

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.

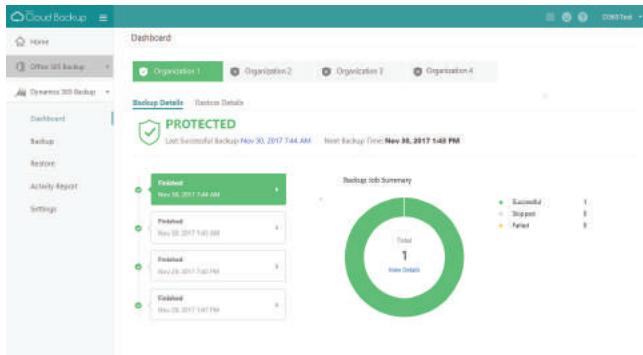
➤➤➤ The Most Complete **Cloud-to-Cloud Backup Solution**

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.

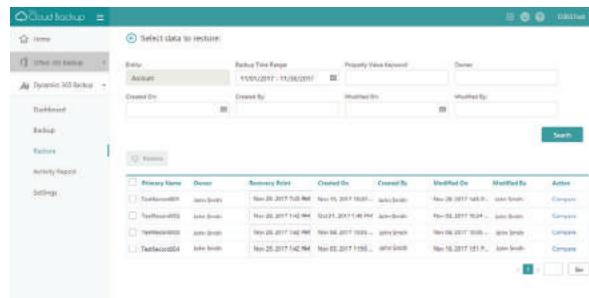


The dashboard displays the following information:

- Backup Details:** Last Successful Backup: Nov 30, 2017 7:44 AM, Next Backup Time: Nov 30, 2017 1:48 PM.
- Backup Job Summary:** Total 1 job, with 1 successful, 0 failed, and 0 slipped.
- Recent Backups:**
 - Nov 30, 2017 7:44 AM (Protected)
 - Nov 30, 2017 1:48 PM (Protected)
 - Nov 29, 2017 7:42 PM (Protected)
 - Nov 28, 2017 1:42 PM (Protected)
 - Nov 28, 2017 1:41 PM (Protected)

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.



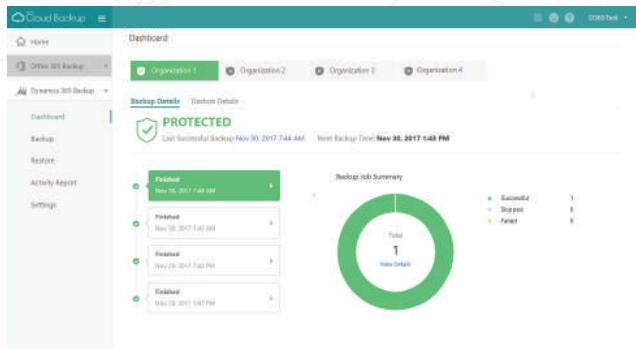
The interface shows a list of records for restoration, with the following columns:

Primary Name	Owner	Recovery Point	Created On	Created By	Modified On	Modified By	Action
TaskRecord001	John Smith	Nov 28, 2017 7:42 PM	Nov 30, 2017 1:48 PM	John Smith	Nov 28, 2017 1:42 PM	John Smith	Compare
TaskRecord002	John Smith	Nov 28, 2017 1:42 PM	Nov 29, 2017 1:48 PM	John Smith	Nov 28, 2017 1:42 PM	John Smith	Compare
TaskRecord003	John Smith	Nov 28, 2017 1:42 PM	Nov 28, 2017 1:49 PM	John Smith	Nov 28, 2017 1:42 PM	John Smith	Compare
TaskRecord004	John Smith	Nov 28, 2017 1:42 PM	Nov 29, 2017 1:50 PM	John Smith	Nov 28, 2017 1:42 PM	John Smith	Compare

