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A Kaseya COMPANY

Webinar
March1st, 11:00 am

Presented by
Amol Joshi, CrucialLogics
Ryan Block, Datto
Milo Sukic, Datto

Thank you for joining us today!

- This session is being recorded for replay
- Listen-only mode during the presentation
- Ask questions! Please submit questions via the chat

Speaker

Amol Joshi

Partner Enterprise Services, CrucialLogics

Amol is a senior security executive with over 16 years of experience in leading and executing complex IT transformations and security programs. He's a firm believer in achieving security through standardization, avoiding complexity and that security be achieved using native, easy-to-use technologies. Amol approaches business challenges in a detail-oriented way and demonstrates quantifiable results throughout the course of highly technical and complex engagements.

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Secrets to SaaS: What is the importance of cloud backup?

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Milos Sukic
Account Manager
Datto

Ryan Block
Product Specialist
Datto

Moving to The Cloud is no longer an option – **Google & Microsoft is pushing you there**

Microsoft's recommendations : What are they?

Service Availability

6. **Service Availability.**

a. The Services, Third-Party Apps and Services, or material or products offered through the Services may be unavailable from time to time, may be offered on a limited basis, or may vary depending on your region or device. If you change the location associated with your Microsoft account, you may need to re-acquire the material or applications that were available to you and paid for in your previous region. You agree not to access or use material or Services which are illegal or not licensed for use in the country from which you access or use such material or Services, or to conceal or misrepresent your location or identity in order to access or use such material or Services.

b. We strive to keep the Services up and running; however, all online services suffer occasional disruptions and outages, and Microsoft is not liable for any disruption or loss you may suffer as a result. In the event of an outage, you may not be able to retrieve Your Content or Data that you've stored. We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services.

https://www.microsoft.com/en-ca/servicesagreement

learn.microsoft.com/en-us/microsoft-365/security/office-365-security/recover-from-ransomware?view=o365-worldwide

Popular SaaS Que... SD Support Ticket Monday HomePage DS SaaS Content ShowPad SaaS Co... ShowPad Home SaaS Defense Too... SaaS Metrics Rep... SaaS Protection S... Specialist Training... SaaS Team Salesf...

on

soft 365

ilter by title

ce 365 security
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stigate and Respond
Manage incidents and alerts in Microsoft 365 Defender
low threat investigation and response works
nalyze and classify
espond and remediate
Responding to a Compromised Email Account in Office 365
Remediate malicious email
Automated Investigation and Response (AIR)
Recover from a ransomware attack
Detect and Remediate Illicit Consent Grants in Office 365
Detect and Remediate Outlook Rules and Custom Forms Injections Attacks in Office 365
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Recover from a ransomware attack in Microsoft 365

Article • 12/09/2022 • 5 minutes to read • 16 contributors

Feedback

Applies to

- Exchange Online Protection
- Microsoft Defender for Office 365 plan 1 and plan 2
- Microsoft 365 Defender

Even if you take every precaution to protect your organization, you can still fall victim to a ransomware attack. Ransomware is big business, and in today's threat landscape Microsoft 365 is an ever-increasing target for sophisticated attacks.

The steps in this article will give you the best chance to recover data and stop the internal spread of infection. Before you get started, consider the following items:

- There's no guarantee that paying the ransom will return access to your files. In fact, paying the ransom can make you a target for more ransomware.

  If you already paid, but you recovered without using the attacker's solution, contact your bank to see if they can block the transaction.

  We also recommend that you report the ransomware attack to law enforcement, scam reporting websites, and Microsoft as described later in this article.

- It's important for you respond quickly to the attack and its consequences. The longer you wait, the less likely it is that you can recover the affected data.

Step 1: Verify your backups

If you have offline backups, you can probably restore the encrypted data **after** you've removed the ransomware payload (malware) from your environment and **after** you've verified that there's no unauthorized access in your Microsoft 365 environments.

Step 1: Verify your backups
Step 2: Disable Exchange ActiveSync and OneDrive sy
Step 3: Remove the malware from the affected device
Step 4: Recover files on a cleaned computer or device

Show more

SaaS Data is at Risk

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1 IN 3

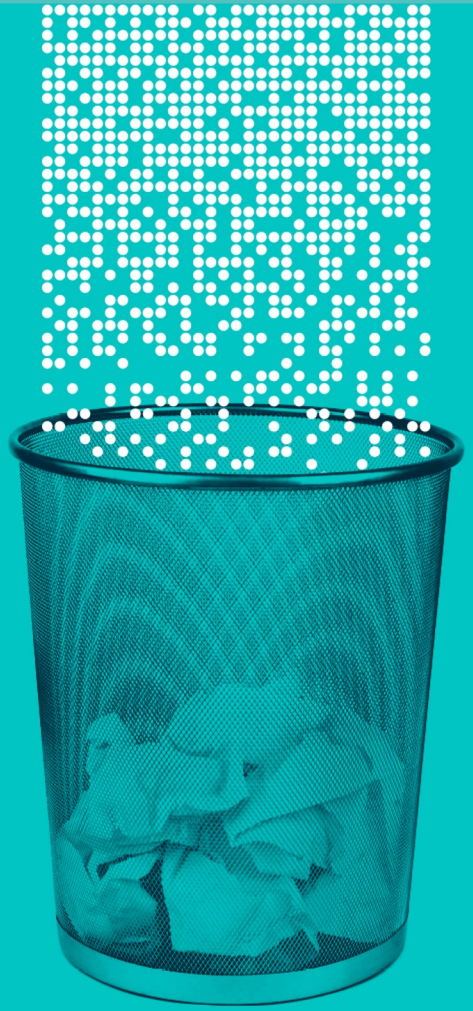
COMPANIES USING SAAS LOSE DATA

ABERDEEN: “SAAS DATA LOSS: THE PROBLEM YOU DIDN’T KNOW YOU HAD”

