ANYCLOUD BACKUP FOR 365

Service description

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any.cloud

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About Anycloud

Any.cloud Backup for 365 is delivered by Anycloud, a provider of partner-ready SaaS cloud offerings delivering professional, ISO certified solutions on a global scale. Anycloud complies to strict control measures, high security demands and high transparency in relation to the functionality and security of Anycloud Backup for 365.

With its data management services Anycloud has been a consistent player in the market since 2014 and has throughout the years received awards and acknowledgements. In 2021 Anycloud was awarded 'Most Significant VCSP Partner' by Veeam and in 2023 'Nordic Cloud Partner of the Year 2023' by IBM as well as the winner of ''IBM Partner Plus EMEA Award'' in the category of Modernization.
This innovation is seen throughout Anycloud Backup for 365, which is a ground-breaking service allowing users and administrators to add an extra layer of security by protecting their data.

Introduction to Anycloud Backup for 365

This document provides a detailed functional and technical description of Anycloud Backup for 365 and features available in the Anycloud Backup for 365 portals. Anycloud Backup for 365 is created with the intent to safely backup data and restore, if necessary. Providing users with the data security needed, but not provided by Microsoft.
Anycloud Backup for 365 is a backupservice of Microsoft 365. Microsoft has millions of users every day accessing their data from their M365 platform. The purpose of Anycloud Backup for 365 is to provide a secure backup of data stored within Exchange, OneDrive for Business, SharePoint, and Teams. Microsoft is responsible for the infrastructure and the uptime of the Microsoft 365 Cloud Service. However, users are responsible for the access and control of the data residing in the Microsoft 365 environment. Therefore, it is the users' responsibility to recreate any lost data.
The simple-to-use and intuitive interface of Anycloud Backup for 365, is built on the most advanced technology from market leading Veeam Software. The backup is stored on Object storage with military grade level of encryption. Allowing administrators to easily and securely backup their data away from Microsoft.

TERMINOLOGY	
Anycloud Backup for 365	The service provided by Anycloud that allows customers to backup, manage, and restore their Microsoft 365 data.
Veeam Software	The provider of the backup software used as foundation for Anycloud Backup for 365.
IBM Cloud	The provider of the datacenters, where backup from Anycloud Backup for 365 will be located.
True cloud-to-cloud model	The backup is air-gapped and follows the principle of segregation of duties. Backup data is separated from Microsoft 365 tenant and transferred to the selected IBM datacenters.
Anycloud	The developer and provider of the service Anycloud Backup for 365.
Management portal	The Management Portal is where you schedule backup jobs.
Self Service Restore Portal	The Self Service Restore Portal is where employees can restore mails and OneDrive files in one click.
Restore Portal	The Restore Portal is where you can restore your backup.
Backup	The remote copy of the Microsoft 365 data.
Restore	The process of replacing a lost or deleted item from a backup.
Microsoft 365	The provider of the online services Exchange Online, Teams, SharePoint Online, and OneDrive for Business.
Fast Track feature	A feature that sets up the tenant and backup jobs of the entire organization in just a few minutes.

TERMINOLOGY CONTINUED..	
GDPR, "Right to be forgotten"	A feature that allows a user to be completely deleted from the backup retention part.
Role Based Access Control (RBAC)	*Requires the customer to have a minimum of 200 active seats. A feature that allows access to multiple roles from the same tenant.
Search Protection	Live search for backup data without creating an index copy that can be misused. No content will be visible when searching and restoring backup data from subjects, titles, people, and dates.
Insider Threat Protection	A feature that fully protects users from malicious "insider" deletion for 30 days.
Encryption	Securing the data so it's only available to the customers and not the providers of the service.
Resting state	Data when stored.
Transit	Data when processed.
Self-managed	Only trusted employees of the customer have access to managing the data. Access can be granted to the partner or for support purposes to Anycloud.
Fully managed	Only the partner can gain access to manage the data. Access can be granted to Anycloud for support purposes.
Tenant	The customer environment within Microsoft 365.
RPO	Recovery Point Objective, defines the acceptable amount of data that can be lost following a disaster.
RTO	Recovery Time Objective, defines the time it takes to recover following a disaster.

