



# Identify and Understand Your Restore Capabilities of Your Office 365 Data

If you think you don't need backup and restore in the cloud, think again!

Microsoft  
Partner



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

Accessible content is available upon request.

# About the Presenters



## Roché Mahomedradja

Solutions Engineer  
AvePoint



Roché is a Solutions Engineer at AvePoint, with a Microsoft certified background in Office 365 and SharePoint. He spends most of his time consulting different verticals across the Benelux and Nordic Markets.

20+  
Years in IT  
Infrastructure

6+  
Years working with  
Office 365

7+  
Years working with  
SharePoint

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## Robert Hedblom

sumNERV



Robert design and deliver Backup & Restore Capabilities and Disaster Recovery globally with focus on recovery. He is often seen as speaker on global events and has also written four book. He has been awarded nine times with the Microsoft MVP award.

20+  
Years in IT

9 times  
Microsoft MVP

15+  
Years Restore &  
Recovery focus

✉ [Robert.Hedblom@sumnerv.se](mailto:Robert.Hedblom@sumnerv.se)

# Agenda

Welcome!

Identifying & Understand Restore Capabilities of Office 365

- Comments from the field
- Cloud Services
- Loss of Data
- What does Microsoft Provide
- Business Impact Preparation
- Restore Considerations

AvePoint Solution

Q & A Session



# About AvePoint: Corporate Overview

Migrate. Manage. Protect



**AvePoint** is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,600 employees across five 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**

**16K** Customers    **6M** Cloud Users    **88** Countries    **6** Continents



**Microsoft  
Partner**



- 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

# About sumNERV

- +20 years with solid focus on Restore, Disaster Recovery, Business Continuity Planning and Proactive Monitoring
- Our focus is protecting all our customers workloads
- High competence – Microsoft MVP
- AvePoint Cloud backup for Office 365 is a solid SaaS solution that covers your back when data is corrupt, deleted or encrypted



# Comments from the field



*Its in the cloud...what can go wrong!!"*



*"The security is so much higher than my on-prem DC so surely they must have provided backup"*



*"Microsoft has a backup solution...Litigation Hold"*



*"Everything is protected in the cloud...right?"*



*"We just want backups..."*



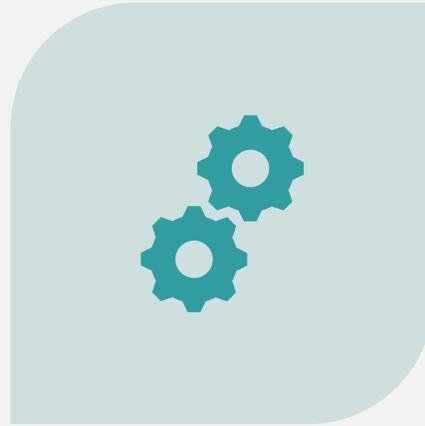
*"Ransomware can't hit O365/M365"*



# Cloud Services – You are still responsible



YOUR DATA



RESTORE CAPABILITIES



RTO | RPO | RLO



# Loss of data

Don't wait for it to happen... it will happen



HUMAN ERRORS



ADMIN ERRORS



MALICIOUS  
INSIDERS



MALICIOUS  
OUTSIDERS



# What Microsoft Offers

## Email

- Deleted email -> 30 days Recycle Bin
- Hard delete -> Resides 14 days
- Microsoft trust the geo-replication feature instead of backup/restore

## SharePoint Online

- Website Recycler bin 30 days
- 90 days -> Admin
- Microsoft support can restore the entire site
- Restores the entire site -> Can be 14 days old

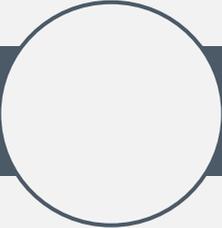
## In-Place Hold & Litigation Hold

- Often seen as a Backup & Restore Capability from Microsoft
- Litigation Hold = Litigation Hold migration involves putting a user's entire mailbox on hold for the purpose of retaining it for legal review.
- In-Place Hold = In-Place Hold migration involves putting a subset of a user's entire mailbox on hold for the purpose of retaining only certain types of email.

Is this good enough?



