

# AvePoint Cloud Backup vs. Native Microsoft 365 Backup & Restore Capabilities

## Overview

AvePoint Online Services is a multi-tenant Software-as-a-Service (SaaS) offering from AvePoint, hosted on Microsoft's Azure Platform-as-a-Service (PaaS) technology, and certified by ISO 27001:2013, FedRAMP, SOC 2 Type II, CSA, and IRAP. With a unified, browser-based user interface and a fully-distributed architecture, AvePoint Online Services integrates AvePoint's powerful data migration, management and protection technologies into a highly scalable solution for Microsoft 365 applications including SharePoint Online, Exchange Online, Project Online, Microsoft 365 Groups, Teams, OneDrive for Business, Planner, and Public Folders. No installation and minimal configuration makes getting to the cloud a breeze!

## Product Comparison

AvePoint Cloud Backup empowers organizations with automatic backups and granular, item-level restoration capabilities according to organizational Service Level Agreements (SLAs) to satisfy data protection and retention requirements.

Retention policies and backup are two separate concerns, often managed by separate teams. Retention policies are managed by Compliance, Legal, and Records team that directly relate to content and legal discovery. This is truly designed to manage content "in place". While this can cover against the single use case of accidental deletion (see potential scenarios outlined below), it does not protect against all threats to document integrity. Backups are managed by IT and are intended to have a point-in-time recovery of content, independently managed and owned by a customer, that can be brought in for a number of use cases!

### With AvePoint Cloud Backup...

#### • Accident-proof SLAs

Meet stringent SLAs with automatic backups up to four times a day (or every 6 hours\*), and get the flexibility to customize your SLAs for RPO and RTO, instead of relying on Microsoft's default restoration and retention policy.

#### • Own your data

Maintain full access and control over your backup data, not just what's in your Recycle Bins. Need to store backup files for a longer term (than the 15-30 days provided by Microsoft)? No problem! Compress and encrypt on the storage platform of your choice.

#### • Recover on your terms

You select what and where. Need access to a backup from more than two weeks ago? Need access to files during any service disruption? Perform in-place or out-of-place restores for granular objects or content, without overwriting valuable data since the last backup or having to go through Microsoft Support.



## What kinds of scenarios are you covered by Microsoft 365 and Cloud Backup?

Scenarios	M365 E3	M365 E5	AvePoint Cloud Backup
<b>Ransomware attack</b>	<b>YES</b> <i>BUT...</i> Within 30 days using Files Restore.	<b>YES</b> <i>BUT...</i> Within 30 days using Files Restore.	<b>YES</b> Multi-year, point-in-time recovery.
<b>Microsoft 365 outage</b>	<b>NO</b>	<b>NO</b>	<b>YES</b> <i>AND...</i> Can recover data on-prem.
<b>Broken permissions</b>	<b>NO</b>	<b>NO</b>	<b>YES</b> Security only restore to rollback unintended or broken permissions.
<b>Corrupted files</b>	<b>YES</b> View and restore from previous versions.	<b>YES</b> View and restore from previous versions.	<b>YES</b> Recover content to a specific point in time using a simple calendar based interface.
<b>Staff turnover</b>	<b>YES</b> Utilize retention policies.	<b>YES</b> Utilize retention policies.	<b>YES</b> Protect and retain their data.
<b>Hold your own data</b>	<b>NO</b>	<b>NO</b>	<b>YES</b> <i>AND...</i> Choose default AvePoint Azure storage or bring your own storage (BYOS).



## Why do I need Microsoft 365 backup? Learn more from the detailed features comparison.

Features		M365 E3	M365 E5	AvePoint Cloud Backup
<b>Automatic backup</b>		<b>YES</b> <i>BUT...</i> Backups are automatically taken every 12 hours.	<b>YES</b> <i>BUT...</i> Backups are automatically taken every 12 hours.	<b>YES</b> <i>AND...</i> Backups are automatic, as often as every 6 hours, up to 4X per day.
<b>Restore granularity</b>	Site collection	<b>YES</b> <i>BUT...</i> Need to contact Microsoft with unknown RTO.	<b>YES</b> <i>BUT...</i> Need to contact Microsoft with unknown RTO.	<b>YES</b> <i>AND...</i> Restore the lost content from Cloud Backup directly and speedily.
	Site	<b>YES</b>	<b>YES</b>	<b>YES</b>
	List/Library	<b>LIMITED SUPPORT</b> From Recycle Bins only.	<b>LIMITED SUPPORT</b> From Recycle Bins only.	<b>YES</b>
	Folder			<b>YES</b>
	Item/Document			<b>YES</b>

