skykick | Cloud Backup

B-FortyOne deploys SkyKick Cloud Backup to deliver robust data protection and recovery solution

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Hardeep Bains, Technical Director

OVERVIEW

Partner: B-FortyOne

Website: b-fortyone.com

Customer Size: >4,500 Employees

Country: United Kingdom

Industry: Healthcare, Industry, Other Industry, Services

The Challenge
B-FortyOne needed a comprehensive Office 365 data protection and recovery solution for its customer, a 4800 user charity with complex compliance requirements.

The Choice for SkyKick
The choice for SkyKick was based on:

- Performance testing
- Flexibility and control
- Ease of use and management

Summary

B-FortyOne, a UK-based Microsoft partner needed a comprehensive data protection and recovery solution that would protect the critical and highly sensitive data that its customer, Action for Children, stores in the Microsoft Cloud. As a children's charity, Action for Children also needed a solution that fulfilled extensive compliance requirements and provided necessary flexibility and control.

B-FortyOne tested several solutions and determined through extensive performance testing and analysis that SkyKick Cloud Backup provided not only the best solution for their customer's requirements, but also the best solution for them to manage. Hardeep Bains, the Technical Director, concluded, "Not only did SkyKick tick every single requirement box, it also performed the best of all the cloud backup solutions we tested. If that wasn't enough, it was also the easiest to set up and simplest to use."

B-FortyOne has completed the deployment of Cloud Backup and configured it to automatically add new mailboxes as they are migrated to Office 365. Bains concludes, "The Cloud Backup deployment has been hassle-free and without issues. As mailboxes are migrated, Cloud Backup discovers them and starts backing them up. With such a large customer, this automation is critical for both maintaining comprehensive data protection and simplifying management."

The Challenge

The Need for a Robust Data Protection and Recovery Solution

B-FortyOne is a UK-based Microsoft partner dedicated to delivering world class, business-aligned IT solutions for its customers to facilitate a more agile, flexible, and collaborative way of working. Its customer, Action for Children, a UK-based charity with over 4500 employees, needed a comprehensive data protection and recovery solution that would protect the critical and highly sensitive data that the charity stores in the Microsoft Cloud.

Compliance Requirements

Action for Children works with children and youth, and in 2015, they impacted the lives of 300,000 children, young people, and families across the U.K. As a charity working with children in the UK, in addition to standard compliance requirements, the organization needed a solution that addressed additional requirements related to the Goddard Inquiry. This requires all organizations that handle or manage data related to children to retain that data indefinitely and be able to provide it quickly upon request.

Email Migration

Hardeep Bains (B-FortyOne) was first hired to assist Action for Children and their partners with the organization's migration to Office 365 which was experiencing challenges. To accomplish this, B-FortyOne performed a full discovery of the charity's complex Exchange environment and created a new cloud architecture design. The solution included a 4,800-mailbox migration to Exchange Online with ADFS and Multi-Factor for authentication. In addition to performing the mailbox migration to Microsoft Exchange Online, B-FortyOne used its consultative approach and cloud business expertise to design a comprehensive data protection and recovery solution that would address all the requirements of the organization.

Exchange Data Protection

Microsoft Office 365 and Azure includes a variety of data protection features, including archiving, litigation hold, and Rights Management Services. These cover the data protection and compliance requirements for Exchange Online.

The need for faster, simpler Exchange data recovery

While the expanded Office 365 data protection features make it possible to recover lost data, they require time and expertise to do so, and the recovered data is unstructured. Thus, the data cannot be restored as it was and where it was to get people back on track quickly. Therefore, the customer needed a faster, simpler way to recover data and reduce the impact on productivity.

SharePoint and OneDrive for Business

The organization is digitizing all of their paper-based children's case files and storing them in SharePoint Online to take advantage of its content creation, collaboration, and management features. They therefore needed

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a solution that would provide the unlimited retention required by the Goddard Inquiry.

The need for data protection for SharePoint and OneDrive for Business

In addition to the limited retention period of permanently deleted items in SharePoint and OneDrive for Business (186 days), there are other data-loss threats that B-FortyOne knew had to be addressed. These include the fact that without a backup solution, SharePoint Site Admins can delete data on their sites and end users can delete data in their accounts and make that content unrecoverable after it is removed from the SharePoint Online recycle bin.

