

# **Service description of Anycloud Backup for Azure**

**any.cloud**

# TABLE OF CONTENTS

About Anycloud.....	1
Introduction to Anycloud Backup for Azure.....	1
Terminology.....	2
Functional description of Anycloud Backup for Azure.....	3
The backup process in technical detail.....	4
The restore process in technical detail.....	6
Compliance.....	7
Pricing.....	8
Choosing Anycloud Backup for Azure.....	9

## About Anycloud

---

Anycloud Backup for Azure is delivered by Anycloud, a provider of simple and scalable partner-ready cloud ISO-certified solutions on a global scale. Anycloud complies to strict control measures, high security demands and high transparency when it comes to the function and security of Anycloud Backup for Azure.

Established in 1998, Anycloud has a long history in the IT sector, and since the beginning the focus has always been helping its partners and distributors increase their business. With its backup and replication services Anycloud has been a constant player in the market since 2014 and has throughout the years received awards and acknowledgments. In 2021 Anycloud was awarded 'Most Significant VCSP Partner' by Veeam and in 2022 'Business Partner of the Year in Europe' by IBM.

This has made Anycloud an innovative partner – not just following the market trends and products but creating them. Meaning the services are constantly being improved, refined, and developed to match the world of today.

## Introduction to Anycloud Backup for Azure

---

This document provides a detailed functional and technical description of the service and features available for Anycloud Backup for Azure. Azure is Microsoft's public cloud computing platform, a strong multi-functional platform used for networking, storage, analytics, virtual computing and much more. Like all other solutions from Microsoft, Azure is also covered by the shared responsibility model. This means Microsoft is responsible for the infrastructure and the consumer using the platform is responsible for the data processed within the Microsoft environment. This means Microsoft is not accountable for lost data, and that the users need to have their own methods of backup.

Anycloud Backup for Azure backup is a seamless integration with Microsoft, where native object storage is used to enable backup storage repository. The Anycloud Backup for Azure service provides segregation of duties to the end-customer as the responsibility and access to the backup data is moved from the IT personnel to Anycloud. Data moved to the Anycloud backup service is completely separated from the Azure production environment and administrative access from the IT personnel, by providing a secure air-gapped, yet still, Cloud2Cloud backup service.

## Terminology

---

### Microsoft Azure

Microsoft's public cloud computing platform.

### Anycloud Backup for Azure

Also referred to as ACBA.

### Veeam Software

The provider of the backup software used as foundation for Anycloud Backup for Azure.

### IBM Cloud

The provider of the datacenters, where backup from Anycloud Backup for Azure will be located.

### Microsoft

The provider of the service Azure backup.

### Anycloud

The developer and provider of the service.

### Backup

The copy of the Azure data.

### Restore

The process of replacing a lost or deleted item from a backup.

### Segregation of duties

Also referred to as SoD is where responsibility for deletion of data is handled by another company.

### Resting state

Data when stored.

### Transit

Data when processed.

### Tenant

The customer environment within Microsoft Azure.

