Arcserve SaaS Backup

Don't let Ransomware kick your SaaS

Vineesh Ganapathy

Principal Product Marketing Manager

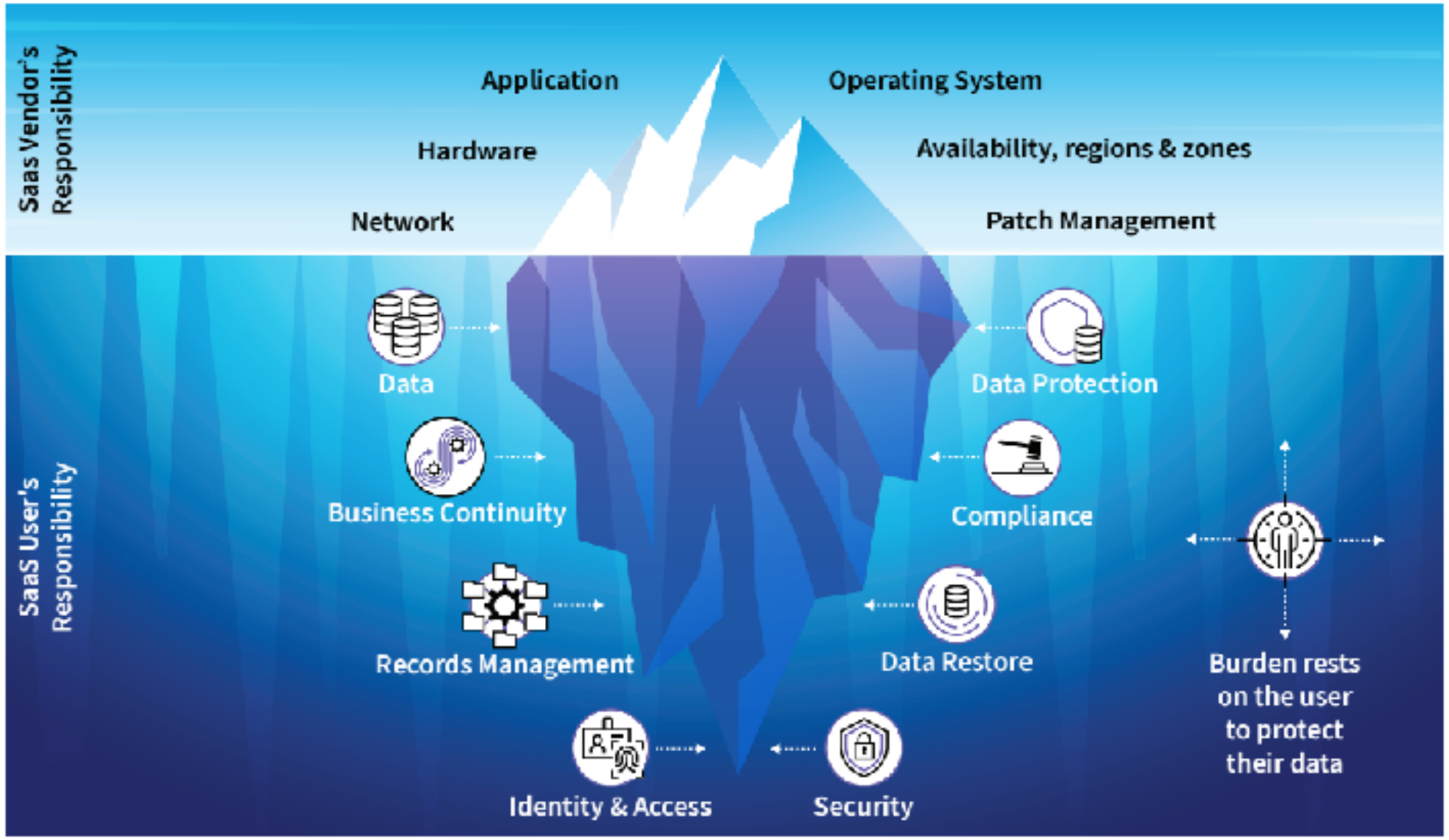
SaaS Application Protection

SaaS vendors backup SaaS application data, so no problem

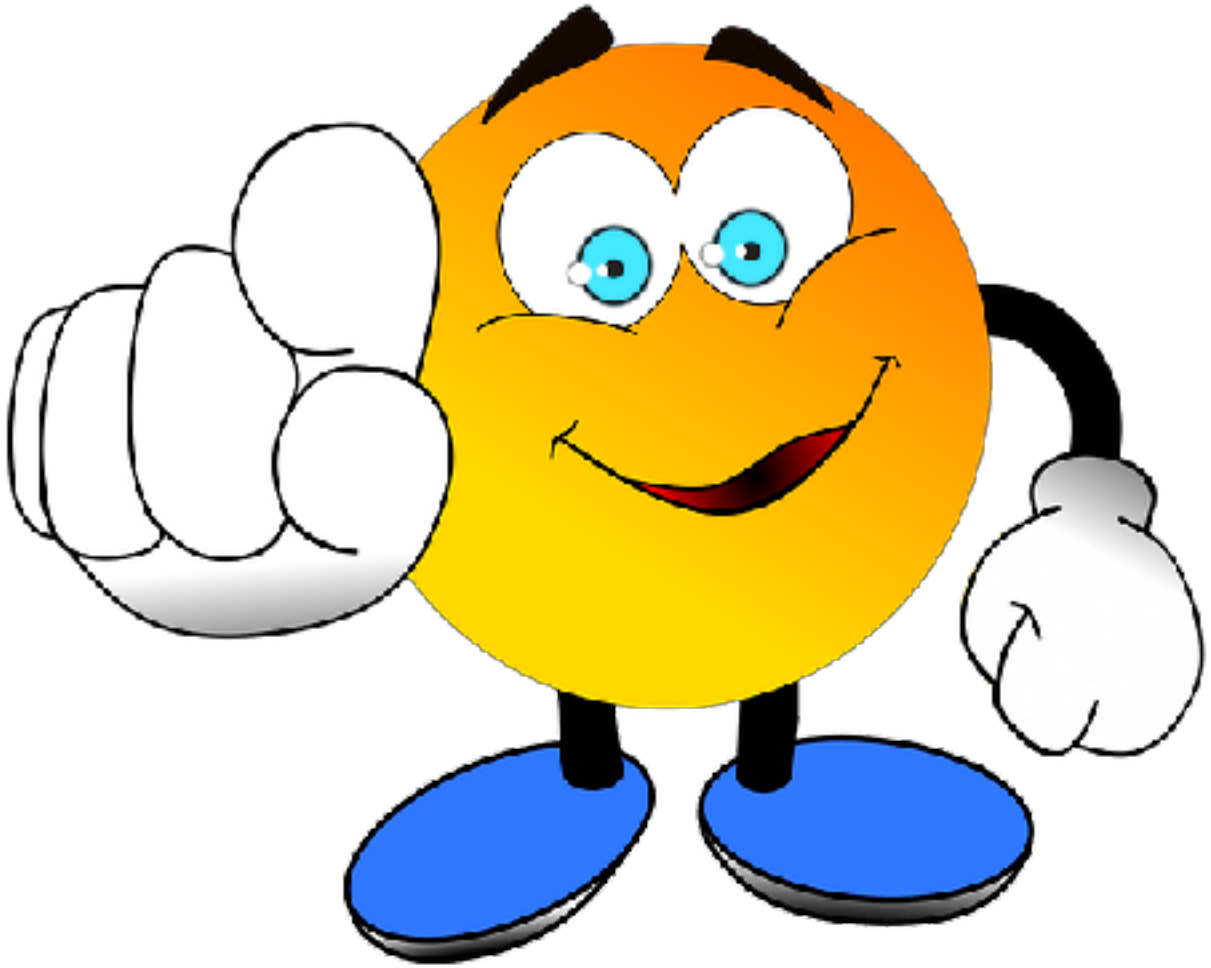
✓ True ✗ False

arcserve®

Shared Responsibility Model



So, who is responsible to protect SaaS app data?