# Business Impact Preparations



*"Be ahead of your worst-case scenarios"*

- Business Impact Analysis (BIA)
- Threat and Risk Analysis (TRA)
- Practice your Restore scenarios
- Processes & Routines
- What are your demands Regarding restore?
- RTO
- RPO
- RLO



# Restore Considerations

## Define your Restore Capabilities



GDPR



Support



End-User  
enabled restores



SharePoint  
Restores



Mail Restores



OneDrive  
Restores



Security



# Introducing 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, Groups, Public folders and Teams. Unlimited options give you flexibility to protect content as your organizational needs dictate.



## Delegated & 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!





## 12 Global Cloud Instances

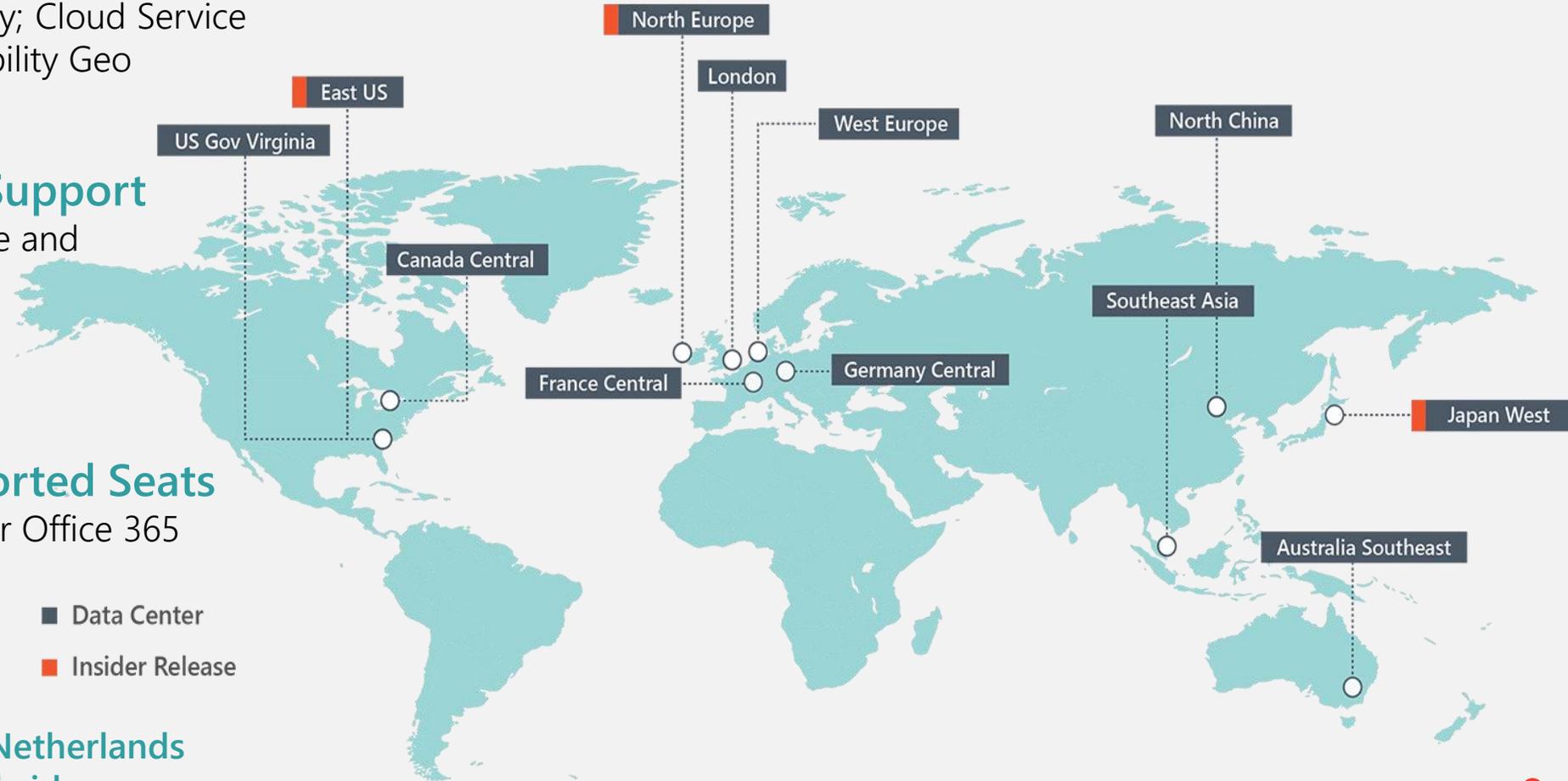
Hyper Scale: Regional Redundancy; Cloud Service Resiliency; Data Residency Availability Geo Replication