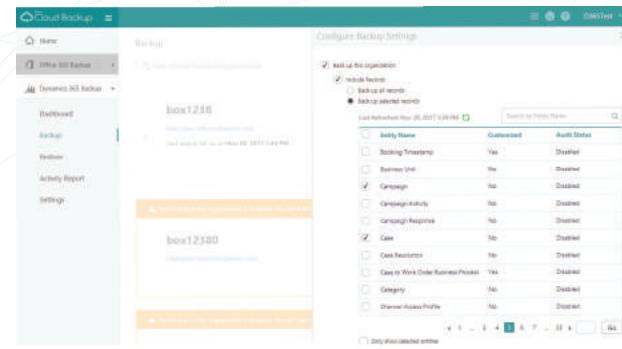
Technical Overview

Powerful Data Recovery

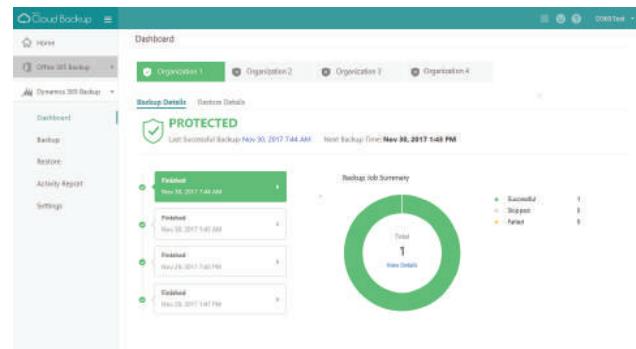
- ✓ **Granular & Full-Fidelity Restore** - On-demand, granular recovery of all Dynamics 365 content with metadata, properties, and permissions fully maintained.
- ✓ **Multiple Restore Options** - Quickly restore data at the organization, entity, record, and field level to eliminate business interruption.
- ✓ **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.
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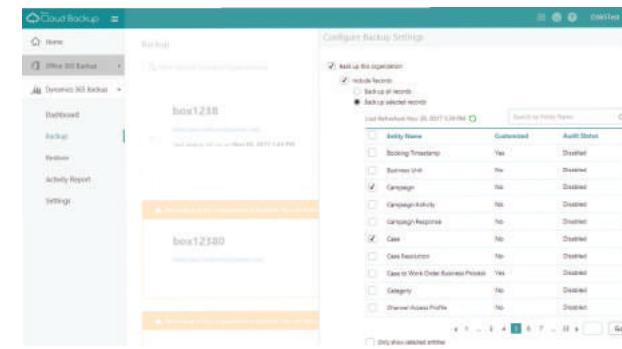
The screenshot shows the Cloud Backup interface. On the left, a sidebar navigation includes 'Home', 'Office 365 Backup', 'Dynamics 365 Backup', 'Dashboard', 'Backup', 'Restore', 'Activity Report', and 'Settings'. The main area is titled 'Dashboard' and shows a 'PROTECTED' status with a green shield icon. It displays a 'Backup Details' section with a log of successful backups (Nov 30, 2017 7:44 AM) and a 'Last Backup Time' of 'Nov 30, 2017 1:49 PM'. Below this is a 'Backup Job Summary' with a green circle indicating 1 successful job. A list of backup jobs is shown: 'box1238' (Nov 30, 2017 7:44 AM), 'box12380' (Nov 30, 2017 1:49 PM), and 'box1238' (Nov 30, 2017 1:49 PM).



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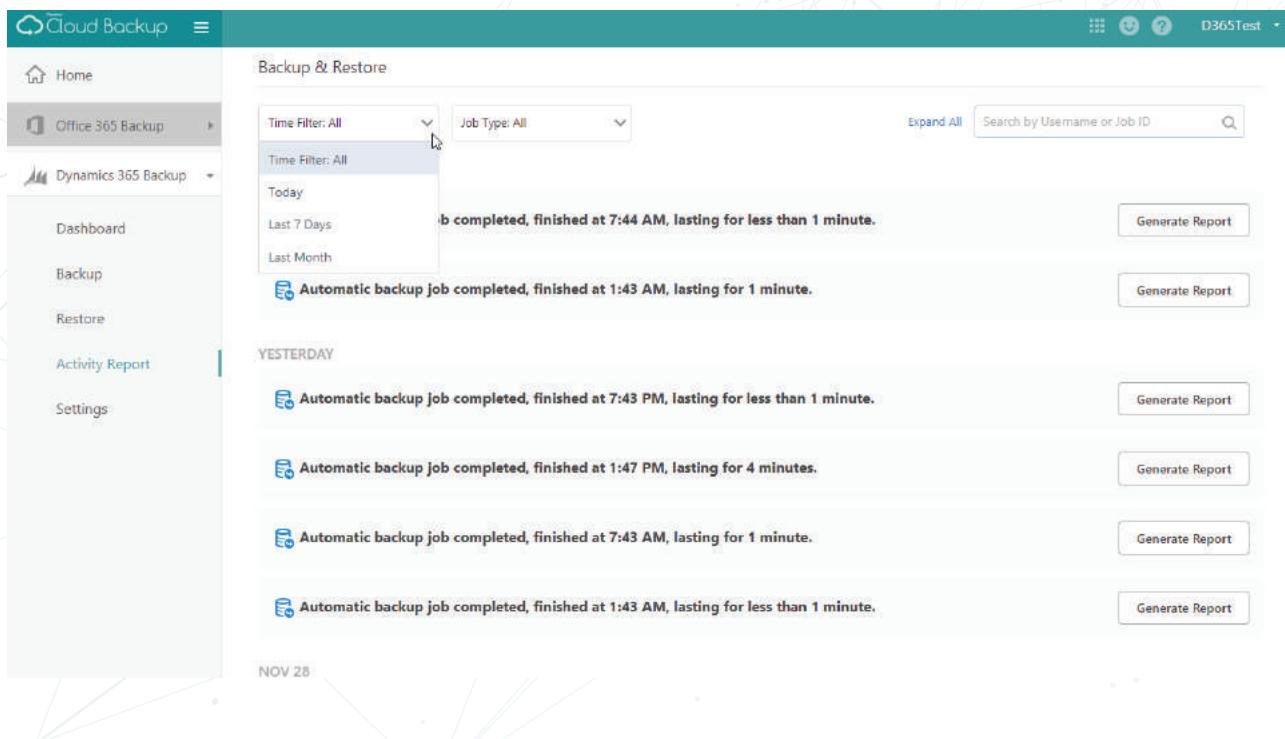


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Technical Overview

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 shows the 'Cloud Backup' interface with the 'Dynamics 365 Backup' section selected. The 'Backup & Restore' tab is active. The 'Time Filter: All' dropdown is open, showing 'Time Filter: All', 'Today', 'Last 7 Days', and 'Last Month'. The 'Job Type: All' dropdown is also open. The main area displays a list of completed backup jobs with details and 'Generate Report' buttons:

- Today: 1 job completed, finished at 7:44 AM, lasting for less than 1 minute. (Generate Report)
- Yesterday: 2 jobs completed, finished at 1:43 AM and 7:43 PM, lasting for 1 minute and less than 1 minute respectively. (Generate Report, Generate Report)
- NOV 28: 3 jobs completed, finished at 1:47 PM, 7:43 AM, and 1:43 AM, lasting for 4 minutes, 1 minute, and less than 1 minute respectively. (Generate Report, Generate Report, Generate Report)