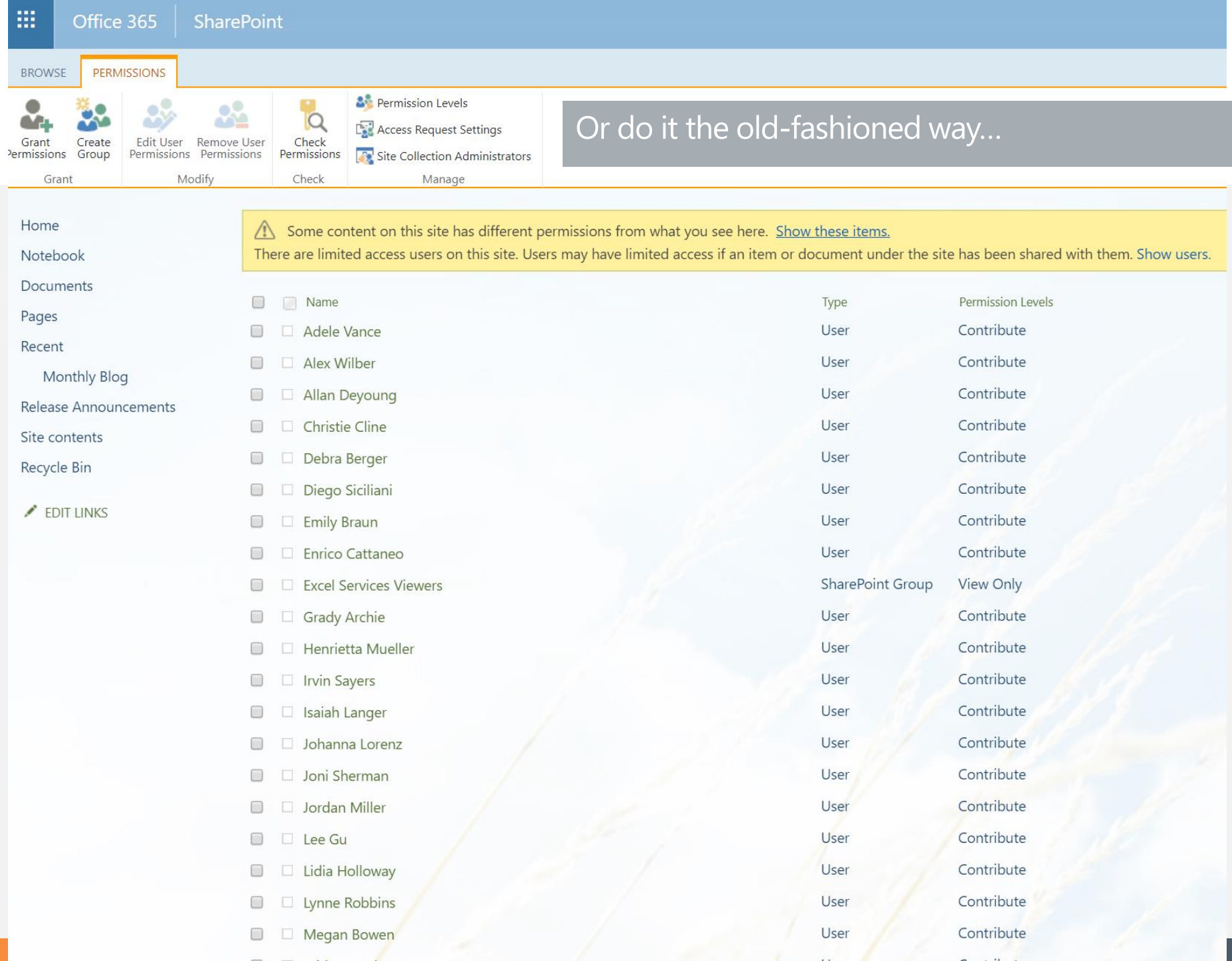
Site permissions
Manage site permissions or invite others to collaborate
Share site
None
None
Site members
None
There are additional groups with permissions on this site. To see them, please visit Advanced permissions settings.


Office 365
SharePoint
BROWSE
PERMISSIONS
Grant Permissions
Create Group
Edit User Permissions
Remove User Permissions
Check Permissions
Permission Levels
Access Request Settings
Site Collection Administrators
Grant
Modify
Check
Manage
Or do it the old-fashioned way…
Home
Notebook
Documents
Pages
Recent
Monthly Blog
Release Announcements
Site contents
Recycle Bin
EDIT LINKS
Some content on this site has different permissions from what you see here. Show these items.
There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. Show users.
Name
Type
Permission Levels
Adele Vance User Contribute
Alex Wilber User Contribute
Allan Deyoung User Contribute
Christie Cline User Contribute
Debra Berger User Contribute
Diego Siciliani User Contribute
Emily Braun User Contribute
Enrico Cattaneo User Contribute
Excel Services Viewers SharePoint Group View Only
Grady Archie User Contribute
Henrietta Mueller User Contribute
Irvin Sayers User Contribute
Isaiah Langer User Contribute
Johanna Lorenz User Contribute
Joni Sherman User Contribute
Jordan Miller User Contribute
Lee Gu User Contribute
Lidia Holloway User Contribute
Lynne Robbins User Contribute
Megan Bowen User Contribute

Some content on this site has different permissions from what you see here. Show these items.
There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. Show users.

There are no items to show in this view.

Oops!

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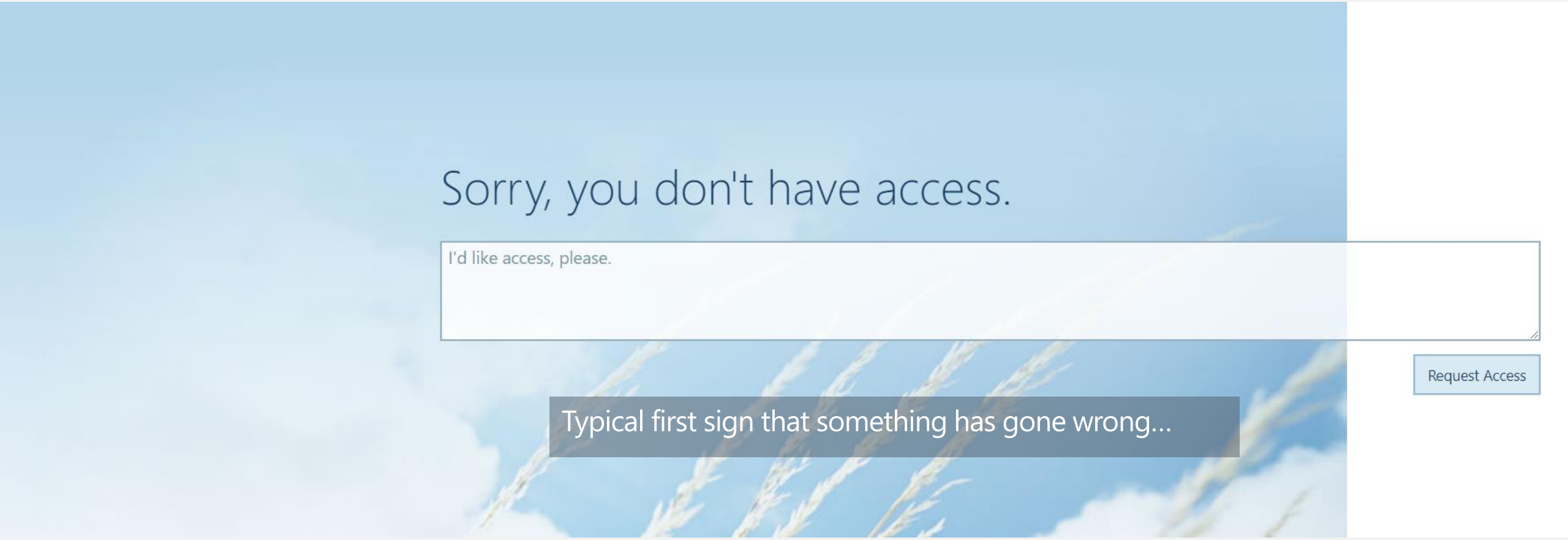

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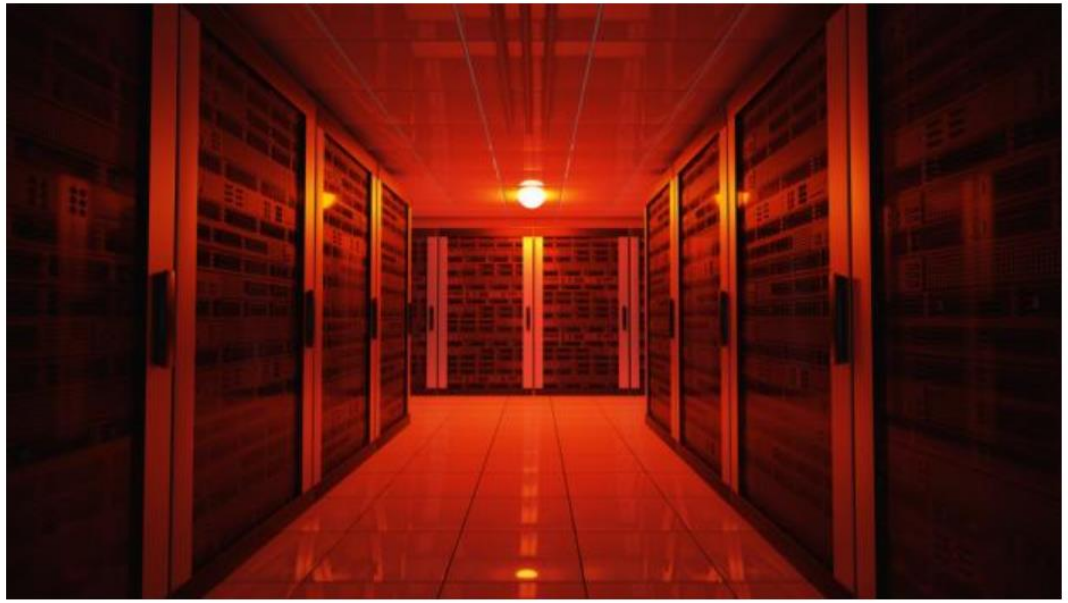
Outages can happen!

Microsoft suffers global outage to Azure and Office 365 services



Ad

WRITTEN BY Keumars Afifi-Sabet

Disruption persists for more than 24 hours after a 'severe weather event' knocked a centre offline

See related :

- **Office 365 adoption up 50%, while AWS dominates EMEA**

Microsoft Cloud Services Stumble After Outage Hits Texas Datacenter

*By **Kurt Mackie** • September 04, 2018*

Various Office 365 and Azure cloud services went down this week after a Sept. 4 lightning strike temporarily disabled Microsoft's datacenters in the South Central U.S. region.

