

Arcserve® Cloud Backup for Office 365

Frequently Asked Questions

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General

Q What is Cloud Backup for Office 365?

Arcserve Cloud Backup for Office 365 is a fully-managed service that provides a proactive, multi-layered approach to data security and protection of Office 365 data for peace of mind that critical business data is protected and available.

Q What are key benefits of choosing Cloud Backup for Office 365?

1. Work worry-free with total protection for Exchange Online, OneDrive for Business and SharePoint Online
2. Effectively neutralize malware, exploits, and ransomware with fully integrated Sophos Intercept X Advanced, award-winning endpoint protection with artificial intelligence (AI)
3. Strengthen security and compliance with AES encryption and role-based access control
4. Easily restore Office 365 data from the Arcserve Cloud
5. Save up to 50% of time by using one simple UI for full Office 365 backup, data security, and protection as well as other physical, virtual, and cloud workloads

Q What are key features of Cloud Backup for Office 365?

Arcserve Cloud Backup for Office 365 allows businesses to:

- **Backup with ease** – simple configuration quickly sets up back up strategy for Exchange Online mailboxes, as well as OneDrive for Business and SharePoint Online data
- **Secure Your Office 365 data from any cybersecurity threat** – keeps your data and system backups safe with Sophos Intercept X Advanced technology
- **Restore Office 365 Exchange Online and SharePoint data** - easily move data back to Office 365 server in case information was intentionally or accidentally deleted
- **Export Office 365 OneDrive for Business data** – move data from Cloud Backup for Office 365 to Office 365 server
- **Web-based Console** - save time with unified, streamlined interface

Q How does Sophos secure Cloud Backup for Office 365?

To protect data and Office 365 backups in the cloud from ransomware and other attacks, Cloud Backup for Office 365 comes preconfigured with Sophos Intercept X Advanced, advanced endpoint protection that combines a signature-based and signatureless malware detection, deep learning neural network, anti-exploit technology, CryptoGuard anti-ransomware and WipeGuard technologies, and more to stop the widest range of endpoint threats.



Q Where do I find more information about Cloud Backup for Office 365?

Additional information is available on the Avantstar website at <https://www.arcserve.com>.

Sales and Availability

Q Can I buy Cloud Backup for Office 365 directly from Arcserve?

Arcserve sells all its products through a network of global partners. Please contact Arcserve to locate the nearest Arcserve partner, or to see if your preferred IT solution provider partners with Arcserve. You can also locate Arcserve resellers on the [“find a partner” page](#) on the Arcserve website.

Q Can I try Cloud Backup for Office 365 before buying?

Yes! Arcserve Cloud Backup for Office 365 is available to all new and existing Arcserve customers, and to prospects who demonstrate significant interest and require validating product functionality before the purchase. Please contact Arcserve Partner Representative for more details.

Licensing

Q How is Arcserve Cloud Backup for Office 365 licensed?

Arcserve Cloud Backup for Office 365 is sold as annual subscriptions.

The subscription is based upon the number of users. There are three levels available for the subscription:

- 50 – 500 users
- 501 1000 users
- 1001+ users

Note: A minimum of 50 users is required.

One-year retention included in subscription. Additional retention is available for purchase.

Egress is included for up to 15GB/user/year. Additional egress is available for purchase.

Q What is included in Arcserve Cloud Backup for Office 365?

Arcserve Cloud Backup for Office 365 includes the following:

- Storage space for backups of Office 365 data
- UDP licenses for cloud
- Sophos Intercept X Advanced cybersecurity



Support

Q When is the phone/email/online support available?

Per the Arcserve Support Policy, 24x7x365 phone support in English is available for Severity-1 incidents. Arcserve also strives to respond the Severity-1 incident ticket by email within one hour of you submitting it online.

You have 24x7x365 access to <https://support.arcserve.com> for online technical support, and access to software product and documentation, downloads, fixes, service packs, patch downloads, user groups, user forums, FAQs, webcast recordings, usage tips, and technical updates.

All other phone and email support are provided during normal business hours.

More details can be found in the [Arcserve Support Policy](#).

Q How do I get support for non-Arcserve components, including Sophos Intercept X?