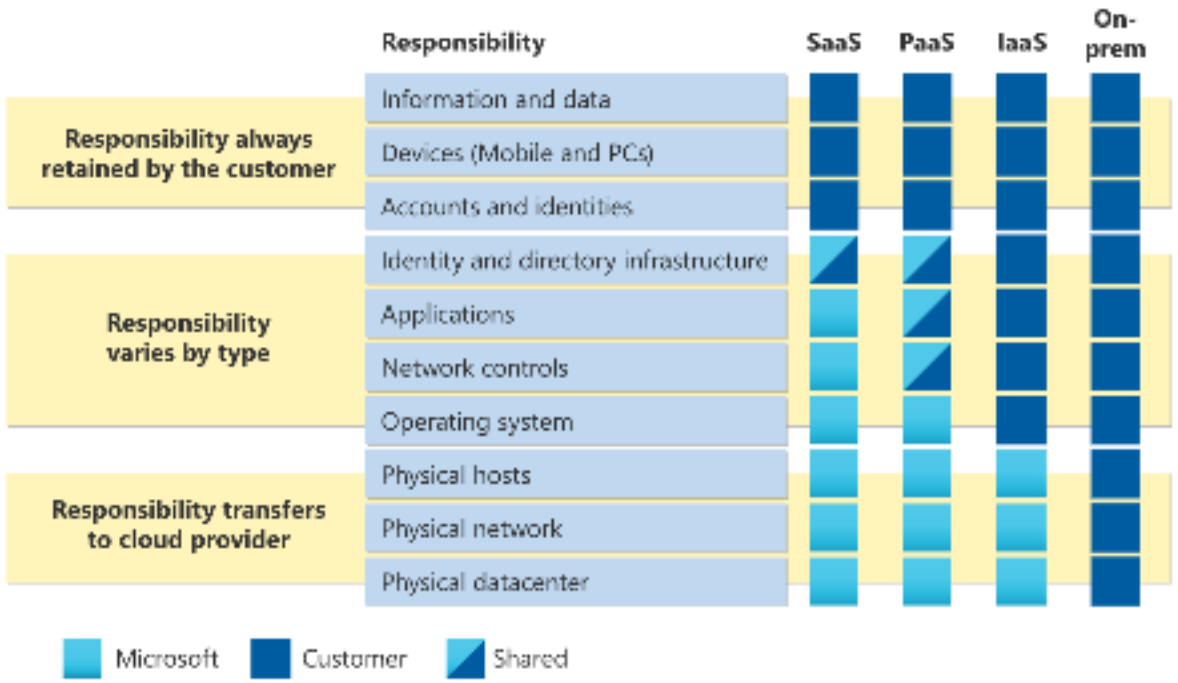
YOU

arcserve®

Microsoft's Shared Responsibility Model

Division of responsibility

In an on-premises datacenter, you own the whole stack. As you move to the cloud some responsibilities transfer to Microsoft. The following diagram illustrates the areas of responsibility between you and Microsoft, according to the type of deployment of your stack.



For all cloud deployment types, **you own your data** and identities. **You are responsible** for **protecting** the security of your data and identities, on-premises resources, and the cloud components you control (which varies by service type).

Regardless of the type of deployment, the following **responsibilities** are always retained by **you**:

- Data
- Endpoints
- Account
- Access management

Snip Source: https://learn.microsoft.com/en-us/azure/security/fundamentals/shared-responsibility

Microsoft's Ransomware Protection Guidance

Security in the cloud is a partnership

The security of your Microsoft cloud services is a partnership between you and Microsoft:

- Microsoft cloud services are built on a foundation of trust and security. Microsoft provides you with security controls and capabilities to help you protect your data and applications.
- **You own your data** and identities and the **responsibility for protecting them**, the security of your on-premises resources, and the security of cloud components you control.

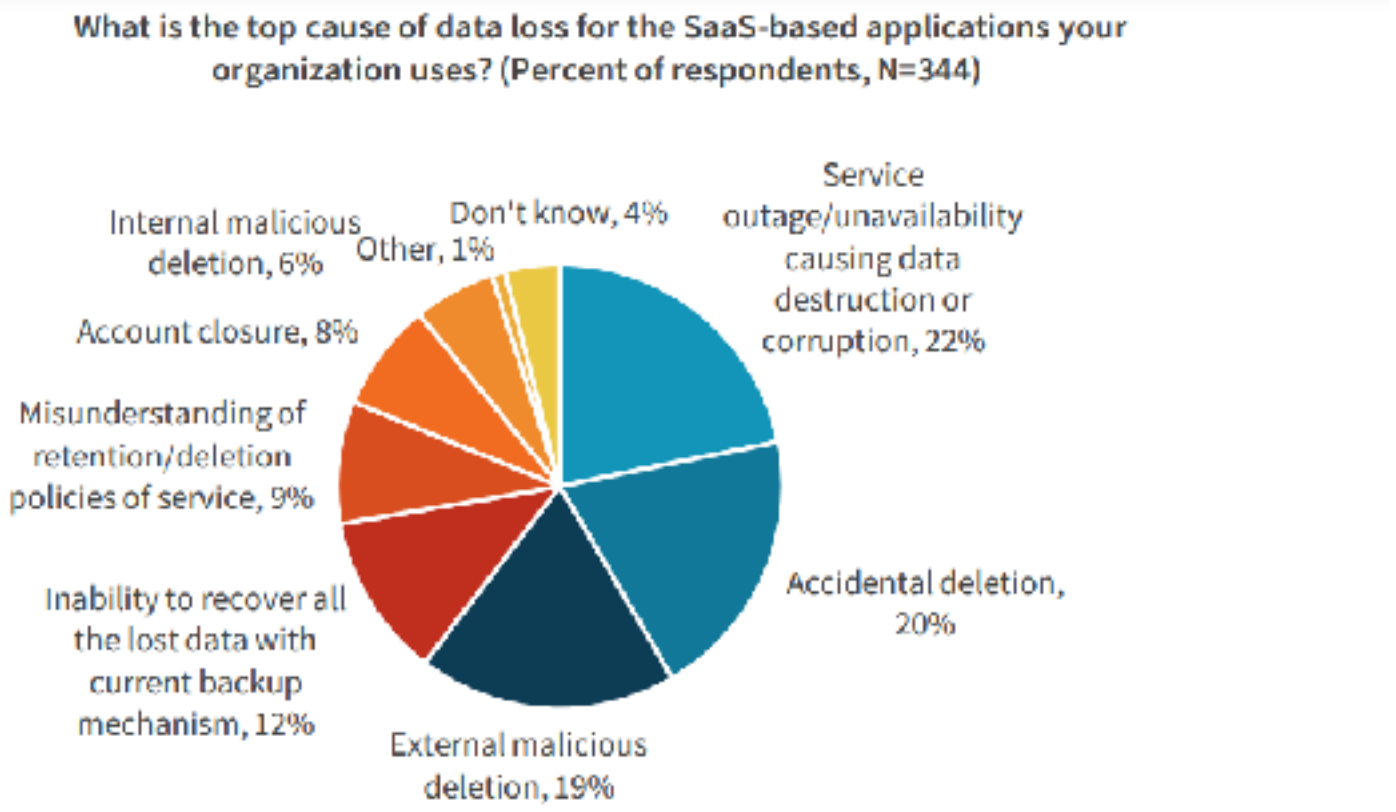
By combining these capabilities and responsibilities, we can provide the best protection against a ransomware attack.

