

# Dynamics 365 Backup & Recovery

Protect your Dynamics 365 CRM Content – all from one service and place.



## Comprehensive Backup

An unlimited backup service for all your Dynamics 365 content, ensure your business critical entities, forms, records and field attributes are fully protected without losing associated metadata.



## Recover in Minutes, Not Days

Without needing to pick up the phone to schedule restore windows, you can granularly restore your Dynamics 365 entities and records to ensure your business keeps moving forward.



## Worry-free Backup

We run automatic backups up to four times a day and retain 100% of your data for one year. Unlimited backup subscriptions are also there to give you the flexibility you need and the protection you want.



## Encrypted & Secure Data Protection

Our Cloud Backup Solution for Dynamics 365 is hosted on the cloud, utilising Microsoft Azure Encryption in conjunction with user account security to ensure compliance around highly sensitive data.

## ➤➤➤➤ The Most Complete **Cloud-to-Cloud Backup Solution**

Cloud Backup for Dynamics 365 is the industry's most complete cloud-to-cloud backup solution for Dynamics 365. With unlimited, automated backups and secure storage in our Azure storage, or your own cloud, you just decide how much to recover and when. On-demand and granular, item-level restore provides anytime access for critical entities, records, forms and field attributes.

## Technical Overview

### Comprehensive Backup

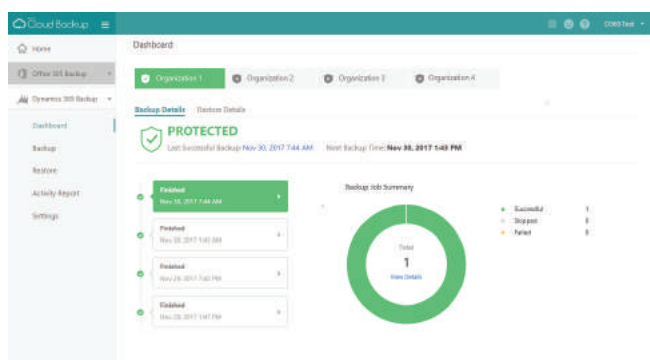
- ✓ **Backup Configuration** - Near-zero configuration for daily backup plans.
- ✓ **Automatic Backup** - Robust capacity options ensure your backup process starts automatically and runs up to four times a day (or every 6 hours).
- ✓ **Flexible Backup Schedules** - In conjunction with automatic daily backups, you can schedule additional backups with just the click of a button.

Audit-based backup and recovery will capture all changes made within the point-in-time, 4x's daily backup window for up-to-the-minute recovery of all changes.

- ✓ **Storage on Your Terms** - Store backups in our default, or your own Microsoft Azure Storage, or any data destination accessible via Secure File Transfer Protocol (SFTP).

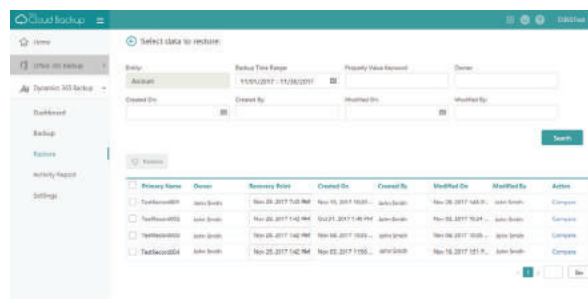
Further safeguard your data from cyberattacks or leakage by bringing your own Microsoft Azure Key Vault Encryption Key to meet compliance regulations around sensitive data.

- ✓ **Flexible Backup Scope** - Easily identify the items you want to back up, whether it's for an entire organisation, all entities, or specific entities of your choice, all via an easy-to-use panel.
- ✓ **Backup Overview** - Offer an overview of your organisation protection status, such as the selected backup scope, backup schedule, protected entity number, etc.
- ✓ **Backup Details** - View the four latest backup job details via an easy-to-read report dashboard including job status, time finished, total number of successful/ failed/ slipped items and suggestions to remediate issue.



### Granular Restore

- ✓ **Multiple Restore Options** - Quickly restore data at entity, record or field level to eliminate business interruptions.
- ✓ **Granular & Full - Fidelity Restore** - Restore all content in Dynamics 365 with metadata, properties and permissions fully maintained.
- ✓ **Simple Searching** - Prioritise or focus on entities and records for targeted rollback of content based on properties, including content owner, date created, date modified and more.
- ✓ **In Place Restore** - Directly restore content to its original location without interruptions to your normal business work, ensuring all your content remains intact and correct.
- ✓ **Object-based restore** - Directly locate business-critical entities or records by utilising the full-text search capability for rapid discovery.
- ✓ **Point-in-time Recovery** - Recover quickly with time-based restores using a simple and intuitive calendar interface.
- ✓ **Restore Related Records** - Empower the flexibility to restore (or not restore) the related items tied to the records to ensure that system data maintains integrity.
- ✓ **Comparison View** - Comparison view provides visibility into how your Dynamics 365 entities and records have changed over time, making it easier for you to restore data from the right backup.
- ✓ **Conflict Resolution** - Your existing entities and records will be set to be overwritten by default if conflicts occur in restoration.
- ✓ **Restoration Overview** - Review restoration details during a specific period of time via an intuitive circle chart report.
- ✓ **End-User Recovery** - End users can rollback and recover accidental changes from the Dynamics interface.



