mcrIT Microsoft 365 Backup (Email, OneDrive, SharePoint)

Problem Statement

Malicious actors and campaigns target your critical business data. Often organisations consider Microsoft 365 has sufficient protection and ability to recover files, but this does not cover malicious user activity, archive compliance surety, file corruption or a ransomware attack.

The impact of a data loss event can include a loss of productivity, loss of revenue/customer and negative reputation and brand impacts.

Do you know your security posture?

- Do you have data retention compliance obligations?
- Do you archive emails when staff leave the organisation?
- Do you have controls in place for alerting of file or email deletions?
- Do you know where your data is stored and how to recover it?
- When did you last review your SharePoint Permissions?
- How much time to you spend reviewing your security of your data?
- How much do you estimate it costs your business if your IT is offline?
- Do you hold backup copies of your emails, shared files and information held in M365?

Why use a mcrIT M365 Backup Service?

Security is an everyday maintenance activity, and often users think they are working in a secure environment when the security of the business data is at risk from many factors. To complement your security controls, M365 backup provides a location-independent backup of your critical emails and files to ensure your organisation can recover one or many files in a reliable and timely manner.

Our Backup service:

- Aligns with the ASD Essential Eight and NIST framework
- Gives data assurance through storage outside of the M365 tenancy.
- Forms a valuable part of your cyber security posture, reducing your risk profile in audits and cyber security insurance.

What is Involved?

Our Systems Engineer will access your M365 tenant (using a read-only access provided by you for the duration of the project). They will:

- Confirm the accounts that are active, including Shared mailboxes
- Create a backup tenancy in the agreed repository and configure licences
- Set up daily reporting of backup success for daily health checks
- Perform initial backup of all data
- Test restore of one email and file
- Set up six-monthly test restore routines

What do you get?

mcrIT will provide a M365 Backup Service that provides:

- Unified protection for Exchange Online, OneDrive and SharePoint Online
- Daily backup schedule (24-hour RPO)
- Australian-based storage repository options (public, private cloud, or local storage) with unlimited storage
- Daily Health Check routine
- Service Desk management of any file recovery requests included during business hours

RTO will depend on the number of files, and any throttling in the network and M365. This service does not provide a Disaster Recovery rebuild should a ransomware event occur. mcrIT will assist through a Professional Services engagement.

What does it cost?

The M365 Backup service has a value of $5.00 per user per month. We recommend all active user accounts, including Shared Mailboxes are included

To deploy the initial setup there is a project fee of $360.00. Any additional user accounts incur the monthly fee only.

A similar service is available for Salesforce backup.