Office 365 and SkyKick Cloud Backup

Combine for Complete Data Protection
To address the data recovery challenges with Exchange archiving and litigation hold and the data protection risks with SharePoint and OneDrive for Business, B-FortyOne combined Office 365 and SkyKick Cloud Backup to deliver a comprehensive data protection and data recovery solution.

The Choice for SkyKick

Before selecting SkyKick for their Cloud Backup solution, B-FortyOne went out to market and tested every cloud backup product they could find. After extensive testing, trials, and comparisons, Bains, concluded, "Not only did SkyKick tick every single requirement box, it also performed the best of all the cloud backup solutions we tested. If that wasn't enough, it was also the easiest to set up and simplest to use."

Performance Testing

To reduce the impact of data recovery on productivity, B-FortyOne needed to provide a solution that would empower the customer to find and recover lost data quickly and easily. They therefore compared multiple backup solutions, using a variety of search scenarios. In the end, B-FortyOne determined that Cloud Backup performed best in all of the key areas.

Search and Restore Options

Because not every search or need to restore is the same, B-FortyOne wanted a solution that provided a variety of search and restore options, including individual items (i.e. files, emails, contacts, notes), multiple items (i.e. email folders), as well as the restoration of full mailboxes, calendars, and contacts. After comparing products, B-FortyOne determined that the breadth and depth of Cloud Backup's search and restore options provided the flexibility required by the customer.

Speed of Search and Restore

After performing a wide variety of search and restore tests, Bains concluded, "Cloud Backup was consistently faster than other products tested. In one case, an entire folder was discovered and restored in only about five minutes. The customer was quite impressed with that."

Search Success

Cloud Backup also led the field in providing the highest search success rate. According to Bains, "Other products required far more accuracy in the search query to return the

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Real-Time Search Information
Another feature that helped Cloud Backup win the performance comparison was the real-time information provided during the restore process by hovering over the restore icon. Bains explains, "Large items can take time to restore. During that time, it's really helpful to see the status and know that it's working. It not only reduces confusion and anxiety for the one doing the restore, it can also reduce support calls.

Flexibility and Control
In addition to needing robust search and restore functionality, the customer also required a product that was flexible enough to offer the control they needed in certain areas of the solution.

Storage
Most importantly, the customer needed a product that would allow them to store the backup within their own Azure tenant. Cloud Backup offers a variety of choices regarding the storage location for their backup data. In addition to the choice between multiple data centers worldwide for backup storage in the SkyKick Azure tenant, customers or partners can choose their own Azure tenant.

Settings
The customer also wanted a solution that provided them administrative control. B-FortyOne therefore provided the customer

with access to a Self-Service Portal through which they can directly make any required changes.

Easy to Use and Manage
Search and Restore
Because the IT organization at the customer would be handling the majority of the day to day search and restore, they needed a solution that was easy to use and manage. According to Bains, "The [Cloud Backup] interface is so intuitive that if someone were to open the portal and simply know it was for a backup solution, they would instantly know how to use it. It's that easy!"

Handling File Versions
SharePoint and OneDrive for Business offer versioning, but when searching and restoring versions, it can be complicated as multiple versions of files with the same name cannot be open simultaneously. B-FortyOne found that Cloud Backup simplifies this challenge by automatically appending file names to allow multiple versions to be open and compared simultaneously. And most important to the compliance requirements, the fact that Cloud Backup never overwrites data was critical.

Customer Management
As a growing Cloud Service Provider, B-FortyOne needed a solution that would make it easy for them to both manage their current customers and scale for the future. B-FortyOne found that Cloud Backup's dashboards provide the views and information they need to efficiently and effectively manage their growing customer base.

Conclusion

B-FortyOne has completed the deployment of Cloud Backup and configured it to automatically add new mailboxes as they are migrated to Office 365. Once the migration is finished there will be approximately 4800 mailboxes and OneDrive for Business Accounts being backed up.

Bains concludes, "The Cloud Backup deployment has been hassle-free and without issues. As mailboxes are migrated, Cloud Backup discovers them and starts backing them up. With such a large customer, this automation is critical for both maintaining comprehensive data protection and simplifying management."