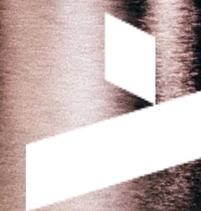


Digital Workplace/ Client Services/



iver



**Digital Workplace/
Client Services/
Cloud Backup 365/**

Gold
Microsoft Partner



Cloud Backup 365/

Cloud Backup 365 is the Service Provider's service for backing up and recovering the Client's data in the Office 365 cloud service.

The service is connected to the Client's Office 365 solution and can thereafter take backups of the Client's data in the following services: Exchange Online, OneDrive for Business, SharePoint Online and Microsoft Teams. Backups are taken up to three times per day and can feature a retention time of 1, 5 or 10 years. All backups are stored in encrypted format within the EU and fully independent of Microsoft's data centre.

Service content

Cloud Backup 365 comprises two service delivery options featuring different levels of content and functionality – Standard and Advanced. The following table defines the content within each delivery option.

Backup	Basic service/Add-on
Backup of Exchange Online	Basic service
Backup of OneDrive for Business	Basic service
Backup of SharePoint Online	Basic service
Backup of Microsoft Teams	Basic service
Retention time of 1–10 years	Basic service
Encryption of backup	Basic service



Cloud Backup 365/

Data can be recovered at granular level, and recovery is performed by the Service Provider based on an order from the Client. If necessary, designated staff in the Client's organisation can be authorised to perform recovery procedures through a self-service option.

Service content

Cloud Backup 365 comprises two service delivery options featuring different levels of content and functionality – Standard and Advanced. The following table defines the content within each delivery option.

Recovery	Basic service/add-on
Recovery at object level	Basic service
Regular recovery test	Basic service
Self-service recovery	Basic service
Recovery by the Service Provider	Add-on



Contact us/

Let us help you find the best IT solution for your operations. We won't quit until you're absolutely delighted.

Get in touch, and we promise to get back to you ASAP.
www.iver.com

Gold
Microsoft Partner



iver