### 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.

### VHD

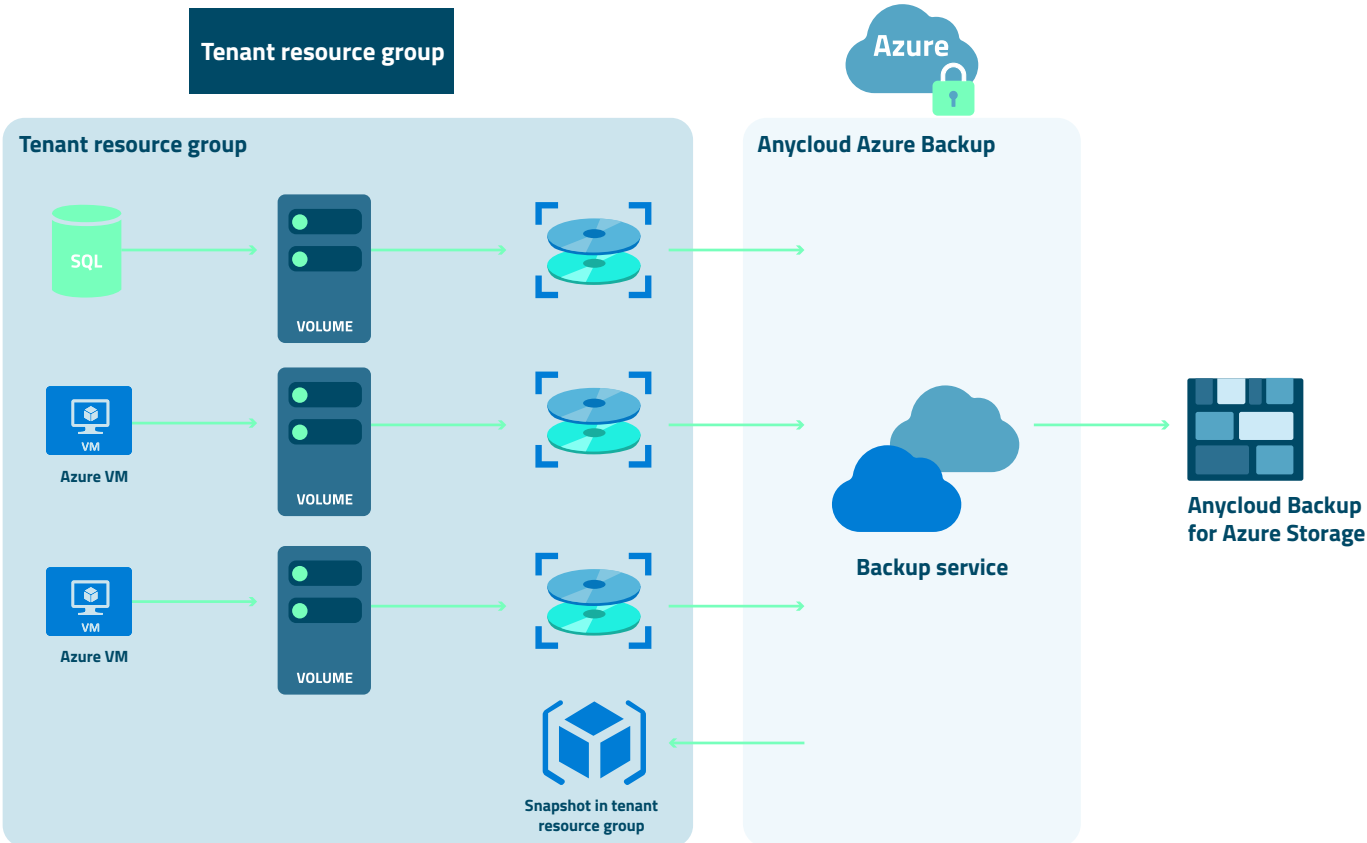
Virtual hard drive

# Functional description of Anycloud Backup for Azure

Anycloud Backup for Azure (ACBA) is managed from a single web-based interface. ACBA can be delivered in either a managed or unmanaged model:

- **Managed** – Anycloud personnel manage and maintain the service fully. The managed solution has an additional fee, invoiced monthly. Anycloud has the responsibility of the following:
  - Daily run of backup jobs with a goal of as many successful backups as possible
  - Restores upon request (formal process agrees in-between parties)
  - Responsibility for the backup platform
  - Updates of the backup platform
  - Uptime of the ACBA platform responsibility
- **Unmanaged** - Anycloud personnel maintains the service. Anycloud has the responsibility of the following:
  - Responsibility for the ACBA platform
  - Updates of the backup platform
  - Uptime of the ACBA platform responsibility

## The backup process in technical detail



Anycloud Backup for Azure, allows you to create the following types of snapshots and backups:

- Snapshots: managed and unmanaged VHDs of Microsoft Azure VMs, which includes the configuration of a VM
- Backups of managed and unmanaged VHDs of Microsoft Azure VMs, which includes the configuration of a VM

When you run a backup job, the Anycloud backup services will perform the following tasks:

- 1. Retrieve the configuration of your Microsoft Azure VMs that are selected in the policy**
- 2. Create either a backup or snapshot for the Microsoft Azure VMs, depending on the policy configuration:**
  - Backups – Both managed/unmanaged VHDs are saved to the configured Backup Repository
  - Snapshots
  - Managed VHDs – snapshot saved to resource group of sources VM
  - Unmanaged VHDs – snapshots saved to Azure Storage Account of source VM

For both backups and snapshots, the VM configuration is saved to the Veeam Backup for Microsoft Azure configuration database. The Anycloud backup services, encrypt, and compresses data that you back up to backup repositories.