The lightning strike on a San Antonio, Texas datacenter temporarily knocked out the power, leading to service outages that have affected many regional South Central U.S. Azure and Office 365 services, as well as nonregional Azure Active Directory services. Power to the affected datacenter has since been restored, but Microsoft still listed multiple Azure services that are out for customers in that region, according to its **Azure Status page**.

http://www.cloudpro.co.uk/it-infrastructure/7658/microsoft-suffers-global-outage-to-azure-and-office-365-services
https://rcpmag.com/articles/2018/09/04/microsoft-cloud-outage-datacenter.aspx

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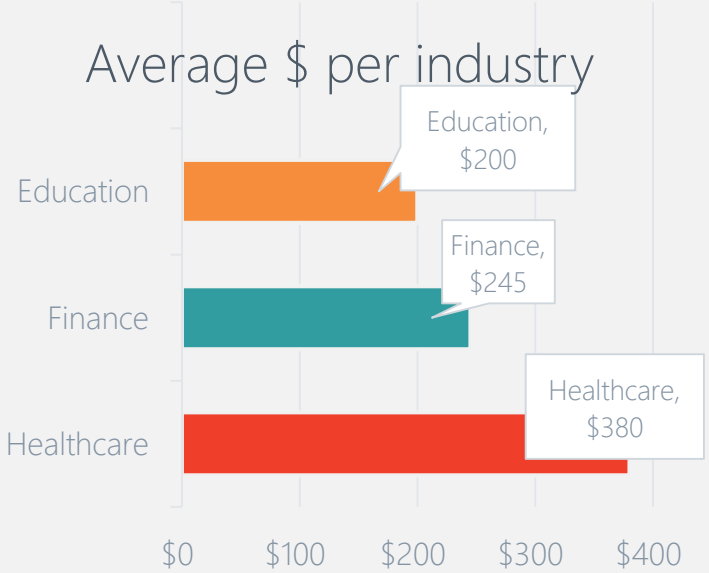
Big picture: the cost of an outage

Data loss can happen anytime—& it's usually when you least expect it

Think you've got your data covered? Think again. It's not just cybercriminals…there are other causes of loss too, including: hardware or system malfunctions, human error, software corruption, computer viruses, and natural disasters too! It all adds up…



- $200 per lost or stolen record in **Education***
- $245 per lost or stolen record in **Finance***
- $380 per lost or stolen record in **Healthcare***

- 60% of small businesses that lose data will shut down within six months**
- Only 13% of organizations are prepared to handle data loss and ransomware attacks**
- 50,000 compromised records results in a data breach of $6.3 million*

*Ponemon Institute's 2017 Cost of Data Breach Study **Carbonite Research 2017

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Case Study: Ransomware

Walls Construction Protects Critical Data From Ransomware Attack With AvePoint Cloud Backup

Following their roll out of Office 365 and SharePoint Online, Walls experienced an incident with one of their members of staff being hit with a malicious ransomware attack. The staff member's OneDrive was replicated and then deleted, resulting in the complete loss of that user's data.

"With the amount of control that Office 365 brings to end users, it is not realistic for a company to completely monitor every deletion. So we had to have a way to very quickly and easily recover from something like this, and began evaluating Office 365 backup products..."

https://www.avepoint.com/case-studies/walls-construction

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1. What are we protecting against?

- ❑ Basic user-error (lost / corrupt files)
- ❑ Admin error (data loss / settings issues)
- ❑ “Worst Case” scenarios (outages)

2. What does my policy cover?

More Common Data Loss Events…

User-Driven Errors

"I've misplaced a document… the URL I have doesn't work anymore!"
"The document version I have is corrupted, all my changes are missing!"
"I accidentally deleted a planner task, I can't find the history anymore!"

Examples:

- Native versioning control in-client
- Native recycle bin settings in-browser
- Native "Files Restore" in Teams / OneDrive

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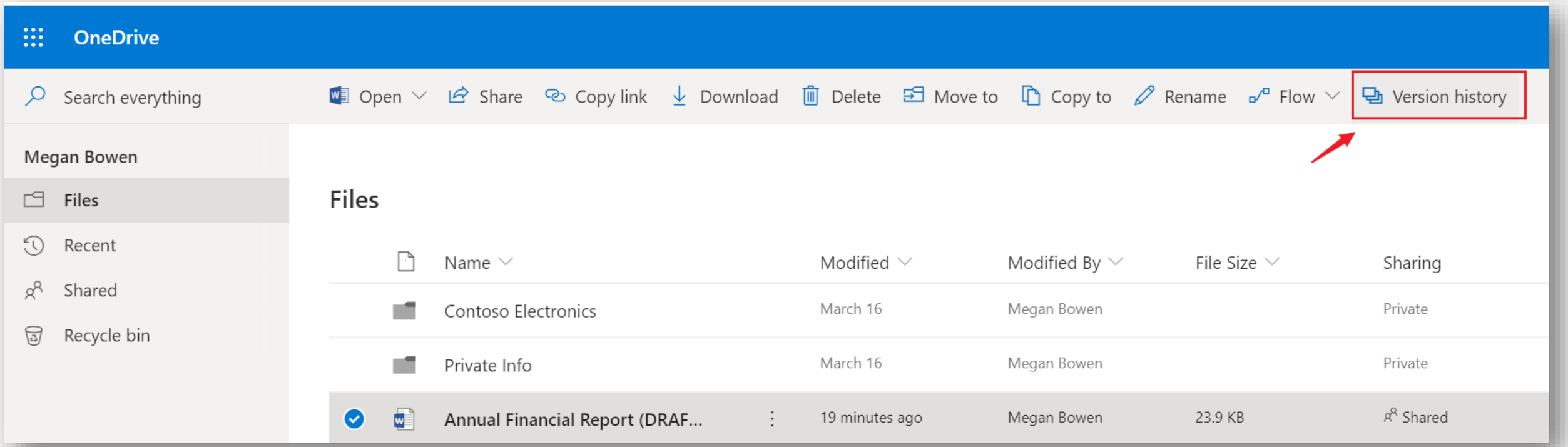
Example: Files Versioning / Recycle Bin



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Example: Native Recycle Bin Settings

Change how long permanently deleted items are kept for an Exchange Online mailbox

03/04/2019 • 3 minutes to read • Contributors

If you've *permanently* deleted an item in Microsoft Outlook or Outlook on the web (formerly known as Outlook Web App), the item is moved to a folder (**Recoverable Items** > **Deletions**) and kept there for 14 days, by default. You can change how long items are kept, up to a maximum of 30 days.

Note

You must use Exchange Online PowerShell to make the change. Unfortunately, you can't currently do this directly in the Outlook or Outlook on the web.

https://support.office.com/en-ie/article/restore-deleted-items-from-the-site-collection-recycle-bin-5fa924ee-16d7-487b-9a0a-021b9062d14b#ID0EAAEAAA=Online

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Restore your OneDrive

If something went wrong, you can restore your OneDrive to a previous time. Select a date preset or use the slider to find a date with unusual activity in the chart. Then select the changes that you want to undo.

Select a date

Custom date and time

- Yesterday
- One week ago
- Three weeks ago
- Custom date and time

All changes after 3/20/2018 4:25:54 PM will be rolled back

- Deleted by John Hodges 6:44:23 PM — Microsoft ADG Update March 2018.mp4

14 days ago - 3/6/2018 (3)

- Added by John Hodges 3:48:17 AM — Value of Server Products.pptx
- Added by John Hodges 3:48:11 AM — GDPR Mapping.xlsx
- Updated by John Hodges 3:08:28 AM — GDPR_Cybersecurity Resilience_Sales Conference UK.pptx

15 days ago - 3/5/2018 (1)

- Updated by John Hodges 5:35:17 AM — GDPR_Cybersecurity Resilience_Sales Conference UK.pptx

Settings

Search all settings

Site settings
Go to site settings for this site.

Theme
Jelly Fish

Start page
People

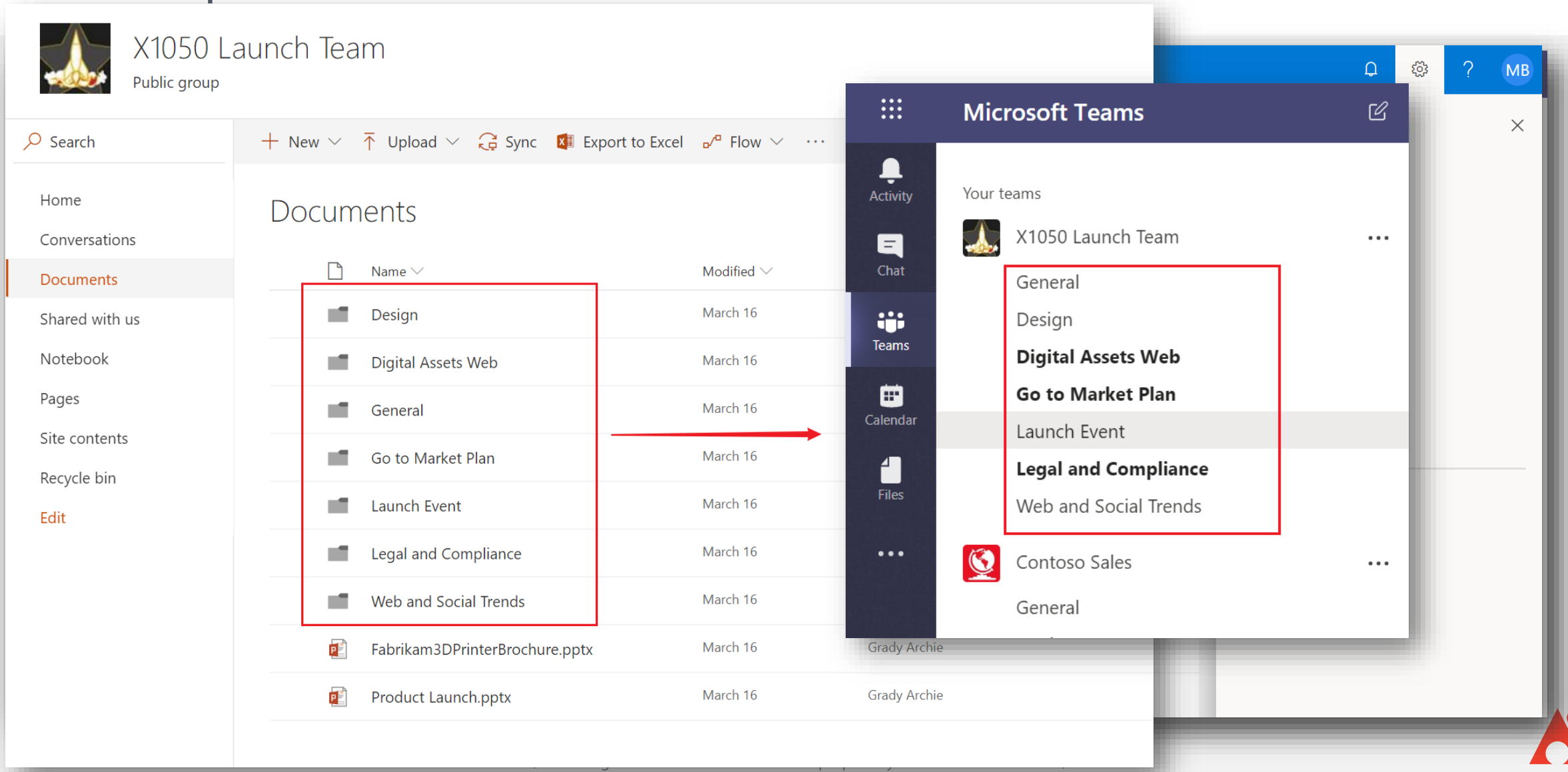
Notifications
Off

Password
Change your password.