Functional description of Anycloud Backup for 365

Anycloud Backup for 365 consists of 3 portals:

The management portal is for administration of all organizational data and is where backups are scheduled. It is also in the management portal where retention periods are chosen – 1, 2, 3, 5, 7, 10 or 25 years all with unlimited storage.

The self-service restore portal, is where you, as a user, can get back your own mail and OneDrive data from your backup jobs. You can restore entire folders or single files.
The restore portal is from where backups can be retrieved and restored. It is possible to restore entire folders or single files.

Before the backup process can begin the customer need to choose the data location in the management portal of Anycloud Backup for 365. Data security is our priority, and our service are delivered in 16+ datacenters across the globe, which are minimum tier-3 datacenters. In the datacenters data is air-gapped, which ensures data is divided into separate physical environments. Air-gapping is a simple and very efficient solution, where you isolate backup data from the production data. This can save you from ransomware, as your data is protected not only by being a copy, but by being practically inaccessible to a virus/malware. Furthermore, ACB365 creates an immutable backup which is complete protection for Microsoft 365, Exchange, SharePoint, OneDrive, and Teams. Data can't be overwritten, altered, or deleted in the retention period. In addition, ACB365 deliver a feature that supports the ''right to be forgotten'' -act. This offers the unique possibility to delete specific users and their personal data.

All backup and restore activities are logged. This is done to provide documentation and visibility. Backup logs include who requested backup. Restore logs include who requested the restore, of what and when.

True cloud-to-cloud

While Microsoft hosts the infrastructure used for Microsoft 365 and other solutions, the platform is not responsible for the data you store on the platform. Therefore, if there is not a backup of your data and it cannot be recovered easily. Anycloud Backup for 365 is delivered in a Cloud2Cloud backup model, which allow for one cloud to back up another cloud. Making sure data residing in Microsoft is safely backed up and transferred to another cloud. This ensures data availability and allows for restore in case of lost or deleted data.

To begin the backup process, start in the management portal. From here data is transferred from Microsoft 365 to IBM Cloud, which happens via Anycloud Backup for 365. Anycloud Backup for 365 is built on market-leading technology, which ensures data is secured in transit as well as in resting state.

- When data is in transit it is encrypted with AES256 bit
- When data rests it is encrypted with AES256 bit

Data location is chosen by the customer. There are multiple data locations to choose from, and this will be the region/datacenter, where the backup will reside from now on – only the customer has the power to delete it. After the data location is chosen it will be transferred to the IBM Cloud datacenter in question and is now in resting state. When data is resting, accessibility depends on whether the customer has chosen a self or fully managed solution.
In the management portal it is possible to choose, which email notifications you want from Anycloud Backup for 365. You can get daily backup reports or only notifications if an error or warning occur.

When the need to restore arises, the restore process is carried out in the restore portal of Anycloud Backup for 365. When restoring emails there are two options; restore to original location or restore to another location. However, only within the same tenant. For other data such as OneDrive files can be restored in another location including in a ZIP file on the restore users' workstation for which has been granted restore.

Item level and indexing

In the restore process there is a search tool within Anycloud Backup for 365 to help locate the data that needs restore. Due to privacy reasons we only index data by the following: sender, receiver, subject, file type, file name, and date. Entire emails are not indexed in Anycloud Backup for 365 to provide data integrity across the service.

Supported backup types within Anycloud Backup for 365 Microsoft Exchange Online

1. User mailboxes, **including:**
   - Emails
   - Calendar
   - Contacts
   - Tasks
   - Notes
   - Etc.

2. Shared mailboxes
3. Resource groups
4. Archive mailboxes

Microsoft OneDrive for Business

Any files and folders stored within Microsoft OneDrive
Please note: OneDrive Personal accounts is not supported by Anycloud Backup for 365

Microsoft SharePoint Online and Microsoft SharePoint Personal sites

- Sites
- Document libraries
- Document lists
- Documents
- List Items

Microsoft SharePoint Online and Microsoft SharePoint Personal sites

- Channels
- Tabs
- Posts
- Files

Recovery Time Objective

In backup Recovery Time Objective is an important factor, and in restore cases Microsoft allows that throttling can be removed temporarily to restore more efficiently. With Anycloud Backup for 365 restoring is done fast and secure back to the 365 environment, ensuring a low RTO.

