



SKY DATA VAULT

Microsoft® Office 365® Backup

As more organizations adopt Microsoft Office 365®, questions continue to arise about the role of Microsoft in keeping their customer's data safe and recoverable. It's important to know that Microsoft is primarily responsible only for availability of the Office 365® service.

As a customer, you are responsible for retention, recoverability and any compliance requirements pertaining to your data stored in Office 365®.

The chart on the right illustrates each parties responsibilities and how your organization, in partnership with Sky Data Vault (SDV), is able to protect your mission critical data.

Organizations Who Need Office 365® Backup

- Want to maintain ownership of the organizations' data stored in Office 365®.
- Are concerned with accidental deletion and recoverability of important data and want the ability to recover files and folders with search functionality.
- Want to keep employee files and emails accessible and protected during and after employee departure.
- Understand the risk of external threats from malware, viruses, hackers, and ransomware.
- Must meet compliance requirements for data retention and recoverability.
- Want an easy, cost effective, per user pricing for a managed service so they can stay focused on the mission of the organization.

	Microsoft's Responsibility*	Your Responsibility Together with SDV
Primary Responsibility	Microsoft's Global Infrastructure	Your Office 365® Data
	Uptime of the Microsoft® Office 365® Cloud Service	Access and control of your data residing in Office 365®
Supporting Technology	Office 365® Data Replication	Office 365® Backup
	Data center to data center in same location	Copy of your data stored in a different cloud
	Recycle Bin	Full Data Retention
	Limited short-term data loss recovery (no point in time recovery)	Short-term and long-term retention and recoverability of data for regulatory compliance
Security	Infrastructure Level	Data Level
	Physical Security Logical Security App-level Security User/Admin Controls	Internal Accidental Deletion Malicious Insiders Employee Retaliation Evidence Tampering
		External Ransomware, Malware Hackers, Rogue Apps
Regulatory	Role as Data Processor	Role as Data Owner
	Data privacy, regulatory controls	Answer to corporate and industry regulations
	Industry certifications such as HIPPA and Sarbanes-Oxley	Demands from internal legal and compliance offices

* Learn more from the Office 365 Trust Center

Sky Data Vault is a managed cloud services company that takes the burden of Backup, Disaster Recovery and Infrastructure off the shoulders of our customers. We center our customer experience on three guiding principles:

- Managed** We will build our customer support to take the burden of managing the service off the customer, allowing them to focus on their core mission.
- Transparent** We will offer clear and transparent billing options that allow our customers to accurately budget for the services, with no surprise fees.
- White Glove** We will offer the best possible customer experience from the point of first introduction and throughout the life of the relationship.