Features		M365 E3	M365 E5	AvePoint Cloud Backup
	Document Version	<b>LIMITED SUPPORT</b> All versions will be automatically included if restoring the document from the recycle bin.	<b>LIMITED SUPPORT</b> All versions will be automatically included if restoring the document from the recycle bin.	<b>YES</b> <b>AND...</b> Support restoring only the latest version for the best performance.
	Mailbox	<b>YES</b>	<b>YES</b>	<b>YES</b>
	User Calendar	<b>YES</b>	<b>YES</b>	<b>YES</b>
	Teams Channel	<b>YES</b> <b>BUT...</b> Users can only restore channels that were deleted within up to 30 days. After 30 days, a deleted channel and its content are permanently deleted and no longer recoverable.	<b>YES</b> <b>BUT...</b> Users can only restore channels that were deleted within up to 30 days. After 30 days, a deleted channel and its content are permanently deleted and no longer recoverable.	<b>YES</b>
	Teams Conversations/chats	<b>YES</b> <b>BUT...</b> Conversations and chats will be permanently deleted after 1-7 days that the retention period expired.	<b>YES</b> <b>BUT...</b> Conversations and chats will be permanently deleted after 1-7 days that the retention period expired.	<b>YES</b>
<b>Supported storage locations for backup data</b>	Microsoft Azure	<b>NO</b> Customers have no access to their own backup data.	<b>NO</b> Customers have no access to their own backup data.	<b>YES</b> <b>AND...</b> AvePoint Cloud Backup supports data encryption and compression on numerous storage platforms.
	Amazon S3			
	Dropbox			
	FTP			
	SFTP			
<b>Preserve workflow definitions</b>		<b>LIMITED SUPPORT</b> Microsoft manages backups of Microsoft 365 databases and content. All content and configurations are backed up. However, users can only restore entire site collections or individual lists/libraries from the recycle bin, overwriting data since the last backup.	<b>LIMITED SUPPORT</b> Microsoft manages backups of Microsoft 365 databases and content. All content and configurations are backed up. However, users can only restore entire site collections or individual lists/libraries from the recycle bin, overwriting data since the last backup.	<b>YES</b>

Features		M365 E3	M365 E5	AvePoint Cloud Backup
<b>Restore methods</b>	Time-based restore – Restore any object based on specified backup time	<b>LIMITED SUPPORT</b> Backups are performed every 12 hours and retained in recycle bins for 30 days for some Exchange items, and up to 93 days for SP and OD items. Specific items, files, lists, or libraries can be restored directly from the SharePoint Online recycle bin.	<b>LIMITED SUPPORT</b> Backups are performed every 12 hours and retained in recycle bins for 30 days for some Exchange items, and up to 93 days for SP and OD items. Specific items, files, lists, or libraries can be restored directly from the SharePoint Online recycle bin.	<b>YES</b>
	Object-based restore – Directly locate the objects you want to restore by utilizing full-text search capability	<b>NO</b>	<b>NO</b>	<b>YES</b>
<b>Restore types</b>	In-place restore	<b>YES</b>	<b>YES</b>	<b>YES</b>
	Out-of-place restore	<b>NO</b> For Microsoft-maintained backup data, out of place restore is not permitted.	<b>NO</b> For Microsoft-maintained backup data, out of place restore is not permitted.	<b>YES</b>
	Restore to storage location	<b>NO</b>	<b>NO</b>	<b>YES</b> <i>AND...</i> Export without Microsoft 365 being activated.
Merge	<b>NO</b>	<b>NO</b>	<b>YES</b>	
<b>Container level conflict resolution when restoring</b>	Replace	<b>NO</b>	<b>NO</b>	<b>YES</b>
	Append container level content named “_1”	<b>YES</b>	<b>YES</b>	<b>YES</b>
<b>Content level conflict resolution when restoring</b>	Skip	<b>NO</b>	<b>NO</b>	<b>YES</b>
	Overwrite	<b>NO</b>	<b>NO</b>	<b>YES</b>
	Overwrite by last modified time	<b>NO</b>	<b>NO</b>	<b>YES</b>
	Append an item/document named “_1”	<b>YES</b>	<b>YES</b>	<b>YES</b>

Features		M365 E3	M365 E5	AvePoint Cloud Backup
<b>Conflict Resolution for App Data</b>	Skip	<b>NO</b>	<b>NO</b>	<b>YES</b>
	Overwrite	<b>YES</b>	<b>YES</b>	<b>YES</b>
<b>Version restore</b>	Restore all versions	<b>YES</b>	<b>YES</b>	<b>YES</b>
	Restore a specified number of latest versions	<b>NO</b>	<b>NO</b>	<b>YES</b>
<b>Granular restore of security (user/group permission)</b>		<b>NO</b>	<b>NO</b>	<b>YES</b>
<b>Granular restore of item/object properties</b>				<b>YES</b>
<b>Granular restore of views</b>				<b>YES</b>
<b>Granular restore of workflow definition and item history</b>				<b>YES</b>
<b>Data encryption</b>		<b>YES</b>	<b>YES</b>	<b>YES</b> <i>AND...</i> AvePoint provides unique keys for each client by default, ensuring data can't be decrypted without their prior authorization.
<b>Unlimited retention for backup data</b>		<b>NO</b>	<b>NO</b>	<b>YES</b> <i>AND...</i> AvePoint provides long-term retention policies out-of-the-box and supports defining custom retention terms for backup data.
<b>End user restore</b>		<b>YES</b> <i>BUT...</i> From Recycle Bins only, items will be retained for 30 days for Exchange and up to 93 days for SharePoint and OneDrive.	<b>YES</b> <i>BUT...</i> From Recycle Bins only, items will be retained for 30 days for Exchange and up to 93 days for SharePoint and OneDrive.	<b>YES</b> <i>AND...</i> AvePoint allows users to find and restore lost content via Teams chat-bot easily.

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