



# Five costly data protection gaps in Microsoft 365 and how to close them

If your business uses Microsoft 365, you can expect reliable access to its applications with high availability. Microsoft has a great reputation for keeping its systems online, but it is not responsible for keeping customer data safe since it does not offer true backup and recovery capabilities. In fact, Microsoft itself recommends that users regularly back up content and data using third-party apps or services.

Yet many businesses still believe that Microsoft provides complete data protection and long-term data retention for Microsoft 365, but this is not entirely accurate. While Microsoft 365 offers a range of features, it does not fully protect against common and serious data loss issues, which can include everything from accidental deletions, data lost from internal and external threats, retention policy gaps and more.

This represents a data protection gap that can lead to unpleasant surprises. While Microsoft provides some features to restore lost, destroyed or damaged Microsoft 365 data, it may not be enough for most businesses to fully protect their critical applications.

## 1. Accidental data deletion

### Data risk

Employees routinely delete Microsoft 365 user profiles, Exchange Online emails and attachments, OneDrive for Business files or Teams and SharePoint Online content. These deletions may be accidental or intentional in nature and later regretted. In either case, they may result in the loss of important client data.

### Microsoft weakness

These kinds of everyday resource deletions are routinely replicated across the network. The age of the resource exacerbates the problem: older data may be hard-deleted and unrecoverable. More recent deletions of newer resources are slightly less problematic, as soft-deleted files and emails may be recoverable in the short term from the Recycle Bin or Recoverable Items folder.

### How we can help

We take proactive measures to safeguard your Microsoft 365 environment from accidental data deletion, ensuring that you never face unexpected data loss. Our comprehensive backup solutions provide unlimited retention and swift data restoration, so your critical information is always secure and readily accessible.

## 2. Retention policy issues

### Data risk

Changing or misaligned priorities in Microsoft 365 data retention policies can result in data being permanently deleted. This risk can only be partially mitigated by regular reviews and updates of retention policies.

### Microsoft weakness

You bear the responsibility of managing retention policies, but if, for whatever reason, a hard-deletion occurs due to aging out of the existing retention policy, Microsoft has no ability to recover the deleted and/or expired resource.



#### How we can help

We tailor retention policies to fit your unique business requirements, whether you need a single rule or multiple individual rules. Our flexible options include retention based on backup age, the number of backups, total backup size, or even indefinite storage. This ensures that your data is always protected and compliant with your specific needs.

### 3. Insider security threats

#### Data risk

Your Microsoft 365 data and resources need to be protected against malicious alteration or destruction of data by disgruntled or terminated employees, contractors or partners.

#### Microsoft weakness

With the exception of new deletions of relatively new resources, Microsoft does not protect against malicious insider destruction or alteration of Microsoft 365 data.

#### How we can help

We provide robust security measures, including a recycle bin for accounts and immutable storage, to ensure that your data remains safe from internal threats. This means that even if an insider attempts to delete data, it will be securely stored and recoverable.

### 4. Migration from premises-based Microsoft Office

#### Data risk

If you migrate a traditional premises-based Microsoft application suite to cloud-based Microsoft 365 services, this effort usually consists of transitioning from a legacy data protection solution to a new, cloud-capable one. The two backup solutions are often incompatible, making it impossible to restore your' legacy data into the new environment.

#### Microsoft weakness

Microsoft offers no solution to address data loss issues during Office to Microsoft 365 migration. Few third-party data protection solutions integrate backup functionality for Office and Microsoft 365. Unfortunately, they usually do one or the other, but not both.

#### How we can help

If your organization is planning to migrate from on-premises Microsoft Office to Microsoft 365, we have the expertise to make the transition seamless. Our comprehensive migration services will ensure that all your data is securely transferred to a cloud-based solution, allowing you to leverage the full benefits of Microsoft 365 without any downtime or data loss.

### 5. Legal and compliance issues

#### Data risk

Compliance requirements and legal issues can exacerbate the business costs of the unprotected data losses described above. Unrecoverable Microsoft 365 data loss can expose your businesses to government- or industry-specific regulatory fines, legal penalties, revenue and stock price losses, loss of customer trust and damage to the company brand.

#### Microsoft weakness

With all of the associated data loss risks described above, Microsoft can do little to protect organizations using Microsoft 365 against a variety of compliance and legal exposures. For example, after a ransomware attack, a business storing its E.U.-based customers' personal data in SharePoint Online might be unable to honor requests for copies of that data, thereby violating GDPR requirements.

#### How we can help

We are well-versed in a range of compliance standards, including GDPR and HIPAA, and can implement backup solutions that adhere to these guidelines. Our services offer a selection of data centers for storing your data, along with transparent control over backup processes through detailed logs, dashboards and reports with real-time alerts.

### Comprehensive data protection with our MSP services

By partnering with us, you'll rest easy knowing your company's Microsoft 365 environment is fully protected, with no surprises and no data loss. Let us help you keep your business running smoothly. Contact us today!

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