Snip Source: https://learn.microsoft.com/en-us/microsoft-365/solutions/ransomware-protection-microsoft-365?view=o365-worldwide

SaaS Application

Data Loss

SaaS Application Data Loss



[1] Source: ESG Master Survey Results, *2021 Data Protection Cloud Strategies*, May 2021. All ESG research references and charts in this technical validation have been taken from these master survey results.

Source: https://lp.keepit.com/esg-technical-validation

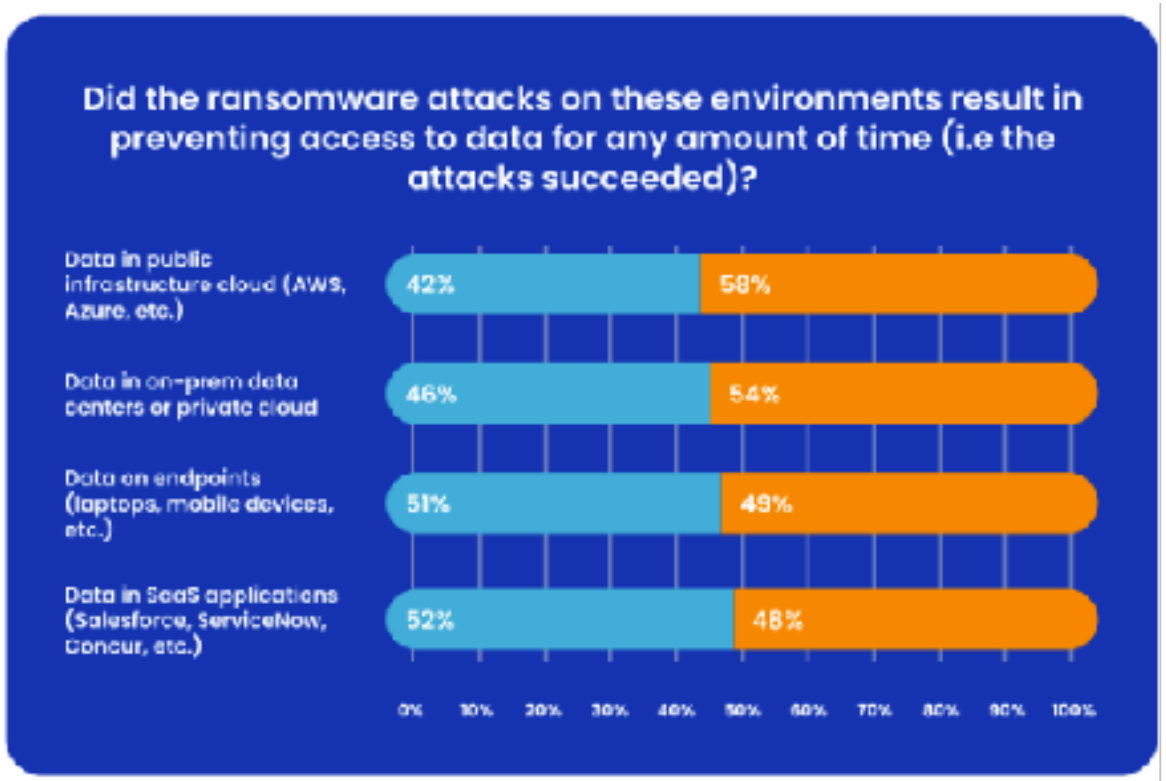
SaaS Data Not Immune to Data Loss

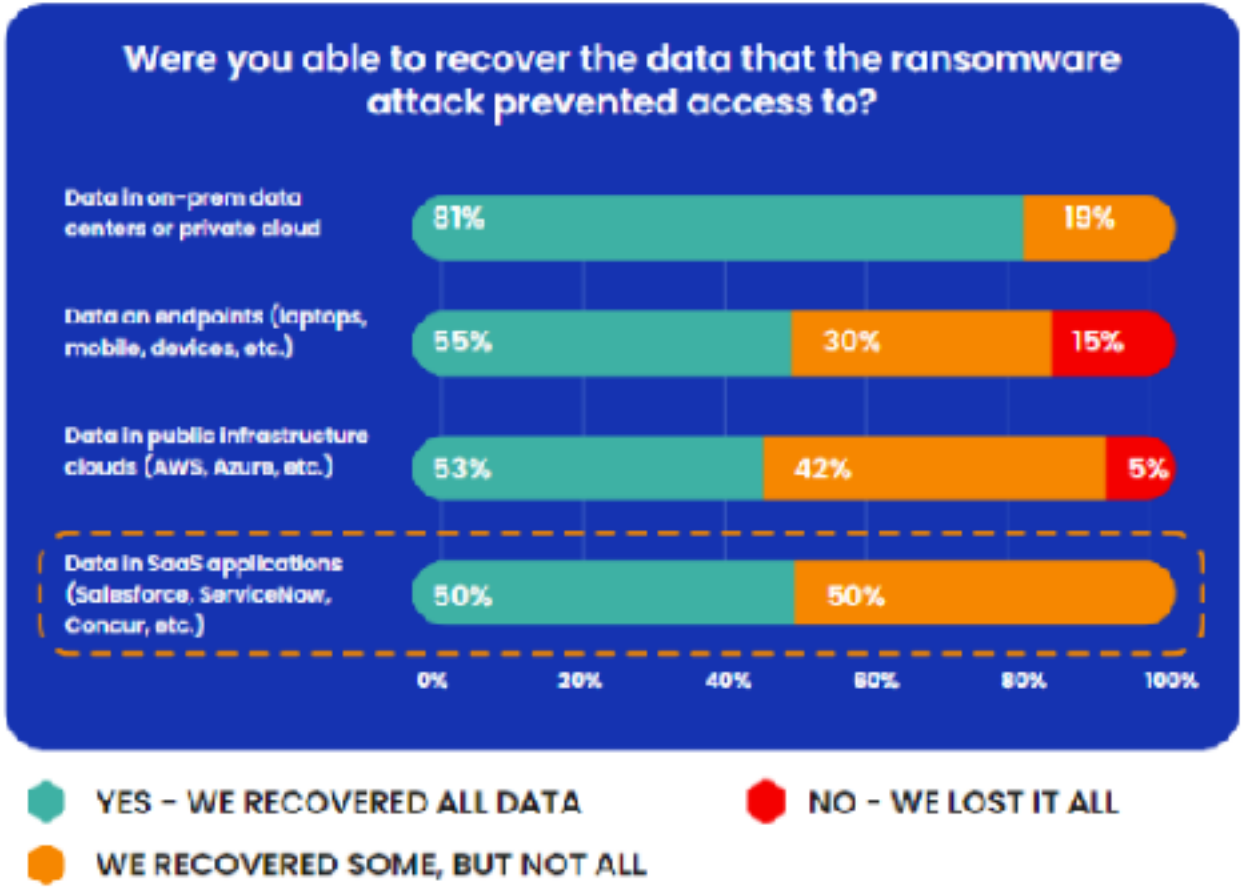
“By 2025, at least one major software as a service (SaaS) vendor will be breached by hackers, leading to data loss and business disruption costing their customers more than $100 million.”

