arcserve®
SaaS Backup

Cloud-Native SaaS Applications Backup and Data Protection

Arcserve SaaS Backup is a comprehensive cloud-native, cloud-to-cloud backup solution designed to protect your data hosted in SaaS application clouds such as Microsoft Office 365, Entra ID, Microsoft Dynamics 365, Salesforce, Google Workspace, and Zendesk.

SaaS vendors operate on a shared responsibility model, where security and data protection obligations are shared between the vendor and the customer (you). Vendors own the cloud infrastructure stack and all primary components that make up the service such as, physical infrastructure, network controls, operating system that hosts the application, controls for the application offered as a service, and more.

However, 'data', the critical component that powers the business, central to the service's relevance, is the organization's responsibility.

This makes you accountable for data storage, classification, compliance, security, and protection.

> "Fast-paced adoption of new cloud applications and services is compounding the risk of "shadow data"—sensitive data not being tracked or managed—increasing security and compliance risks. The majority (82%) of [examined] data breaches [...] involved data stored in cloud environments." [1]

This responsibility applies to:

Customers leveraging SaaS applications to support their business needs	Managed Service Providers (MSPs) offering services to their customers	IT Solution Providers or large MSPs serving multiple MSPs

SaaS Vendors' Responsibilities

Application	Hardware	Network	Operating System	Availability (Regions, Timezones)	Patch Management

Your Responsibilities

Data Integrity	Business Continuity	Records Management	Identity & Access	Security	Data Restoration	Compliance	Data Protection

Burden rests on the user to protect their data

arcserve® SaaS Backup

Advantages for You

A single pane of glass for all your backups: enjoy super-fast navigation while retaining complete control over the protected data with multi-tenant and Role-Based Access Controls (RBAC).

Top-notch security and compliance: Arcserve SaaS Backup and its utilized data centers maintain ISO/IEC 27001:2013 and ISAE 3402-II certifications, as well as compliance with major regulations, like HIPAA.

Cost-effectiveness: take advantage of a single price per seat that includes all SaaS data protection functionalities.	Custom backup retention settings to meet your compliance requirements
	Cloud storage options with license-based pricing enable fast access & restores, without worries about the volume of backup data
	No additional charges for data traffic: ingress, egress or transaction fees

Security, scalability, and availability by design: data in transit and data at rest is encrypted with a default 30-day delete retention. Four copies of the backup data in 2 different datacenters within the same region guarantee data sovereignty and redundancy.

A Snapshot of Vendor Backup Coverage

Microsoft 365

Full coverage for:
- Exchange Online
- OneDrive
- Teams & Groups
- SharePoint
- Public Folders

includes basic Entra ID protection for; upgradeable to Premium Entra ID coverage

Microsoft Entra ID

Users
- Ownerships
- Authentication methods: Phone & Email
- Memberships & More

Groups
- Owners, Members & More
- Administrative Units
- Scoped-Role assignments

Roles
- Role assignments

salesforce
- Activities
- Campaigns
- Campaign Members
- Cases
- Contacts
- Leads
- Notes
- Opportunities
- Custom Objects
- Other Standard Objects

Google Workspace
- Gmail
- Team Drive
- Docs
- Sheets
- Slides
- Drive
- Calendar
- Tasksv

Dynamics 365

500+ objects of popular applications:
- Sales
- Marketing
- Field Service
- Project Service Automation
- Customer Service

zendesk
- Tickets
- Users
- Groups
- Organizations
- Views
- Macros
- Automations
- Triggers

Take the Next Step to Fully Protect Your SaaS Data

Arcserve, a global top 5 data protection vendor and unified data resilience platform provider, offers the broadest set of best-in-class solutions to manage, protect, and recover all data workloads, from SMB to enterprise and regardless of location or complexity.

Reach out to us at info@arcserve.com

Product Info

Free Trial