OneDrive
Restore your OneDrive

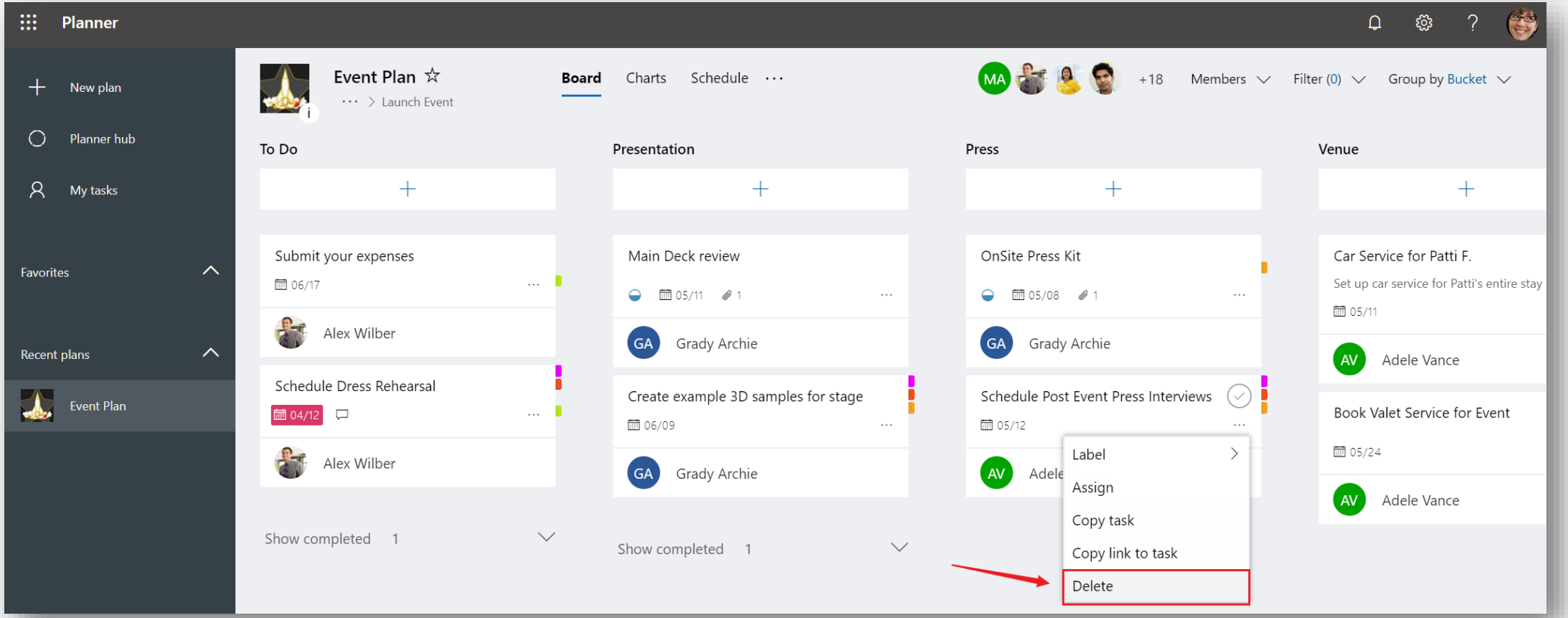
Your app settings
Office 365
Mail
Calendar
People
Yammer

Example: Files Restore for Teams



Example: I've deleted a planner task…

No safety net for some user content:



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More Common Data Loss Events…

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."
"I've broken the inheritance on my site, people can't see my files anymore!"
"A user left the company 6 months ago, but we forgot their retention policy!"

Examples:

- Native second-level recycle bins
- Native restore requests
- Native soft-delete policies

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What about Sites, Groups and Teams?

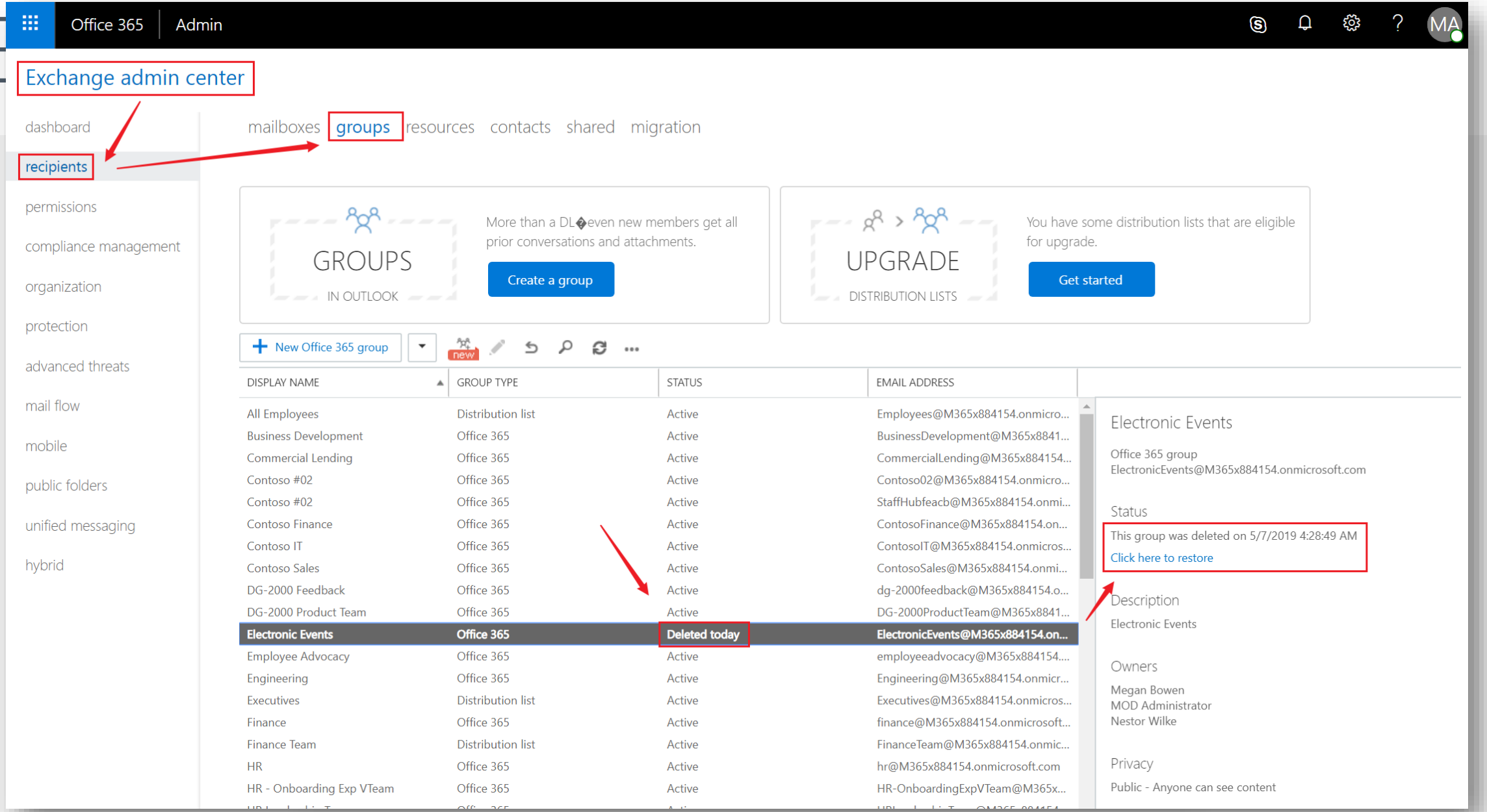
OBJECT LEVEL RESTORE ONLY

LIMITED TIME (MAX 90 DAYS)

MAY REQUIRE SUPPORT TICKET FILED WITH MSFT

ADMIN RESTORE MAX 30 DAYS

ZERO GRANULARITY- ENTIRE OBJECT REVERTS



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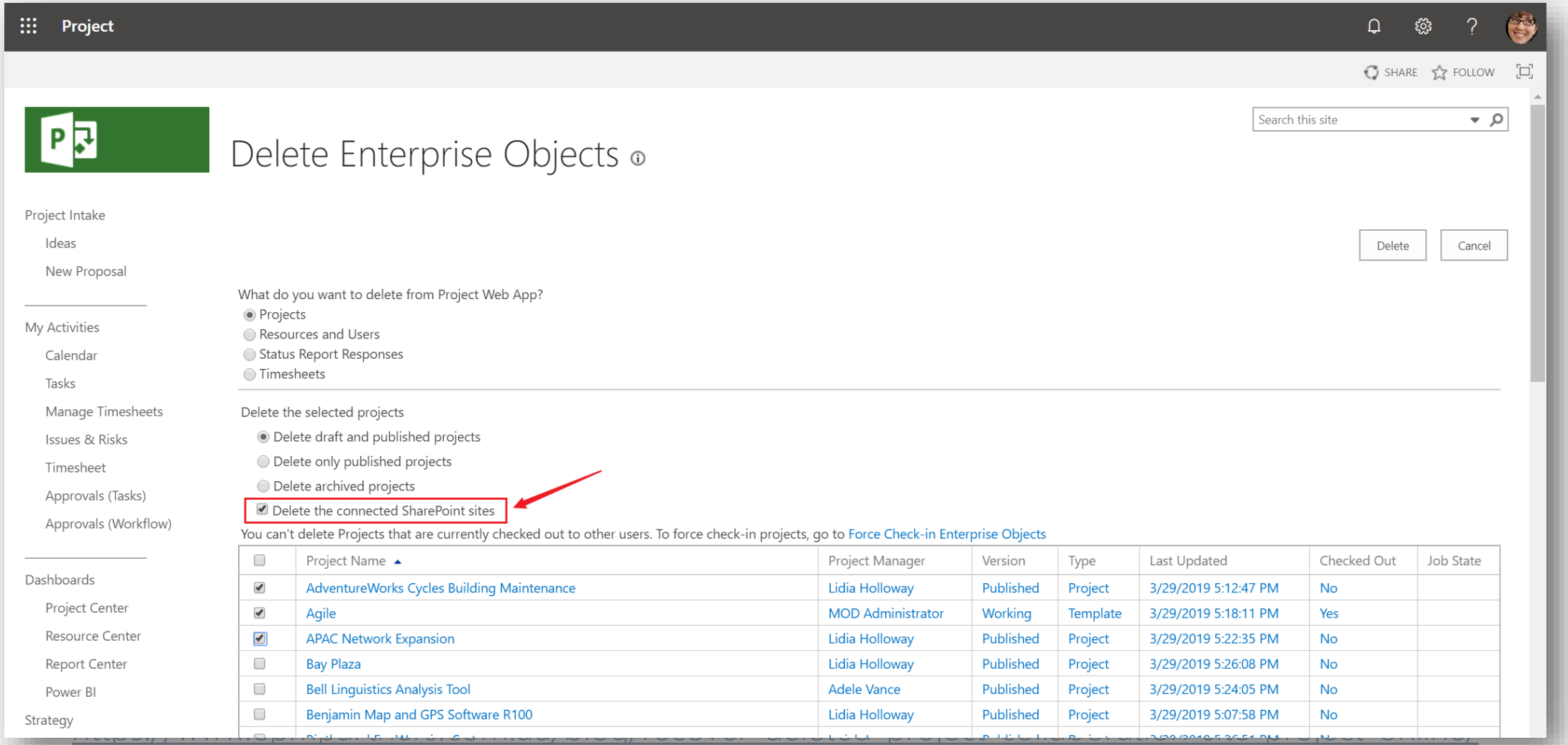
Example: Project Cleanup Activities



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Native tools and coverage

Out-of-the-box tools	Scenario
• Version Control (minimum 100)	❑ User Error, document corruption
• Recycle Bin (93 days total)	❑ User Error, document deletion
• Deleted E-mail (14 days default – 30 max)	❑ User Error, e-mail deletion
• Soft-delete Sites / Groups / Teams (30 days)	❑ Owner / Admin error, deletion
• Retention settings (legal holds)	❑ Legal Retention Only
• "Files Restore" – OneDrive / Sites / Teams	❑ Ransomware
• Restore from Microsoft Backup (14 days)	❑ Corruption / Ransomware

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2. What does my policy cover?

