

Solution Showcase

Cloud Management, Backup, and Recovery Are Difficult, but a New Veritas Solution Will Help

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Abstract: Many organizations don't realize that cloud vendors provide offsite infrastructure but do not take responsibility for protecting data against human error, deletion, malware, ransomware, and other risks. *Cloud-based data and applications must be backed up, but it is the subscriber's duty.* Unfortunately, a gold-standard SaaS protection tool offering the functionality of the best on-premises solutions didn't exist until now. Veritas, one of the most respected vendors in the industry, has announced Veritas SaaS Backup: a comprehensive, cost-effective, easy-to-use service designed specifically to protect data in companies' growing SaaS portfolios.

Introduction

IT initiatives to operate faster, smarter, and more profitably company-wide (digital transformation initiatives) are driving an increase in the use of software-as-a-service. SaaS helps organizations lower CapEx, reduce complexity, and eliminate expensive enterprise license agreements. The SaaS usage uptick is especially apparent in the rise of productivity, CRM, and collaboration platforms.

Using SaaS applications such as Microsoft Office 365, Salesforce.com, or Google Cloud G Suite means IT admins can spend less time managing onsite IT infrastructure and more time pursuing digital transformation. A SaaS application offloads the routine yet time-consuming work of managing in-house systems and software, with no impact to application functionality or availability.

But IT organizations are discovering that when using the cloud for data protection, important activities remain the customer's sole responsibility—for example, scheduling backups, monitoring where various datasets are, moving/tiering/archiving data as appropriate, and managing end-user access.

What organizations often expect from a cloud service—hands-off data management and data protection—is not always what they get.

SaaS Usage Has Become Prevalent, Spurring the Need for Management and Protection Support

According to new research by ESG, 85% of all surveyed organizations (mid-sized and enterprise alike) now use public cloud computing services in some capacity.¹ Seventy-four percent of those organizations (up from 69% last year²) are using SaaS-based services in particular, making SaaS the leading cloud-usage model currently (see Figure 1).³ Separate ESG research

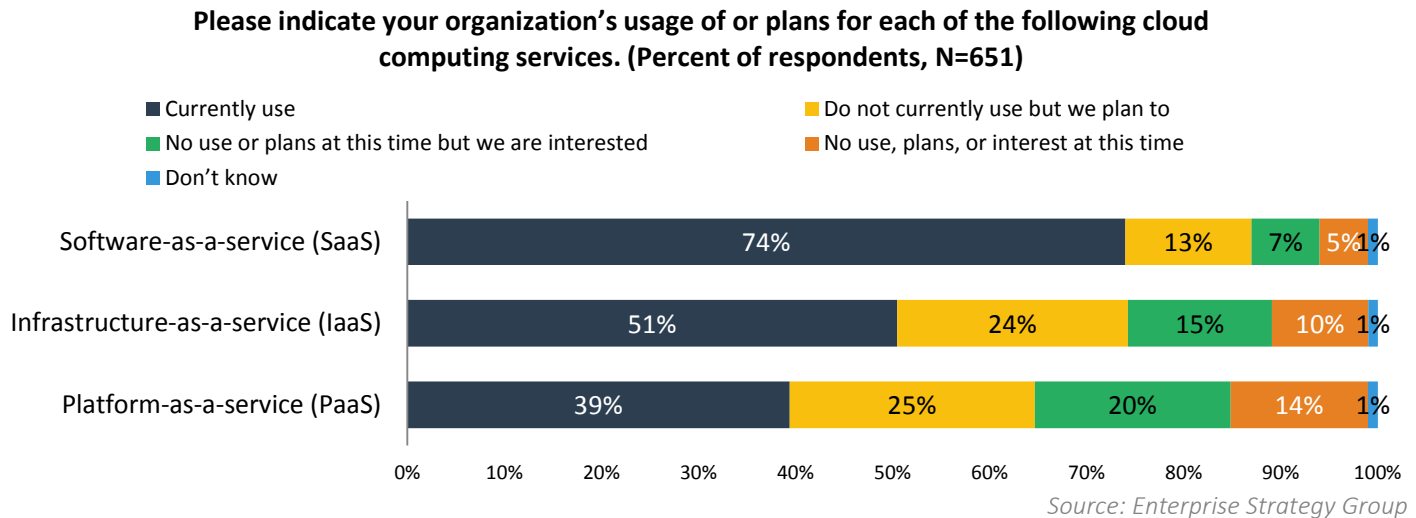
¹ Source: ESG Master Survey Results, [2018 IT Spending Intentions Survey](#), December 2017.

² Source: ESG Research Report, [2017 IT Spending Intentions Survey](#), March 2017.

³ Source: ESG Master Survey Results, [2018 IT Spending Intentions Survey](#), December 2017.

also showed that 62% of organizations now use public cloud-based production databases, with an additional 21% having plans to do so.⁴

Figure 1. Public Cloud Usage Trends: Service Model Breakdown



With the popularity of SaaS so high at present, a modern solution capable of supporting SaaS data protection and recovery is needed. After all, when you’ve made the effort to add cost efficiency and simplicity to your operations through SaaS, you probably don’t want to keep maintaining or adding to onsite infrastructure just to protect those SaaS-based applications. SaaS-created data deserves a simple, low-touch, cloud-based backup *service*.

