

Customer insights

# Do you back up data from Microsoft 365?

We recently surveyed Synology users who manage cloud services at their organizations, asking their opinion on the importance of backing up data from cloud services like Microsoft 365. Here are some key takeaways from the survey.



## Has SaaS backup become mainstream?

You might be pleasantly surprised to see that most respondents (75%) already back up their Microsoft 365 data to a third-party solution, like a local backup appliance or cloud service. According to this data, having a backup of cloud data has become the standard, at least among Synology professionals who participated in the survey.

**75%**

Users back up data from Microsoft 365

### Where do you back up Microsoft 365 data?



79% use  
a backup appliance



21% use  
a cloud service

## If a hacker deletes your cloud data, who's responsible?

A sizable number of respondents (44%) believe Microsoft would be partially responsible for recovering data deleted by a malicious party. In reality, Microsoft provides tools for detecting and preventing such attacks, but securing data stored in the service is ultimately the responsibility of the customer. While the service provides file versioning and retention settings, these features should not be considered an adequate backup plan for more serious disasters.

**44%**

Believe Microsoft is partially responsible for recovering data deleted by a malicious party.

## Can you recover deleted data quickly?

If data were permanently deleted from Microsoft 365's servers, most respondents said they could recover in less than eight hours. However, one third said they'd need at least eight hours (and likely more) to recover. Waiting for data to be recovered can disrupt entire organizations and grind operations to a halt, so ensuring you have an efficient recovery plan in place is essential.

### Time required to recover data



**34%**

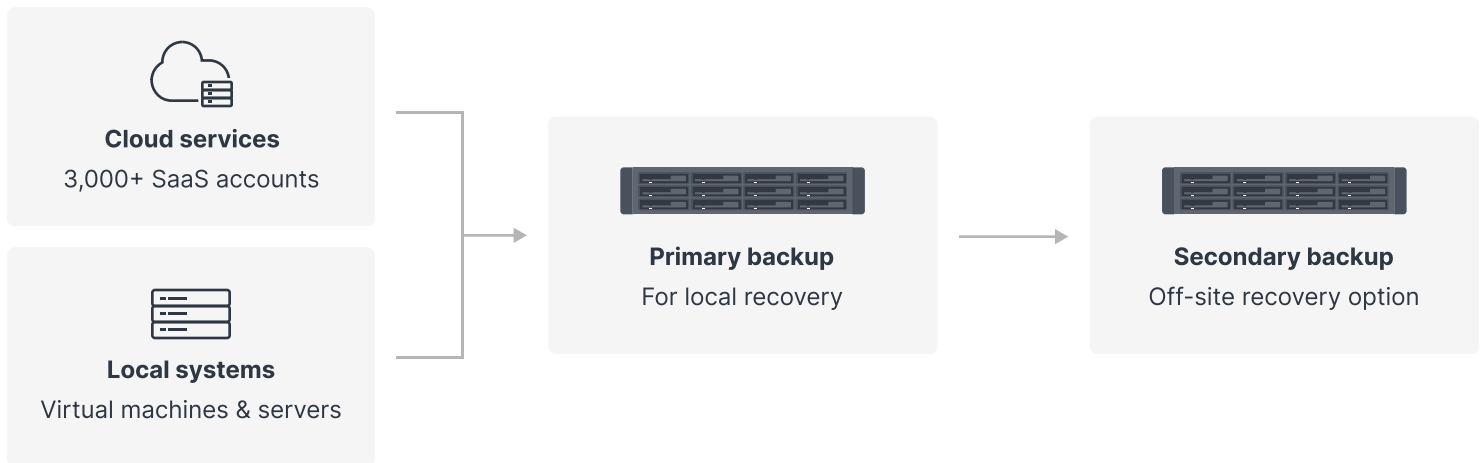
Need at least 8 hours to recover data permanently deleted in Microsoft 365.

## Customer story

# Boarding school backs up 3,000 cloud accounts

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## Backup workflow for Western Reserve Academy



## Protect your cloud data with Synology

Back up SaaS data using an on-premises or cloud-based solution, meet data-retention goals, and recover from accidents quickly.



### Cloud-to-cloud Synology C2 Backup

Back up data stored on computers, servers, and Microsoft 365 using an intuitive, cloud-based console.



### On-premises Active Backup suite

License-free enterprise-scale local backup and flexible recovery options.

“  
...Active Backup not only keeps 2,400 inboxes safe, but also saved us over \$60,000 annually.  
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