

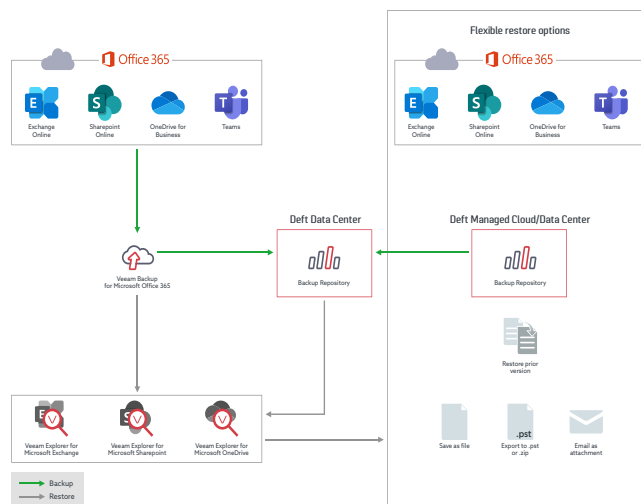
Managed Backup and Recovery for Microsoft 365 Business

Our fully managed service provides protection for the data and configurations contained in your Microsoft 365 Business or on-premise Exchange and SharePoint environments. This includes: Exchange, SharePoint, OneDrive for Business and Teams.

Key Features / Benefits

- Backup Microsoft 365 Exchange, SharePoint, OneDrive for Business and Teams data and configurations so you always have access to your data
- Complete configuration, administration and monitoring by Deft's engineers
- Backup, retention and replication schedule designed around your requirements
- Option for restore into Microsoft 365 environments, Deft Managed Cloud Services, Deft Managed Colocation Services and/or Customer Premise environments
- Comprehensive, 24x7 Service infrastructure health monitoring, performance metrics, and alerting and Service Desk support

Reference Architecture



How It Works

Backups are performed, stored, and maintained in one of our secure, SOC 2 compliant data centers on our fully redundant, high-performance object storage platform. We utilize the industry's leading technology, Veeam Backup & Recovery for 365, to power this service.

Encryption

The Managed Backup & Recovery Service enables encryption of data by default. The Service will generate the encryption keys necessary to protect the data. Data is encrypted as it is written to the Backup Repository, and the resulting encrypted data blocks are stored. The Service includes encryption-at-rest so data remains encrypted while stored in any SCTG-operated data center.

Restore Process

Restores for backup data are performed upon request. Restores can be made in time-based, aggregate or granular fashions with item-level restore requests supporting critical emails, files, conversations, projects, tasks and other Microsoft 365 assets. You can also request security roll-backs to remove unintended permission or configuration changes.

Data is generally restored to the primary system where the data originated – your Microsoft 365 environment. The Service does support the option for Microsoft 365 data to be recovered to additional environments including a SCTG Managed Cloud, a SCTG Managed Colocation configuration or a Customer Premise location.

If you have any questions, or would like a more detailed service description, please visit us at www.deft.com.