## **Backup sources**

---

Anycloud Backup for Azure supports two Azure native instances, Azure Virtual Machines and Azure SQL Database service. Both are calculated based on a per-instance-model.

## **VM**

---

Anycloud Backup for Azure produces cloud-native snapshots and image-level backups of VMs. To create backups of Azure VMs, Anycloud Backup for Azure creates backup jobs. A backup job is a collection of settings that define the way backup operations are performed – what to back up, where to store it and when to start the backup job.

## SQL instances

---

To create backups of Azure SQL databases, Anycloud Backup for Azure creates backup jobs. A backup job is a collection of settings that define the way backup operations are performed – what to backup, where to store it and when to start the backup job. One backup job can process multiple SQL databases within different or the same region.

**Please note** – *Anycloud Backup for Azure does not support backup of databases hosted by Azure Arc-enabled SQL managed instances and SQL Servers on Azure Arc-enabled servers.*

## Snapshots

---

Anycloud Backup for Azure supports manually creation of snapshots of Azure VMs that are added to an existing backup job. Each snapshot is saved to the same Azure region where the protected Azure VM reside.

**Please note** – *Anycloud Backup for Azure does not include any snapshots created manually within the backup chain and does not apply the configured retention policy settings to these snapshots. This means that the snapshots are kept within the tenants Microsoft Azure environment until removed manually.*

## RTO

---

In backup Recovery Time Objective is an important factor. With ACBA, restoring is performed within Microsoft Azure, to ensure a fast recovery, and thereby minimizing the duration of downtime.

## Frequency and Retention

---

Anycloud Backup for Azure starts the backup jobs automatically based on how the scheduler has been defined. The scheduler defines how often the Azure 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.
- **Weekly** — the backup job will create restore points once a day on specific days.
- **Monthly** — the backup job will create restore points once a month on a specific day.
- **Yearly** — the backup job will create restore points once a year on a specific day.

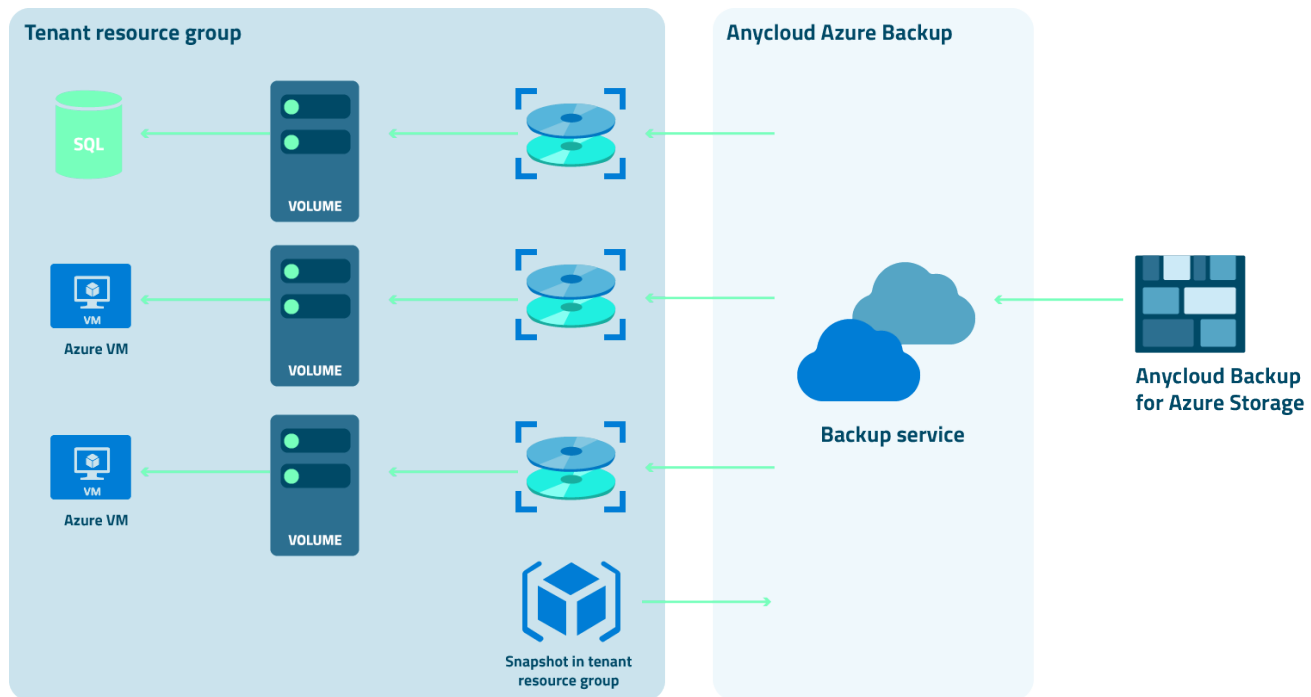
## Retention:

- 1 year
- 3 years
- 5 years
- 10 years

## Encryption

Anycloud Backup for Azure supports encryption End2End & at-rest. The encryption keys are handled by the Anycloud backup service. If advanced requirements for cryptographic keys are needed, Anycloud Backup for Azure supports Azure Key Vault cryptographic key.

## The restore process in technical detail



## Entire VM restore

In case of worst-case-scenario Anycloud Backup for Azure supports restoring an entire Azure VM from a cloud-native snapshot or image-level backup. One or more Azure VMs can be restored at once, to the original location or to a new location.

## Disk restore

Anycloud Backup for Azure supports restoring virtual disks of VMs from cloud-native snapshots or image-level backups. Restores back to the original location or a new location is supported.



## File-level recovery

---

Anycloud Backup for Azure can recover corrupted or missing files of an Azure VM from a cloud-native snapshot or image-level backup. The following file systems are supported:

- Microsoft Windows systems — FAT, FAT32, NTFS.
- Linux systems — ext2, ext3, ext4, XFS, Btrfs.

Anycloud Backup for Azure supports file-level restore only for Microsoft Windows basic volumes.

Please note – If Azure Disk encryption is enabled for the selected virtual disk/VM, Anycloud Backup will not be able to restore the file-level operation.

## Azure SQL restore

---

Anycloud Backup for Azure allows you to restore an Azure SQL database. You can restore one or more databases at once to the original location or to a new location. One restore session can only restore the Azure SQL databases located on the same SQL server. If a different database is needed, a new restore session is required.

## Compliance

---

The purpose of this document is to inform Anycloud A/S's distributors, partners and auditors about the requirements listed in the international standard for assurance engagements regarding assurance reports on controls at a service organization. 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 Azure is developed by Anycloud, and the service complies with the General Data Protection Regulation and standards listed above. With ACBA your Azure workloads are protected by both industry and best-practices standards with military grade encryption and security built-in and with SoD and air-gapped protection. Access to the Azure backup and the data are kept to a minimum philosophy. Access to the actual data is not possible by the customer or reseller, without a formal written request that has built-in validation processes to ensure that any kind of access only happens to the authorized persons.

## 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. 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, distributors, and customers have.

## Exit strategy

If you decide to terminate your Anycloud Backup for Azure service moving data from Anycloud directly to the owner or a new service provider is guaranteed. Anycloud does not restrict, withhold, or keep data after termination. When delivering data we use a standard format, which can be read by software you can request, making sure that any retention you may have, always can be re-used anywhere else.

From our point of view, it is a fundamental part of being a backup provider; that the data belongs to you and is never restricted to you as the owner.

## Pricing

---

Anycloud Backup for Azure has 3 pricing points:

The number of instances  
(VM and/or SQL)

The number of allocated  
TBs in backup

The number of concurrent  
tasks (1 disk/VM =  
1 concurrent task)

Additional traffic cost can occur when extracting data away from Azure.

## Choosing Anycloud Backup for Azure

---

- Protect your data with secure cloud native backup
- Quickly overcome any data loss using full- and file level recovery
- Anycloud Backup of Azure workloads with SoD and air-gapping built-in natively
- Possibility to have data of high value moved completely from Microsoft

Azure is delivered in a cloud-to-cloud backup model, which allow for one cloud to back up another cloud. Making sure Azure data residing in one Microsoft environment is safely backed up to another. This ensures data availability and allows for restore in case of lost or deleted data. More importantly, it allows for segregation of duties as well as air-gapped backups.

As previously mentioned, the data residing within Microsoft is under the shared responsibility model and choosing Anycloud Backup for Azure will give you the protection you need to ensure longevity of your business data.



Let's stay connected

# **any.cloud**

**any.cloud A/S**  
Hedegaardsvej 88  
2300 Copenhagen S  
Denmark  
VAT: DK31161509

Telephone: +45 70 20 40 67  
E-mail: [partner@anycld.dk](mailto:partner@anycld.dk)