Source: Gartner | 'Innovation Insight: Backup for SaaS Applications' | ID G00748642

arcserve®

SaaS Data & Ransomware





Source: https://www.salesforceben.com/ransomware-attacks-targeting-saas-data/
Survey ran by Dimensional Research® & Odaseva | Organizations with > 10,000 employees | August 2022

Established in 1983, our depth of experience and innovation put us in a category of one.

250,000+ customers in over **150 countries**

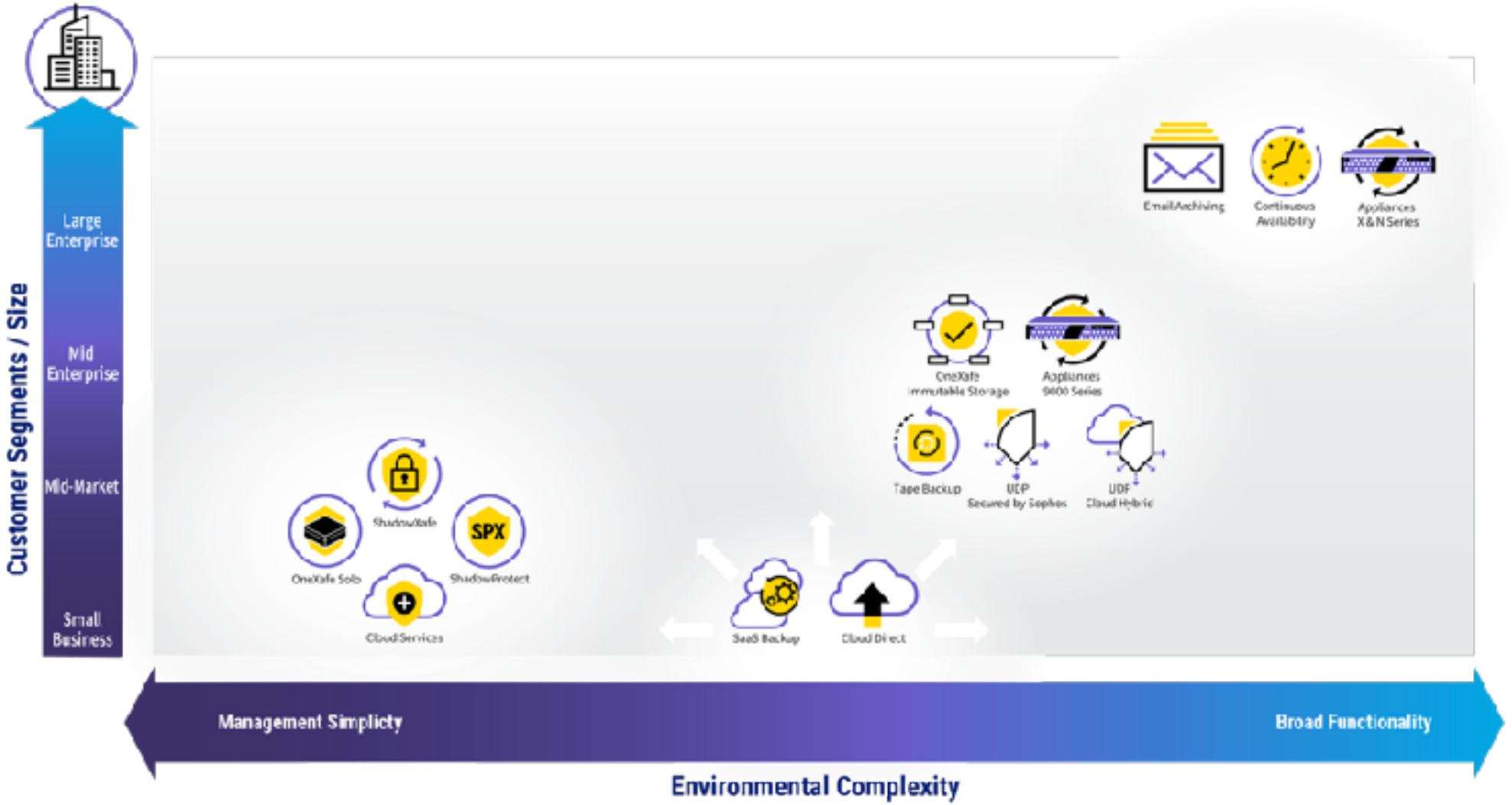
Focused community of **19,000+ partners**

10,000 MSPs and growing

Million+ servers and VMs protected.

100’s of PBs under management with on-premises and cloud solutions

Arcserve Unified Data Resilience Platform



arcserve®

Arcserve SaaS Backup

Comprehensive Protection for SaaS Applications

arcserve®

Arcserve SaaS Backup

- ✓ Cloud-Native SaaS Cloud-to-Cloud Backup Solution
- ✓ Dedicated Data Protection for All Popular SaaS Applications
- ✓ Secure by design , highly available and scales millions of users

arcserve®

Arcserve SaaS Backup: Key Features

- ✓ **Secure by design:** Immutable backups of SaaS backup data, with encryption at rest and in-transit.
- ✓ **Delete protect**: 30-day retention to salvage data in the event of a ransomware attack or inadvertent deletions
- ✓ **Data sovereignty & redundancy**: Four copies of backups in two datacenters within the same geo location.

arcserve®

Arcserve SaaS Backup: Key Features

✓ **Cost effective**: Unlimited storage and unlimited retention of backups, with a per-user pricing

