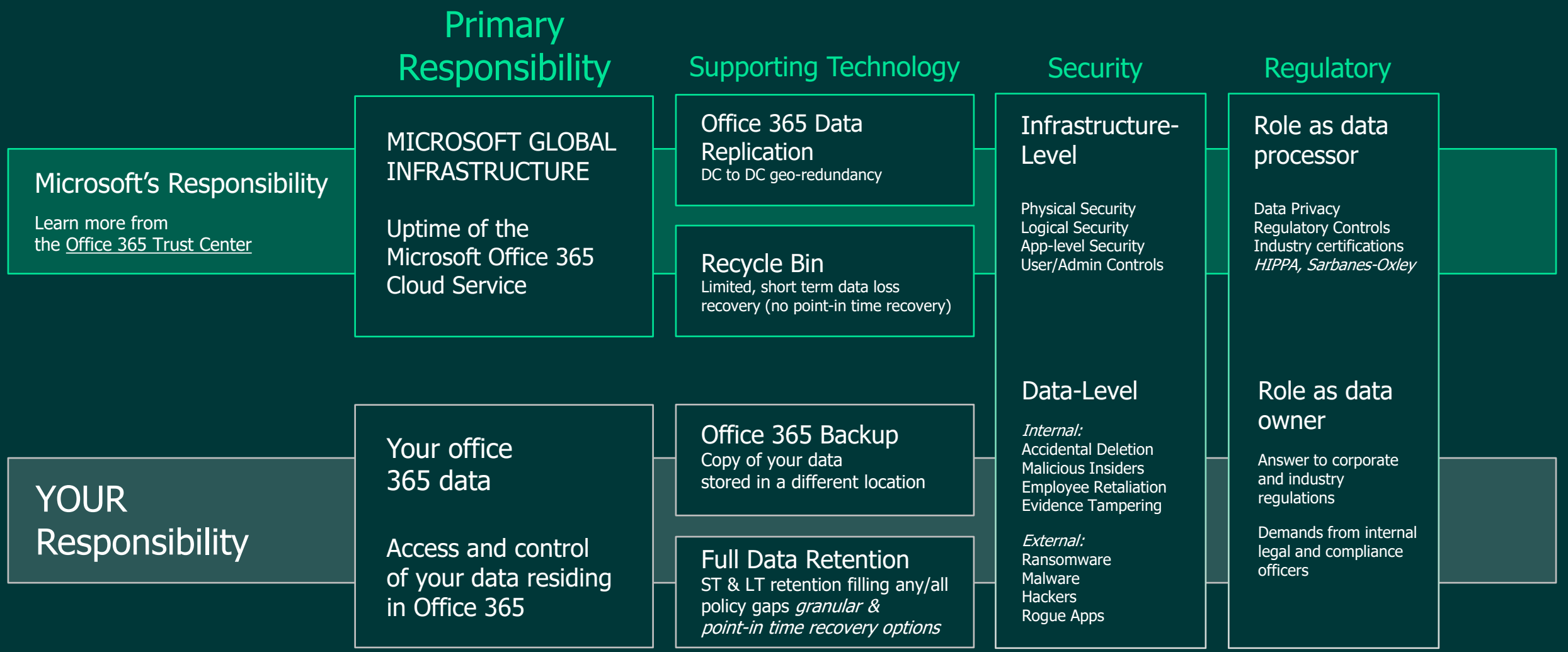
The Office 365 Shared Responsibility Model



