

Work from home with Microsoft Teams: Delegate access to content restore Capabilities

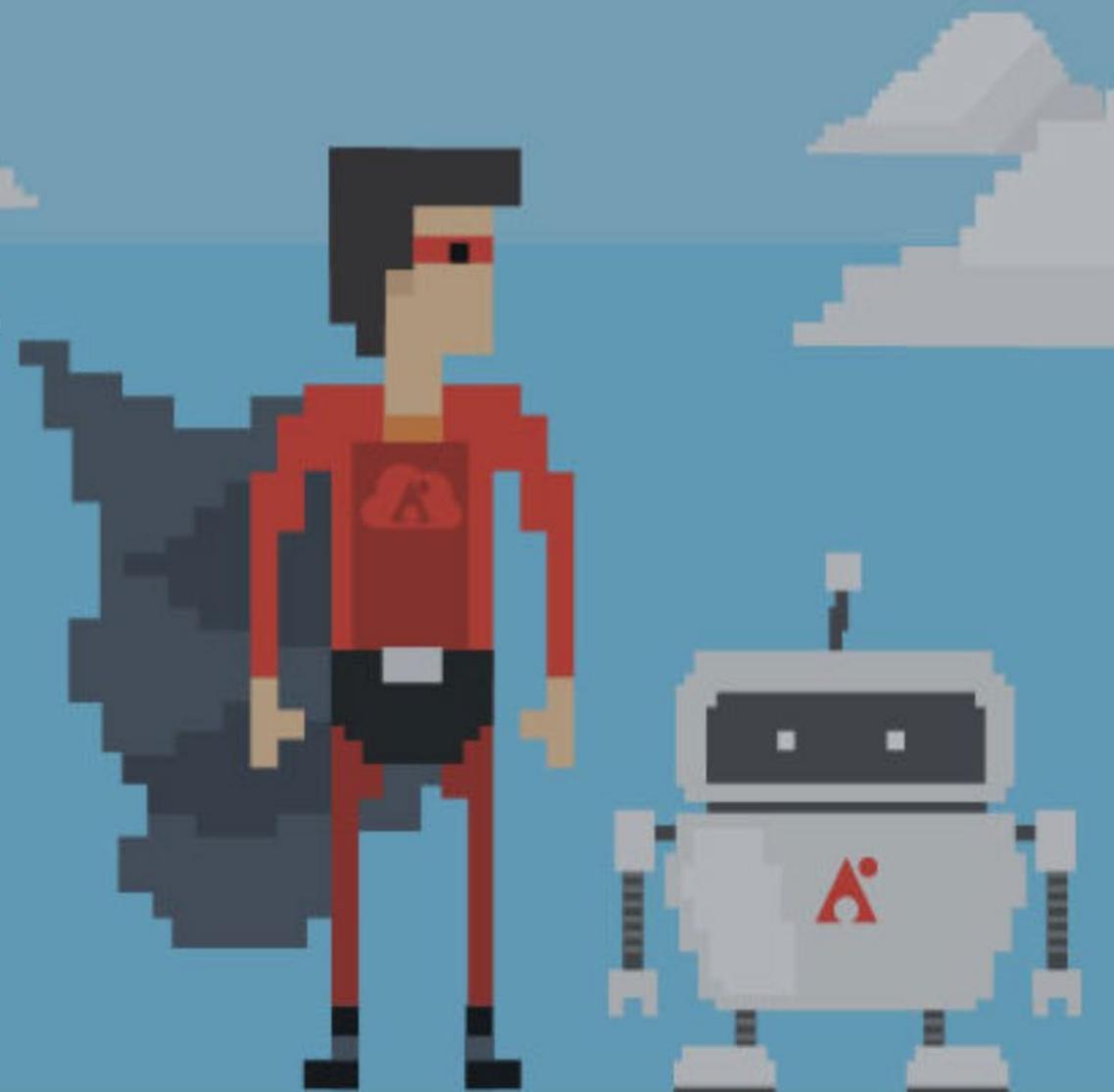
Reduce IT burden and help users find the lost or accidentally deleted content. Learn how to leverage AvePoint's Office 365 Restore bot for end users in Microsoft Teams.



Tuesday, April 7 @ 10:00 AM BST

Duration: 1 Hour

[Reserve My Spot →](#)



Migrate. Manage. Protect.



12 Global Cloud Instances 99.5% Availability Backed by Azure 24/7 World-Class Support 20PB+ Managed Customer Data

From Tahoe to Today

ISO Certification



16K Customers 7M Cloud Users 88 Countries 7 Continents

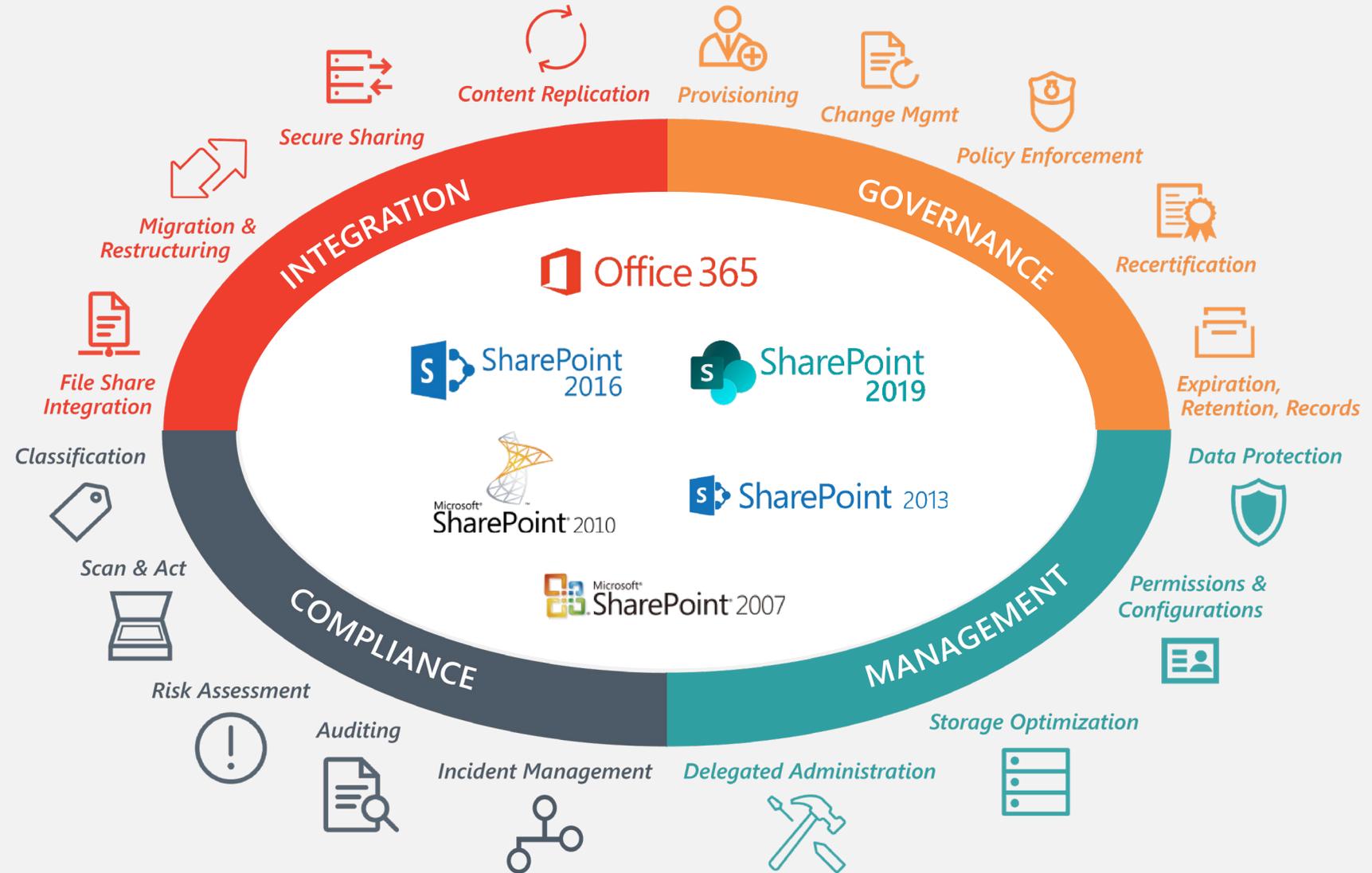
AvePoint is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,500 employees across five continents.

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

The AvePoint Framework



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?



What our customers ask us for



Common customer challenges for data access & protection



- Data ownership
- Data sovereignty
- Data retention – have SLAs beyond Microsoft coverage
- Data protection in case of ransomware attacks



- Ease of restore
- Out of place restore
- Restore from former employee data
- Restore granular content without overwriting unrelated data



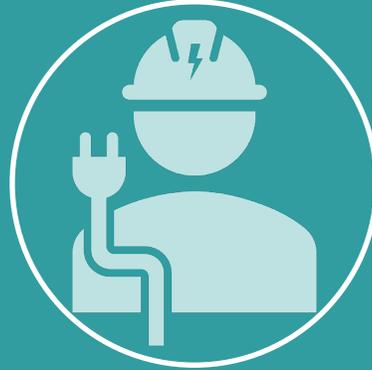
- Comprehensive coverage for Office 365 Services including Exchange Online, SharePoint Online, OneDrive for Business, Project Online, Groups
- Dynamics 365 Backup



BOSS, WE
NEED TO
BACK UP
THE DATA



Accidental
Deletion



Malware/
Ransomware



Malicious
User



Retention
and SLAs

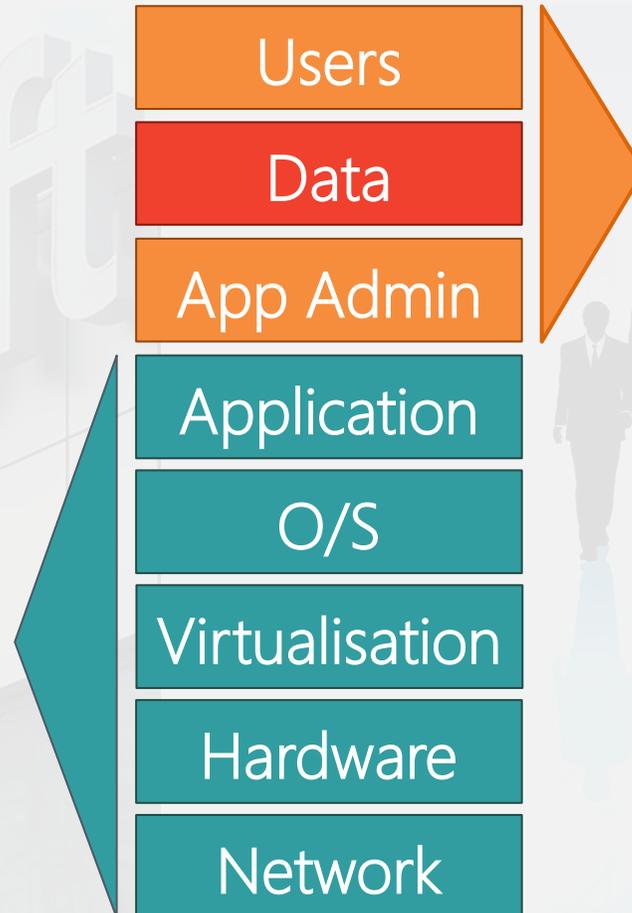


Data Loss Can Happen

Data: Whose Responsibility...?



- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or datacenter 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



- ❑ Loss of data due to departing employees and disabled accounts
- ❑ Loss of data due to malicious insiders/hacktivists deleting content
- ❑ Loss of data due to malware/ransomware
- ❑ Loss of data due to rogue application deletion/overwrite
- ❑ Loss of data due to accidental deletion beyond retention periods

Why Backup Office 365?

Limited data recovery options

Office 365 does not retain data by default, nor provide a like-for-like backup in line with on-premises solutions.

Retention policies do not always support SLA agreements

OneDrive for Business restore previous version : 93 days (max)

Single item recovery for mailbox data : 30 days (max)

No point in time recovery for mailbox data

SharePoint Online backups : up to 93 days (recycle bin)

Data Loss Events Caused By Users:



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!"

Office 365 Solutions:

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



Exa

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.

lists, or libraries. If you need to recover a specific item, find it in the Recycle Bin, right-click it, and choose Restore.

[https](https://)

6d7-



User-error in Office 365 is common...

Second stage recycle bin

 Name ▾

Date deleted ↓ ▾

Deleted by ▾

Created by ▾

Original location



Your recycle bin is empty

No items to recycle.



Example: I've deleted a planner task...

No safety net for some user content:

The screenshot displays the Microsoft Planner application interface. On the left is a dark sidebar with navigation options: 'New plan', 'Planner hub', 'My tasks', 'Favorites', and 'Recent plans'. The main area shows a board for an 'Event Plan' with four columns: 'To Do', 'Presentation', 'Press', and 'Venue'. Each column contains a list of tasks. A context menu is open over a task in the 'Press' column, listing options: 'Label', 'Assign', 'Copy task', 'Copy link to task', and 'Delete'. A red arrow points to the 'Delete' option, which is highlighted with a red border. The 'Delete' option is the only one in the menu that is not dimmed, indicating it is available for the selected task.



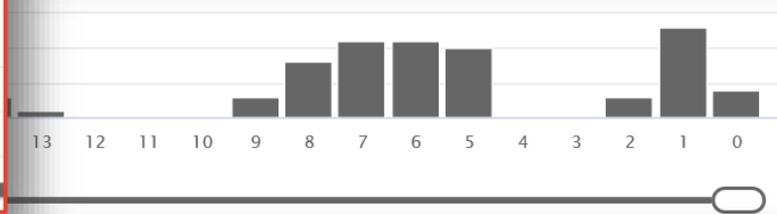
Restore your OneDrive

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

Limitations and troubleshooting

- Files Restore uses version history and the recycle bin to restore OneDrive, so it's subject to the same restrictions as those features. When version history is turned off, Files Restore won't be able to restore files to a previous version. For information about versioning settings, see [Enable and configure versioning for a list or library.](#)

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

Example Restore X1050 Launch Team - Documents



X1050 Launch Team
Public group

- Search
- Home
- Conversations
- Documents**
- Shared with us
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit

New Upload Sync Export to Excel Flow ...

Documents

Name	Modified
Design	March 16
Digital Assets Web	March 16
General	March 16
Go to Market Plan	March 16
Launch Event	March 16
Legal and Compliance	March 16
Web and Social Trends	March 16
Fabrikam3DPrinterBrochure.pptx	March 16
Product Launch.pptx	March 16



Microsoft Teams

Your teams

- X1050 Launch Team
 - General
 - Design
 - Digital Assets Web**
 - Go to Market Plan**
 - Launch Event
 - Legal and Compliance**
 - Web and Social Trends
- Contoso Sales
 - General

Updated by Megan Bowen 1:01:40 AM

Usability Testing Priorities.docx



Data Loss Events Caused By Admins:

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!"



Office 365 Solutions:

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



Microsoft helps, but can't cover everything...



User-Driven Errors

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

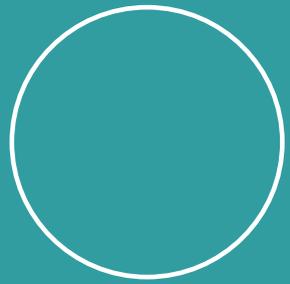
Admin-Driven Errors

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

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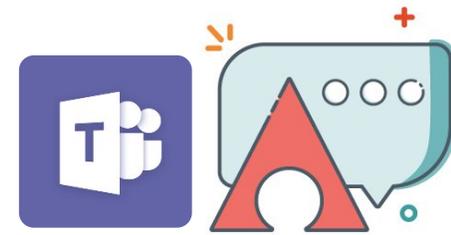




Introducing *AVA*

AvePoint's Data Recovery Bot

AVA: AvePoint's Virtual Assistant



What is AVA?

A Microsoft Teams based AI bot that gives users a place to look for lost content, such as:

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

Benefits

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

The screenshot shows a Microsoft Teams chat window with the AVA bot. At the top, there is a search bar with the text "Search or type a command". Below the search bar, the chat header shows the AVA bot icon and name. There are two tabs: "Conversation" (selected) and "About". The chat content includes a search bar with the text "Restore an e-mail". Below this, there are two messages from AVA. The first message is a question: "Do you remember the name of the item?". The second message provides file information: "Here is the information of the file: Name: Report-2018.docx, Path: https://m365x700266-my.sharepoint.com/personal/admin_m365x700266_onmicrosoft_com/Documents/Report-2018.docx, Last Backup Time: 2018-06-20 08:38:00 AM". Below the file information is a "Restore" button. On the right side of the chat, there are two system messages: "2:59 PM Restore a file" and "2:59 PM Report-2018". At the bottom, there is a text input field with the placeholder "Type a new message" and a row of icons for actions like reply, edit, emojis, GIFs, and more options.



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, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Granular restore, in or out of place

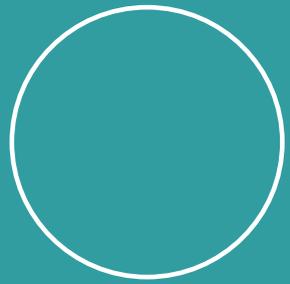
Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



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!





AvePoint Cloud Backup

Demo

In Summary - Your benefits



Comprehensive Protection

Backup your Office 365 & Dynamics 365 content from a single service. No need to rely on multiple backup vendors, or locate data across multiple cloud services for restore.

Backup Data Ownership

Store backup data with the storage provider of your choice – including AvePoint! Bring your own storage, or take advantage of AvePoint's unlimited offering to avoid storage limitations

SLAs on Your Own Terms

Quick, on-demand recovery ensures you have access to data when you need it most. Backup up to 4X per day helps you meet aggressive RPOs. Restore offline even if the cloud service is down or corrupt!



