



FORDWAY

Microsoft 365 Backup Service

Why you need this?

Fordway's Microsoft 365 Backup service for Office 365 provides a complete backup and restoration capability for all Office 365 data.

As per Microsoft's terms and conditions, whilst Microsoft will make 'best efforts' to prevent data loss from the service, they do not offer guarantees, and there is no native backup or data restoration capability.

Fordway's Microsoft 365 Backup service provides peace of mind for an organisation that their information is secure and protected from any service interruption, accidental deletion, loss or malicious attack. Between Exchange, OneDrive, Teams and SharePoint, plus utilities such as Planner, Yammer, PowerBI and Stream, organisations are creating and storing business critical data.

Microsoft 365 is provided to Microsoft's Shared Responsibility Model for the service, which states:

Microsoft Responsibilities:

Uptime – uptime of the infrastructure and applications

Replication – data copies across multiple locations for high availability and reliability



Security – controls on top of basic password protection including MFA

Access – protection of the physical hosts, protection against physical disasters

Management – configuration of the infrastructure

Customer Responsibilities:

Accidental Data Deletion – Microsoft use a recycle bin, but this is temporary. Customers need multiple restore points

Internal and External Attacks – deliberate data deletion, third party access, ransomware encryption

Compliance – Storage and retrieval of sensitive information for regulatory policies

Retention – Information needs keeping for specific periods for legal or internal company policies. Companies may have to delete information after a specified period

In short, Microsoft keeps your infrastructure up and running. It is up to the customer to keep the data safe and compliant.

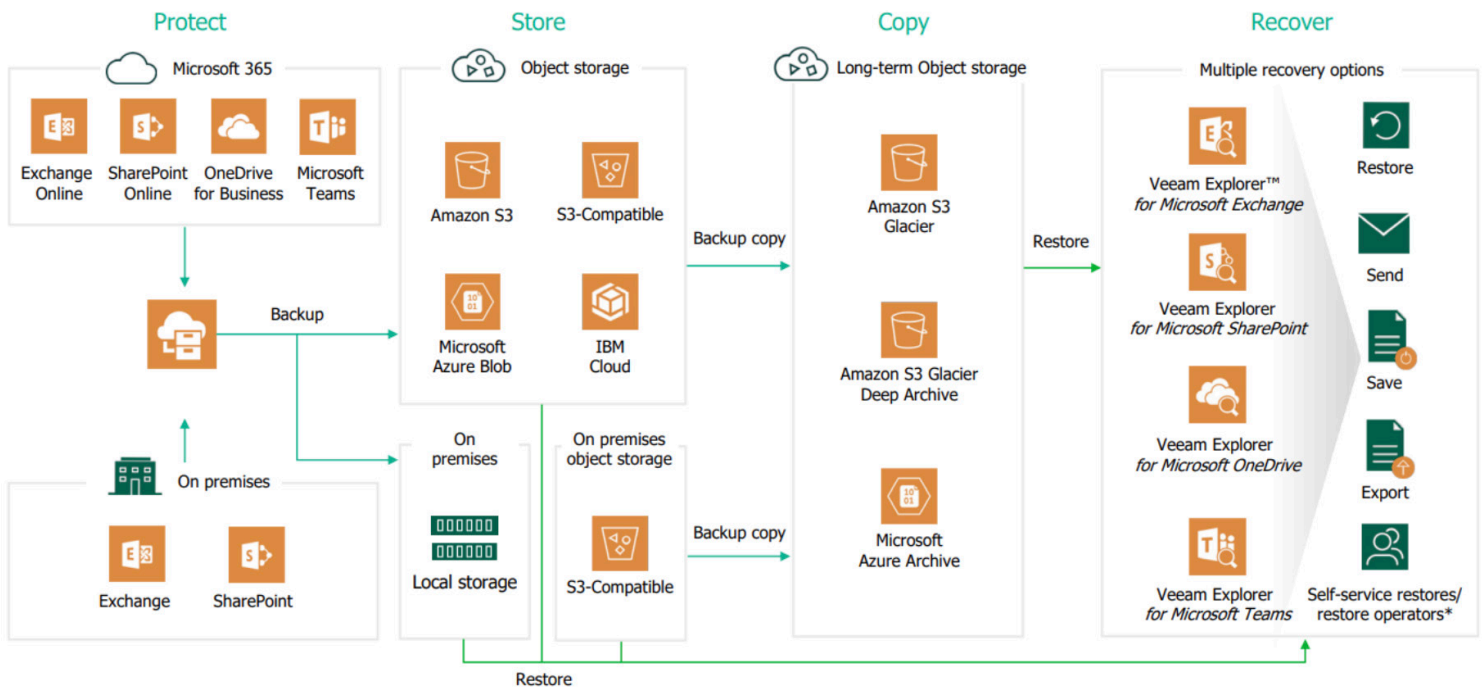
Fordway's Microsoft 365 Backup Service

Fordway's Microsoft 365 Backup Service uses a Fordway hosted and managed service, based on Veeam technology, to deliver this service:

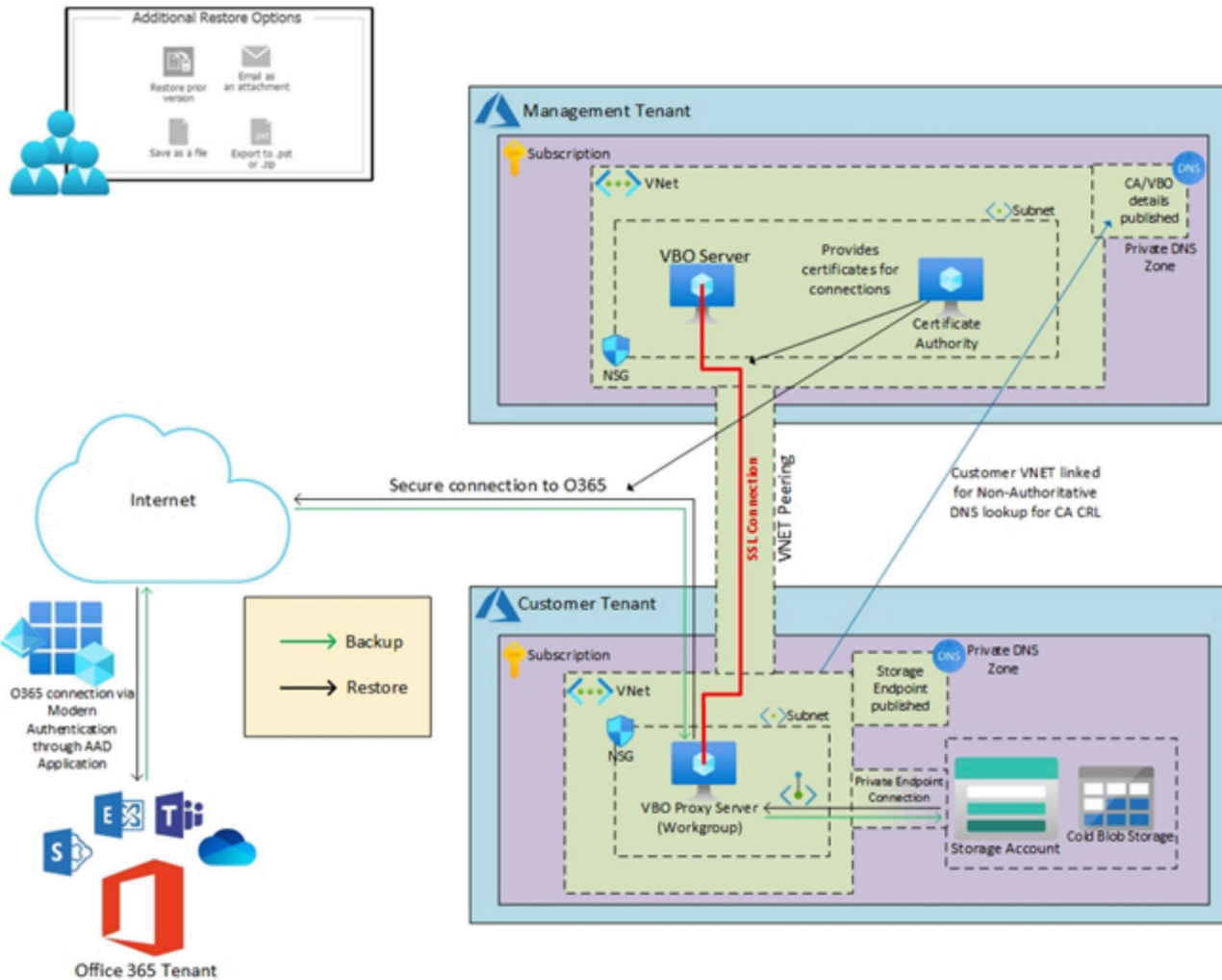
- ✓ **Industry leading data protection product** – with a proven track record as an enterprise class backup solution
- ✓ **Seamless integration with M365** – supporting multiple file and system types

- ✓ **Policy based retentions** – easily definable policies delivering comprehensive retention against users or groups
- ✓ **Flexible Retrieval** – granular level of recovery down to individual file or mail and to multiple targets (back to original location or specified path)
- ✓ **eDiscovery** – covers regulatory compliance, with the same in-depth search parameters as for backing up
- ✓ **Fordway have many years of experience with the product** – knowing the vendor, the interface and characteristics

Veeam M365 Backup capabilities



The diagram below outlines the main architectural components of the Fordway solution:



Key Benefits

Output from the Cloud Strategy Review will be:

- Comprehensive protection filling in all the gaps in Microsoft 365, including:
 - Accidental deletion
 - Service interruption
 - Malware
 - Security threats
 - Variable retention policies
- Covers all Office 365 data:
 - Exchange Online
 - SharePoint Online
 - OneDrive for Business
 - Microsoft Teams
- Granular flexibility of restores:
 - Mails
 - Documents
 - SharePoint sites
 - Libraries and lists
- Separate backup location from primary storage
- Optimises storage costs using long term object storage
- Simple policy driven backups
- Multiple backup and restoration points (down to every 5 minutes)
- No user interaction required
- Centralised web portal
- No on-premise infrastructure
- Secure self-service restore portal
- eDiscovery advanced search capabilities
- Maximise data visibility to meet the needs of compliance, legal hold and GDPR
- Service provided by UK based Cyber Essentials Plus organisation with 24x7 support

Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment.

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be

created to access the Azure resources. The customers Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

We develop deep and lasting relationships with our customers founded on integrity and trust, evidenced by our multiple ISO certifications within our Microsoft Gold Partnership.

We will help you develop your strategy and review the options relevant to your organisation. Our advice will be aligned to your business requirements. We then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

Ordering

Fordway's Microsoft 365 Backup Service can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing sales@fordway.com or using the contact form on www.fordway.com

Our Accreditations

ISO 9001

ISO 14001

ISO 27017

ISO 27018

ISO 20000

ISO 27001



Gold Cloud Productivity
Gold Cloud Platform
Gold Datacenter
Silver Security
Silver Small and Midmarket Cloud Solutions



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