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And Microsoft agrees…

Service Availability

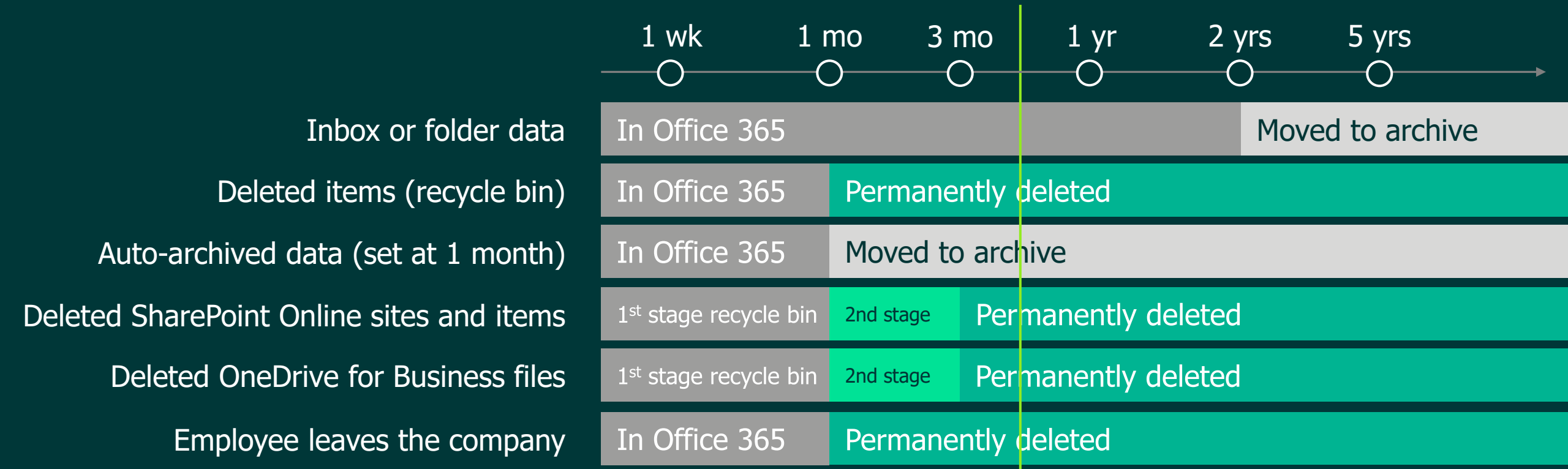
6. **Service Availability.**

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 for a limited time, 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.

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.

Source: https://www.microsoft.com/en-us/servicesagreement, 8/17/2020

Retention policies: What exactly does Microsoft back up?



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The average length of time from data compromise to discovery is over 140 days, yet default settings only protect for 30-90 days.

Source: Microsoft Office 365, 6 steps to holistic security, chapter 1

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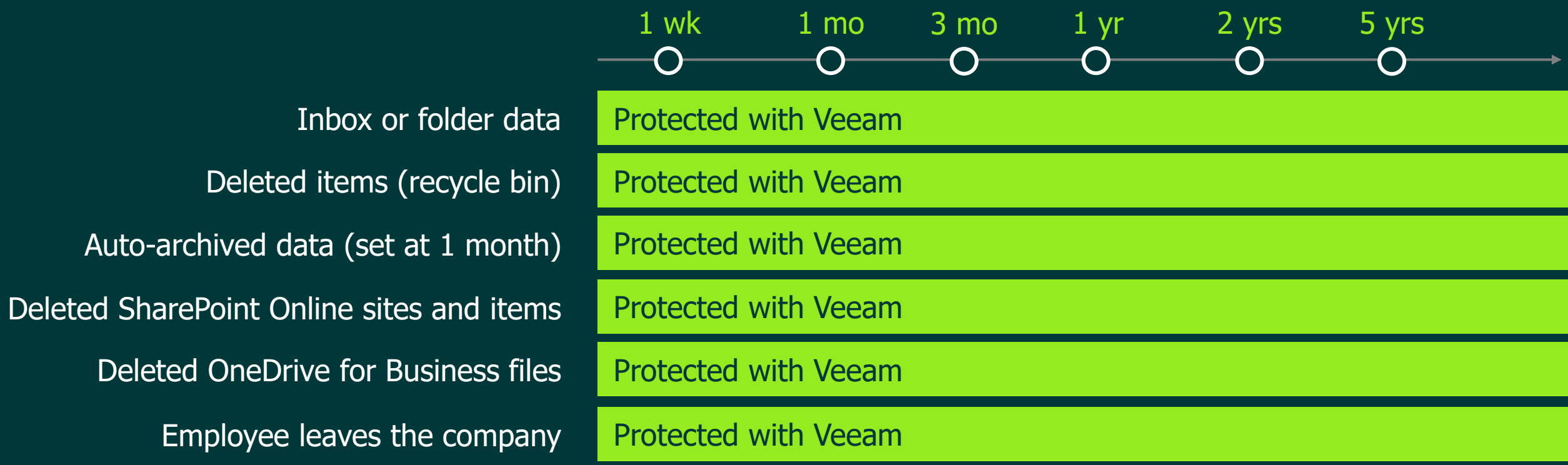
Retention policies: What exactly does Microsoft back up?