- 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

✓ **Broad and extensive coverage**: Best-in-class protection for Microsoft 365 & other SaaS applications

arcserve®

Arcserve SaaS Backup: Key Features

- ✓ **Quick setup & current**: <5 minutes for initial setup; updates itself automatically, without stopping active jobs

- ✓ **Smart search & accurate restores**: Preview & smart search options, drastically reduce restore time

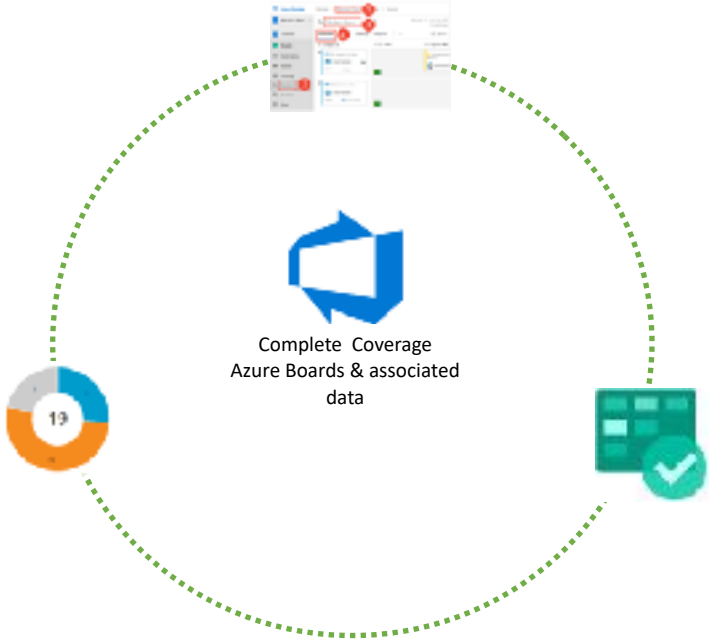
- ✓ **Tamper-proof cloud infrastructure**: The only independent cloud, secure and dedicated to SaaS data protection

arcserve®

Arcserve SaaS Backup: Broad Coverage

arcserve®

Arcserve SaaS Backup: Broad Coverage



Arcserve SaaS Backup expects to support ZenDesk, Power Platforms and Azure DevOps sometime Q1-CY2023.

Note: Details mentioned above are based on current information and is subject to change or withdrawal by Arcserve at any time without notice. The development, release and timing of any features or functionality described above remain at Arcserve's sole discretion.

arcserve®

Arcserve SaaS Backup

Microsoft 365 Data Protection

arcserve®

Arcserve SaaS Backup: Microsoft 365 Data

IT blunder permanently erases 145,000 users' personal chats in KPMG's Microsoft Teams deployment – memo

'Microsoft has confirmed the Teams chat data is not recoverable'

Source: https://www.theregister.com/2020/08/24/kpmg_microsoft_teams/

arcserve®

Arcserve SaaS Backup: Microsoft 365 Data Protection

OneDrive
File and folders,
inherently all versions

Groups & Teams
Conversations, Calendar, Notebook, Planner, Files, Team Sites, Channels (wiki & conversations

SharePoint Online
Permissions, Site Columns, Site Content Types, Sub-sites, Document Libraries of Classic and Communication Sites, Lists

Exchange Online
Mail incl. in-place archive/online Archives, Contacts, Tasks, Calendar
Public Folders: All mail messages + subfolders & user permissions

Public Folders
File and folders,
inherently all versions

Groups
File and folders,
inherently all versions

Azure AD
Users, Groups, Admin Units, Roles, Logs

arcserve®

Arcserve SaaS Backup: Restore for Microsoft 365

- ✓ **In-Place Restore** : Restore data to its original location, instantly
- ✓ **PST Download** : Support for exchange & public folders
- ✓ **In-Place Archives** : For public folder contents
- ✓ **Cross-User Restore** : Migrate contents from one user to another
- ✓ **Download** : Validate data before a restore
- ✓ **Shareable Links** : Users can get a secure link to their data
- ✓ **SharePoint Cross-Site Restore** : Restore to a new URL

arcserve®

Arcserve SaaS Backup

Salesforce Data Protection

arcserve®

Arcserve SaaS Backup: Salesforce Data

> Hanna Andersson and Salesforce have **agreed to pay $400,000** to resolve a class action lawsuit filed over a data breach that allegedly compromised the information of more than 200,000 Hanna Andersson customers.
>
> Anyone who lives in the United States and made purchases on the Hanna website between Sept. 16, 2019, and Nov. 11, 2019, is eligible to make a claim in the settlement.

Source: https://topclassactions.com/lawsuit-settlements/closed-settlements/hanna-andersson-salesforce-data-breach-settlement-worth-400k/

arcserve®

Arcserve SaaS Backup: Salesforce Data

- Integration-related operations causing corruption
  - An interface to a Salesforce integration could introduce corrupt data or a component within the integration interface might crash causing data issues.
- Errors due to inadvertent record updates/changes
  - Human introduced errors, often inadvertently, could cause data overwrites or other such damages that could render data unusable in its current state
- Ransomware attacks and malicious users damaging data
  - Cybercriminals know that Salesforce holds information critical to successful operation of a business, and they could potentially use ransomware attacks to paralyze operations.
- Errors due to bulk data update or massive migrations
  - Migration activities have high chances of corrupting data causing an unusable output despite massive efforts

arcserve®

Arcserve SaaS Backup: Salesforce Data Protection

Custom and Standard Objects

- ✓ All the custom objects
- ✓ Standard objects
  - Account
  - Campaign
  - Campaign Member
  - Contact
  - Case
  - Opportunity
  - Event
  - Note
  - Lead
  - Task
- ✓ Salesforce API accessible Standard objects.

Files and Attachments

- ✓ Attachments
  - Files that are attached to record from Salesforce Classic
- ✓ Files
  - Files that are attached to record from Salesforce's Lightning Experience
  - Salesforce organization: Files that are uploaded to Files

Object Metadata

- ✓ Parent-child relationship
- ✓ Field configurations
- ✓ General information

Comprehensive Protection: Data & Metadata

arcserve®

Arcserve SaaS Backup: Salesforce Data Protection

- ✓Easy setup with Automated daily backup
- ✓Full restore of Salesforce Data
- ✓Smart search & File previewer
- ✓Unlimited storage
- ✓Tamper-proof storage
- ✓Custom data retention
- ✓Data sovereignty

arcserve®

Arcserve SaaS Backup

Microsoft Azure Active Directory Protection

arcserve®

Arcserve SaaS Backup: Azure AD

IT Contractor Sentenced to Two Years for Deleting Carlsbad Company's Microsoft User Accounts

- 1200 of 1500 Microsoft 365 user accounts deleted
- Company shutdown completely for two days
- Internal: Employees couldn't access emails, meeting calendars, data ….
- External: Customers couldn't reach employees and vice versa