## 99.5% Availability | 24/7 Support

Uptime backed by Microsoft Azure and World-Class Support

## 7 Million Office 365 Supported Seats

Providing Operational Efficiency for Office 365

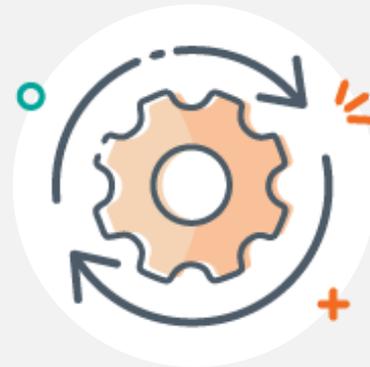


Backing up 2,7PB of data in the Netherlands  
Backing up 40+ PB of data worldwide

# The AvePoint Cloud



Full Spectrum  
Solutions



Automated  
and Elastic



Secure and  
Compliant



## Keeping Security in the Customer's Hands

### BYOK

#### Customer-Owned Encryption Keys

Azure KeyVault ensures unique keys for each tenant, owned and managed by each customer to prevent unauthorized access

### BYOS

#### Customer-Owned Data and Storage

Data Residency provides hosted options through Azure or through any customer-owned cloud and server storage service

### BYOA

#### Customer-Owned Authentication

Single Sign-on with Office 365 Credentials and Azure AD applications ensures customers retain control of authentication and authorization of AOS

