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eBOOK

Four Considerations for Microsoft Dynamics 365 Cyber Resilience

Safeguard your Dynamics 365 investment with award-winning SaaS backup

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Overview

Microsoft Dynamics 365 offers an expansive, cloud-based platform—unifying ERP and CRM functions under one system. With close integrations to the broader family of Microsoft products (including Office 365 and Power BI), Dynamics 365 brings data, functions, and insights into a single view. While Dynamics 365 offers rich capabilities to optimize day-to-day operations, it (like many other SaaS applications) is not built for long-term data retention, rapid recovery from attack, or meeting stringent data protection SLAs. The following eBook overviews the importance and key benefits of 3rd party cyber resilience for your Dynamics 365 CRM production and sandbox environments.

THE DYNAMICS 365 CYBER RESILIENCE IMPERATIVE

All organizations need to be cyber resilient. SaaS applications and platforms are no different. For Microsoft Dynamics 365 customer, who rely on the platform to run their business, there are four key considerations to keep your CRM data safe, compliant, and recoverable while simplifying the management of production and sandbox environments.

#1

Cyber resilience is YOUR responsibility.
Many believe cloud service providers are responsible for administering their SaaS applications and protecting the data created and stored within them. Like many cloud service providers (such as Google and Salesforce), Microsoft follows a shared responsibility model. In this model, Microsoft is responsible for maintaining the infrastructure, uptime, availability and access of Dynamics 365. The customer, on the other hand, takes responsibility and ownership for protecting their own data entering, housed in, and leaving the solution. Given this, IT administrators and professionals must recognize that the responsibility of protecting Dynamics 365 data lies within their organization.

#2

Native capabilities are limited.
While Microsoft offers a feature-rich and highly performant platform, it is not purpose- built for data backup and recovery. Today's businesses require long-term retention, granular backup options, data source separation, flexible recovery options, and more. This level of control not only mitigates data loss, but eliminates downtime by enabling businesses to rapidly restore data with better speed, precision, and scale. Industry experts recommend third-party solutions as your data's last line of defense due to its robust capabilities and ability to meet internal and external retention and recovery SLAs.

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> Downtime costs $5,600 per minute on average.[4]
>
> According to Gartner

#3

Data loss and ransomware attacks are on the rise.
Businesses, large and small, are susceptible to data loss. Without proper protection, even the most established organizations cannot insulate themselves from today's threats—leaving their valuable data unrecoverable if lost or compromised. And while threat detection solutions can reduce and prevent many external threats in real-time, they don't catch them all. Data loss is evolving, and users and businesses still experience sophisticated ransomware attacks, zero-day breaches, accidental deletion, and malicious internal users. Dedicated protection provides a safety value that's capable of safeguarding your data from emerging threats, including:

- Ransomware attacks: By 2031 a business will fall victim to a ransomware attack every two seconds[1]
- Accidental deletion: 75% of data loss is caused by human error[2]
- Corruption: System errors, outages or complications with 3rd party integrations resulting in data loss
- External attacks: Eighty percent (80%) of breaches come from sources external to the organization[2]

#4

Admins need to stay productive.
Administrators and IT professionals need tools that make their lives easier. Whether backing up user data, granularly restoring records, or seeding sandbox environments, they need data protection that doesn't feel like a full-time job, along with the confidence to know their data is always secure, available, and recoverable. Dedicated solutions remove the guesswork from data protection, eliminating the manual, arduous, and time-consuming processes required to safeguard and manage data.

CLOSING THE DATA RECOVERY GAP

Without dedicated solutions, customers must solely rely on native backup utilities. And while native tooling provides some baseline capabilities, third-party solutions extend far beyond out-of-the-box functionality to safeguard data comprehensively.

Backup Limitations
Production backups are retained for 28 days while sandbox backups are retained for 7 days

Data Separation
No data isolation from source environments to safeguard from deletion, corruption or attack