Source: https://www.justice.gov/usao-sdca/pr/it-contractor-sentenced-two-years-deleting-carlsbad-company-s-microsoft-user-accounts

arcserve®

Arcserve SaaS Backup: Azure AD Protection

Users	Groups	Administrative Units	Roles	Activity Logs
• Ownerships • Memberships • Manager • Role assignments • Licenses • Authentication methods: Phone & Email • Photo	• Owners • Members • Memberships • Role assignments • Licenses • Photo	• Members • Scoped-role assignments	• Role assignments	• Audit logs • Sign-in logs

✓ Extensive coverage for Microsoft Azure AD Metadata

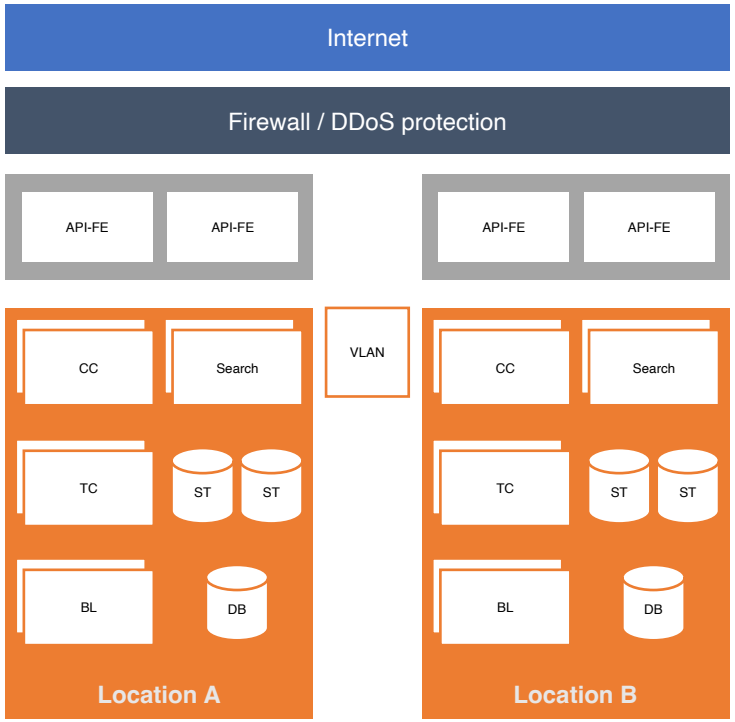
✓ Instantly Restore Azure AD Objects

✓ Difference reporting across backup snapshots

arcserve®

Arcserve SaaS Backup: Secure, Scalable, and Available

Blockchain Write-Once-Read-Many (WORM)



Locations are Configured Active-Active

Scalable & Redundant

- Hyper-converged architecture built for the cloud era
- Unique, blockchain-based object store and file system
- Scales both vertically and horizontally
- Redundant architecture for uptime

Extensible & Secure

- API only approach
- Data objects instantly accessible – no wait for tape or cold storage
- Create customer specific copies for deep analysis
- No extensive use of 3rd party code

Unifiable

- Mix different types of workload across the platform
- Unified, proprietary search engine for quick retrieval

Cost efficient

- Full ownership of entire stack
- JBOD deployment across multiple locations with extreme margins

arcserve®

Arcserve SaaS Backup in Action

INET COMPUTER SOLUTIONS

Country: Ireland and UK

Industry: Managed service provider

Employees: 10

Arcserve Solutions: SaaS Backup, Cloud Services, ShadowProtect

"With Arcserve SaaS Backup we can recover individual emails or whole mailboxes for clients quickly and efficiently using the search functionality, even if they're several years old. It's such a vital capability that we're planning to make it a default part of our data protection service."

- Ronan McNamara, Founder, INET

Arcserve SaaS Backup: Summary

- ✓ Comprehensive coverage for the most popular SaaS applications
- ✓ Cloud-native SaaS solution with automated backups
- ✓ Single pane of management with Multi-Tenancy & RBAC
- ✓ Data sovereignty and redundancy for continued data availability
- ✓ Secure by design, offering immutable backup & more
- ✓ Scales seamlessly, with consistent performance at scale

"By 2025, at least one major software as a service (SaaS) vendor will be breached by hackers, leading to data loss and business disruption costing their customers more than $100 million."

Gartner | 'Innovation Insight: Backup for SaaS Applications' | ID G00748642

arcserve®

arcserve®

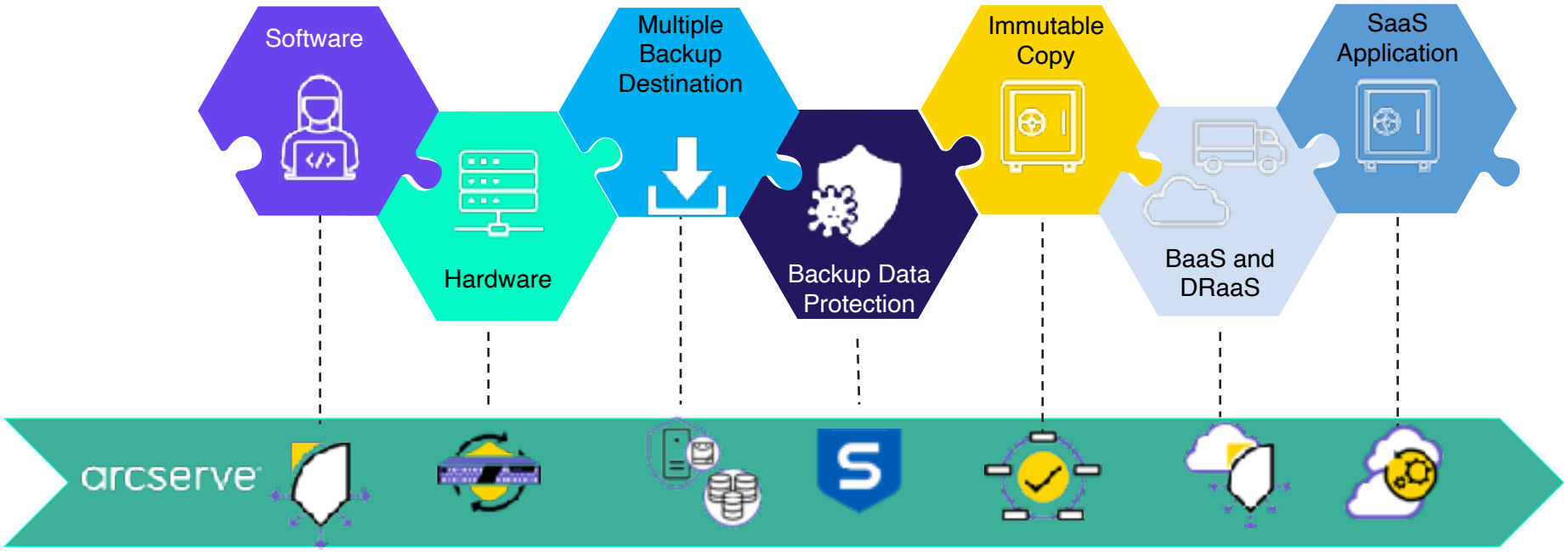
Global Headquarters:
8855 Columbine Road, Suite 150
Eden Prairie, Minnesota 55347

Phone: +1 844 639 6792

Join us on:

Arcserve.com

Arcserve: Unified Data Resilience Platform



Guaranteed Access to Data for Recovery From Ransomware Or Your Money Back

✓Building-Block Approach to End Solution ✓ Lowest TCO ✓ Future-Proofed Investment ✓ End

Arcserve SaaS Backup: Dedicated Protection

Data Availability

Exclusively dedicated to securing SaaS data, Arcserve SaaS Backup cloud is designed to ensure data availability — always.