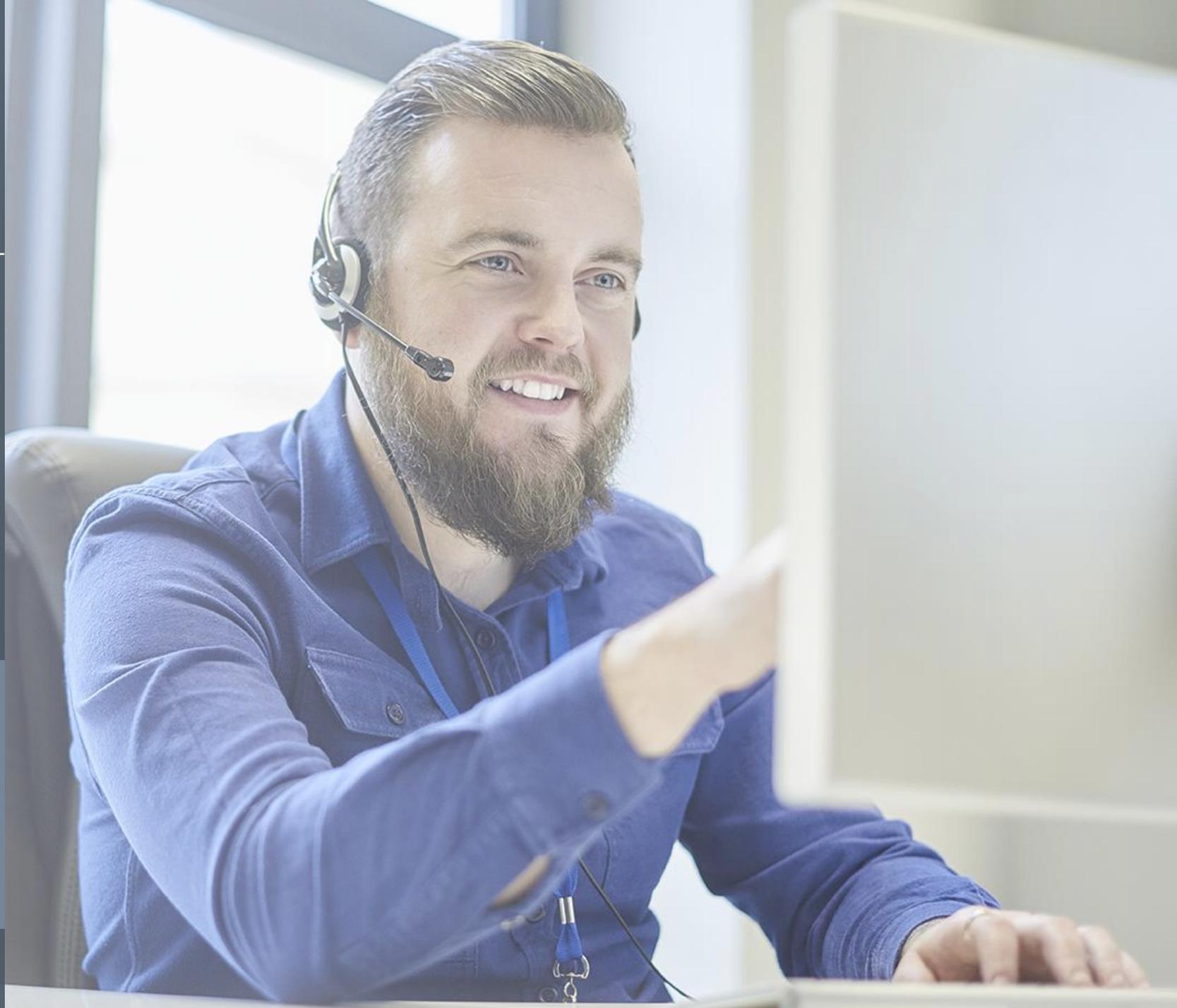


# AvePoint Support

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- Live 24x7 Support
- Globally dispersed
- Comprised of Microsoft Certified Technology Specialists (MCTS)
- 800 dedicated R&D professionals

**The X Factor:** 54% of customers said that superior support and services were why they selected AvePoint over the competition



- Home
- Office 365 Backup
  - Restore
  - Data Subject Access Requests
  - Activity Report
  - Settings
    - Account Management
    - Notification Settings
    - General Settings
    - Mapping Settings
- Dynamics 365 Backup

**Exchange Online**

Next backup will be on **Feb 19, 2019 8:23 PM**

[MORE DETAILS](#)

**OneDrive for Business**

Backing up 17%...[Details](#)

[MORE DETAILS](#)

**SharePoint Online**

Backing up 76%...[Details](#)

[MORE DETAILS](#)

**Office 365 Groups**

Next backup will be on **Feb 19, 2019 5:41 PM**

[MORE DETAILS](#)

**Teams**

Next backup will be on **Feb 19, 2019 7:04 PM**

[MORE DETAILS](#)

**Teams**  **PROTECTED**  
Last Successful Backup: Feb 19, 2019 3:45 PM

[Backup Details](#) [Restore Details](#)

**Finished**  
Feb 19, 2019 3:45 PM

**Finished**  
Feb 19, 2019 9:45 AM

**Finished**  
Feb 19, 2019 3:45 AM

**Finished**  
Feb 18, 2019 9:46 PM

**Job Summary**

Successful	23
Skipped	17
Failed	0

Total **40**  
[View Details](#)

