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an **e&enterprise** company

Helping you Adopt Cloud



MANAGED BACKUP FOR MICROSOFT 365

Powered by Acronis Platform

An Effortless Holistic Data Protection Service

HELPING YOU ADOPT CLOUD

MANAGED BACKUP FOR MICROSOFT 365

Using Acronis Platform

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WHAT IS MANAGED BACKUP FOR MICROSOFT 365?

Powerful Backup, Fast, Reliable Recovery Powered by Acronis

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Managed Backup for Microsoft 365 from Bespin Global, is a comprehensive backup, recovery and data security solution using the Acronis platform for your **Office 365 data, including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams** so that your data is always protected and accessible.

By leveraging Acronis backup for Microsoft 365 platform combined with Bespin Global's managed services, you will instantly have access to one of the most modern cloud-based backup solutions on the market. This service enables you to reduce overhead by freeing up resources tied to legacy data protection and refocusing on core innovation projects driving business growth.

WHY BACKING UP MICROSOFT 365 IS CRITICAL?

While Microsoft is responsible for infrastructure resilience and short-term data recovery, companies continue to lose Microsoft 365 data.

“We recommend that you regularly backup your content and data that you store on the services or store using third-party apps and services.”

Microsoft 365, Services Agreement

Forrester reports that companies face unrecoverable data loss within SaaS applications primarily due to:

- Accidental deletion
- Departing employees
- Cyberattacks
- Malicious insiders

COMPANIES KEEP LOSING DATA

Unintentional file deletion

Sabotage

Misconfigured retention settings

Hacker attacks

Canceled account subscriptions

Malware

Ransomware

BUSINESS IMPACT

Compliance issues

Lost productivity

Damage to reputation

Regulatory fines

Delayed business development

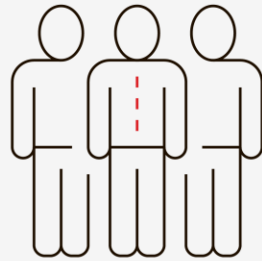
Customer dissatisfaction

WHY MANAGED BACKUP FOR M365?

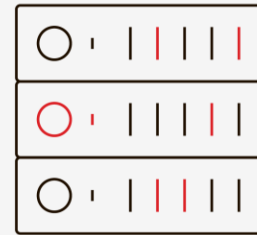
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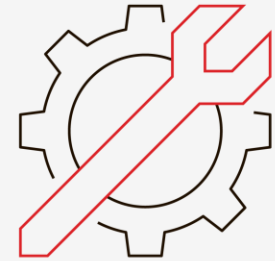
Low Capital Investment



Total peace of Mind
with Bespin Managed
Services



Stringent Data
Protection capabilities



Tailored solution for
Office & M365
workloads

WHY DO YOU NEED MANAGED BUAAS FOR MICROSOFT 365?

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Fast, Secure Backup of all your Office 365 Data

01

DATA BACKUP & RECOVERY

- ✓ Flexible and reliable backup and restore for Microsoft 365
- ✓ Protection from accidental deletion and security threats
- ✓ Support stringent RPO, Backup policy tiering, multiple backup copies across clouds
- ✓ Meet Legal & Compliance requirements

02

eDISCOVERY

- ✓ Powerful search-and-find capabilities
- ✓ Meet compliance
- ✓ Broad search filters to give more search flexibility
- ✓ Support flexible granular and bulk recovery options
- ✓ Backup Archival

03

SECURITY

- ✓ Scalable deployment options across clouds, on-prem
- ✓ Change your backup infrastructure at any time to adapt your IT strategy
- ✓ Backup is protected against external and internal threats, malware, viruses & ransomware

04

AVAILABILITY & SUPPORT

- ✓ Onboarding and day to day management of your backups
- ✓ 24 x 7 for incidents Support
- ✓ Onboarding and Access to ITSM Tool (Jira)

SERVICE SPECTRUM

Bespin Global MEA will provide licenses, deployment and managed services as per below service scope

Licenses and Cloud	Professional Services	Managed Service & Support
<ul style="list-style-type: none">✓ Licenses (Acronis Platform)✓ License Activation Bundled with Managed Services	<ul style="list-style-type: none">✓ One time implementation✓ Account Set-up & Configurations✓ Configure M365 Tenent for Acronis Backup✓ Schedule backup, and define backup policies✓ Handover to Managed Services Team	<ul style="list-style-type: none">✓ Administration<ul style="list-style-type: none">• License Management, Backup health check/Tests, Audits✓ Change & Configurations Management<ul style="list-style-type: none">• Maintaining/Modifying backup policies;• Addition or removal of users, SharePoint sites and teams• Configuration of Acronis Platforms with M365 Platform - for Back-Up✓ Fault Management<ul style="list-style-type: none">• Response to alerts generated by systems or problems reported by clients, Recovery Notifications✓ Addressing backup related issues✓ Operations Support<ul style="list-style-type: none">• 24x7 technical Support✓ Backup Reporting

STANDARD OPERATION PROCEDURE

Service Request

PHASE	INVOLVED PARTIES	ACTIONS	TOOL	CUSTOMER INVOLVEMENT	TIMELINE ⁰
SUBMISSION	Customer	<ul style="list-style-type: none">Submit service request as per customer need (Audit, config, incident related requests)	ITSM	Submit Service Request	Based on SLA
RESPONSE	Bespin Global	<ul style="list-style-type: none">Evaluate the service request and collect relative information if needed from customer	ITSM	Upon Need	Based on SLA
IMPLEMENTATION	Bespin Global	<ul style="list-style-type: none">Implement the requested task	ITSM / Acronis	-	-
VALIDATE COMPLETION	Customer	<ul style="list-style-type: none">Ensure the requirements has been fulfilled and close the request ⁽²⁾	ITSM	Informed and Consulted	
If the customer doesn't close the ticket or provide feedback after being classified as resolved by Bespin Global, the incident will be automaticlly closed within 3 working days.					

SERVICE LEVEL AGREEMENT

Change Management and Service Request

	RESPONSE TIME	RESTORATION TIME
Normal CR/SR	24*7 2 hours	24*7 42 hours
Emergency CR/SR	24*7 1 hour	24*7 42 hours

in case the CR/SR are backup/Restoration requests. The Backup/Restoration time can vary depending on the size of the backup file and BG support team responsibility will be restricted by start the requested operation within the response time
In case of emergency, the escalation contact (Client SPOC) can sent request to escalate the request and in this case Bespin Global will follow the emergency CR/SR SLA

ESCALATION MATRIX

Managed Backup as a Service

Time of Exceeding SLA	Contacts	Title	Name	Email	Mobile
30 MINUTES	Escalation 1	Service Desk	MS Associates		800 OpsNow (677669)
		MS Manager	Ahmed Hassan	ahmad.hassan@bespinglobal.ae	+971 56 533 4238
60 MINUTES	Escalation 2	VPT	Ahmed Jamos	ahmad.jamos@bespinglobal.ae	+971 50 562 5758

PRICING MODELS

With Acronis Cloud Storage

OPTIONS	PRICING	BESPIN MSP CUSTOMER
ADD-ON TO MANAGED M365 SERVICE	Managed backup for Office 365	\$2.50/seat/month
STANDALONE OFFERING	Managed backup for Office 365	\$2.50/seat/month

Above charges include Licenses, Managed Services and Unlimited Acronis Cloud storage.
Additional storage charges will apply if the required storage location is in AWS, Azure, or GCP, based on their public pricing.

THANK YOU

Helping you Adopt Cloud