



## Solution Brief

# Enterprise-proven protection for your SaaS application data

### Massive adoption of SaaS applications

With reduced startup expenses, push-button deployments, and simplified IT management – it's no surprise that the adoption of SaaS-delivered solutions is the fastest-growing company initiative.<sup>1</sup> Coupled with the new pandemic remote workplace model, organizations are rapidly adopting cloud-delivered services and SaaS-based applications. From CRM to productivity to critical line of business applications, businesses are turning to SaaS solutions to drive efficiencies, cost savings and performance – which help instill resiliency and avoid disruptions in today's volatile landscape.

But while SaaS applications provide a nimble and cost-effective method to consume software, IT organizations

must take care that data living within their SaaS apps is protected and recoverable in the face of data loss threats.

### The customer responsibility

Many believe cloud service providers are responsible for both administering their SaaS solutions and protecting the data created and stored within them. However, the majority of cloud service providers follow a shared-responsibility model. In this model, the cloud service provider is responsible for maintaining the uptime, availability and access of their solution and the customer is responsible for protection their own data. This means CIOs must recognize that the responsibility of protecting cloud data from today's threats lies within their organization.



### Human Error

Accidental data deletion by users or administrators.



### Ransomware

Viruses, malware and malicious attack set to harm applications and data.



### Corruption

Data corruption from system errors or complications with 3rd party integrations.



### Internal Attack

Internal breach of data, content or files – often unnoticed by the business.

## SaaS apps require dedicated protection

While cloud service providers offer some native controls for temporary data replication – they are not capable of long-term retention and resiliency. Data experts emphasize the need for a proactive data protection strategy, while cloud service providers like Microsoft, Salesforce, AWS, and others recommend that customers implement third-party backup. Best practices hinge on having solutions that protect data living within your SaaS applications by:

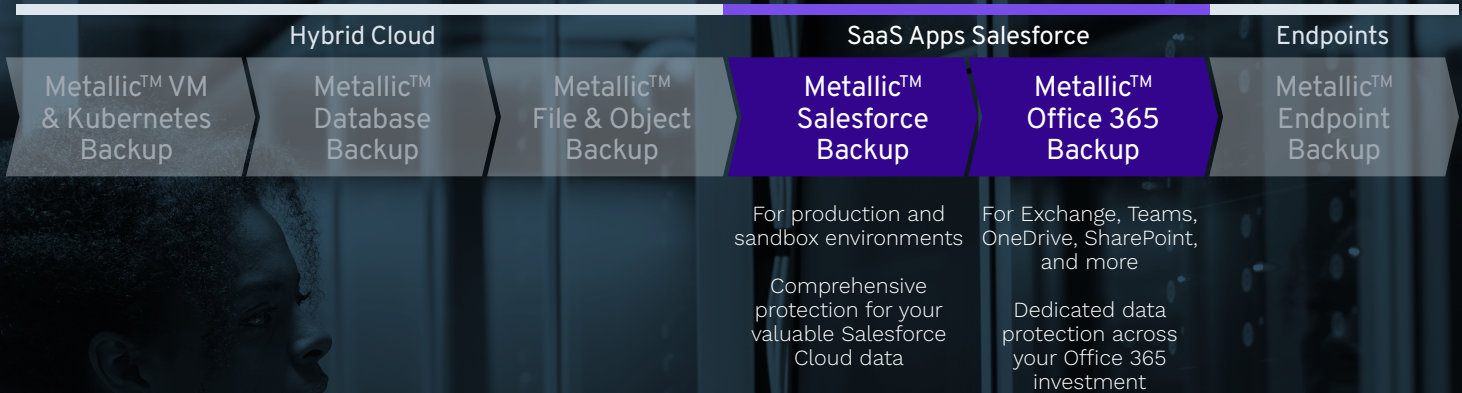
- Keeping backup copy data separated from source data (for air-gapped, immutable copies)
- Delivering extended retention of active and deleted data
- Adhere to pre-established SLAs, contracts, and applicable legislation
- Enable granular backups, flexible restore, and rapid recovery options
- Include technology to ensure speed, scale, and high resiliency

## Metallic data Protection for SaaS

SaaS solutions revolve around simple subscriptions, predictable costs, and no large capital investments. Data protection doesn't have to be different. With Metallic SaaS™ Backup, you get enterprise-grade protection with the same benefits and consumption model as existing SaaS solutions, capable of helping companies:

- Continually support cloud first initiatives or journey to the cloud
- Shed tech debt, without sacrificing security
- Rapidly deploy and scale to support ever evolving workloads and SaaS apps

Metallic offers protection for two of the top global SaaS applications, in Office 365 and Salesforce. Across these products we provide highly performant backup and recovery capabilities, simplicity of SaaS. With Metallic, admins can granularly protect and restore data – while reducing costs and eliminate headaches.



### Metallic™ SaaS Backup benefits include:

#### Industry-leading Protection

- Comprehensive coverage of app data
- Isolated, immutable backup copies
- Hardened, multi-layered security
- Fast and flexible data recovery options
- Highly performant and scalable

#### SaaS Savings

- Zero hardware or infrastructure expenses
- Simplified administration and deployment
- Automatic updates and product releases
- Unlimited storage built-in
- Vendor-managed bandwidth and networking

### About Metallic™ SaaS Backup

Metallic, from Commvault, offers award-winning data protection without the complexity. With broad-ranging coverage across apps, endpoints, on-prem, and cloud environments – Metallic is proven to safeguard your critical data from deletion, corruption, and attack.

**metallic™**   
A Commvault Venture