Next backup will be on **Feb 19, 2019 7:04 PM**

**Project Online**

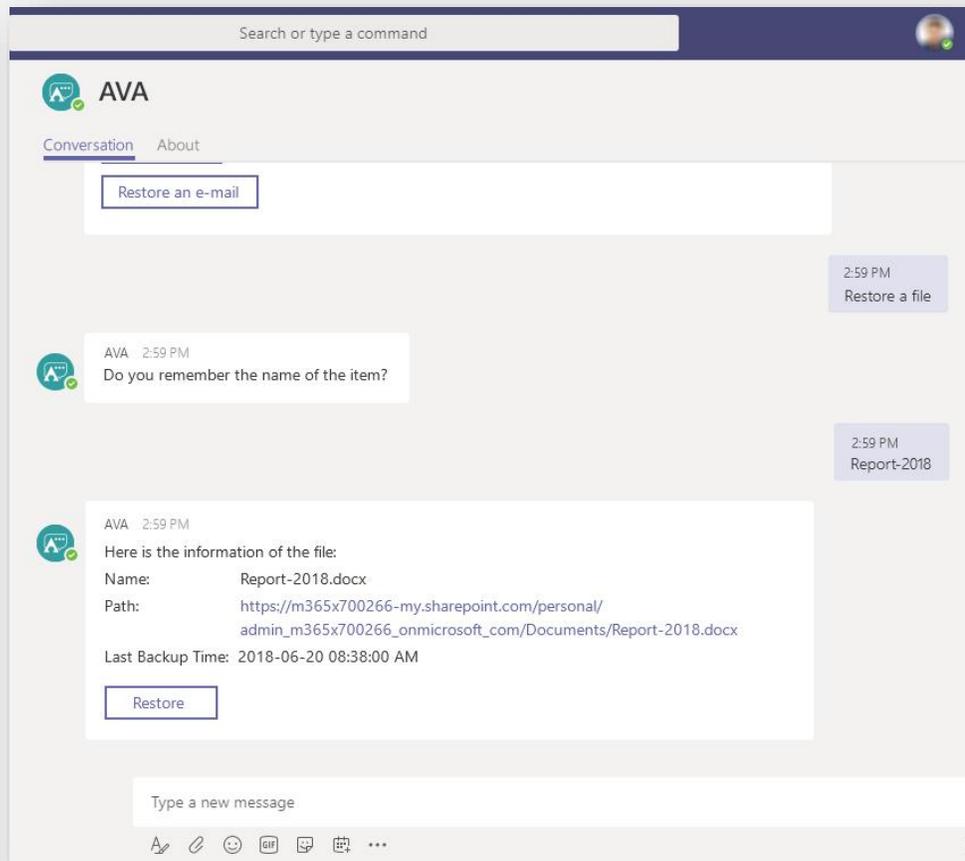
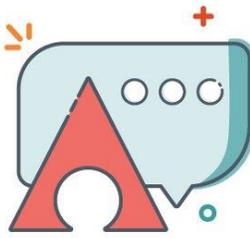
**Public Folders**

**Dynamics 365 Backup**

# AvePoint Cloud Backup Portal

Configure and manage the backup of each service within Office 365 individually from the portal, across multiple tenancies if required.  
 Restore content in-place and out-of-place, also across tenancy.  
 Export backup stats and user activity for reporting.

# 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

- License Consumption Report
- Job Analytics
- System Auditor
- AVA Report

- Account Management
- Notification Settings
- General Settings
- Mapping Settings



### How can AvePoint Cloud Backup help you with GDPR compliance?

When an EU Citizen exercises their Right-to-be-Forgotten under the EU GDPR Article 17 or submits a DSAR - Data Subject Access Request under the EU GDPR Article 15, an organization is required to respond to these requests by returning and potentially deleting data from their backup data sets. This can include information in a former employee's Mailbox or OneDrive. AvePoint provides a way to both discover and delete data from our backup data sets in response to these requests.



#### [Discover & Delete](#) →

Leverage this interface to comply with GDPR requests regarding the Right-to-be-Forgotten or Data Subject Access Right requests to find, export, and delete content based on a user's profile.



#### [Right to be Forgotten Requests](#) →

Track job progress and download reports.

## Cloud Backup and GDPR

Cover any Article 15 requirements

Cloud Backup can export Mailbox and OneDrive data for named employees/contractors.

Adhere to Article 17 requests

Mailbox and OneDrive data can be deleted on demand. Defensible deletion preserves audit records.

# Delegated controls to empower users

## Work with security teams

- One backup SLA, but many ways to restore
- Divide by country, department, title, division, etc.

## Identify service administrators

- Give Exchange teams access to e-mail
- Give SharePoint teams access to Groups / Teams

## Delegate help-desk calls

- OneDrive and Mailbox request can go to lower-level help-desk administrators

Create Security Group

Name: \*  
Security - Switzerland

Description:  
Dedicated users for our Swiss branch - help desk users

Invite Users:  
John@AvePoint X

Example: name@example.com;name2@example.com

Grant Permissions:

<input type="checkbox"/> Service	Permission Scope	Action
<input checked="" type="checkbox"/> Exchange Online	Default Mailbox Container;app;custom	Select Scope
<input checked="" type="checkbox"/> OneDrive for Business	Default OneDrive for Business Container;app;custom	
<input type="checkbox"/> SharePoint Online		
<input type="checkbox"/> Office 365 Groups		
<input type="checkbox"/> Teams		