Arcserve Customer Service supports all software included with Cloud Backup for Office 365, including Sophos Intercept X. When required, the Arcserve team may involve relevant vendors for in-depth expertise and advice – however Arcserve Support will remain the primary support contact throughout the process.

More details can be found in the [Arcserve Support Policy](#).

Technical Questions

Q What does Cloud Backup for Office 365 protect?

Cloud Backup for Office 365 will back up and protect data from Exchange Online, OneDrive for Business, and SharePoint Online

Q Is egress enforced at the user level?

No. The 15/GB/user is an estimated amount per user across the entire number of protected users. For example, if you protect 100 user accounts with Cloud Backup for Office 365, then they would have 1.5TB of egress across the entire number of protected users. As long as the total amount of egress used across all users does not exceed the amount for their subscription, there would not be any incremental egress charges.

Q Is the egress amount provided a hard limit?

No, however a notification may be sent if the amount is exceeded and the need to purchase additional egress. Egress is tracked on Amazon AWS, not Arcserve Cloud.

Q What are the retention settings available?

By default, one-year retention is included. Extended/multi-year optional.

Q Data protection provisioning to a specific availability region?

Yes, data protection is provisioned to a specific availability region during the purchase process. As of April 2020, there are more than 20 availability regions worldwide.

Q How do we license for SharePoint Online?

It is based upon the number of users who have access to content in the site.

Q Can I only have a certain number of mailboxes with unlimited retention and the rest annual?

All mailboxes within a subscription need to utilize the same level or retention.



Q How do I install Arcserve Cloud Backup for Office 365?

As with any cloud service, you don't need to install Arcserve Cloud Backup for Office 365 since it is a fully-managed service. Upon activation of your subscription, you will get:

- Credentials to access your Arcserve UDP console in the cloud
- Instructions for connecting Cloud Backup for Office 365 to Office 365

Q How quickly is Arcserve Cloud Backup for Office 365 provisioned and available for usage?

Once an order is received, it may take up to five business days for the service to be provisioned and available for usage. However, in most cases, it will be significantly less.

Q Why does Arcserve Cloud Backup for Office 365 include Sophos Intercept X Advanced?

To protect data and system backups from ransomware and other attacks, Arcserve Cloud Backup for Office 365 is pre-configured with Sophos Intercept X Advanced, advanced endpoint protection that combines a signature-based and signatureless malware detection, deep learning neural network, anti-exploit technology, CryptoGuard anti-ransomware and WipeGuard technologies, and more to stop the widest range of endpoint threats.

Q How does the activation process for Sophos Intercept X Advanced that is preconfigured with Cloud Backup for Office 365 work?

No additional work is required. Since it is preconfigured, it is ready to protect your data and system backups in the cloud.

[Arcserve Customer Support](#) will be happy to assist with any questions.

Q Is Sophos Intercept X Advanced kept up to date?

Yes. Sophos Intercept X Advanced included as part of Cloud Backup for Office 365 will be automatically updated with the latest malware definitions and other software improvements. Note, you must have a valid Cloud Backup for Office 365 subscription to continue receiving Sophos updates.

Q Can I uninstall Sophos Intercept X and install another security solution?

Since Cloud Backup for Office 365 is a fully managed service, Sophos Intercept X cannot be uninstalled. With Sophos Intercept X Advanced, you receive Sophos Intercept X Advanced updates and upgrades at no cost, as long as the Cloud Backup for Office 365 subscription is active. In addition, Arcserve Customer Service is the single point of contact for any support inquiries, including Sophos Intercept X Advanced.

About Arcserve

Arcserve provides exceptional solutions to protect the priceless digital assets of organizations in need of full scale, comprehensive data protection. Established in 1983, Arcserve is the world's most experienced provider of business continuity solutions that safeguard multi-generational IT infrastructures with applications and systems in any location, on premises and in the cloud. Organizations in over 150 countries around the world rely on Arcserve's highly efficient, integrated technologies and expertise to eliminate the risk of data loss and extended downtime while reducing the cost and complexity of backing up and restoring data by up to 50 percent. Arcserve is headquartered in Minneapolis, Minnesota with locations around the world.

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