But Off-premises Data Protection Can Be Harder Than On-prem Protection

Organizations switching to off-premises IT administration may find themselves faced with a lack of restore capabilities for their SaaS workloads. Essentially, these organizations will no longer receive the level of backup and recovery capabilities that they need and have long been accustomed to. The lack of high-quality backup and recovery puts the RPO and RTO service level agreements they’ve established with their end-users at greater risk.

A Management Gap Is Driving the Need for SaaS-specific Protection

In recent years, as large companies and individual customers alike lost mission-critical data after their cloud providers’ services went down, they (and the SaaS application vendors) realized that better-quality protection for SaaS applications and data was urgently needed.

But efforts to improve the protection of SaaS applications and data have not always been smooth. Imagine a company pilot-testing SaaS backup for 25 Outlook webmail inboxes. The process seems straightforward. But when that protection environment goes live, grows to 50,000 seats, and encompasses Exchange, Outlook, OneDrive, SharePoint, Google Cloud G Suite, Salesforce.com, and other SaaS-based data, then offsite backup and recovery begin to seem anything but simple.

ESG calls that phenomenon a “management gap,” and it is problematic for today’s enterprises.

How Veritas Is Addressing the SaaS Cloud Backup and Recovery Management Gap

Veritas SaaS Backup is a cloud-to-cloud data protection service that [Veritas](#) has just unveiled specifically to back up and recover data generated through the Microsoft Office 365, Google Cloud G Suite, and Salesforce.com SaaS platforms.

⁴ Source: ESG Brief, [The Database Market: Radical Shift to the Cloud](#), April 2017.

One hallmark of the new service is its quick and simple setup process (*see sidebar*) that links an organization's Office 365, Google Cloud G Suite, and Salesforce.com online accounts to the Veritas SaaS Backup service. That linkage provides constant access from any device.

Some other technology providers already offer SaaS backup, but Veritas will be the first major player to provide such a rich set of features and capabilities. For example, other solutions back up Outlook email, but they don't protect data generated from the many other Office 365 services such as SharePoint and OneDrive, nor do they protect Google Cloud G Suite or Salesforce.com data. Veritas states that the Veritas SaaS Backup service not only protects more SaaS workloads than any other, but also offers:

- A unified data management platform across multiple SaaS workloads.
- Multiple restore capabilities with granularity down to the level of a file or single email message.
- Safe and secure file sharing and collaboration.
- Insights into data, including single-click granular searching.
- Data retention for 365 days, but with the option to extend that period as long as needed.

The Bigger Truth

The management gap between high-hopes cloud expectations and real-world operations has revealed the need for a protection service specifically tailored for SaaS environments. Microsoft Office 365, Google Cloud G Suite, and Salesforce.com have all proven themselves to be very appealing platforms for IT organizations and their end-users. But many of those same organizations have struggled with aspects of backup and recovery. Such operations *should* be just as easy and user-friendly as using a SaaS application.

Veritas SaaS Backup is a true cloud-to-cloud solution hosted and operating strictly in the cloud. Veritas intentionally and thoughtfully architected it for a SaaS world—it's a SaaS offering for protecting data generated from SaaS apps.

There's another distinctive quality to Veritas SaaS Backup that is hard to measure, but it's important. Organizations subscribing to this service will get the peace of mind that comes from knowing their SaaS data is being protected by one of the world's most highly experienced, technically capable, and well-respected backup/recovery vendors.

The Veritas brand is one that IT professionals have, over the course of many years, come to trust practically universally. The company is already known for its data protection expertise. Now it is bringing that know-how to SaaS-based workloads. Yes, other vendors also are attempting to offer SaaS backup but haven't amassed the same sterling credentials. And their solutions, Veritas believes, do not offer nearly the same breadth of capability. That is a reasonable belief: Office 365 is fully covered if you use Veritas SaaS Backup, as are all components and subcomponents of Google Cloud G Suite, and all components and subcomponents of Salesforce.com. Competing solutions may do a good job of protecting one or two of those components, but they leave many holes.

Quick and Simple

Using this hosted Veritas service is simple. Activation is practically instant. There's nothing to install or deploy, and no learning curve is required.

First, set up your Veritas SaaS Backup account and log onto it from any device. The software performs a scan and tells you which components of Office 365, Google Cloud G Suite, and Salesforce.com are available for backup.

For example, if your organization uses all the Office 365 components, then Veritas SaaS Backup presents all of them to you as candidates for protection. If you use only two components, it shows you just those two, asking you which ones you wish to back up (e.g., you could select One Drive, Exchange, SharePoint, and Office 365 Groups).

Check those boxes, and you're done. The service connects with your Office 365 or other SaaS app accounts, proceeding with backups, snapshots, and related protection actions.

Software-as-a-service is supposed to make things simpler for IT. Backing up and recovering SaaS-generated data should also be simple. Thankfully, Veritas has put in considerable effort to develop and introduce Veritas SaaS Backup—which is offered as the most comprehensive, granular, simple, and powerful technology of its kind so far. It appears that true software-as-a-service designed for backup administrators and IT generalists is finally here.

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