Frequency and retention

Anycloud Backup for 365 starts the backup jobs automatically based on how the scheduler has been defined. The scheduler defines how often the Microsoft 365 data is being backed up. The following can be chosen:

Frequency
Daily: the backup job will create restore points repeatedly throughout a day on specific days.

Rentention
1 year
2 years
3 years
5 years 7 years
10 years
25 Years

Anycloud Backup for 365 API

The best way to take advantage of all the capabilities of Anycloud Backup for 365 is to use the API for resellers and distributors. To use the API service, you need to obtain an app key and app secret directly from Anycloud via e-mail. To learn more about how the API works, and its functionalities more information can be found here.

Pricing

Anycloud Backup for 365 is licensed on a subscription-based model per user. To calculate the number of licenses you need, count the number of users within your Microsoft 365 with a subscription. You do not need to count the same user more than once across multiple Microsoft 365 services (e.g., the same Exchange Online, SharePoint Online and OneDrive for Business. A user = one Anycloud Backup for 365 license).

A user account consists of:

- Microsoft Exchange Online

Such a mailbox can be a personal mailbox, an Online Archive mailbox or both - you will only need one Veeam license per user.

- Microsoft SharePoint and Microsoft SharePoint personal sites

Additionally, each user in your Office 365 subscription that has been granted access to team, communication, collaboration, and other non-personal SharePoint sites that you plan to back up must be licensed.

- Microsoft Teams teams

Each user in your Office 365 subscription that has been granted access to Microsoft Teams objects that you plan to back up must be licensed. The Veeam license is consumed by objects (mailboxes, OneDrive for Business accounts, SharePoint personal sites) for which at least one restore point has been created within the last 31 days. If an object was not backed up for 31 days, its license is automatically revoked.

The Anycloud Backup for license is not required for:

- Shared, resource and group mailboxes

Shared and resource mailboxes do not consume units in the Veeam license if such mailboxes do not have a Microsoft Office 365 license assigned.

- External SharePoint users

An external SharePoint user is a user from outside your Office 365 subscription to whom you have given access to one or more sites, files, or folders. External authenticated users are limited to basic collaboration tasks, and external anonymous users can edit or view specific documents when given specific permissions.

Accessing Support

Support as a direct consequence of the Customer´s use of the Solution should be accessed by the Partner using an integrated support feature within the Management Portal, providing direct and immediate access to assistance. In addition, the support feature incorporates AI enabling support in multiple different languages ensuring a simplified user experience. All support is carried out remotely.

Compliance

Anycloud is an ISO 27001 certified company with an SLA formed by the regulations and requirements based on ISO 27001. Anycloud is a certified member of the Cloud Security Alliance (CSA STAR) and has an ISAE 3000 assurance report made by an independent external auditor every year.

Anycloud Backup for 365 is developed by Anycloud, and the service complies with the General Data Protection Regulation and standards mentioned above. It's also the technologies used, which are compliant as we encrypt all data, we backup – once you've placed your data in one of the datacenters it stays there. Your data security is highly valued, and the data belongs only to you even if you should decide to stop using Anycloud Backup for 365. The future proofing of the data is thanks to software from Veeam and IBM Cloud, which is the foundation for the service, with them we deliver our services in multiple datacenters globally. All datacenters have SOC2 reports, and the EU datacenters are all GDPR compliant. We want quality in all aspects of our company, and we are committed to being a stable, transparent, and reliable cloud partner.

ISO 27001

Anycloud is certified within the ISO 27001 framework. Working with the framework of standards in how to manage their information and data. As a cornerstone in Anycloud's business, risk-management is key to all actions Anycloud performs.

ISAE 3000

Anycloud holds an independent auditor's report. The ISAE 3000 is a control report that controls Anycloud under the ISO standards and GDPR legislation. This generates a fully public report that confirms Anycloud's actions and internal processes.

CSA

The membership of CSA is an addition to the official certifications and auditing reports. By being a member of CSA Anycloud holds an CAIQ – a questionnaire that answers most security and compliance questions that Anycloud partners and customers have.