- ❑ Basic user-roll back for document versions
- ❑ Temporary admin “soft-delete” protection
- ❑ “Worst Case” roll-backs via Microsoft support

3. What should I be worried about?

Why would you backup the cloud?

Isn't that why I went with a cloud service?

Doesn't my cloud provider have me covered?

Do I really need it?

How would I do that anyway?

Who has you covered?

FORRESTER®

Share

FOR INFRASTRUCTURE & OPERATIONS PROFESSIONALS

Back Up Your SaaS Data — Because Most SaaS Providers Don't

Cloud-To-Cloud Backup Is The Only Practical Option For SaaS Data Protection

December 29, 2017

By **Naveen Chhabra** with Glenn O'Donnell, Will McKeon-White, Bill Nagel

Why Read This Report

Software-as-a-service (SaaS) is a popular element of a sound technology strategy. While almost all SaaS vendors explicitly state that protecting data is the customer's responsibility, infrastructure and operations (I&O) leaders usually send critical data to those providers without any plan for ensuring data resiliency. Back up SaaS data or risk losing customers, partners, and employees. Stop leaving the door open to data loss, and start proactively protecting cloud data before it's too late. This report helps I&O leaders navigate the landscape of SaaS services and data recovery. This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

Table of Contents

Few Firms Protect Their Cloud Data From Obliteration

You Can — And Must — Mitigate The Risk Of Losing SaaS Data

Recommendations

Don't Make Assumptions: Grill Your SaaS Provider About Backup

Your responsibility for backup

Microsoft Protection

- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or data center outage
- ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
- ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback

Customer Responsibility

- ❑ Loss of data due to departing employees and deactivated accounts
- ❑ Loss of data due to malicious insiders / hacktivists deleting content
- ❑ Loss of data due to malware / ransomware
- ❑ Recovery from prolonged outages
- ❑ Long-term accidental deletion coverage with selective rollback

*Forrester: "Backup Your SaaS Data – Because Most SaaS Providers Don't", Naveen Chhabra, December 2017

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When to review your insurance policy…

1. You're actively using Project or Planner
   - -Mistakes here can be difficult to recover from! Project sites, Planner tasks, etc.
2. You're rolling out SharePoint / Teams / Groups with end-users as "Owners"
   - -Helpful files restore can potentially impact all user's content, open to all owners
   - -Permissions can be a slippery slope to manage for end-users!
3. You're dealing with turn-over / clean-up but *do not* actively place all employees on legal hold!
   - -Restore requests typically come AFTER soft-delete window has passed!

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3. What should I be worried about?

- ❑ Missing SLAs for end-user recovery
- ❑ Potential high-impact scenarios with native restore
- ❑ Long-term recovery requests for user data

4. When should I reach out for help?

4. When should I reach out for help?

- ✓ Before I have a problem!

AOS
CLOUD PLATFORM

AvePoint Cloud Backup

Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.

Granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!

Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!

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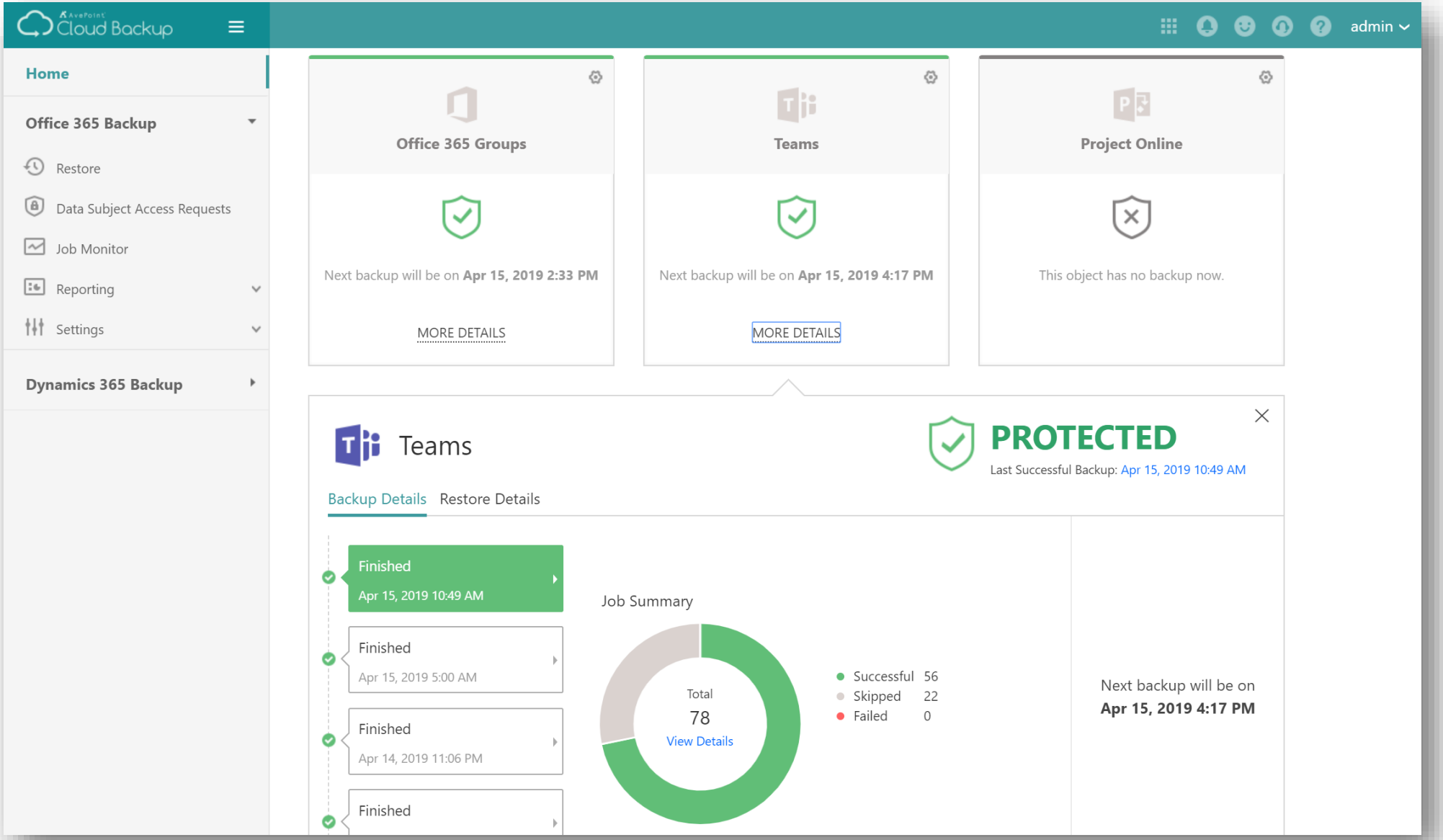
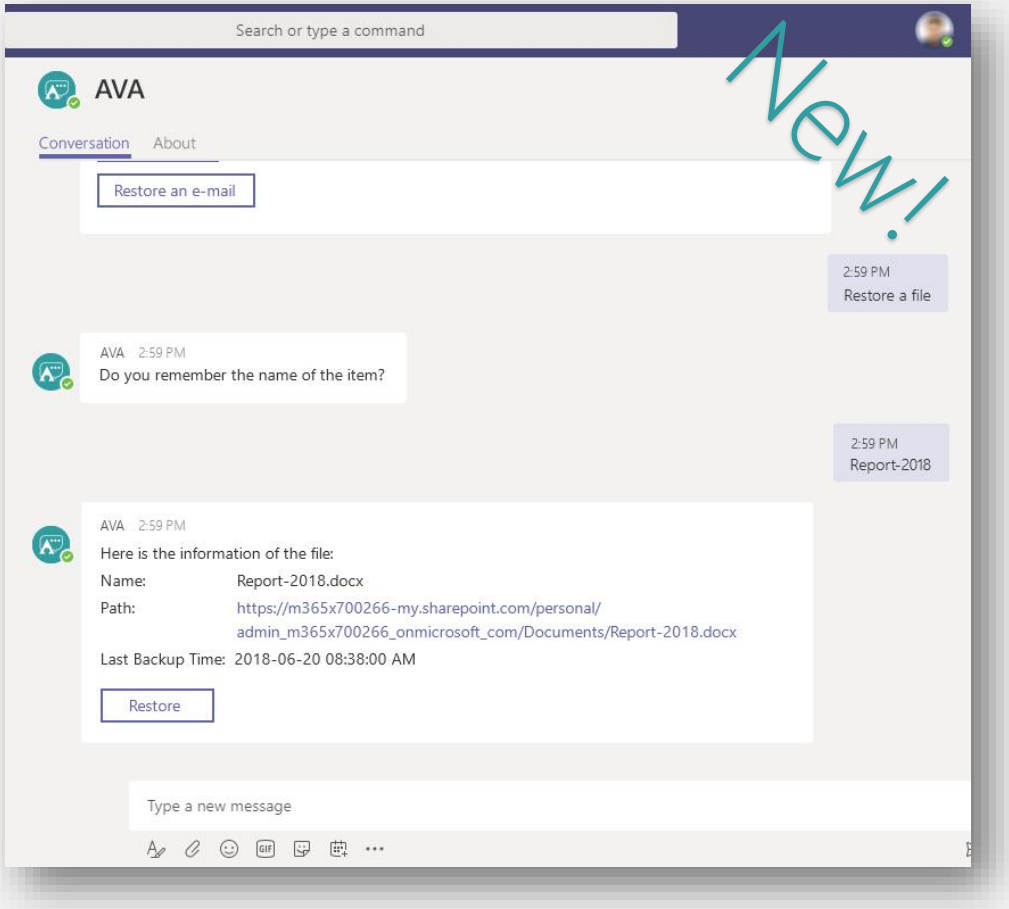
Automated backup across Office 365 workloads