- Off-Site, Vendor-Neutral Backup Location
- Data Redundancy (2+2 Backup Copies)
- Robust Data Centers
- Data Sovereignty
- Fully Compliant and Certified
- GDPR Compliant

Cost Effective

Everything is included in the seat price, keeping things simple. Scale your data protection at no extra cost.

- One Price Per Seat
- Unlimited Storage & Archiving Included
- No Tiering of Data Storage (Free Traffic)
- Free Data Transmission, Handling and Consumption
- Enterprise Scalability
- Shared Mailboxes

Simplicity First

A universal service that covers all your SaaS data protection needs. Loved by admins for its ease of use. Simplicity that will save you time.

- Simple and User-Friendly UI
- One Service Covers All
- Reduce Time Spent on Admin Tasks
- Always Up to Date with SaaS Vendors
- API-First Design

Instant Recovery

Restore your data in seconds with our unique search and restore features, based on ultra-fast indexing and reindexing algorithms.

- High-Speed Search
- Innovative Granular Search Features
- Instant Intelligent Restore
- Fast Restore Speed
- No Admin Training Needed

Always Secure

Described by analysts as industry-leading, our platform is purpose-built from the ground up for ultimate security.

- Immutable Technology
- Data Encrypted in Transit and at Rest
- Multi-Factor Authentication
- No Expired Snapshots
- Regular Penetration Testing

arcserve®

Arcserve SaaS Backup Architecture

Data Flow
- Restore
- Backup

Security
- OAuth 2.0 Authentication
- RBAC
- HTTPS/SSL in transit
- SSO/Two factor authentication
- Logical tenant separation
- Block Chain
- Audit Logs
- Status Reporting

Data Centers
- 99.9999% uptime
- AES 256 encryption at rest
- Data replicated 4 times
- Dark fiber
- ISO27001 + additional certifications

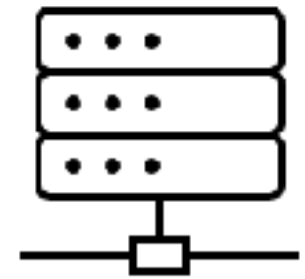
Via Graph, O365 REST, EWS & SP APIs

Via REST APIs

Via REST APIs

arcserve SaaS Backup

SaaS Backup API/SDK



Locations: US, UK, EU, DE, AU

Native format download
eml, ppt, xls, ics, pst etc.

Search through time and space across one or all snapshots with Dedicated search engine. User has multiple options to restore

arcserve®

Microsoft Service Agreement

6. Service Availability.

a. …

b. We strive to keep the Services up and running; however, all online services suffer occasional disruptions and outages, and Microsoft is not liable for any disruption or loss you may suffer as a result. In the event of an outage, you may not be able to retrieve Your Content or Data that you've stored. ***We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services***.

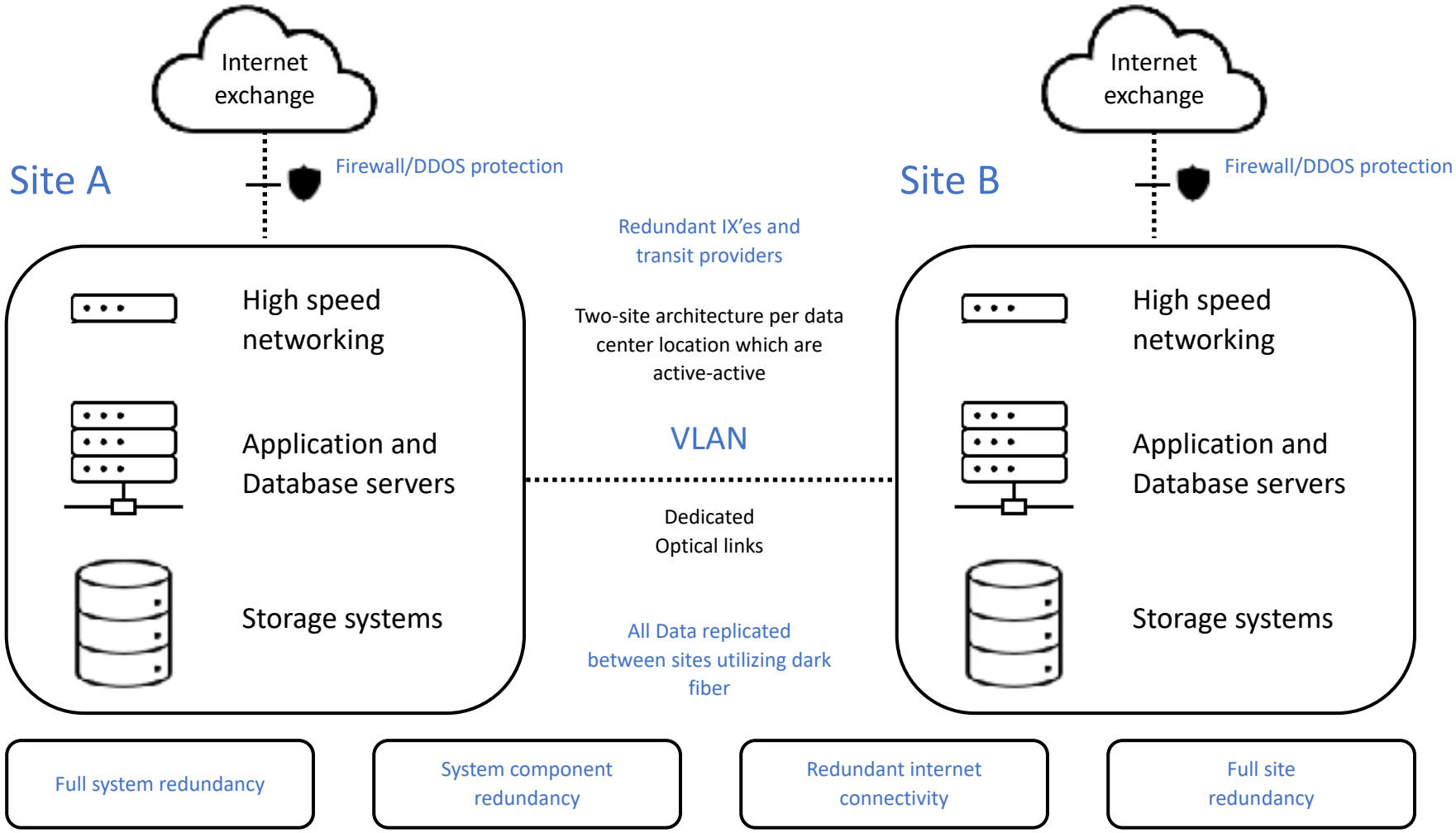
Source: https://www.microsoft.com/en/servicesagreement/ | Section 6 (b)