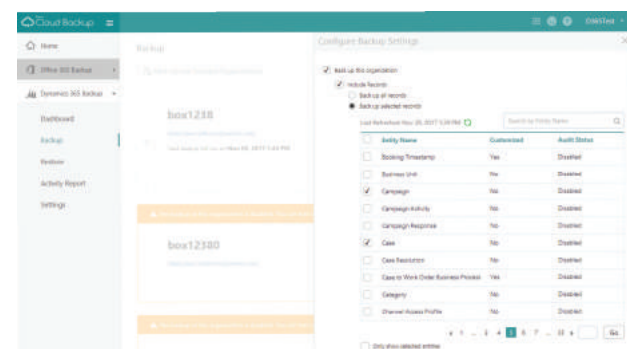
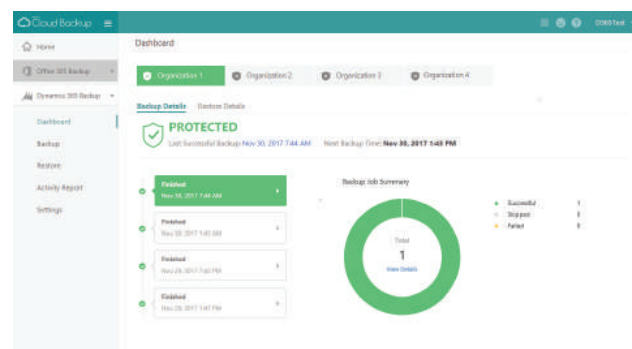
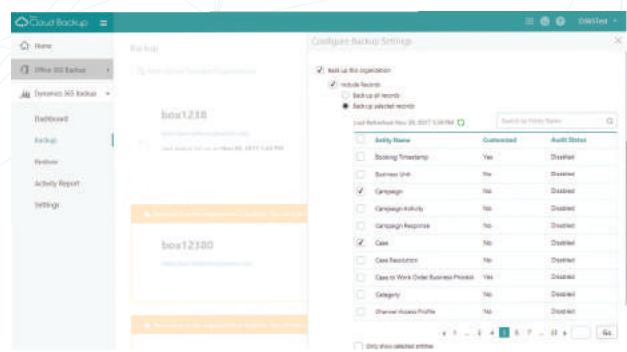
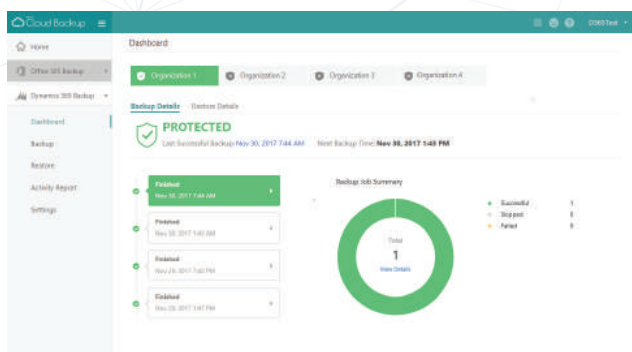
The screenshot shows the 'Cloud Backup' interface with a search and filter panel. It includes fields for 'Entity', 'Backup Time Range', 'Property Value Expression', and 'Owner'. Below these are checkboxes for 'Backup', 'Restore', 'Activity Report', and 'Settings'. A table of backup jobs is displayed with columns for Primary Name, Owner, Backup Date, Created On, Modified On, and Action.

Primary Name	Owner	Backup Date	Created On	Modified On	Action
TestRecord001	John Smith	Nov 16, 2017 1:44 AM	Nov 16, 2017 1:44 AM	Nov 16, 2017 1:44 AM	Complete
TestRecord002	John Smith	Nov 16, 2017 1:45 AM	Nov 16, 2017 1:45 AM	Nov 16, 2017 1:45 AM	Complete
TestRecord003	John Smith	Nov 16, 2017 1:46 AM	Nov 16, 2017 1:46 AM	Nov 16, 2017 1:46 AM	Complete
TestRecord004	John Smith	Nov 16, 2017 1:47 AM	Nov 16, 2017 1:47 AM	Nov 16, 2017 1:47 AM	Complete