AVA: AvePoint's Virtual Assistant



Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user

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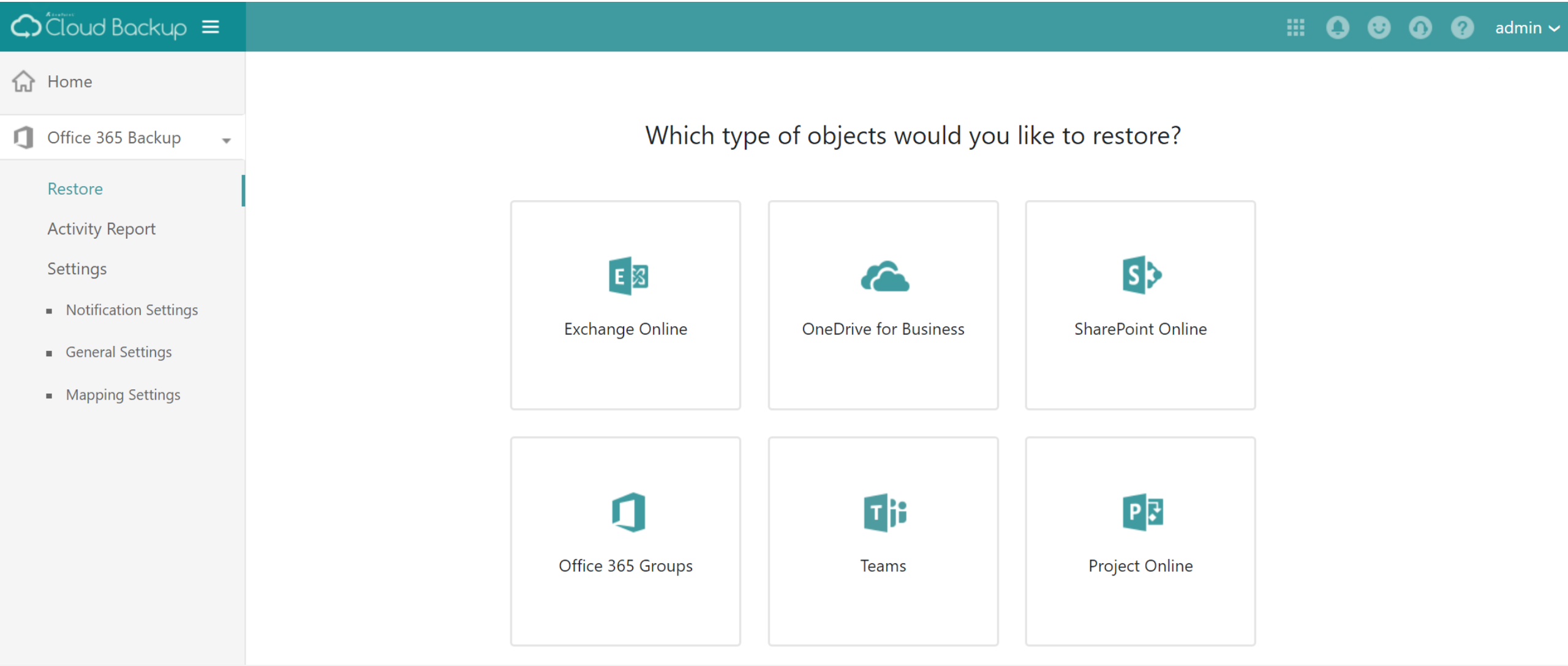

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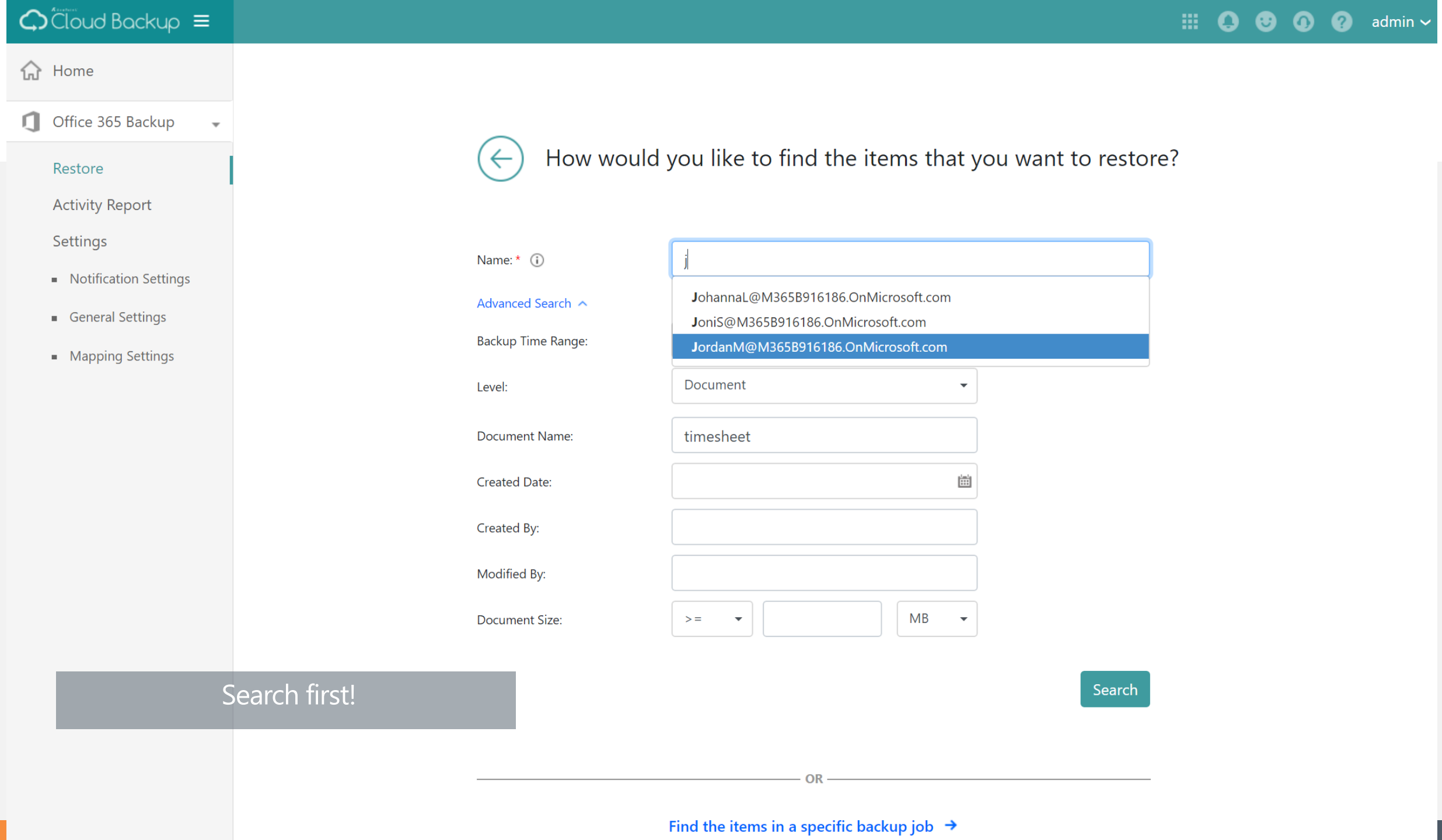
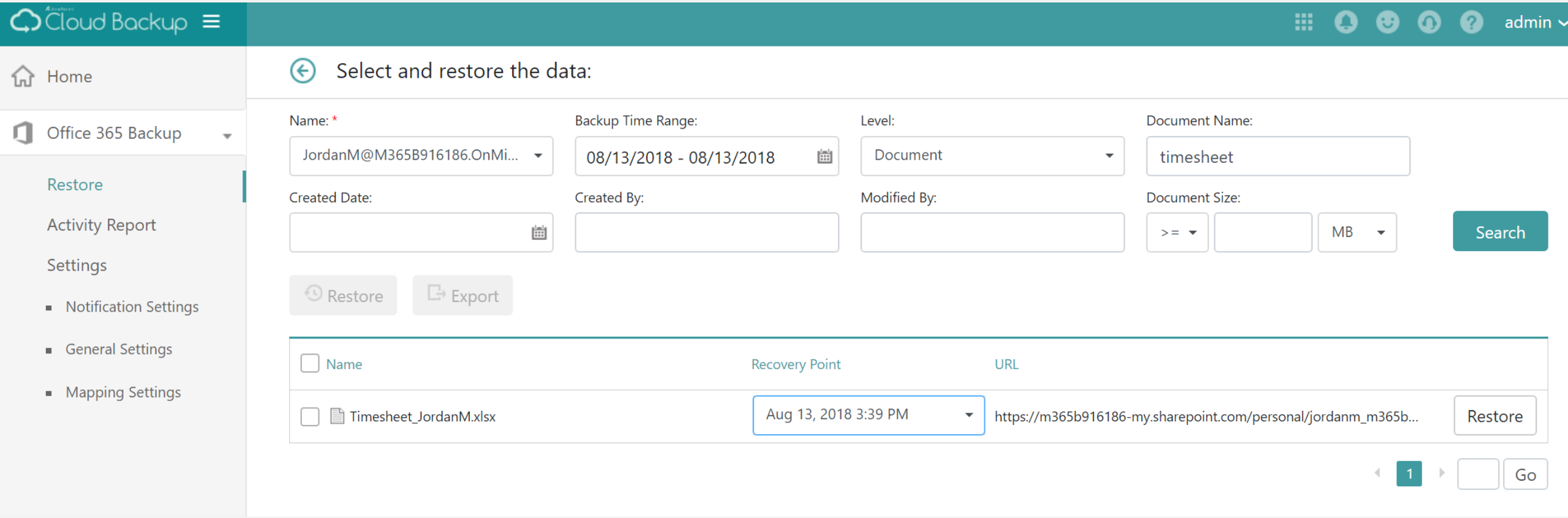

Cloud Backup
admin
Home
Office 365 Backup
Restore
Activity Report
Settings
Notification Settings
General Settings
Mapping Settings
How would you like to find the items that you want to restore?
Name: *
j
JohannaL@M365B916186.OnMicrosoft.com
JoniS@M365B916186.OnMicrosoft.com
JordanM@M365B916186.OnMicrosoft.com
Advanced Search
Backup Time Range:
Level:
Document
Document Name:
timesheet
Created Date:
Created By:
Modified By:
Document Size:
>=
MB
Search
Search first!
OR
Find the items in a specific backup job



