

DCIG *Solution Profile*

Office 365 Online SaaS Backup Solutions

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**SOLUTION****Metallic Office 365 Backup****COMPANY**

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DISTINGUISHING FEATURES OF METALLIC OFFICE 365 BACKUP

- Comprehensive Teams backup support
- Flexible Azure blob cloud storage options
- Thorough set of online documentation and training videos

DISTINGUISHING FEATURES OF TOP 5 OFFICE 365 ONLINE SAAS BACKUP SOLUTIONS

- Monthly billing option
- OAuth 2.0 user authentication
- Restore emails and files to a different user
- Email, phone, and web chat support

SOLUTION FEATURES EVALUATED

- Anti-ransomware capabilities
- Backup capabilities
- Recovery and restore capabilities
- SaaS configuration, licensing, and pricing
- Support

Microsoft Office 365 Online Usage Takes Off

Organizations may long remember 2020 as the year the COVID-19 pandemic dramatically changed the world forever as they knew it. Due to stay-at-home requirements everywhere, staff from more organizations worked remotely using online office productivity software to collaborate and communicate. This directly benefited Microsoft Office 365 Online.

During 2020 Microsoft Office 365 Online experienced a dramatic increase in usage. Consider:

- Microsoft Office 365 is the cloud software-as-a-service (SaaS) most used by enterprises.¹
- Monthly active Office 365 users approached 230 million, a 15% YoY increase.²
- Teams had more than 115 million active users at the end of September 2020. This represented an increase of 40 million users (more than 50%) from March 2020 and an increase of 100 million from April 2019.³

Your Data, Your Responsibility

Unfortunately, as organizations increase their usage of Office 365, they may overlook their need to back up data stored in it. Microsoft only takes responsibility for the hardware and software it uses to deliver and host Office 365 Online. It assumes limited or no responsibility for the data organizations host in it. Microsoft's Services Agreement punctuates this point with its disclaimer, *"Your Content remains Your Content and you are responsible for it."*⁴

Backing up data organizations keep in Office 365 remains their responsibility. To do so, many organizations will look to a cloud-based, software-as-a-service (SaaS) backup solution to perform this task.

The State of Office 365 Online SaaS Backup Solutions

Using Office 365 Online SaaS backup solutions hosted in the cloud makes sense for organizations. As their usage of Office 365 scales up or down, these backup solutions adjust in kind. Should organizations add more Office 365 users, they acquire more backup licenses. Should their number of users decrease, they may decrease their licenses as well.

Organizations will find the Office 365 Online SaaS backup solutions offer a baseline set of features. They back up and recover the core Office 365 components organizations most often use, such as Exchange, OneDrive, and SharePoint. Teams, being a newer Office 365 offering, typically has more limited support. However, over 50 percent of solutions already offer some support for Microsoft Teams with more robust options to protect Teams rapidly emerging.

All evaluated solutions deliver seven foundational features that organizations need to quickly begin protecting their Office 365 data. Consider:

- **Backup storage and storage costs included.** Many include cloud backup storage and its costs as part of the subscription price. This cost includes managing the placement of backup data in the cloud.
- **Data encryption.** Organizations should view data encryption as an imperative since these solutions store backup data in various cloud storage locations. All solutions encrypt data at-rest using AES 256-bit encryption. However, not every solution encrypts data in-flight. If using a solution that moves data outside of Azure, verify it encrypts in-flight data.
- **Fast and affordable.** Most Office 365 SaaS backup services start at about US\$4 per user

1. <http://technalysisresearch.com/downloads/TECHnalysis%20Research%20Hybrid%20and%20Multi-Cloud%20Study%20Highlights.pdf>. Pg 6. Hybrid and Multi-cloud Study: The New Enterprise Computing Reality. Technalysis Research. Referenced 1/20/2021.
2. <https://office365itpros.com/2020/10/28/teams-115-million-users/>. Referenced 1/19/2021.
3. <https://www.microsoft.com/en-us/Investor/earnings/FY-2021-Q1/press-release-webcast>. <https://www.microsoft.com/en-us/Investor/earnings/FY-2020-Q3/press-release-webcast>. <https://www.businessofapps.com/data/microsoft-teams-statistics/>. Referenced 1/19/2021.
4. <https://www.microsoft.com/en-us/servicesagreement>. Referenced 1/20/2021.

per month with an annual contract. Once an organization subscribes and connects its Office 365 tenant to the SaaS backup solution, backups often start automatically. Most solutions, by default, schedule initial and recurring Office 365 backups without administrative intervention.

