



VENTURE 1

# SkyKick

Comprehensive Office 365 Data Protection  
with the SkyKick Cloud Backup Service



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Office 365 offers always-on email, collaboration, and communication capabilities, but its native **Office 365 data protection features contain some gaps in functionality** that additional tools are required to overcome.

## What is a SkyKick Cloud Backup for Office 365?

SkyKick Cloud Backup compliments Office 365 by offering a complete backup solution with comprehensive data protection for core Office 365 components, including:

- **Exchange Online Backup:** Email, Calendar, Contacts, Tasks, Notes, Journals, Public Folders.
- **SharePoint Backup:** Site Collections, Sub Sites, Lists, Folders, Files, Versions.
- **OneDrive for Business Backup:** Full Account, Folders, Files, Versions.
- **Groups & Teams Backup:** Conversations, Calendar, Files, Notebook, Modern Team Sites.

## Key Features

Skykick Cloud Backup's rich feature set offers:

- **Up to 6 automated backups a day**
  - SkyKick Cloud Backup takes **multiple snapshots** at regular intervals throughout the day, ensuring backups keep up with business activity.
  - **Unlimited retention** of backups.
- **Multiple bulk and individual restore options**
  - **Full restores** of sites, sub sites, lists, mailboxes, OneDrive for Business accounts, Office 365 Groups, and more.
  - **Granular restores** of emails, files, versions, list items, conversations, and more.
  - **Point-in-time restores** of mailboxes and OneDrive for Business accounts.
- **Reliable and secure data handling**
  - SkyKick Cloud Backup uses industry leading **256-bit encryption at rest and 128-bit in transit**, leveraging the Microsoft Azure Public Cloud. Your **data never leaves the Azure environment**, which ensures all the inherent security and compliance capabilities that Azure offers.

# Component-Specific Features

The following table illustrates the way that SkyKick Cloud Backup complements and enhances native Office 365 backup and restore capabilities across core Office 365 components (note the example uses Office 365 E1 licences):

Example: Office 365 E1 + SkyKick Cloud Backup	Office 365	SkyKick	Office 365 + SkyKick
<b>Data Protection &amp; Data Recovery Features</b>	E1	Cloud Backup	Combined
<b>Exchange</b>			
Deleted item retention	14 days <sup>1</sup>	Unlimited	Unlimited
Storage capacity	50GB per Mailbox	Unlimited Backup	50GB per Mailbox & Unlimited Backup
Can be configured to address compliance and litigation requirements	Included with E3+ License or as an add-on	✓	✓
Data recovered as it was where it was		✓	✓
Autodiscovery and backup of all mailboxes and Public Folders		✓	✓
Restore Emails, Calendars, Contacts, Tasks, Notes, Journals and entire mailbox		✓	✓
Point-in-time restore		✓	✓
Cross-mailbox restore		✓	✓

<b>SharePoint and OneDrive for Business</b>			
Deleted item retention	186 Day	Unlimited	Unlimited
Storage capacity baseline	1 TB	Unlimited Backup	1TB + Unlimited Backup
SharePoint storage capacity per user	500MB	Unlimited Backup	500MB + Unlimited Backup
Protection from immediate permanent deletion of SharePoint site content by Site Admin and OneDrive for Business content by end user		✓	✓
Autodiscovery of SharePoint sites and OneDrive for business accounts		✓	✓
Backup and restore SharePoint files, lists, Modern & Classic Team Sites <sup>2</sup> and subsites, and OneDrive for Business files, folders, and full account		✓	✓
Point-in-time restore of OneDrive for Business accounts		✓	✓

<b>Microsoft Teams</b>			
Deleted item retention		Unlimited	Unlimited
Mailbox storage Capacity (Conversations & Calendar)		Unlimited Backup	1TB + Unlimited Backup
Data Storage Capacity (Files & Notebook)		Unlimited Backup	500MB + Unlimited Backup
Back up and restore Conversations, Calendar, Files, and Notebook		✓	✓

- <sup>1</sup> The default 14-day retention can be extended to 30 days
- <sup>2</sup> Modern Team Sites include an Office 365 Group, so require a full Cloud Backup subscription that includes Office 365 Groups backup

# Our Skykick Cloud Backup Service

Venture 1 Consulting's SkyKick Cloud Backup Service for Office 365 leverages SkyKick to provide an end-to-end backup service for customers' Office 365 environments. The service includes:

## Licences

- SkyKick Cloud Backup licences\*.

## Setup and Configuration

- Setup of SkyKick Cloud Backup against the customer's Office 365 tenancy.

## Onboarding

- Setup of nominated IT administrators within the SkyKick portal.
- Walkthrough of the SkyKick portal for nominated IT administrators.

## Monitoring

- Reporting of service exceptions and alerts.
- Monthly license usage report.
- Provision of customer portal for health status.

## Support

- IT Administrator break/fix support, including:
  - Investigating issues protecting Office 365 objects.
  - Troubleshooting SkyKick service issues and outages.
- IT Administrator proactive support, including:
  - Assistance with restores.
  - Advice and guidance.
- Creation and management of customer nominated IT administrators within the SkyKick portal for self-administration of protected items.

\* Backups reside by default in SkyKick's own Azure-based storage infrastructure, which is included within the service pricing. If preferred, customers have the option to store backups in their own Azure tenancy, on the understanding that this will incur additional Azure storage costs within their own Azure subscription.

\*\* Support is provided remotely, during UK Business Hours (Monday to Friday, 9am to 5.30pm UK time, excluding public holidays). Customers can raise support requests via phone or email.

## Pricing

Pricing comprises a monthly base price plus a monthly per protected item price. The base price is static up to a limit of 249 protected items. Under the Billing Terms below, each incurred license counts as a protected item:

Item	Monthly Cost
Base Service	£150.00
Per protected item	£2.30 to £3.50

## Pricing Terms

- All prices exclude VAT.
- Minimum contract term of 12 months.
- Cancellation terms are 3 months.
- Pricing is reviewed on a monthly basis to protect against changes to the environment that are beyond our control.
- Pricing is subject to a Fair Usage policy of a maximum of 5 support calls per calendar month.
- Any requirement to deliver the service in an on-site capacity rather than remotely will incur additional travel expenses.
- Any work that takes place outside of the standard Hours of Support will incur additional charges.

## Billing Terms

- Billing is monthly in arrears.
- For Exchange Online, each instance of the following mailboxes incurs a separate license when they are enabled for backup:
  - **User mailbox**
  - **Shared mailbox**
  - **Resource mailbox**
  - **Public folder mailbox**
- For SharePoint Online, there are **2 licensing calculation models**:
  - **When one or more SharePoint site or Group is turned on for backup.** The number of licenses is based on unique users discovered in Office 365 that are licensed for SharePoint Online and/or have their OneDrive For Business site enabled for backup. Each of the following users count as one SharePoint Online Backup License:
    - User licensed and enabled in Office 365 for SharePoint Online and with OneDrive For Business site enabled for backup.
    - User licensed and enabled in Office 365 for SharePoint Online.
    - User with OneDrive For Business site enabled for backup.
  - **When no SharePoint sites or Groups are turned on for backup.** The number of licenses is based on the number of OneDrive for Business sites enabled for backup.
- Payment terms are 30 days from the date of invoice.