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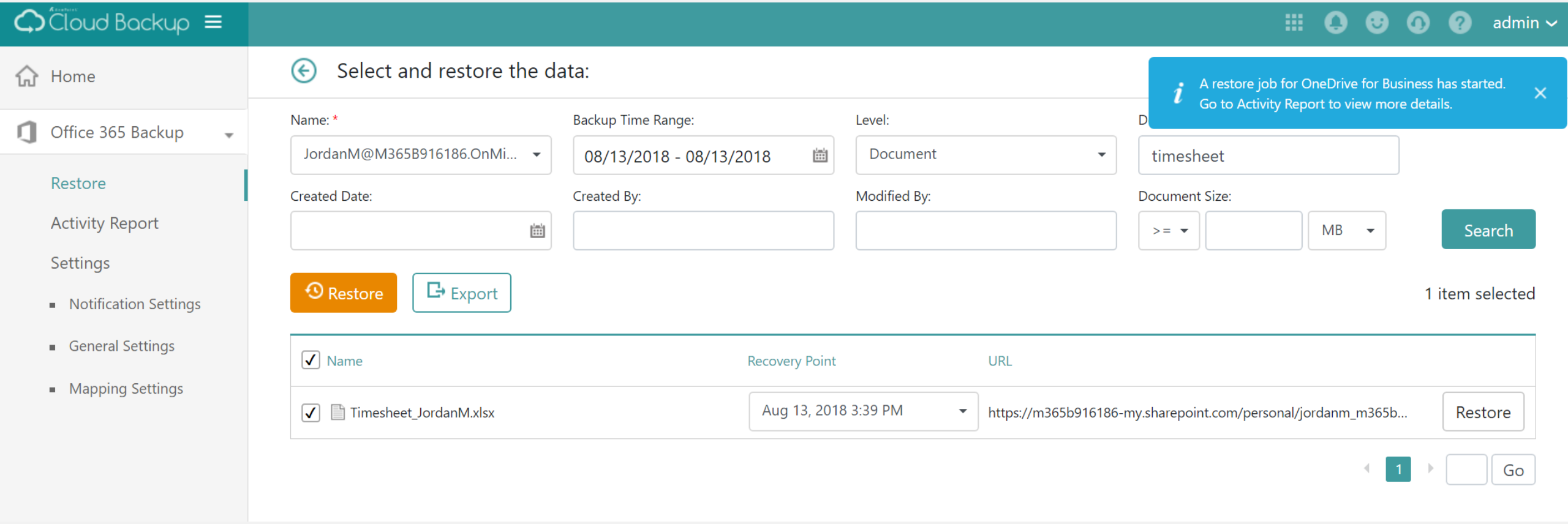

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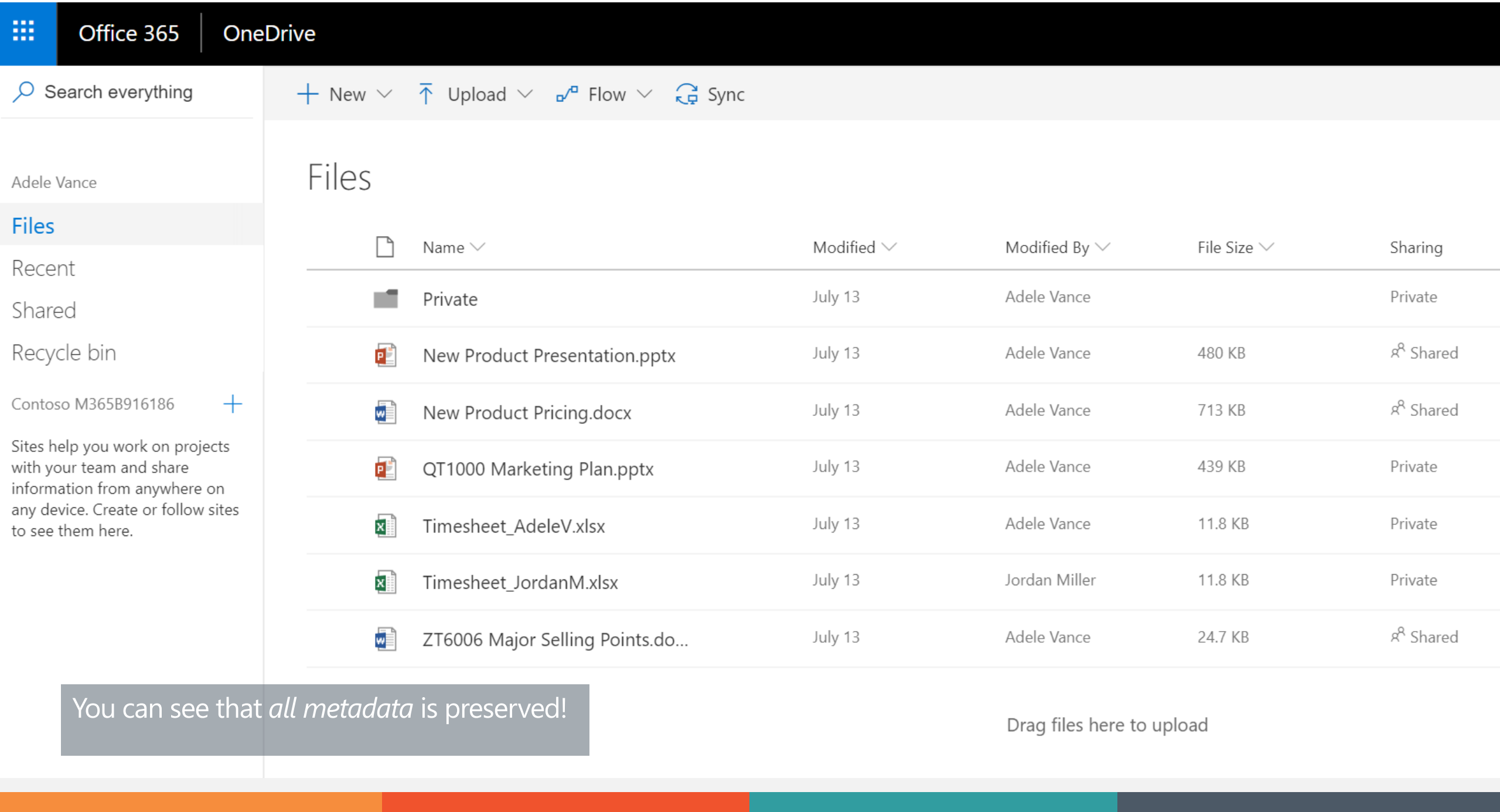
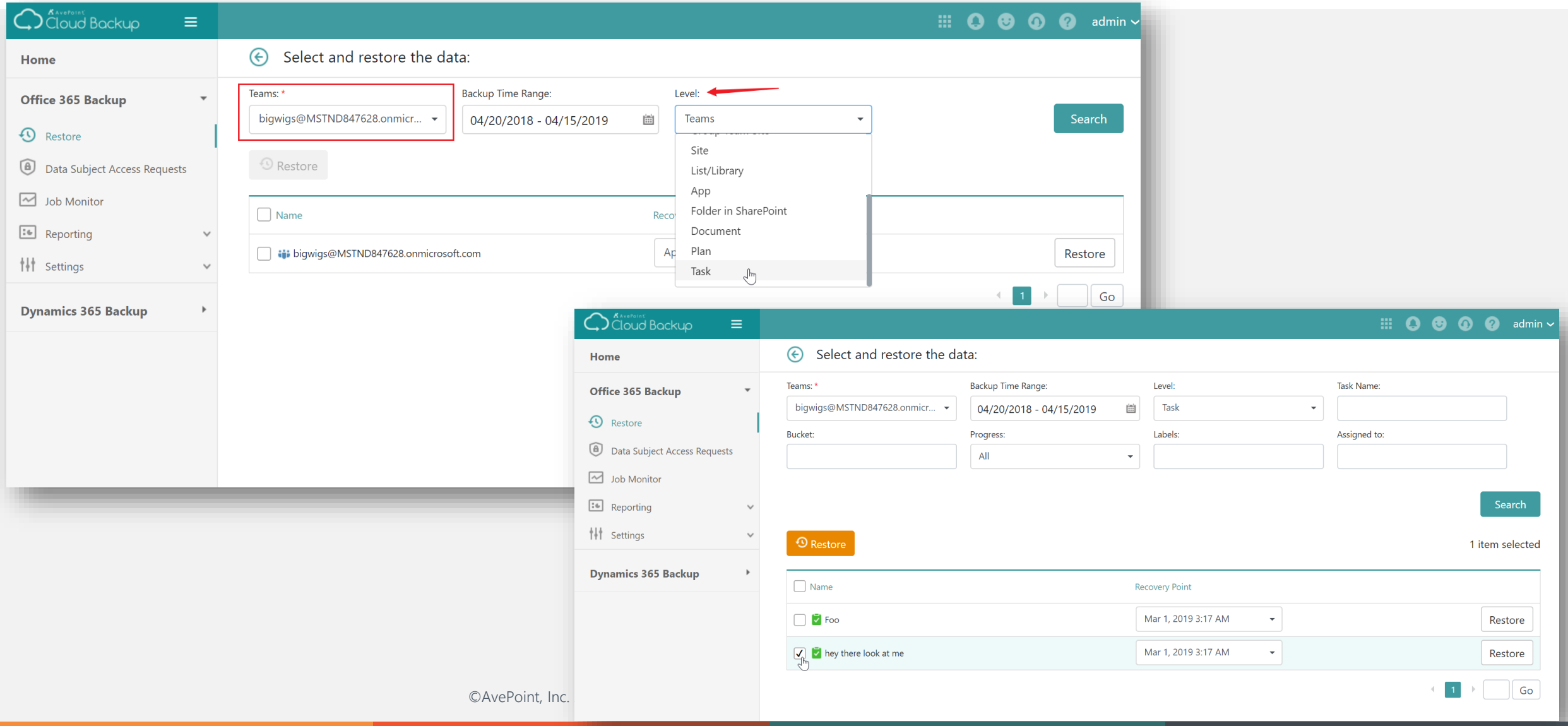

Office 365
OneDrive
Search everything
New
Upload
Flow
Sync
Adele Vance
Files
Recent
Shared
Recycle bin
Contoso M365B916186
Sites help you work on projects with your team and share information from anywhere on any device. Create or follow sites to see them here.
Files
Name
Modified
Modified By
File Size
Sharing
Private
July 13
Adele Vance
Private
New Product Presentation.pptx
July 13
Adele Vance
480 KB
Shared
New Product Pricing.docx
July 13
Adele Vance
713 KB
Shared
QT1000 Marketing Plan.pptx
July 13
Adele Vance
439 KB
Private
Timesheet_AdeleV.xlsx
July 13
Adele Vance
11.8 KB
Private
Timesheet_JordanM.xlsx
July 13
Jordan Miller
11.8 KB
Private
ZT6006 Major Selling Points.do...
July 13
Adele Vance
24.7 KB
Shared
You can see that *all metadata* is preserved!
Drag files here to upload