Veeam Backup *for Microsoft Office 365* is more than simply filling gaps.

It's about providing access and control to ALL Exchange Online, SharePoint Online and OneDrive for Business data and storing it in one location, making recovery fast, easy and reliable.

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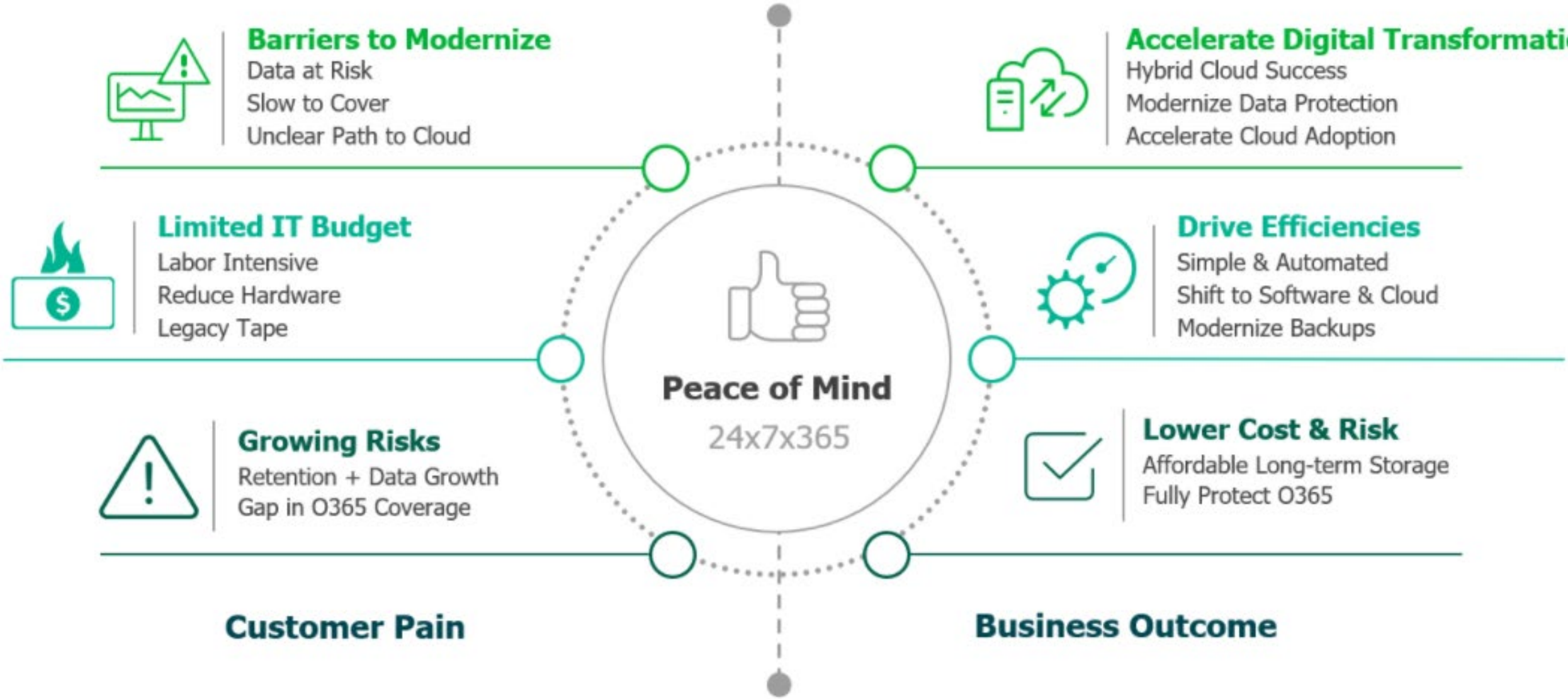
Microsoft + Veeam: Better Together