Restrictive Controls
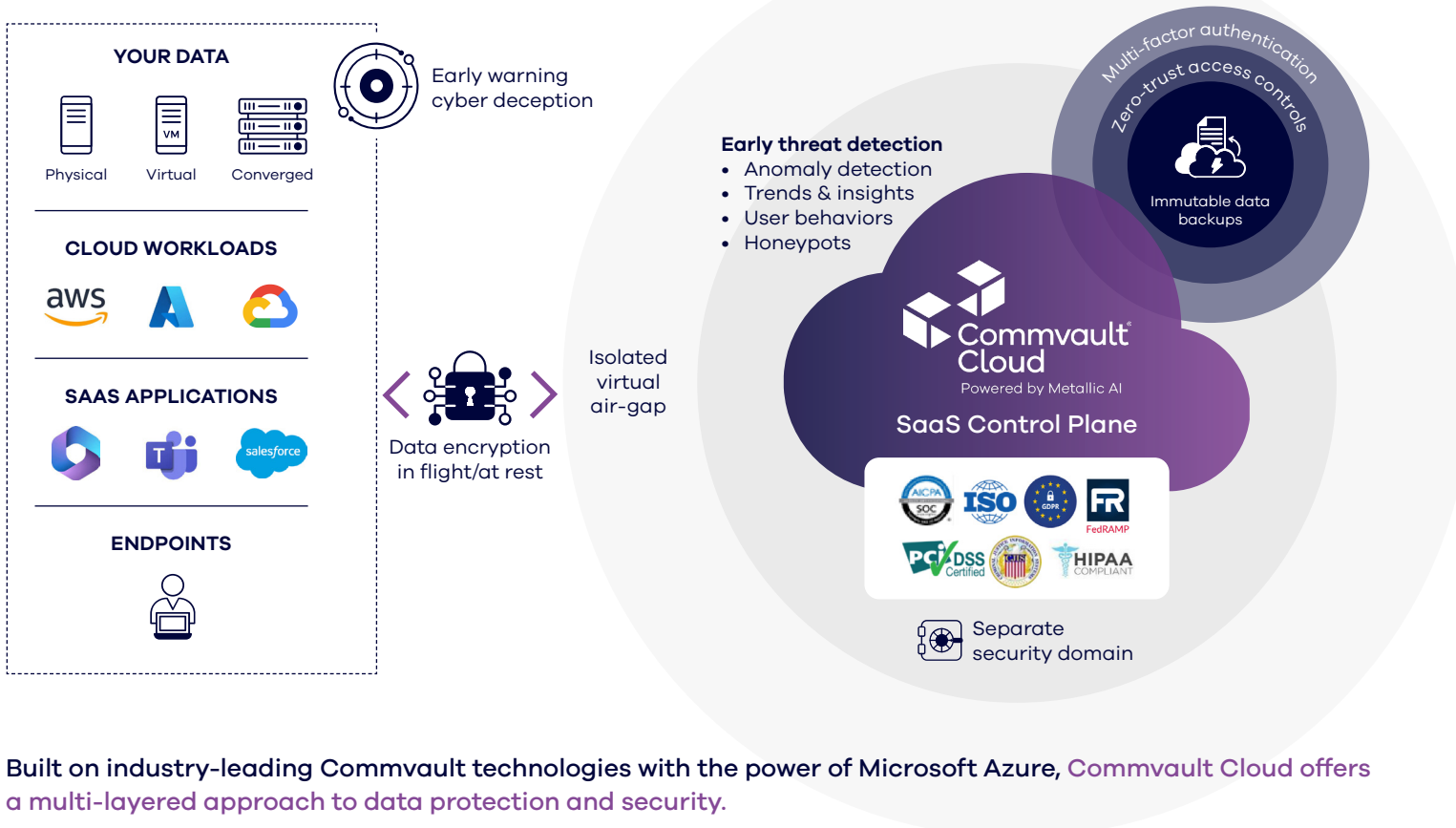No export capabilities, granular or point-in-time recovery options, and more

Rapid Recovery
No direct restore or rapid recovery options from internal/external data loss events

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COMMVAULT® CLOUD BACKUP FOR MICROSOFT DYNAMICS 365

From leaders you can trust, Commvault delivers award-winning data protection for your Marketing, Sales, Customer, and Field Service CRMs - all with the simplicity of SaaS. Built on an industry-leading platform, with the power of Microsoft Azure, Commvault Cloud offers a multi-layered approach to cyber resilience and security. With hardened security protocols built-in (such as multifactor authentication, advanced data encryption, and zero-trust user access controls), Commvault Cloud prevents unwarranted access to systems and data. Data backup copies are also stored in isolated and virtually air-gapped locations (outside of source data), ensuring backups are immutable, highly available, and safe from malicious attack.

YOUR DATA

Physical   Virtual   Converged

Early warning cyber deception

CLOUD WORKLOADS

aws

SAAS APPLICATIONS

salesforce

ENDPOINTS

Data encryption in flight/at rest

Isolated virtual air-gap

Early threat detection
- Anomaly detection
- Trends & insights
- User behaviors
- Honeypots

Multi-factor authentication

Zero-trust access controls

Immutable data backups

Commvault® Cloud
Powered by Metallic AI

SaaS Control Plane

AICPA SOC   ISO   GDPR   FedRAMP

PCI DSS Certified   HIPAA COMPLIANT

Separate security domain

Built on industry-leading Commvault technologies with the power of Microsoft Azure, Commvault Cloud offers a multi-layered approach to data protection and security.

Comprehensive coverage across CRM environments

Robust tools for flexible and rapid recovery

Air-gapped and immutable backup copies

Simple SaaS deployment with hassle-free management

Trusted scale and performance

BENEFITS OF COMMVAULT CLOUD

Commvault Cloud removes the guesswork from cyber resilience and data protection. You get the best of enterprise-grade protection, with the ease, simplicity, and scale of SaaS - giving you confidence that your Dynamics 365 data is always secure and compliant:

Optimize operations
with automated backups and low-touch cloud resources

Seed, replicate, and retain
sandbox environments to accelerate dev/test

Safeguard entities
records, forms, field attributes, and more

Mitigate risk
with hardened security controls, air-gapped backups, and zero-trust user access

Maintain properties
metadata, and permissions to preserve full record structure

Meet SLA compliance
with unlimited Azure storage and unlimited data retention included

Leverage granular, version, and in-place
restore options for rapid recovery

Broad coverage
across endpoints, SaaS apps, on-prem, and cloud environments—to safeguard your data estate from a single view.

Immediately restores data
backup to production or sandbox environments

Next steps

Protecting Dynamics 365 data may seem overwhelming, but you don't have to do it alone. Commvault is here to help you every step of the way.

Check out **Commvault® Cloud Backup for Microsoft Dynamics 365** and our **free trial today**.

1.   Gartner, Ransomware is Changing - Are You Ready?, December 2022
2.   Verizon, 2023 Data Breach Investigations Report, 2023

To learn more, visit **commvault.com**

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