Granular recovery of content



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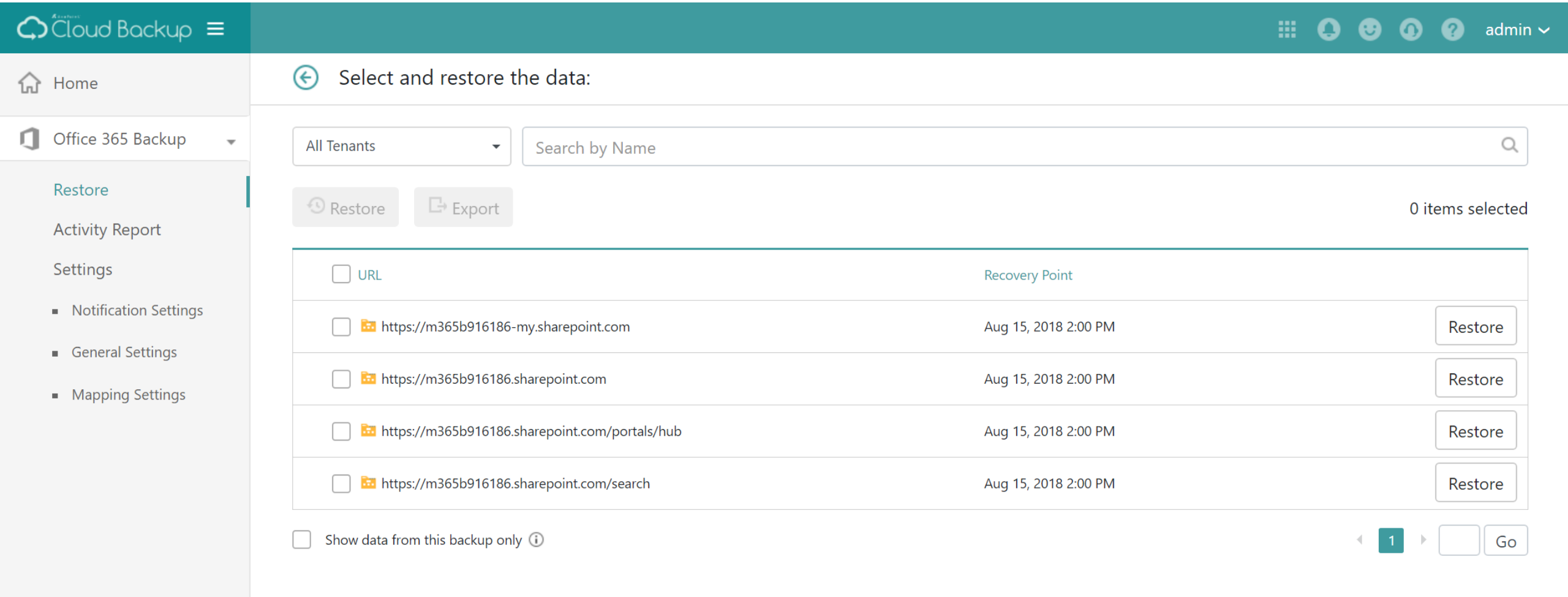
Home
Office 365 Backup
Restore
Activity Report
Settings
- Notification Settings
- General Settings
- Mapping Settings

All backup jobs for SharePoint Online are displayed in the calendar below. Choose one job for restore:

August 2018

Include jobs with only partial backup data

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13 3:39 PM 9:39 PM	14 3:38 AM 3:38 PM	15 2:47 AM 3:38 AM 9:39 AM 2:00 PM Hide	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1



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Home
Office 365 Backup
Restore
Activity Report
Settings
- Notification Settings
- General Settings
- Mapping Settings

Select and restore the data:

All Tenants

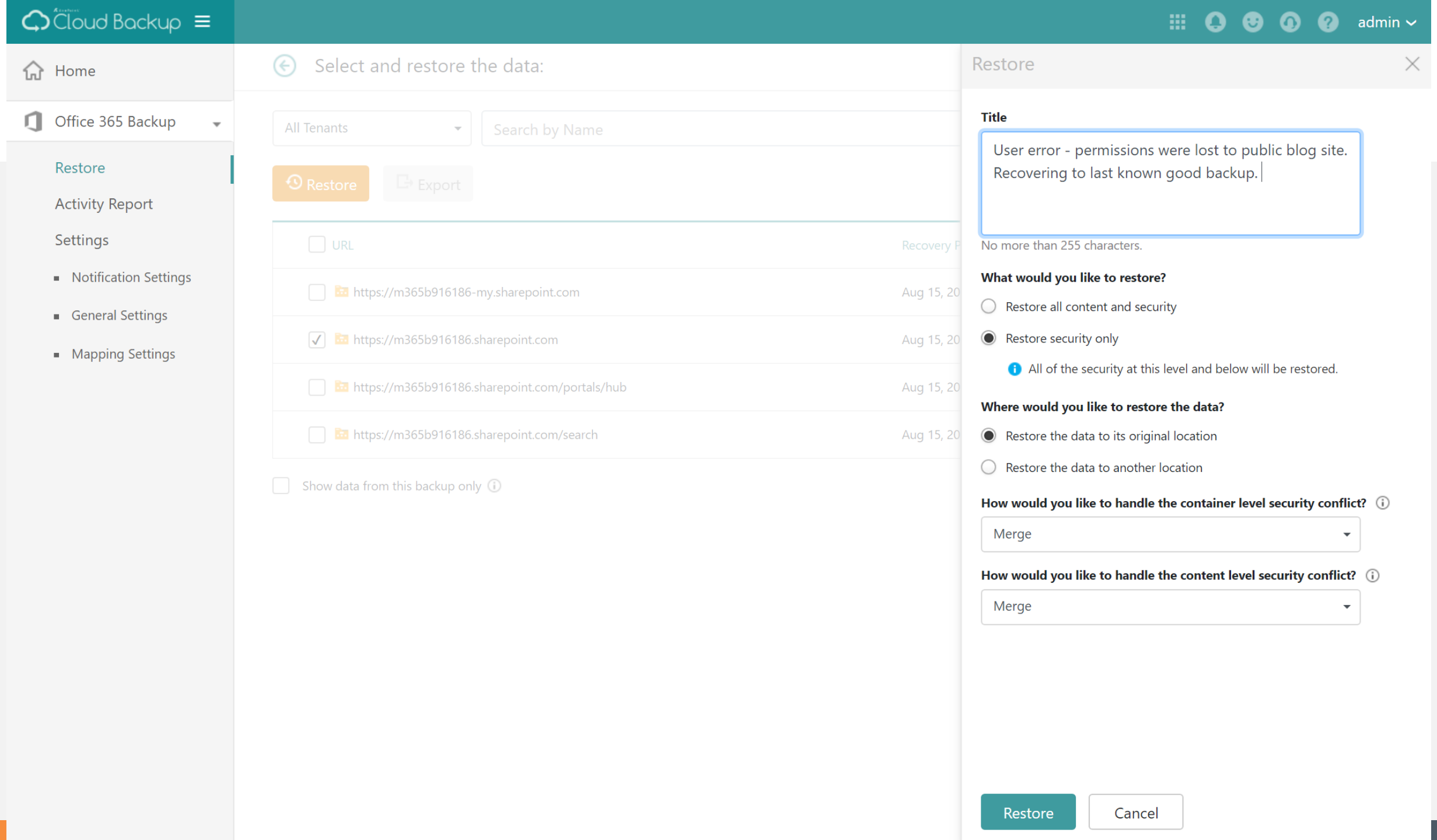
Search by Name

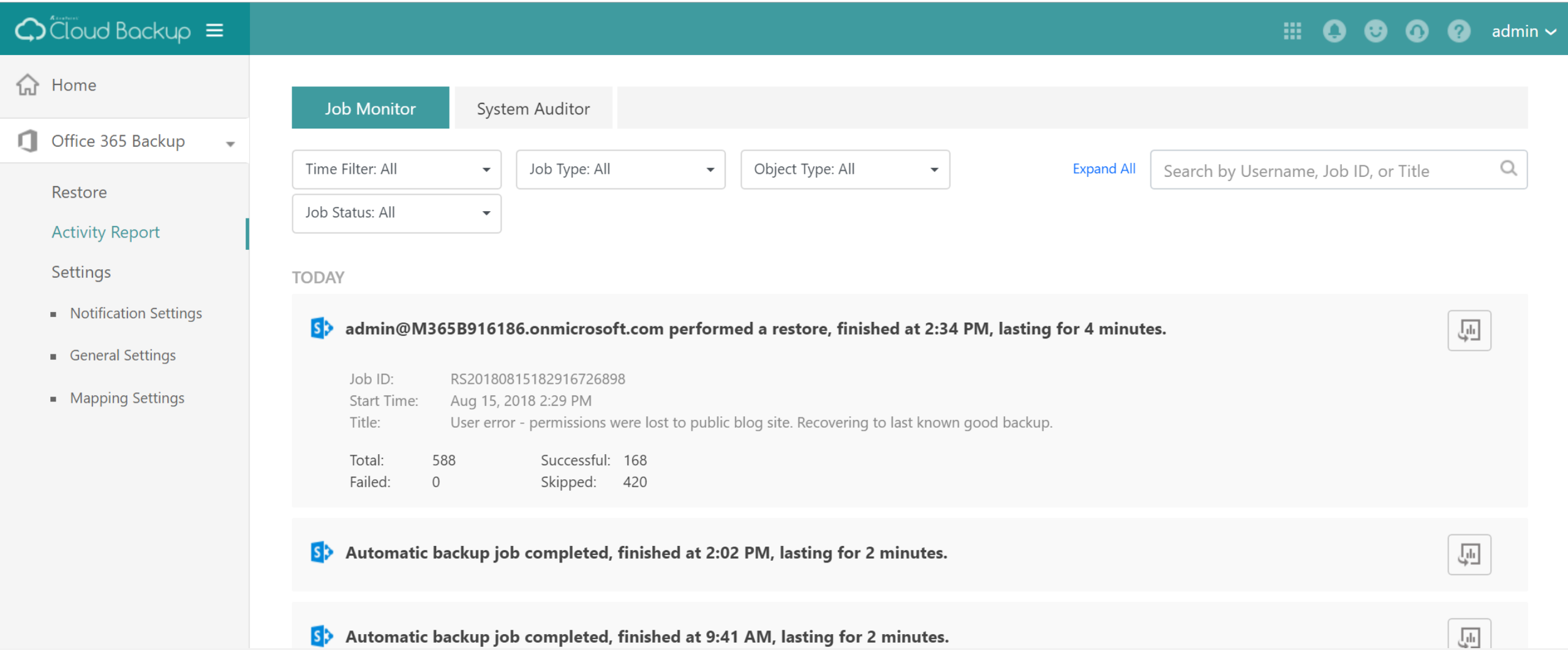
Restore | Export

0 items selected

https://m365b916186.sharepoint.com

Name	Type	
Documents	Library	Restore
Form Templates	Library	Restore
List Template Gallery	Library	Restore
Maintenance Log Library	Library	Restore
Master Page Gallery	Library	Restore
Monthly Blog	Library	Restore
Site Assets	Library	Restore
Site Pages	Library	Restore
Solution Gallery	Library	Restore
Style Library	Library	Restore


Cloud Backup
admin
Home
Office 365 Backup
Restore
Activity Report
Settings
Notification Settings
General Settings
Mapping Settings
Select and restore the data:
All Tenants
Search by Name
Restore
Export
URL
Recovery P
https://m365b916186-my.sharepoint.com
Aug 15, 20
https://m365b916186.sharepoint.com
Aug 15, 20
https://m365b916186.sharepoint.com/portals/hub
Aug 15, 20
https://m365b916186.sharepoint.com/search
Aug 15, 20
Show data from this backup only
Restore
Title
User error - permissions were lost to public blog site. Recovering to last known good backup.
No more than 255 characters.
What would you like to restore?
Restore all content and security
Restore security only
All of the security at this level and below will be restored.
Where would you like to restore the data?
Restore the data to its original location
Restore the data to another location
How would you like to handle the container level security conflict?
Merge
How would you like to handle the content level security conflict?
Merge
Restore
Cancel



