

SaaS Backup

Complete Protection for Microsoft Dynamics 365



Introduction

Microsoft Dynamics 365 offers organizations a powerful suite of productivity applications, combining Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) tools. Microsoft takes full responsibility for critical components of the stack, such as physical security, application-level controls, network controls, host infrastructure, and others. But responsibility for the most critical component – the data stored in its cloud, is the organization’s responsibility.

Responsibility includes accountability for data stored, classification of data, managing compliance requirements, securing, and protecting data, apart from other obligations required of data owners.

This responsibility applies to:

- ✓ Customers leveraging Microsoft Dynamics 365 services to support their business needs
- ✓ Managed Service Providers (MSPs) offering services to their customers
- ✓ IT Solution Providers or large MSPs serving multiple MSPs and customers



“We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services”

- A snip from Microsoft Services Agreement (Section 6b)

Common misconceptions when subscribing to SaaS offerings:

- 1. Assumption** - Microsoft Dynamics 365 is safeguarded from ransomware attacks and data loss.
Reality - Protecting data from ransomware, malware, hackers, or malicious users is the organization’s responsibility. Cyberattacks and data breaches can cause permanent data loss, crushing financial losses and irreparable damage to brand reputation, if data is not protected using a third-party backup system.
- 2. Assumption** - Microsoft Dynamics 365 items are backed up by Microsoft for long-term retention and can be easily restored.
Reality - Microsoft Dynamics 365 offers customers a daily copy of the full instance, that is deleted after 3 days – too short for many organizations. Besides, Microsoft does not offer granular restore of the data objects or setting longer retention time.
- 3. Assumption** - Microsoft Dynamics 365 has built-in controls to support compliance and regulation needs for organizations.
Reality - Microsoft Dynamics 365 has several in-built controls that can support organizations during an event such as an audit, but it can’t take the place of third-party data protection to address compliance requirements and regulations. Legal action can be crippling; organizations never know when they’ll need to produce emails or other documentation, so staying prepared is the only way to keep out of trouble.

Embrace a complete protection strategy to defend data against ransomware attacks, malicious users, corruptions, or others that can cause irreparable damage to the business.

Arcserve SaaS Backup offers a complete solution to protect Microsoft Dynamics 365 data

Backup Microsoft Dynamics 365 data using Arcserve SaaS Backup; a simple, secure, and scalable solution for expanding environments.



Key Features

- **Easy deployment** with the initial setup taking less than 5 minutes, before starting to protect 500+ Microsoft Dynamics 365 data objects, covering the following areas:
 - ✓ Sales
 - ✓ Marketing
 - ✓ Field Service
 - ✓ Project Service Automation
 - ✓ Customer Service
- **Universal restore view** gives a full overview of all backup sets. A search can be performed across all historical data sets to restore data that was deleted years ago or sometime in the recent past.
- **Most cost-effective solution** with a single price per seat that includes all SaaS data protection functionalities.
 - Unlimited retention of your backups through the life of your subscription
 - Limitless data storage in an online cloud tier, allowing fast access & restores
 - No additional charges for data traffic: ingress, egress or transaction fees
- **Ultra-fast search** allows users to quickly locate, securely preview and restore data. The secure preview feature makes it super easy to identify the right data that needs to be restored, eliminating multiple restore iterations.
- **Versatile restore options** to suit user needs. Terabytes of data or just a few objects to be restored– Arcserve SaaS Backup has it covered.
- **Secure by design**, offering immutable backups of the cloud data, using a blockchain-based algorithm. Data is encrypted at rest and during transit. SSO can be easily setup, allowing Multi-Factor Authentication (MFA) to be added to a configured identity provider.
- **Scalable** to meet growing enterprise demands with unlimited retention to comply with regional, industry or company policies. The solution can scale seamlessly across millions of users.
- **Available** data, storing four copies of the backups in at least two datacenters within the same region, guaranteeing data sovereignty.
- **Multi-Tenant** and Role-Based Access Control (RBAC) offer designable flows. Be it an MSP, managing multiple customers or a large corporation requiring better controls; multi-tenant & RBAC functions offer them.
- **Fully auditable** operations such as restores, downloads, GDPR compliance-support labels, and others are all recorded in an Audit log.

Arcserve SaaS Backup for Microsoft Dynamics 365 offers the broadest coverage for critical productivity applications, while offering instant access to data when it is most needed. Arcserve SaaS Backup equips customers with a full spectrum of recovery options including an ultra-fast search capability, allowing restores of terabytes of data or granular object recovery.

An unaltered copy of the data can be recovered without any hassles. Restore options include In-place restore, Instant Preview, Download, and Shareable Links.

[Contact Arcserve](#) to find out more on how Arcserve SaaS Backup can help protect and recover critical business data, stored in Microsoft's cloud.

Take the Next Step

Find out more at arcserve.com or contact us at info@arcserve.com or view our [global office contact information here](#)



About Arcserve

Arcserve, a global top 5 data protection vendor and unified data resilience platform provider, offers the broadest set of best-in-class solutions to manage, protect, and recover all data workloads, from SMB to enterprise and regardless of location or complexity. Arcserve solutions eliminate complexity while bringing best-in-class, cost-effective, agile, and massively scalable data protection and certainty across all data environments. This includes on-prem, off-prem (including DRaaS, BaaS, and Cloud-to-Cloud), hyper-converged, and edge infrastructures. The company's nearly three decades of award-winning IP, plus a continuous focus on innovation, means that partners and customers, including MSPs, VARs, LARs, and end-users, are assured of the fastest route to next-generation data workloads and infrastructures. A 100% channel-centric organization, Arcserve has a presence in over 150 countries, with 19,000 channel partners helping to protect 235,000 customers' critical data assets. Explore more at arcserve.com and follow [@Arcserve](#) on Twitter.

