

## What is it?

K3's tailored backup product protects against data loss within all Microsoft 365 packages, platforms and applications, including Exchange, OneDrive and SharePoint. We deliver a fully managed service to quickly search for and recover files, emails or data lost due to user or IT error and administer protection across accounts, devices and varying data types.

The backup solution – powered by advanced SolarWinds technology – makes copies of Microsoft 365 data securely via the internet. Platforms are backed up at frequent intervals for rapid recovery with minimal data loss, and peace of mind against data non-compliance risks.

Backups are encrypted and stored remotely in secure UK datacenters, whilst we utilise specialist

## What are the benefits?

- Reliable and quick recovery, ensuring that important data and communications are restored with minimal impact on business operations or customer service
- Search function allows us to quickly identify your lost files
- An additional way to retain and access employee Microsoft 365 data should they leave the business, without paying the subscription fee
- Customise to account, device and data types for cost efficiency and backup schedule
- If your business falls under regulations with data-retention requirements, this backup product is designed to help you retain and archive critical data
- Exchange mailboxes backup up every 4 hours, OneDrive and SharePoint accounts every 6 hours
- Servers are protected by robust cybersecurity and are exceptionally resilient

## How much does it cost?

Prices vary depending on the contract cover option you choose. All options are available as fixed monthly payment plans with no upfront costs.

Please call us on **0844 579 0800** to discuss your specific requirements.

SERVICE OPTIONS	LEVEL 1	LEVEL 2	LEVEL 3
Software Only	✓	✓	✓
Supported by K3		✓	✓
Assisted Recovery			✓
Escalation to Site			
Support Cover Options	Mon – Fri 08:00 – 18:00	Mon – Fri 08:00 – 18:00 or 24/5 or 24/7	

## Product Features

### Installation / Setup / Configuration:- POE

- **Level 1** – Supply of software only, management provided by customer, product supported by K3 Cloud, Hosted and Managed Services. Mon – Fri 08:00 – 18:00
- **Level 2** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, cover period Mon – Fri 08:00 – 18:00
- **Level 3** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, assisted data recovery services included, cover period 24/5
- **Level 4** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, assisted data recovery services and escalation to onsite resource included if required, cover period 24/7

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