arcserve®

Arcserve SaaS Backup RBAC Roles

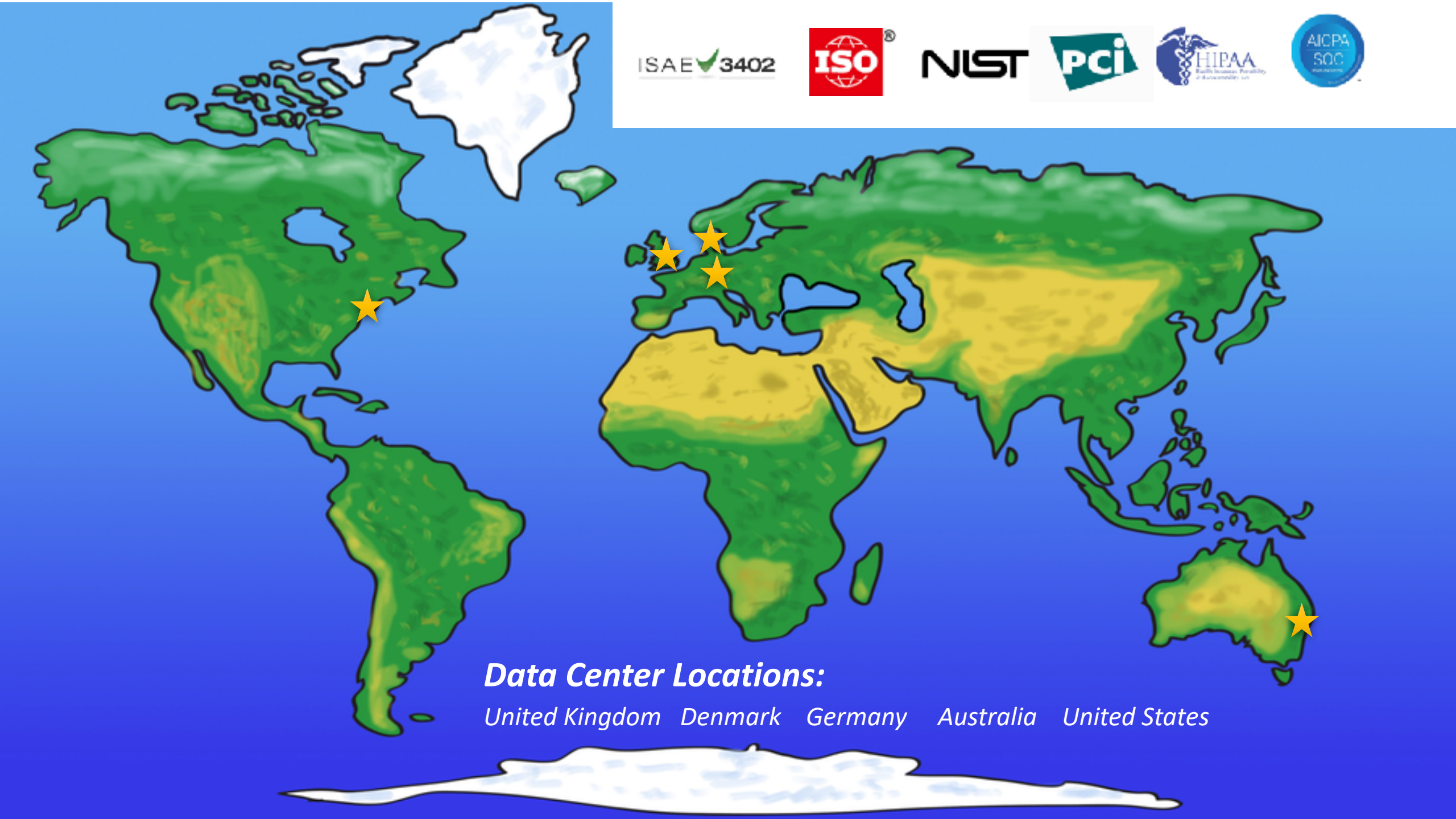
	Master Admin	Backup Admin	Full Support	Standard Support	Limited Support	Audit	SSO Admin	Custom
Create connectors	✓	✓	✗	✗	✗	✗	✗	✓/✗
Configure connectors	✓	✓	✗	✗	✗	✗	✗	✓/✗
Delete connectors	✓	✓	✗	✗	✗	✗	✗	✓/✗
Manage access to connectors	✓	✓	✗	✗	✗	✗	✗	✓/✗
Restore or import: Skip	✓	✓	✓	✓	✓	✗	✗	✓/✗
Restore or import: Overwrite	✓	✓	✓	✓	✗	✗	✗	✓/✗
Restore or import: Rename	✓	✓	✓	✓	✓	✗	✗	✓/✗
Restore to folder	✓	✓	✓	✓	✓	✗	✗	✓/✗
Initiate item restore	✓	✓	✓	✓	✗	✗	✗	✓/✗
Preview files	✓	✓	✓	✗	✗	✗	✗	✓/✗
Download items	✓	✓	✓	✗	✗	✗	✗	✓/✗
Create public links	✓	✓	✓	✗	✗	✗	✗	✓/✗
View Job Monitor	✓	✓	✓	✓	✗	✗	✗	✓/✗
View Audit Log	✓	✗	✗	✗	✗	✓	✗	✓/✗
Configure SSO	✓	✗	✗	✗	✗	✗	✓	✓/✗
Create, edit, delete users	✓	✗	✗	✗	✗	✗	✗	✓/✗

Arcserve SaaS Backup Architecture



- No single point of failure in the architecture – Any single system can be lost without affecting the operations
- Front end notes are the load balancers and can be added as needed to scale
- All internal component are simple, single purpose and can be easily scaled horizontally and vertically
- Virtually no use of third-party libraries
- Any number of full platforms can be deployed independent of one another for full isolation and scalability
- Each location has two full copies of all customer data = **4 data copies in total**

arcserve®


ISAE 3402
ISO
NIST
PCI
HIPAA
AICPA SOC
Data Center Locations:
United Kingdom Denmark Germany Australia United States

Microsoft's Recovery Guidance

Step 1: Verify your backups

If you have offline backups, you can probably restore the encrypted data after you've removed the ransomware payload (malware) from your environment and after you've verified that there's no unauthorized access in your Microsoft 365 environments.

If you don't have backups, or if your backups were also affected by the ransomware, you can skip this step.

Snip Source: https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/recover-from-ransomware?view=o365-worldwide

arcserve®

Need For Dedicated SaaS Data Protection

SaaS Provider's Responsibility

- Application
- Operating system
- Virtualisation
- Hardware
- Network
- Hardware Failure
- Software Failure
- Natural Disaster
- Power Outage
- Physical Intrusion

User Data: User's Responsibility

- Users
- Data
- Administration
- Human Error
- Programmatic Errors
- Malicious Insiders
- Ransomware Attacks
- Viruses / Malware

arcserve®