## Technical Overview

### Powerful Data Recovery

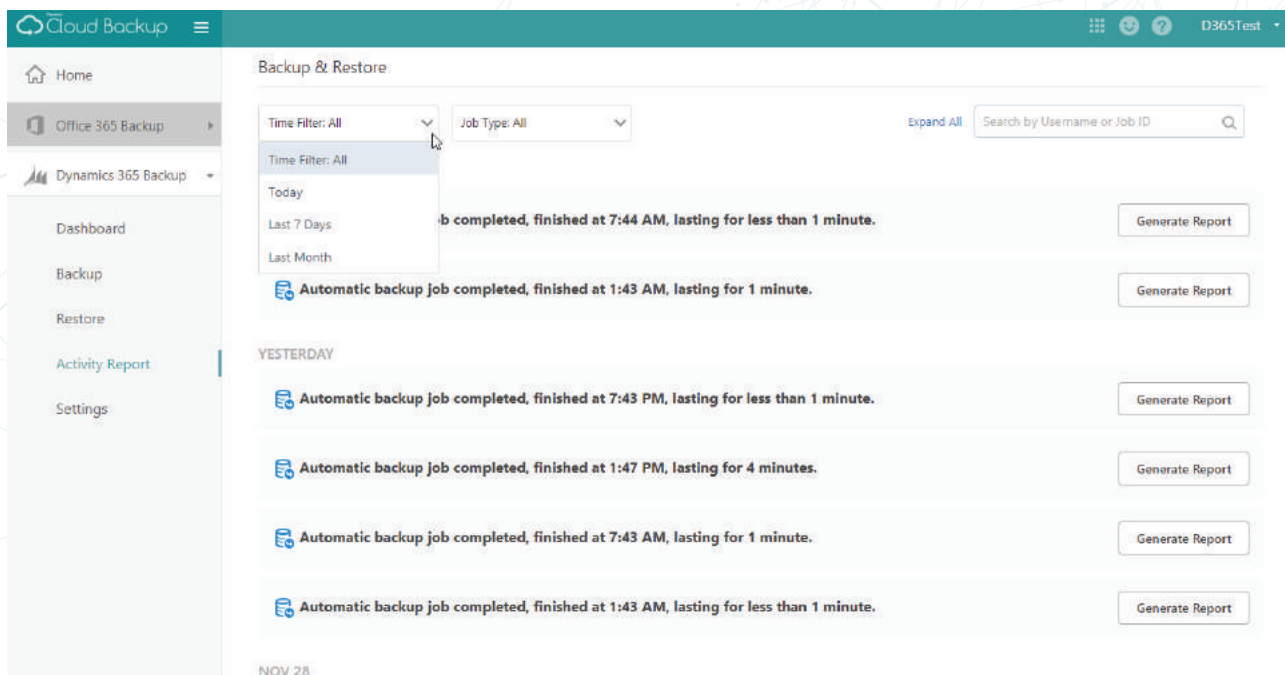
- ✓ **Granular & Full-Fidelity Restore** - On-demand, granular recovery of all Dynamics 365 content with metadata, properties, and permissions fully maintained.
- ✓ **Multiple Restore Options** - Quickly restore data at the organization, entity, record, and field level to eliminate business interruption.
- ✓ **In-Place Restore** - Directly restore content to its original location without interruptions to your normal business work, ensuring all your content remains intact and correct.
- ✓ **Simple Searching** - Prioritize or focus on entities and records for targeted rollback of content based on properties, including property value keyword, content owner, date created, date modified and more.
- ✓ **Object-based Restore** - Directly locate business-critical entities or records by utilizing the full-text search capability for rapid discovery.
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- ✓ **Restoration Overview** - Review restoration details during a specific period of time via an intuitive circle chart report.
- ✓ **End-User Recovery** - End users can rollback and recover accidental changes directly from the Dynamics interface.



## Technical Overview

### Centralised Management & Security

- ✓ **Report Dashboard** – Gives you visibility into how your organisation are protected with detailed backup and restoration report dashboard.
- ✓ **Job Monitoring** – Track, manage and report on all backup and restore processes through a centralised management console to monitor and enforce compliance with Dynamics 365 policies.
- ✓ **Data Encryption** – Further safeguard your data from cyber-attacks or leakage by utilising Microsoft Azure Key Vault Encryption to meet compliance regulations around sensitive data.
- ✓ **Email Notification** – Receive advanced email notifications with detailed and summarised backup and recovery -information.



The screenshot displays the 'Cloud Backup' interface for 'Dynamics 365 Backup'. The left sidebar contains navigation links: Home, Office 365 Backup, Dynamics 365 Backup, Dashboard, Backup, Restore, Activity Report, and Settings. The main panel is titled 'Backup & Restore' and features a 'Time Filter' dropdown (set to 'All') and a 'Job Type' dropdown (set to 'All'). A search bar on the right allows searching by 'Username or Job ID'. The dashboard lists backup jobs with their completion status, finish times, and durations. Each job entry includes a 'Generate Report' button. The jobs listed are:

- Job completed, finished at 7:44 AM, lasting for less than 1 minute.
- Automatic backup job completed, finished at 1:43 AM, lasting for 1 minute.
- Automatic backup job completed, finished at 7:43 PM, lasting for less than 1 minute.
- Automatic backup job completed, finished at 1:47 PM, lasting for 4 minutes.
- Automatic backup job completed, finished at 7:43 AM, lasting for 1 minute.
- Automatic backup job completed, finished at 1:43 AM, lasting for less than 1 minute.

The date 'NOV 28' is visible at the bottom of the list.