

# ZONES

First Choice for IT™

# Zones Backup as a Service (BaaS) Overview



# Why Zones?

- Zones, LLC, is a \$2.0+ billion global IT solutions provider.
- Committed to helping businesses of any size complete their digital transformation.
- We focus on four key Solution Environments:
  - Workplace Modernization
  - Network Optimization
  - Data Center Transformation
  - Security Fortification
- A certified Minority Business Enterprise.
- Operations in more than 80 countries around the world.



## Built for Cloud Services

Zones Cloud is an enterprise-grade e-commerce platform available to Zones clients.



## Local Presence, Global Reach

We have integration centers, logistics facilities, technical support specialists, and advanced services available worldwide.



## Industry-Leading Expertise

From computer hardware to cloud technology, Zones has expertise in all things tech. We have over 30 years of industry experience.



## Strong Partnerships

We partner with the world's leading IT solution providers to design and deliver the very best solutions to meet our clients' needs.



# What is Your Backup Strategy?

**74%**

Percentage of SaaS users that either rely on the cloud provider for backup and recovery or don't backup their software at all.

*Source: 451 Group*

**“There’s an assumption that if the data is provided in a SaaS model it’s automatically backed up, but that’s not the case. Just because it’s in the cloud doesn’t mean that you don’t have to back it up. You are still responsible for protecting the data, making it recoverable, and archiving it, ESPECIALLY EMAIL.”**

*Source: ESG Quote, 2019*

## Did You Know?

- Microsoft does not include backup and safety of your data as part of an Office 365 subscription agreement.
- Microsoft’s ‘unlimited archive’ is simply data moved to cheaper long-term storage, NOT a copy made for backup purposes.
- If your M365 data is deleted, lost due to unauthorized access, etc. you lose it forever.



# What is Zones Backup as a Service?

Zones BaaS is a managed service offering, built on Azure, that enables you to back your data up and restore it directly from your M365 tenant, based on your company's policies and requirements. All it takes is one call or email to one of our data management experts – 24/7/365 – and we will help you restore all files, emails, mailboxes, and other M365 items instantly. Zones BaaS is powerful yet simple, so you can focus on driving your business while Zones takes care of the rest.



Protect your M365 data from accidental deletion, security threats, and retention policy gaps.



Quickly restore individual M365 items and files with industry-leading recovery flexibility.



Meet legal and compliance requirements with efficient e-discovery of Microsoft 365 backup items.



# Zones BaaS – Key Features

## Efficiently Scale and Minimize Overhead

- **Unlimited Scalability:** Object storage on Azure that scales automatically.
- **Managed Backup:** Focus on other projects while Zones takes care of your backup needs.

## Meet Security and Compliance Requirements

- **Granular Search-and-Find:** Recover what you need, when you need it.
- **Multi-Factor Authentication:** Fortify security for M365 backup data.

## Manage Backups Efficiently

- **Multi-Site Protection:** Seamlessly protect tenants wherever they are.
- **Long-Lasting data Retention:** Always have your data available, and retain it as long as needed.





# Zones BaaS – Key Features



Full control and protection of your Teams data, including chat history



Industry-leading restore options built into Teams



Granular search, find, and restore capabilities across all Teams components



Can scale up to 5x to support larger enterprises; capable of browsing the UI for over 100,000 objects



# Zones BaaS – Restore SLAs

Based on business criticality of the item(s) being restored

**High**

**4 Hours**

**Medium**

**24 Hours**

**Low**

**48 Hours**

**Major Outage**

**Estimated at Time**

Regular small/medium restores are covered under the standard agreement.

Up to 2 catastrophic failures are covered in a 60-day period. Above two restores will be billed T&M.