13%
OF DATA LOSS IS
CAUSED BY
HACKERS AND VIRUSES

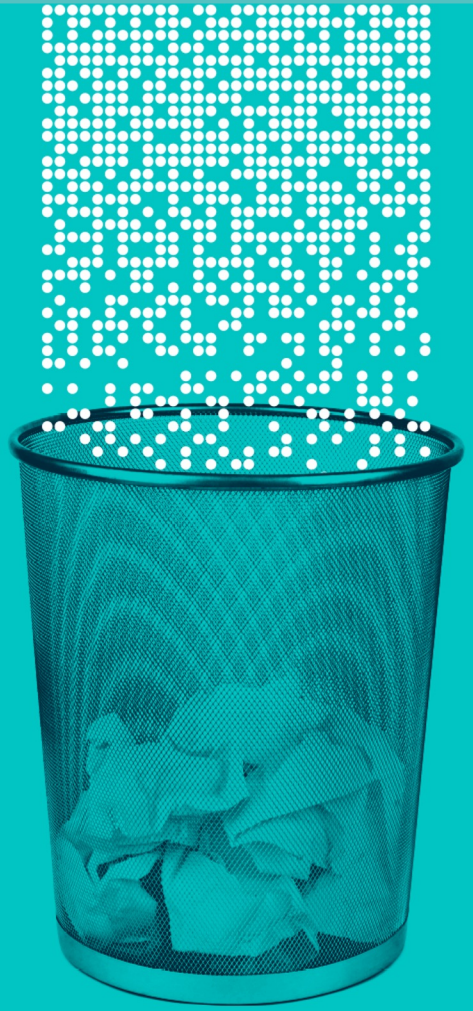
47%

OF DATA LOSS
IS CAUSED BY
END-USER DELETIONS



7%

OF DATA LOSS
IS CAUSED BY
MALICIOUS DELETIONS



Pandemic Impact:

EDITORS' PICK | 3,258 views |

Healthcare Workers Targeted By Dangerous New Windows Ransomware Campaign Using Coronavirus As Bait

Davey Winder Senior Contributor ⓘ
Cybersecurity
I report and analyse breaking cybersecurity and privacy stories

Microsoft Teams annual users 2017 to 2022 (mm)

Year	Users (mm)
2017	2
2018	8
2019	20
2020	75
2021	145
2022	270

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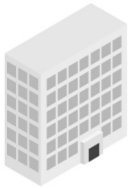
Why MSPs & End Clients need to Backup Google and M365

SaaS Shared Responsibility Model

Data Protection Responsibilities

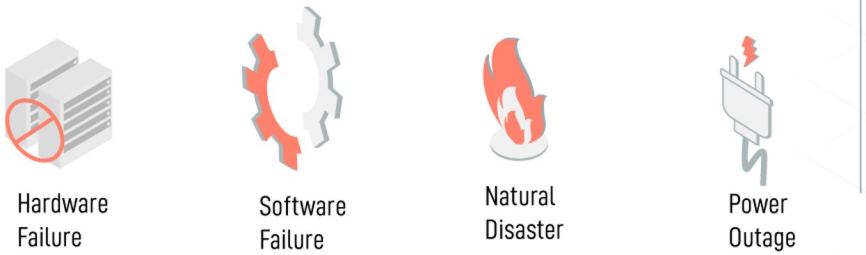


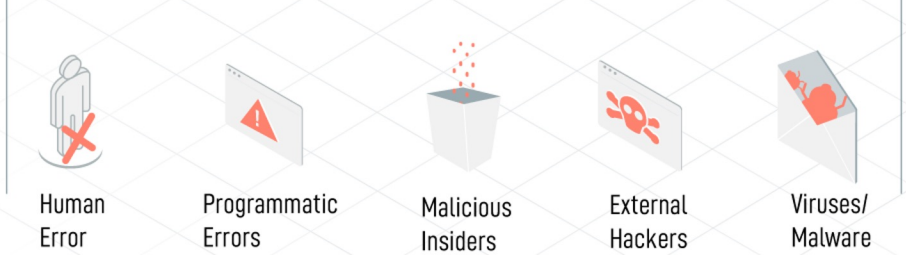
Google | Microsoft

Application • OS • Virtualization
Hardware • Network

Customer

Users • Data • App Admin





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Microsoft does not protect you from data loss due to **app outages**

From their SLA:
We strive to keep the Services up and running; however, all online services suffer occasional disruptions and outages, and Microsoft is not liable for any disruption or loss you may suffer as a result. In the event of an outage, you may not be able to retrieve Your Content or Data that you've stored.

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 does not protect you from data loss due to **deprovisioned user accounts**

From their SLA:
Microsoft will retain Customer Data that remains stored in Online Services in a limited function account for 90 days after expiration or termination of Customer's subscription so that Customer may extract the data. After the 90-day retention period ends, Microsoft will disable Customer's account and delete the Customer Data and Personal Data within an additional 90 days, unless Microsoft is permitted or required by applicable law to retain such data or authorized in this agreement.

Microsoft has no liability for the deletion of Customer Data or Personal Data as described in this section.

Datto SAAS Protection Demo

Questions?

To ask our speakers a question, type your question into the Chat located in the bottom right portion of the screen.

Thank you for joining us today.

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