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Home
Notebook
Documents
Pages
Release Announceme...
Site contents
Recycle bin
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CN

Contoso: News and Updates

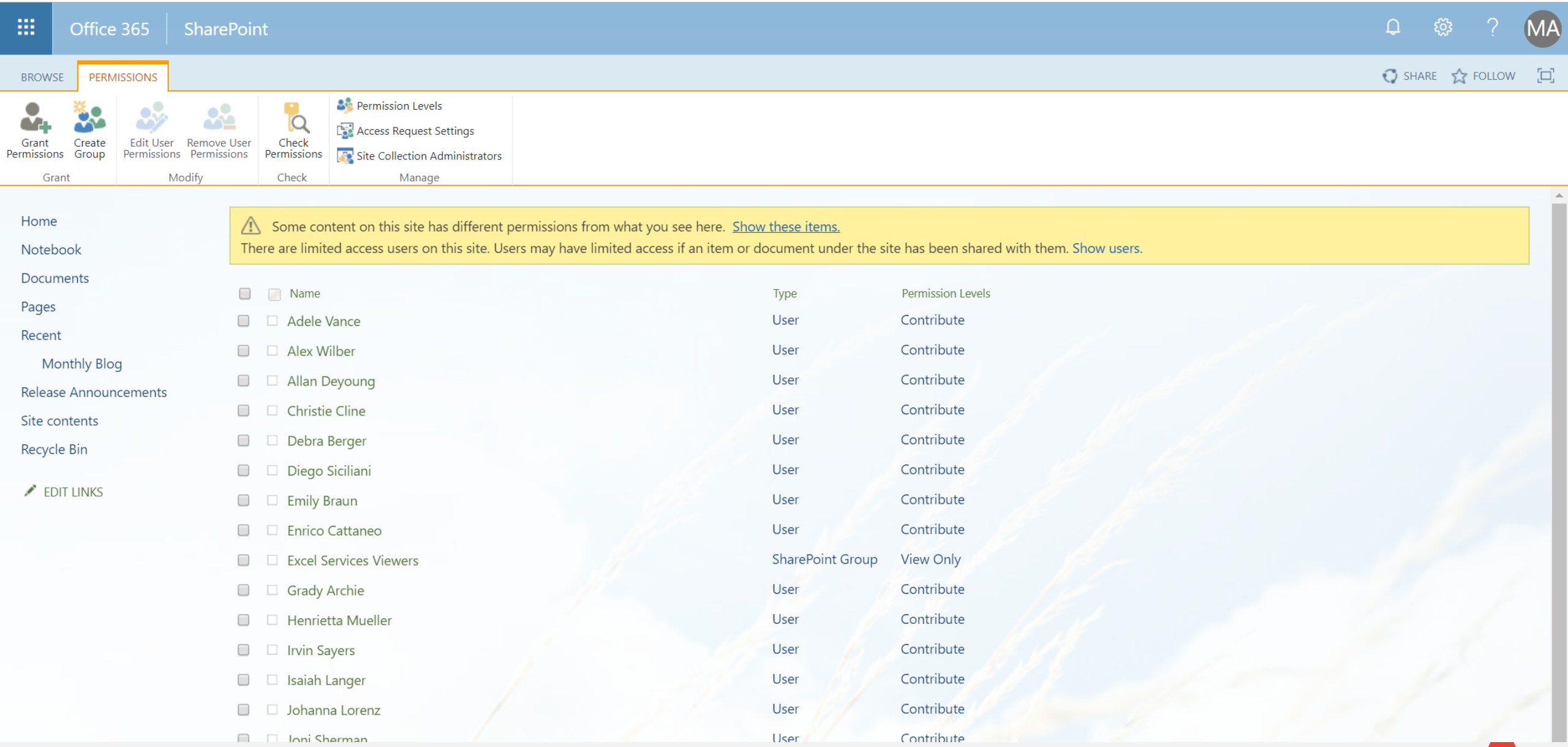
Release Announcements

Spring 2018 Announcements

Fusce quis quam ut massa convallis faucibus in non augue. Curabitur dapibus urna at sem venenatis, et rutrum erat vehicula. Phasellus vestibulum nulla ut fringilla sollicitudin. Praesent commodo purus sed urna molestie euismod. Aenean ultricies eros ac scelerisque aliquam. Nulla pretium ullamcorper posuere. Quisque sodales eget urna at pellentesque. Integer pulvinar nisl nec purus aliquet, ac sagittis diam auctor. In vel volutpat lorem. Phasellus vel neque orci. Nulla facilisi. Curabitur vehicula scelerisque ligula in elementum.

Aliquam ultricies malesuada libero, ac molestie ipsum eleifend rhoncus. Integer non sem arcu. Nam ac pellentesque arcu. Aenean eu finibus mauris. Nunc nisl diam, dignissim vitae arcu in, suscipit molestie lacus. Fusce eget tincidunt ipsum. Cras tristique, turpis blandit imperdiet consectetur, purus nisl dignissim velit, vel maximus nunc ex eget nisi. Etiam quis libero gravida, maximus tellus et, eleifend massa. Integer et aliquam velit. Aenean in ante vel neque aliquet dapibus. Nam faucibus feugiat ligula, in pellentesque quam mattis fermentum. Etiam risus erat, dictum a vehicula et, hendrerit eget odio. Cras in finibus nisi. Duis mattis ipsum in felis finibus, vel ultrices velit condimentum.

Vivamus vitae est non massa vestibulum auctor. Donec pulvinar vehicula ornare. Aenean ac suscipit ante. Praesent dui ipsum, consectetur vel ultricies molestie, sodales in tellus. Nulla scelerisque fermentum dui non gravida. Vestibulum et ullamcorper ante, eu elementum leo. In vitae mi in tellus feugiat ultrices. Proin libero risus, fringilla et ex eget, facilisis consequat nunc. Sed sapien orci, malesuada ac fringilla eget, mattis vitae lacus. Suspendisse potenti.



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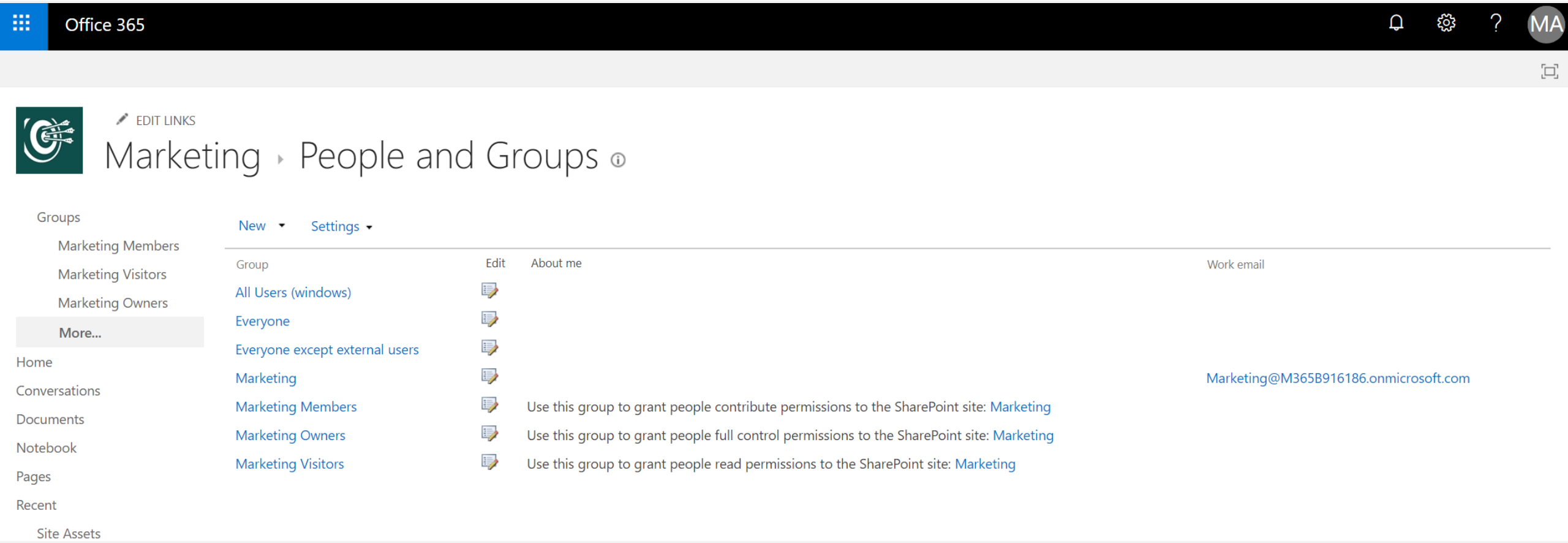

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Let’s Recap!

Microsoft helps, but can't cover everything…

User-Driven Errors

"I've misplaced a document… the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

~~"I accidentally deleted a planner task, I can't find the history anymore!"~~

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back ~~some~~ ALL changes."

~~"I've broken the inheritance on my site, people can't see my files anymore!"~~

"A ~~user left the company 6 months ago, but we forgot the retention policy!~~"

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Your responsibility for backup

Microsoft Protection

- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or data center outage
- ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
- ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback

Customer Responsibility

- ❑ Loss of data due to departing employees and deactivated accounts
- ❑ Loss of data due to malicious insiders / hacktivists deleting content
- ❑ Loss of data due to malware / ransomware
- ❑ Recovery from prolonged outages
- ❑ Long-term accidental deletion coverage with selective rollback

*Forrester: "Backup Your SaaS Data – Because Most SaaS Providers Don't", Naveen Chhabra, December 2017

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AOS
CLOUD PLATFORM

AvePoint Cloud Backup

Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.

Granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!

Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!

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Don’t just take our word for it…

Check out the evidence for yourself!

“We wanted the ability to back up files to multiple cloud platforms, and AvePoint was the only one who had the capability to do that.”

Kevin Tsuei
Technology Practice Director

AuditOne LLC

BDO NEW ZEALAND

“[AOS] ensures there is no potential to lose any of our SharePoint Online data in the future.”

James Dickinson
Chief Information Officer

“[AvePoint Online Services] gives us assurance that if documents go missing or we run into problems within our Office 365 environment, we have a full backup available in the cloud along with granular content restoration abilities to minimise business disruption.”

John Baddiley
Senior Business Manager

davanti CONSULTING

https://www.avepoint.com/resources/customer-review/

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thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	

AvePoint

Free eBook

Office 365 Backup Handbook

- Common ways companies lose data, and how to protect against them
- Secure data management and backup techniques
- Office 365 native backup and restore capabilities and how to extend them

Free Download ›

https://www.avepoint.com/unlimited-cloud-backup-ebook/

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Sales@AvePoint.com | +1 800.661.6588

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