

eBook

How to Overcome 4 Common Office 365 Challenges

Easy Ways to Protect Client Data Across Microsoft Environments

More than 30% of small businesses have migrated on-premise Microsoft Exchange servers to Office 365 in the cloud, and the trend is accelerating. With “access anywhere” SMBs are increasing productivity while achieving efficient budget management, but many don’t realize the challenges they’re up against.

Unfortunately, cloud-based storage is not iron-clad, a limitation of which many businesses are unaware. It’s necessary for MSPs to first educate themselves, and then their clients, about how to achieve true business continuity for data protection, retention, recovery and peace of mind.

Use this eBook to understand the following high-level problems limiting data integrity to better serve your clients with limitless and fast access across Microsoft Exchange, OneDrive and SharePoint.

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Loss of Productivity

When a file, email or folder is lost, technicians spend an incredible amount of time searching for the missing Exchange or SharePoint data. Backend scripting, which requires additional time and specialized skills, is often required to pull the data from certain searches. Once the hard part is done, the waiting game starts. Depending on search criteria and database size, results can take anywhere from 30 minutes up to hours.

Not only does this exhaustive process waste valuable tech time, but employees have also lost time searching and waiting to move forward with projects.

Loss of Productivity

Solution:

CloudFinder's SmartSearch provides instant full-text search and rich filtering so you can quickly search across all accounts in your Office 365 environment and backed up services. Without any scripting necessary, search historical snapshots and version history with the capability to yield over a million results in just 1 to 2 seconds. Granular search filtering – including title, owner and modified date – quickly locate your search and index down to the document level within attachments and all revisions.

Enable productivity and business growth by eliminating the need for costly, specialized, long and unnecessary search processes. Empower employees to locate their own data regardless of when, where or how it was stored in Microsoft environments.

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Limited Retention

One huge problem that you and your clients absolutely need to be immediately aware of is Microsoft's limited 14-day retention point for deleted items. According to the Microsoft Knowledge Base:

“ The ability to recover deleted items is enabled by single item recovery, which lets an administrator recover a message that's been purged by a user or by retention policy as long as the deleted item retention period hasn't expired for that item. An Exchange Online mailbox is configured to retain deleted items for 14 days, by default. You can change this setting to a maximum of 30 days.

In order to extend the retention period to the maximum 30 days, which is still not enough, techs will need to use PowerShell scripting. Again, that process requires

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Limited Retention

specialized skills and tech time that is better spent on business growth. There is a big misconception that once data is stored in the cloud it will be available indefinitely. However, as you can see, Microsoft can only recover data for a period of 14 to 30 days after it has been deleted. If clients are not educated about these limitations, it could cost you.

Imagine when a client comes to you searching for a file that's six months old? Or a year old? Only to discover that it is unrecoverable. Not only are you putting your business and reputation at risk, but you're also compromising clients. Short retention periods and unrecoverable data can also violate compliance requirements in certain industries.

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Long Restores and Exports

Per Microsoft, one of the most common security support requests is for assistance remediating account compromise. The most common scenario is an employee becomes victim of a phishing scam and the attacker gains password access to the employee account and data. Another common scenario occurs after an employee leaves an organization and deletes data from their email account and company folders.

When businesses need to restore lost data, they need it immediately. However, the restore and export process can take days or weeks with some third-party providers. Not only does it cost the company in lost time, but if a server is required for storage, especially in the cloud environment, fees can rack up quickly.

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Long Restores and Exports

Solution:

CloudFinder enables timely restores and data exports from any type of environment. Easily see files inside the browser and access them quickly with granular search down to the folder level. With in-app restores, point-in-time restores and user level flexibility, you have control over when and where you restore and export. Restore to a specific date, time and version, restore to Office 365, or utilize cross-user restore and user account migration.

With CloudFinder, you can archive mailboxes for free. This creates an additional growth opportunity for MSPs, while providing clients with fast and safe license transfer during employee turnover. Help clients quickly restore and access their data by significantly reducing wait and search times.

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Insufficient Reporting

When data is lost or deleted you need audit logs and reports to understand when, where and who was involved at the time of disruption. Unfortunately, many solutions do not account for this information at the level needed for efficient restores.

Lack of reporting leaves organizations susceptible to bad actors who may be able to alter and delete data without being noticed. This lack of accountability can cost clients additional tech time, wait time and recovery time that damages productivity and business growth.

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Insufficient Reporting

Solution:

CloudFinder allows for total transparency. Search through Exchange logs to see who is taking what actions. Everything is monitored and logged from searches to restores, backups and data exports. Rich reporting is provided down to specific actions by users and this information is not purgeable.

Grant clients unprecedented access and insight to their business continuity solution with CloudFinder. Enable culpability and best practices, while increasing productivity with wider visibility.

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As Office 365 becomes more widely used, it is the job of MSPs to help clients realize and navigate its obstacles. While this eBook highlighted efficient solutions for some of the most high-level problems, there is one more commonly overlooked aspect of the platform you need to emphasize to clients.

According to the Microsoft Services Agreement:

“ We strive to keep the Services up and running; however, all online services suffer occasional disruptions and outages, and Microsoft is not liable for any disruption or loss you may suffer as a result. In the event of an outage, you may not be able to retrieve Your Content or Data that you’ve stored. We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services.

It is critical for your clients to understand that Microsoft accepts zero liability for lost data, and recommends backup and storage with a third-party app or service. Because of this, many MSPs request a Voluntary Waiver of Office 365 Backup Coverage if the client chooses not to implement these recommended tools, thus protecting themselves from liability if data is lost or services are disrupted.

Want to Learn More?

Contact Axcient at info@axcient.com or visit us at [Axcient.com](https://axcient.com) to learn more about strengthening your security offerings. Schedule a demo to get product details, pricing information and to see CloudFinder in action.