- **Free trial periods.** Organizations may test a solution's backup and recovery capabilities without paying an upfront fee. Many offer some type of trial for a limited time, usually 30 days. The trial may include access to all features for some users; access to some features for all users; or some combination thereof.
- **Index Office 365 data.** When performing recoveries, administrators and users may need to search for the data they need to recover. All these solutions index the protected Office 365 protect to facilitate the search operations needed for faster recoveries.
- **Highly available.** Each SaaS backup solution aligns with Office 365 in an important way: it gets hosted in a highly available cloud. The cloud which hosts it does vary. Some host their software in Microsoft Azure. Others use Amazon Web Services (AWS), Google Cloud Platform (GCP), or a purpose-built cloud. Regardless of the solution, each one includes a service level agreement (SLA) of 99.5% or higher.
- **No installation, setup, or maintenance.** Providers host their Office 365 backup solution in either a general-purpose or purpose-built cloud. The solution providers then fix, patch, maintain, and update their software as part of their SaaS backup offering.
- **Universal backup and recovery support for OneDrive files, Exchange mailboxes, and SharePoint documents.** No matter which SaaS backup solution an organization selects, all back up OneDrive files, Exchange mailboxes, and SharePoint documents. Organizations may also perform granular recoveries for data in these applications.

Metallic Office 365 Backup Solution Profile

Upon DCIG's completion of reviewing multiple, available Office 365 Online SaaS backup solutions, DCIG ranked the Metallic Office 365 Backup as a TOP 5 solution. Metallic Office 365 comes with an advantage its competitors may lack. Many of its Office 365 data protection features originated in its parent's product, Commvault Complete Backup and Recovery. While a comparatively new solution in the Online SaaS backup space, Commvault's backing equips Metallic with a robust feature set. Metallic offers the following features that help distinguish it from other Office 365 Online SaaS backup solutions.

- **Comprehensive Teams backup support.** Use of Microsoft Teams in Office 365 climbed dramatically in 2020. Despite its rapid end-user adoption, few Office 365 Online SaaS backup solutions offer robust support for Teams.

Metallic Office 365 Backup stands in contrast to other backup offerings in the Office 365 marketplace. Metallic backs up key features in Teams including channel configurations, Teams memberships, Teams Wiki, and 1:1 conversations, among others. Further, it represented the only solution offering backup support for all the Teams features evaluated by DCIG.

- **Flexible Azure blob cloud storage options.** Organizations typically want a quick and easy default option when initially storing their Office 365 backup data. Then, after a time, they may want the flexibility to store that data in a different location. Metallic delivers on both those requirements.

Organizations may configure Metallic Office 365 Backup to backup data directly to Metallic Cloud Storage on Azure. Further, should organizations need or want to change the Metallic Azure region, they can do so. Organizations may set policies within Metallic for it to place backup data in one or more Azure regions.

- **Thorough set of online documentation and training videos.** Using online, SaaS-based backup solutions changes how organizations access and use these services. They require web-based tools and videos they can quickly and easily reference. Metallic addresses this need. It publishes all its documentation online which includes helpful examples and videos of how to manage it. Metallic augments these online resources with comprehensive technical support options such as chat, email, phone, and web support. ■

About DCIG

DCIG, the Data Center Intelligence Group, empowers the information technology industry with actionable analysis. DCIG provides informed third-party analysis of various cloud, data protection, and data storage technologies. Learn more at www.dcig.com.