

SUCCESS STORY

Shibaura Institute of Technology chooses NetApp SaaS Backup to protect Microsoft 365 data for staff and students



Strengthening services for online learning, information sharing and communication

Shibaura Institute of Technology (SIT) is a private university with around 10,000 staff and students. Microsoft 365 is essential to the work of the university: online classes, sharing of documents and files, and online communication by e-mail and chat. Services like SharePoint, Exchange and Teams have become even more important as learning has moved online. Shibaura Institute of Technology has chosen NetApp SaaS Backup as the best cloud backup

service to protect all this data. It provides an efficient, safe and secure solution, from automatic backup to individual file recovery in a large-scale Microsoft 365 environment.

Learning from the world and contributing to the world

Putting into practice the university's philosophy of "nurturing engineers who learn from society and contribute to society," Shibaura Institute of Technology is aiming for a place in the Top 10 engineering universities

Unlimited storage capacity, 24/7 support

in Asia by 2027, which will mark the centenary of its founding. In the increasingly global modern world, the university's new goal is "fostering global engineers and scientists who learn from international society and contribute to global sustainability." Takeshi Sato of the Information Systems Division explains:

"We have four colleges, sixteen departments, and a graduate school offering nine degree programs covering a wide range of engineering fields, with around 9,000 students studying at our three campuses in Shibaura, Toyosu and Omiya. We are focusing on creating an environment that allows our students to develop as global engineers with advanced expertise and technology. At our Toyosu Campus, a new 14-story building is currently under construction, due to be completed in 2022."

Shibaura Institute of Technology provides a portal called Scomb for staff and students, which incorporates an advanced Learning Management System (LMS).

"The LMS provides all the functions to make teaching and learning as smooth as possible, like online sharing

"We can roll out Microsoft 365 services with confidence, knowing that everything is safely backed up by NetApp SaaS Backup so our data could be restored quickly if anything happened. This peace of mind comes from the highly reliable storage solutions that NetApp continues to provide."

Information Systems Division, Shibaura Institute of Technology
Takeshi Sato

of teaching materials, presenting and submitting assignments, conducting tests, questions and discussions. This learning support system is available during and outside class times, and it also provides a platform for communication between staff and students," says Sato. However, online learning and video classes suddenly increased in spring 2020, which had a huge impact on SIT's learning management, placing unprecedented demand on the on-premises Scomb system.

"We hurriedly updated the system and increased resources, but it was still overloaded. Bringing in cloud applications like Teams and Stream alongside the existing system was a major factor enabling us to overcome this challenge without hindering learning management. But although these cloud services were originally intended to reduce the load on Scomb, staff and students quickly began using them more and more. So, the next issue was data protection for cloud applications," explains Sato.

To protect this Microsoft 365 data and back it up securely on the cloud, the solution is NetApp SaaS Backup.



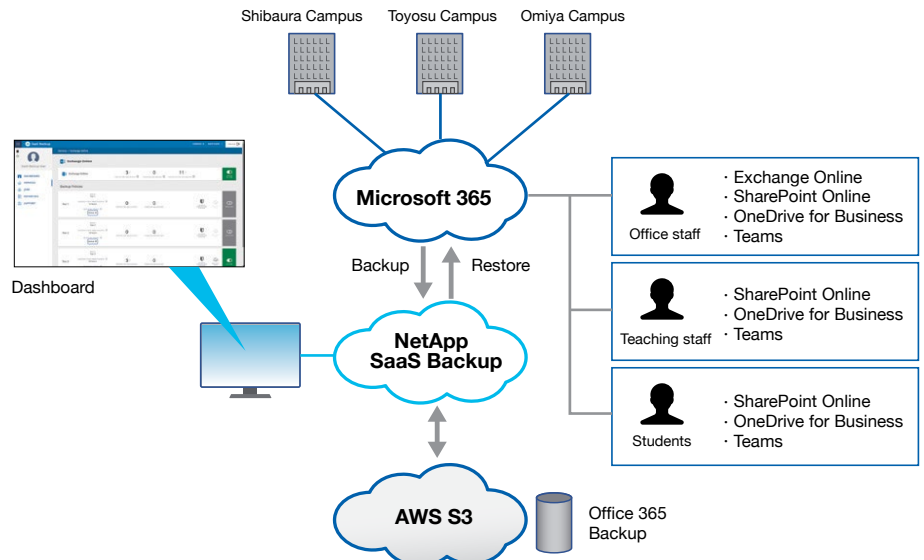
Shibaura Institute of Technology
Takeshi Sato, Information Systems
Division

Backing up Microsoft 365 data with NetApp SaaS Backup

NetApp SaaS Backup is a cloud service that backs up Microsoft 365 data (including SharePoint Online, Exchange Online, OneDrive for Business and Teams) to AWS S3 or Azure Blob Storage. It is the ideal solution for companies and organizations, offering easy and secure SaaS backup and restore with unlimited storage capacity and 24/7 support.