Datacenters

The solution is delivered through IBM datacentres
Arrow's cloud backup for Microsoft 365 is delivered through IBM data centres, which are all minimum tier-3 data centres. Meaning data centres have multiple paths for power and cooling, including redundant systems that allow maintenance without the services being offline. This tier has an expected uptime of 99.982% per year according to IBM SLA.
Options to choose:
Single: data stored in single site is distributed in many physical storage appliances and is contained within a single data centre. Single data centre backups do not provide automated backup in the case of an outage or site destruction. However, they do provide wider location options.
Regional: backups in regional sites distribute the data across 3 independent IBM Cloud data centres that are spread across a metropolitan area minimum 10 km apart. Any one of these data centres can suffer an outage or even destruction without impacting availability.
Climate friendly sites: IBM data centres are climate friendly. The power used in these data centres is coming from 100% renewable energy sources.

Right to be forgotten

To comply with the "right to be forgotten" -act, we have added a feature to give our end-customers the possibility to delete specific users, and the data attached. When requesting deletion, the administrators of the Anycloud Backup for 365 tenants get notified that a user has been requested for deletion and a 72-hour grace-period starts, marking the user for deletion, to make sure that the request was not done by mistake. Therefore, it is possible to withdraw the deletion within these 72 hours.

Data retrieval following the Termination of the Service

In the event of data retrieval after termination of the service the following applies:

IMPORT:

- No seat/license requirement for using the import service. However, a 500 EUR fee per tenant is added for tenants less than 200 seats.
- Customer must first buy ACB365 and authenticate their tenant in the portal. No backup jobs may be created at this time.
- Customer will supply access to existing (or a copy of) Veeam backup retention data in a cloud object storage location. The data must be encrypted with a password through Veeam Backup for 365 software and the encryption password used must be supplied to us in clear text. We do not accept imports of data from a backup that was not encrypted by Veeam Backup for 365.
- The data must come from a Veeam backup for 365 version equal to the one is used by us at that time - usually the latest version.
- While copying the data the backup data must not be altered in any way or the import will fail.
- When the import is finished the customer may set up backup jobs.
- NOTE: Only users found in the jobs created on ACB365 will use the supplied retention data. It is not possible to restore or transfer users that are no longer in the backup/tenant even though they are in the supplied retention data.

EXPORT:

- No seat/license requirement for using the export service. However, there is a 1.500 EUR fee per tenant to be exported.
- The receiving part must use Veeam Backup for 365 in the same version as ACB365. The current version number in use will be supplied on export request.
- Customer will supply access to a cloud object storage location within IBM cloud. If the supplied Object storage location is outside of IBM Cloud, an additional fee of 100 EUR per TB of data will be added.
- The encryption key/password will be handed out to the receiving part of the backup retention data.
- We do not offer assistance adding the data to the receiving software or creating jobs etc.
- Because of limitations in Veeam backup for 365 only users that is found in the new backup jobs will have the supplied retention added to them. A user of which you receive retention data but is not in the new backup jobs will not be able to be restored.
- We do not offer assistance adding the data to the receiving software or creating jobs etc.

Knowledge base and changelog

As a part of the service there are two useful links for the knowledge base, where all common questions and technical errors have been collected. The changelog is divided into API, management portal, self-service restore portal, and restore portal, where you can find all the latest updates.

Choosing Anycloud Backup for 365

- Protect your data with cloud native backup
- Quickly overcome any data loss
- Secure data by having a remote copy completely separated from Microsoft

Anycloud Backup for 365 differs from other backup services available on the market, because of the deep focus on compliance. The service has built-in Insider Threat Protection (ITP) making sure that all backup and restores are logged and that if data is deleted by an insider or by accident, it is safely stored for 30 days after deletion.

The unique portal and its built-in security make Anycloud Backup for 365 a solution, which can be easily integrated in any organization needing backup of Microsoft 365 data. Providing data security and data protection by storing a copy of data, physically separated and away from both Microsoft and the organization. The service allows IT administrators to use their time wisely, as backups are scheduled and carried out automatically in the system. Anycloud Backup for 365 is for companies in need of data protection, and want it done in an easy and secure way.

LET'S STAY CONNECTED

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