



Vodafone **Cloud Backup**
Powered by **skykick**



Frequently Asked Questions



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Q: Why do you need to back up a cloud offering like Office 365?

A: Even a cloud-first service like Office 365 can't protect you against user error, malicious deletion of data or hacker-initiated data breaches! Office 365 offers customers geo-redundancy of data, but this doesn't help when errors or issues are replicated in the cloud. Vodafone also extends data retention beyond the native 14 days (Exchange Online) and 30 days (Office 365 Groups) – to unlimited protection!

Q: Why should I choose a cloud-based backup over an on-premises solution?

A: A cloud-based solution such as Vodafone Cloud Backup offers a number of advantages over legacy on-premises alternatives, namely: less hardware to manage, less complex set up and management, more flexible deployments that scale with your business, and better security compliance through frequent updates from underlying public cloud supplier Microsoft Azure.



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Q: What are some potential data threats when it comes to using the cloud?

A: Using cloud-based services can offer customers significant advantages with regards to scalability, cost, productivity, and efficiency, among others. However, the cloud still poses security risks for users, as viruses, ransomware, and other data breach risks can still impact user data in the cloud. In fact, analysts point to the fact that 32% of businesses are impacted by data loss in the cloud at some point, with the most common causes being user error (64% of cases) and malicious attacks (20%)

Q: What are the potential costs of data loss for businesses?

A: When small businesses suffer data loss, this often has a detrimental impact on their operations, from lost productivity, replacement hardware or software, to even payments to recover data from ransomware. According to a recent study by Kaspersky Labs, the average cost for a data breach incident in 2018 amounted to £120,000 for small businesses, a 36% increase over the prior year.



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Q: What can I back up?

A: You can back up your entire mailbox including emails, contacts, calendar, tasks and attachments, automatically up to 6 times a day.

Q: What if I delete a folder? How do I restore data that has been deleted or lost?

A: Vodafone Cloud Backup offers the flexibility to perform a right-sized restore so whether you're missing a single mail item, a specific folder or an entire mailbox, you can easily navigate and search what has gone missing. To perform a restore, login with your Office 365 credentials at vodafone.backupmycloud.com, or contact your Office 365 administrator. Simply select the item(s) you wish to restore and click the Restore button.

Q: What happens if a user does not exist any longer, or data from deleted users?

A: Vodafone Cloud Backup retains all data from deleted users. The data can be restored to a public or shared mailbox, or to another user.



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Q: How much data is stored and how long can I keep it?

A: There is no limit to how much user mailbox data is backed up nor is there a time limit to how long it is retained, provided you maintain an active subscription.

Q: How long does it take to restore an item?

A: The time it takes to restore varies on the amount of data restored. Individual items can take as little as a couple of seconds where full mailboxes can take up to an hour depending on how much data is being restored.

Q: What kind of data security does Vodafone Cloud Backup offer?

A: 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.



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Q: Why should I consider this Cloud Backup solution when there are less expensive alternatives?

A: Vodafone offers customers a backup solution that completely covers the Office 365 tenant. Key advantages of Vodafone Cloud Backup include its native integration to Microsoft Azure infrastructure that offers the fastest time to restore and gives customers more data center choices for storage. It also includes up to 6 snapshots per day out of the box, simple one click restore to any point in time and original location, plus full GDPR compliance at no extra cost.

Q: We have archiving and/or legal hold. How is it different than backup?

A: An Archive is not a separate copy of data, it's just a different storage location. It is exposed to the same risk of deletion as the mailbox. While this may keep users from intentionally deleting old email (to stay under mailbox data limits), it does not offer the same level of protection as a backup copy.

Legal hold – available only to E3+ license holders of Office 365 - is designed for litigation, not business continuity. 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.