"We introduced NetApp SaaS Backup for office staff as the first stage, and then for teaching staff as the second stage. Staff were often sharing files using on-premises SharePoint, so we already had data protection and security systems in place. We have been using SharePoint backup solutions for many years,

Data protection
SharePoint
Exchange
OneDrive
Teams



using the NetApp FAS series for storage. When we moved from this on-premises environment to SharePoint Online, we realized that similar data protection would be necessary, so NetApp SaaS Backup was the first backup solution we considered," recalls Sato.

SharePoint Online provides a portal site for office staff to deal with various data involved in classes and other aspects of university management. There are strict policies on data protection and security.

"Microsoft 365 guarantees the availability of data, but does not provide backup in the true sense. For example, data deleted from OneDrive is kept for up to 93 days. If a user accidentally deletes data without realizing it, there is a risk of that data being lost completely. You just have to be prepared for data being lost due to user error or unexpected events," says Sato.

Sato performed a functional verification of NetApp SaaS Backup to check that it would meet SIT's requirements as a cloud backup and restore solution. The university introduced NetApp SaaS Backup in August 2020.

"It only took about an hour to set up. We just had to configure the user groups and data to be backed up, and backup started automatically. Another plus point was that Exchange, OneDrive and Teams data could be backed up, as well as SharePoint which we originally needed it for. Users are migrating data from the on-premises environment, which is also going smoothly," says Sato.

Use of Microsoft 365 skyrockets as classes go online

As SIT has introduced online classes, use of Microsoft 365 has increased rapidly. On-demand streaming of video classes via Stream, research and projects using Teams, online surveys using Forms – suddenly everyone is using these applications.

"Using NetApp SaaS Backup has enabled us to understand the complex data structure of cloud applications that people are not usually aware of. For example, when you use Teams, messages are saved to Exchange, files shared in a channel are saved to the team's SharePoint, and files shared in a private chat are saved to OneDrive," Sato points out.

With NetApp SaaS Backup, you can check the details of data backed up on the cloud from the dashboard, making the complex data structure of Teams a lot clearer. Data is indexed by user, file type and date saved, so you can quickly identify the data you want to recover.

"Generation management means you can compare differences between backed-up data, so you have the peace of mind of being able to check the detailed history of when a file was created, edited and deleted. We can rely on NetApp SaaS Backup to keep up with daily updates to Teams and provide backup functions," says Sato.

For users who reach their mailbox storage limits in just a year, SIT recommends that Exchange data is automatically deleted after six months. NetApp SaaS Backup even backs up the data that has been automatically deleted.

"Since we moved to the cloud, the amount of data

is increasing more and more. Being able to provide unlimited protection for this data is an extremely attractive feature of NetApp SaaS Backup," says Sato.

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An important part of the infrastructure that keeps the university running

Promoting the use of Microsoft 365 and introducing NetApp SaaS Backup have played an important role in SIT's business continuity planning, allowing the university's work to carry on during the COVID-19 crisis. Being able to automate the troublesome backup process is another major advantage of NetApp SaaS Backup. For the Microsoft 365 environment, data is continuously and reliably backed up according to policies configured for each type of data.

"Thanks to the excellent functions of NetApp SaaS Backup, although the scope of data to be backed up has expanded significantly, the operational load has been kept to a minimum. It sounds obvious that cloud applications should be backed up to the cloud, but in fact, we have found that cloud backup is the only way to reliably protect data, keeping up with the update speed and scale of the cloud," insists Sato.

He also suggests there are plans to expand the use of Microsoft 365 services, such as external data transfer using

OneDrive, and increasing work efficiency by using Forms and Power Automate.

"We can roll out Microsoft 365 services with confidence, knowing that everything is safely backed up by NetApp SaaS Backup so our data could be restored quickly if anything happened. This peace of mind comes from the highly reliable storage solutions that NetApp continues to provide. The hybrid cloud environment provided by NetApp's "data fabric" is ideal for us. We look forward to their continued support."



Netapp products

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