SkyKick Cloud Backup FAQs

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		SkyKick
Complete Protection	**Office 365 coverage** (Exchange, SharePoint, OneDrive for Business, Groups, and Teams)	◖
	Exchange (Email, Calendars, Contacts, Tasks, Notes, Journals, Public Folders)	●
	OneDrive for Business (Files, full account restore)	●
	SharePoint (Restore of full site, sub-site, lists, files across Classic and Modern Team Sites)	●
	Innovative feature (Groups, Teams, Modern Team Sites) (Conversations, Calendar, Files, Notebook)	◖
Partner Experience	**Easy to implement** (Easy setup, nothing to install)	●
	Efficient to support (Easy to restore data & manage service, custom-branded self-service option)	◖
	End-customer experience (Quick search & restore. point-in-time restore, self-service option)	●
	Free phone and email technical support (Contact support for anything, from sales and setup to restoring data)	●
Driver of Profitability	**Easy to sell** (Attach to O365 migration, monthly or annual pricing, syndicated app)	●
	Predictable Profitability (Fixed pricing, no overages, high margins)	◖
	To-Partner only (Products built for partner success and no competition with partners)	●

Complete Protection across the Office 365 tenant

Exchange Online   SharePoint   OneDrive for Business   Office 365 Groups   Microsoft Teams

Groups, Teams, and Modern Team Sites

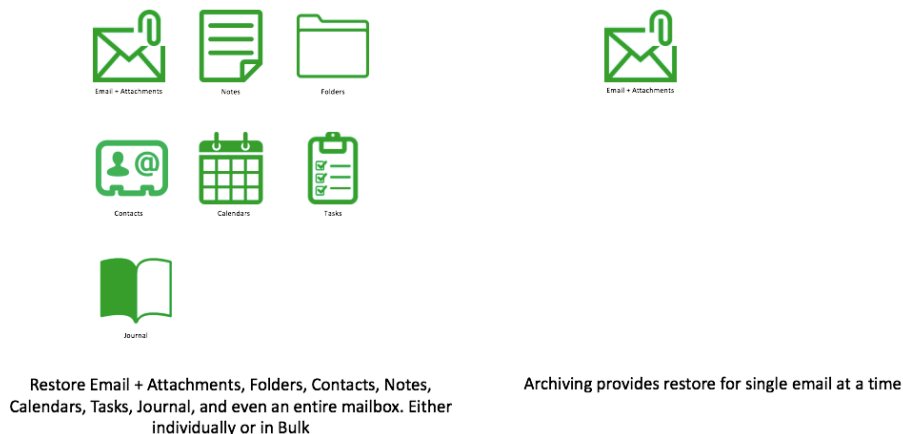| Microsoft Teams										
Office 365 Groups									Teams Wiki	Teams Chat
Modern Team Sites[2]	Conversations	Calendar	Files	Notebook	Plan	Stream Portal	Power BI			
✅	✅	✅	✅	✅						

[2]Modern Team sites are SharePoint Team Sites integrated with Office 365 Groups

Product Questions

- **Why do businesses need a backup solution for their data in the cloud?**

- o Office 365 offers geo-redundancy to protect against data loss related to a data center event. It accomplishes this by mirroring data across multiple data centers. While this ensures the availability of data, it doesn't protect against data lost due to accidental or malicious deletion or as the result of a virus, third party app, or hackers.

- **How often is my data backed up?**

  - o SkyKick Cloud Backup is designed to perform up to six backups at regular intervals throughout each day.
    - o **Full backups:** The first daily backup captures everything in the account, identifies any new or changed information, and backs it up.
    - o **Incremental backups:** The subsequent backups each day request only the changes from Office 365 and backs them up.

- **What is the difference between the Email Archiving and SkyKick Cloud Backup?**

  - o Archiving is best suited for compliance-focused businesses – usually in industries like Finance and Healthcare. These industries represent less than 5% of SMBs. Instead, SkyKick Cloud Backup is a solution for 95%+ of Partners. It provides great data protection

How is Backup different from Archiving- Coverage and Restore

Email + Attachments · Notes · Folders · Email + Attachments

Contacts · Calendars · Tasks

Journal

Restore Email + Attachments, Folders, Contacts, Notes, Calendars, Tasks, Journal, and even an entire mailbox. Either individually or in Bulk

Archiving provides restore for single email at a time

- **How is SkyKick Cloud Backup different than a "Disaster Recovery" solution for a business?**

  - o For most businesses, a backup solution is the right size for their need to restore lost data and stay productive. While a backup solution doesn't offer some of the features covered by a complete Disaster Recovery solution (i.e. on-premises servers, PBX, CRM/ERP, etc.), it does solve the crucial piece of backing up data. So if data is lost, it can be quickly found and restored exactly where it's needed

- **What makes SkyKick O365 Backup different from other Backup solutions?**

  - o Key differentiators of SkyKick O365 Backup, compared to other solutions out there, include the following combination of features:

- **Easy setup:** Nothing to install and auto-discovery of mailboxes, SharePoint sites, and OneDrive for Business accounts makes setup a snap.

- **Fast, robust search:** Find lost data lightning-fast with multiple search and sort options, including date range, match and term query searches, Regular Expression, Wildcards, and the ability to browse to find the exact data you're looking for.

- **One-click restore:** Restore individual items, full mailbox, calendar, contacts, tasks, journals, and notes, or do bulk item restores, all to their original location with a single click. Permissions are respected, and no file overwrites.

- **Unlimited backup for a fixed cost:** Up to six snapshots daily. No data caps or overages.

- **Unlimited retention:** No matter how long you need data backed up, O365 Backup does it for one fixed price.

- **Flexible retention:** While unlimited retention is the default, for customers requiring limited data retention, you can set retention period for 1 to 7 years.

- **Set and forget:** O365 Backup by default will automatically add new mailboxes, SharePoint sites, and OneDrive accounts. Or, you can choose to be alerted to new users and add as desired.

- **What are the machine prerequisites to use SkyKick Cloud Backup?**

  o There are none. O365 Backup is cloud-to-cloud; it is not bounded by configuration of client machines, and there are no applications to install or manage.

- **Where is the data stored?**

  o Partners can choose the Microsoft Azure storage location that is best for them. Partners can choose to use SkyKick's Azure and select the location of the data center where the backup will be housed, including US, Australia, Canada, Europe, Hong Kong, Japan, and Singapore.

- **Does the backed up data leave Microsoft data centers when backed up?**

  o The O365 Backup product puts data into Azure storage and it is not moved outside of the Microsoft Cloud environment. The technology simply coordinates Azure to move data from one portion of Azure to another meaning that the data never leaves the Microsoft data centers.

- **What kind of data security does SkyKick Cloud Backup offer?**

  o Because your data never leaves the Microsoft Cloud environment you maintain all the inherent security of the Microsoft Cloud, in which data is encrypted at 128-bit during transit and 256-bit at rest.

- **Will SkyKick / Pax8 have visibility into customer email messages and files?**

  o No. To maintain end-user privacy, we do not search inside files or email.

- **What about Microsoft Office 365 Archiving?**

  o Microsoft's O365 Archiving provides an additional storage location where data can be manually or automatically moved in order to stay within mailbox data limits. While this may keep users from intentionally deleting old email (to stay under mailbox data limits), it is not a separate instance of the data, and it is susceptible to the same risks of data loss as data within a user's mailbox.

- **What about Office 365 Litigation Hold?**

  o While this feature (available in E3+ licenses) can be used to protect data, it requires time and expertise to set up and manage, and it is not designed to restore data quickly. Recovering data requires time and expertise, and when the data is recovered, it is unstructured. Only a backup solution can quickly, easily, and seamlessly restore lost data exactly as it was and where it was.

Product Usage Questions

- **When a restore happens, is a mailbox overwritten?**

  o SkyKick Office 365 Backup does not overwrite or delete data at any time. When a bulk restore is performed, the restored data is merged with existing content. In other words, the data is de-duplicated before it is inserted into the mailbox. When restoring individual items, they will restore as duplicates if they already exist. If they don't exist, they will be added back because it is perceived as a forced restore of potentially corrupted or missing items.

- **How does the search capability work?**

  o For email, SkyKick Cloud Backup searches Email Subject, Sender Name, and Attachment file name (if applicable, and show them in the search results. For files we search for attributes like File Name, Folder, and Author. O365 Backup offers advanced search and sort capabilities to increase search effectiveness, even when exact information is not provided. These Advanced Search capabilities are NOT available to Partners during the pilot. They are only available to ATS / Setup team.

- **Can a Customer have BOTH Email Archiving AND SkyKick Cloud Backup?**

  o Yes! Archiving provides email compliance and auditing for customers in regulated industries (healthcare, law, finance, etc.).   SkyKick Cloud Backup can provide those same customers restore functionality for their calendar, contacts or bulk restore functionality for their emails to ensure all sensitive data is protected.

- **What if a Customer wants to delete the data within a Backup account?**

  o There are two levels of data deletion within SkyKick Cloud Backup (mailbox and subscription level deletions) and require an escalation to SkyKick.

- For a Mailbox backup deletion, the mailbox will first need to be disabled within the subscription.

- For a subscription level deletion, a subscription cancelation request will also need to be submitted to SkyKick.

- **How does a Partner restore data?**

  o O365 Backup provides a simple, intuitive interface for fast search and quick restore. With a single click, you can restore individual items, multiple items or full mailbox, calendar, contacts, or tasks. See the Help Center articles for more details.

- **What happens if someone tries to restore a file whose folder has been deleted?**

  o O365 Backup will recreate the folder architecture and restore the file in that recreated folder architecture. If someone were to delete the site collection, an admin can simply recreate the site collection manually and then restore the file.

- **What happens to the backup if a user leaves a company and their Office 365 subscription is deleted?**

  o SkyKick will not delete the backup of any data. The content will be retained for the duration of the retention period (as indicated in the Settings section of an SkyKick Cloud Backup subscription). If the Office 365 license has been removed (thus deleting the mailbox from Office 365), this will trigger an alert titled: "Backup [mailbox] not found." To address this alert you can:

  - Disable the backup for the mailbox. Once the backup is disabled, you will no longer be charged for the mailbox and the alert will not pop up again. However, to access the data, you will need to recreate the mailbox, license it in Office 365, and add it back to SkyKick Cloud Backup.

  - Convert the mailbox to a Shared Mailbox before removing the license. This is Microsoft's best practice to maintain the integrity of the mailbox, while removing the need to have it licensed. By doing this, instead of simply removing the license and deleting the mailbox, no mailboxes will need to be created if the customer wants to restore the data. Then, you can restore data to the Shared Mailbox as needed.