PROFI Engineering Systems AG | **INNOVATIONS**

With the cloud-based, full service SaaS Backup, PROFI has many options for backing up and restoring data in Office 365. Data protection is always maintained, with new features providing flexibility.

Secure Data with SaaS Backup for Office 365

In 2017, PROFI Engineering Systems AG made the decision to implement a strategy change towards the cloud. With the planned move to Microsoft Office 365, however, the question of how to comprehensively protect the company against data loss arose. SaaS Backup from the data management specialist NetApp came quickly into play. The solution offers everything for secure and legally compliant data management in the cloud.

NetApp
distribution partner:

FUJITSU

Secure data
in the cloud

New features
every two months

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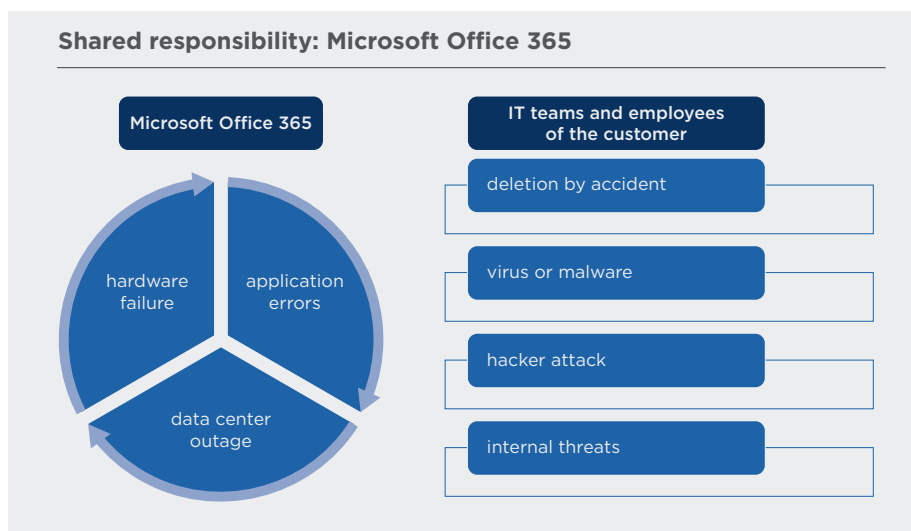✉ **CONSULT WITH US**

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CUSTOMER PROFILE

PROFI Engineering Systems AG is a medium-sized, owner-managed and financially strong IT solution provider with headquarters in Darmstadt. For more than 30 years, the system house has been supporting its customers with individual and high-quality solutions for optimizing IT processes and system landscapes. From strategy to implementation and operation, the experts at PROFI guide companies through digital transformations. The IT company employs 350 people at 12 locations.

THE CHALLENGE

Uncomplicated cloud usage

In autumn 2017, PROFI Engineering Systems AG decided to take the long planned step into the cloud. Switching from IBM Notes to Microsoft Office 365 should migrate as many workflows as possible in the direction of SharePoint or Exchange, among others. However, this brought with it the need for a new data protection solution. Until then, the company had carried out incremental backup daily and locally with Veeam. Backup was also done using the IBM Tivoli Storage Manager (TSM). "The targeted

Shared responsibility: Microsoft Office 365

Microsoft Office 365: hardware failure, application errors, data center outage

IT teams and employees of the customer: deletion by accident, virus or malware, hacker attack, internal threats

cloud migration is moving important workflows and databases to the cloud. This also means that back up and restoration must occur more at the cloud level. We needed a suitable solution," recalls Ismail Qarro, System Administrator at PROFI, on the consequences of cloud migration.

Why? SaaS (Software as a Service) providers only promise highly available applications and data. They offer disaster recovery in the program, but guaranteed protection to recover damaged data does not exist. Even in the event of accidental deletion and virus, malware, hacker or ransomware

attacks, SaaS provider tools do not allow a point-in-time recovery at the exchange server. An IT department needs to also keep in mind that the native recycle bins and version histories in Office 365 are not real backups. Internal IT has no control over backup and recovery, slowing down recovery processes. The archiving period can only be controlled to a limited extent: If a backup procedure has not been activated, the content is kept for only 30 days after a mailbox has been deleted. All this shows that a company is responsible for securing and protecting its data, despite having commissioned services.

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THE SOLUTION
Guaranteed data protection for SaaS services

Therefore, PROFI evaluated various solutions for data protection in the cloud. At this point, a good relationship with longtime partner NetApp truly paid off. NetApp Sales brought SaaS Backup for Office 365 into play. "Honestly, we were simply thrilled. The solution from NetApp offers extensive possibilities for backup and restoration. Above all, the connection to Office 365 is very stable," says Qarro. The clear focus of the user-friendly SaaS solution for backup and recovery is the fast restoration of data – whether in the event of system failures or in the case of individual items. The solution also fulfills legal requirements, such as those resulting from the EU General Data Protection Regulation (GDPR). Every activity in the Office 365 environment is captured by SaaS Backup and is available in the "Activity Logging" section. This makes it easy to generate and access audit reports in the event of legal issues.

PROFI kicked off the project in November 2017. Fujitsu carried out the distribution and thus contributed a great deal to the success of the project. Because SaaS Backup is a complete cloud-based service that does away with agents, downloads, and time-consuming installation, setup takes no more than five minutes. The team around Qarro built and operated the test

systems itself. NetApp provided valuable support in setting up the productive environment. "We went completely into the cloud, so we decided against a hybrid solution. The setup was extremely fast, everything was done after just two or three clicks," reveals Qarro, who coordinated the project at PROFI. The last mailboxes were migrated in March 2018.

THE BENEFITS
Easy, flexible, secure, compliant

After setting up SaaS Backup, users only have to log in, select the service they want to back up, and set the backup storage destination. The same user interface automates the backup schedule and tiering. Browsing backups and quickly restoring data anytime is also simple. Control options protect against accidental deletion, damage, and attacks.

SaaS Backup convinces with its many restore options. The solution acts at the item level, which means it can recover a single e-mail, contact, or attachment. It is fast and makes the company flexible. "Our data is safe in the cloud. In addition to the fast restore, the simple and intuitive operation is another big plus. You do not have to be an expert to navigate the interface," Qarro says.

The system integrator also appreciates the short innovation cycles: The solution is updated every two

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months with new features that are immediately available to users as a cloud service. As part of these updates, it will also be possible to backup resource databases by July 2018 at the latest – a need that NetApp was happy to fulfill for PROFI.

As mentioned above, SaaS Backup also ensures the integrity of the data: Users can flexibly determine where their backup data is located. For example, if internal IT receives a support request to exercise the "right to be forgotten" under the GDPR, the data in question can be definitively removed from the backup concept.

Many businesses are still in the early stages of cloud service and cloud-based backup. PROFI AG has been advising its customers in this environment for years and can look back on many successful projects. "With the solution from NetApp, we are now addressing the Office365 world and demonstrating to our customers that we also use what we recommend to them," says Qarro. At the moment, he is exchanging ideas with NetApp Sales again, because the next cooperation is about to start. The goal is to set up an archiving solution that automatically stores emails according to legal deadlines.

LEARN MORE

https://www.netapp.com/us/products/cloud-storage/saas-backup-office-365.aspx

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