Save Cancel

- Home
- Office 365 Backup
  - Restore
  - Data Management
  - Job Monitor
  - Reporting
    - License Consumption Report**
    - Job Analytics
    - System Auditor
    - AVA Report
- Settings
  - Account Management
  - Notification Settings
  - General Settings
  - Mapping Settings
- Dynamics 365 Backup

## License Consumption Report

- Dashboard**
- Usage
- Utilization

**License Details At a Glance**

**375**

Total Capacity (GB)

---

**75**

Total Users

---

**5**

Capacity per Seat (GB)  
Per Year

**License Utilization**  
375 GB Total Capacity

**8%**  
31 GB USED

---

Available **344 GB** 92%

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To increase your account capacity, reach out to your Sales Representative.

**Top License Consumers By Source**

<b>SharePoint Online</b>	22.84 GB	74%	>
<b>OneDrive for Business</b>	4.80 GB	16%	>
<b>Exchange Online</b>	2.35 GB	8%	>
<b>Project Online</b>	609 MB	2%	>
<b>Office 365 Groups</b>	276 MB	< 1%	>

**Largest Consumer By License Type** >

**17.28 GB**

**SharePoint Online**  
<https://avepointdbn.sharepoint.com>

**Usage History Last 6 Months**

# Understanding Usage

The Live Consumption Report Dashboard will show how much data is being backed up, where the majority of this data is within Office 365 (by workflow), and also shows the product usage history..

Home

General Settings

Office 365 Backup

🕒 Restore

🔒 Data Management

📄 Job Monitor

📊 Reporting

▪ License Consumption Report

▪ Job Analytics

▪ System Auditor

▪ AVA Report

⚙️ Settings

▪ Account Management

▪ Notification Settings

▪ General Settings

▪ Mapping Settings

Dynamics 365 Backup

Backup Settings

Storage Location

Encryption Key

Storage Location\* ⓘ

Default storage location

[Change to my own storage](#)

Retain the data for:

Your backup data retention policy is **Unlimited**.

You can customize the number of years of retention applied to backup data from each service.

 Use a custom retention policy for each service

Exchange Online

Unlimited

years

OneDrive for Business

Unlimited

years

SharePoint Online

5

years

Office 365 Groups

Unlimited

years

Teams

Unlimited

years

Project Online

Unlimited

years

Public Folders

Unlimited

# Retention by Workflow

Manage and control retention per individual Office 365 workflow.

Ensure that data is not retained for longer than required by managing which elements of Office 365 are retained, and for how long.

Q&A

# Shifthappenscon.com

Speakers Agenda 2019 Highlights

**#shifthappens**

Microsoft 365

## Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 June 22-26, 2020

[Register for free today!](#)

Now #ShiftHappens Week Online! Business Continuity & Productivity

**Business Continuity & Productivity**

IN THE DIGITAL WORKPLACE

🕒 June 22-26, 2020 #ShiftHappens Week Online

**NOW A VIRTUAL EVENT!**

**#shifthappens**

The image shows a promotional banner for a virtual event. The main banner has a teal background with white text. It features the 'shifthappens' logo, the event title 'Business Continuity & Productivity IN THE DIGITAL WORKPLACE', the dates 'June 22-26, 2020', and a red button that says 'Register for free today!'. There is also a faint 'Microsoft 365' logo. An inset image shows a video player for the same event, with a play button and a red banner that says 'NOW A VIRTUAL EVENT!'. The video player also includes the event title and dates. In the top right corner of the website, there are links for 'Speakers', 'Agenda', and '2019 Highlights'.

# Additional Resources

## Free E-Books



### **When to Use and How to Manage Microsoft Teams & Office 365 Groups**

Download at [avepoint.it/o365ebook](https://avepoint.it/o365ebook)



### **Office 365 Handbook**

Download at [avepoint.it/backup](https://avepoint.it/backup)

More information, please visit: [www.avepoint.com/resources](https://www.avepoint.com/resources)



# thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう  
ございます

ໜ້າອຸດອນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem