datto | SAAS PROTECTION

DATTO SAAS PROTECTION FOR OFFICE 365 TECHNICAL OVERVIEW

With more and more businesses depending on Office 365 for collaboration and business operations, the risk of potential data loss is impossible to ignore. Although data is stored in Microsoft servers, they don't take responsibility for data loss that occurs on the client's side.

An independent backup separated from the app itself is necessary to avoid these most common data loss pitfalls such as:

- Accidental deletion or data overwrites
- Malicious end-user activity
- Lost data due to deprovisioned O365 licenses
- Ransomware attacks
- External app errors (data corruption via syncing or overwriting)

KEY BENEFITS OF DATTO SAAS PROTECTION

Datto goes above and beyond industry standards to make sure Office 365 data is easily recoverable, secure, and protected.

Full SaaS Data Control

Moving to the cloud means businesses no longer control all of their data, and yet MSPs are responsible for data loss in SaaS apps. With both cloud data and infrastructure outside of MSP control, an independent solution is needed to protect and maintain ownership of a client's key company information. Datto makes the management and protection of SaaS data incredibly simple and hands control back to the MSP.

Fast Recovery

When data loss occurs, the impact to a business can be massive. SaaS Protection's advances in speed and security makes the app a one stop solution to protect and recover crucial cloud data fast in any data loss scenario. SaaS Protection serves as an insurance policy against O365 outages, accidental deletion, and ransomware attacks, providing a secure second location to retrieve necessary data in as little as seconds.

Regain Lost Margin

When it comes to moving to the cloud, you need to find a way to regain lost margin with the sale of SaaS apps, but also establish additional revenue from the time you're taking to secure client data. SaaS Protection licensing adds additional MRR for the sale of Office 365 licenses and provides all-inclusive coverage. Included in the tiered per user cost is backup of all key apps in O365 - Sharepoint, OneDrive, and Exchange Online.

BACKUP FEATURES	
Services Covered	Office 365's Exchange Online, Calendar, Contacts, all OneDrive file types, OneNote data in Sharepoint and OneDrive Document libraries, Sharepoint Sites, Custom Site Collections, Team Sites
Automated Backup	Automated daily point-in-time backups begin after initial ingest
Backup Frequency	3X Daily at 8 hour intervals
On-Demand Backup	Able to initiate anytime on service level; will not interrupt regularly scheduled backups
Automatic New User Detection	Able to add all current users and back up new users automatically (Nightly job detects status of services in O365 environment)
Automated Archive	Nightly job detects status of services in O365 environment, then archives those services that are archived in O365
O365 Licenses Supported	E1, E3, E5, Exchange Only 1 and 2, Sharepoint only 1 and 2, Business Essentials, Business Premium, EDU, GOV, NPO
Storage Locations	Stored in Datto's private cloud located in US, EMEA, AUS, CAN; built-in redundancy; geo replicated within geographical region; ZFS file storage; SOC 2 Type II audited; built-in encryption
Restore Function	To original user or alternative user in original file format
Restore Granularity	File level, folder level with nested hierarchy intact; file and folder level permissions maintained
Export Format	MBOX for Mail, ICS for Calendar, VCF for Contacts, Original MS format for OneDrive
Search	Search across multiple users; metadata search
Administrative Roles	Super Admin; unlimited General Admins
Audit Logging	Available under "Reporting" in UI
Data Storage	Unlimited storage
Data Retention	Infinite; set to 1 year by default

Ransomware Protection

Businesses need to consider a multi-layered approach when it comes to security against ransomware and other cyber attacks. Without sufficient backup, businesses stand to risk losing all of their files. With point-in-time backups, MSPs can restore individual files or an entire application's data from a backup snapshot taken prior to an attack such as, last Friday at 8PM.

SECURITY OVERVIEW

Certi ications

Datto has completed a SOC 2 Type II audit against the AICPA Service Organisation Control Trust Services Principles, Criteria, and Illustrations for Security, Availability and Confidentiality. The audit firm concluded that controls were suitably designed and operating effectively to provide reasonable assurance that control objectives would be achieved. SaaS Protection data is also stored in leading co-location facilities compliant with HIPAA.

Encryption

When it comes to encryption, SaaS Protection deploys the highest level of security for customer data. At rest, data is encrypted using industry standard 256 bit (AES-256) encryption. All data written for the user is encrypted prior to storage. In transit, SaaS Protection employs TLS 1.2 encryption.

OAuth Token

When setting up SaaS Protection, the authorisation of the backup is captured through the app's UI and uses Oauth tokens, so there is no need to store sensitive user credentials in Datto's database. The app's connection with Office 365 will not be lost with admin password changes, as the Oauth token will maintain the authorisation with SaaS Protection.

Multi-Admin

In order to ease data management and ensure any member of an MSP's team can recover client data from data loss quickly, SaaS Protection allows account admins to assign additional administrative roles to delegate the day to day management of the product. Multiple access points to SaaS Protection provides an additional security layer in case the primary admin is unavailable in a data recovery scenario.

GETTING STARTED

Setup of SaaS Protection could not be easier - in 5 minutes, get started with an initial backup across all selected client users. All that's needed is O365 Global Admin credentials to authenticate the connection with O365. Once logged in, SaaS Protection offers the ability to choose which users to backup or to simply enable the auto add functionality, which automatically detects and adds new users when they're added to the O365 tenant. For a complete setup guide, check out Datto's Knowledge Base for more details.