



SUCCESS STORY
Service Provider



NODE4 | PROBLEM SOLVED

UK-based Node4 uses NetApp® SaaS Backup (formerly Cloud Control) to protect its Microsoft Office 365 data and plans to offer protection to customers thorough its managed Office 365 service in the future.

Node4 Guards Business-Critical Microsoft Office 365 Data

Cloud is the new norm for business. It's growing so quickly that Gartner predicts 55 percent of large enterprises will have an all-in cloud software-as-a-service (SaaS) strategy by 2025.¹ UK-based cloud service provider Node4 understands that today's cloud reality comes with limitations.

¹Christy Pettey, "CIOs Flip for Cloud SaaS," Gartner, September 22, 2016.

RESTORE TIME WAS REDUCED FROM
DAYS TO MINUTES

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Head of Managed Services, Node4

“Cloud is the new way of doing business,” says Gregg Mearing, head of managed services at Node4. “But businesses shouldn’t assume data protection and backup come with all SaaS offerings.”

Node4 started as a mid-market cloud services provider, and its expertise and offerings quickly helped the company grow into the enterprise space. “Our customers rely on us to help define their cloud strategy and manage it,” explains Mearing. “Data is absolutely key, and our data management approach leads every proposal we put forward.”

Amazon Web Services (AWS) and Microsoft managed services are a sweet spot for Node4. “They are included in pretty much every deal opportunity,” says Mearing.

Because data protection is so important to Node4 and its customers, the company decided to look for a data protection solution that would store a copy of its Office 365 data outside the Microsoft cloud. The company wanted the ability to reduce restore time from days to minutes without logging support requests with Microsoft.

“We discovered there are data protection and restore limitations with Microsoft Office 365,” says Mearing. “We tested NetApp SaaS Backup for Office 365 and decided to use the service to give us an extra level of protection beyond Office 365.”

Microsoft Office 365 has a shared responsibility model for its services. Office 365 offers robust disaster recovery but does not protect against accidental deletion, viruses

or malware, hackers, or ransomware attacks. Users of Office 365 are responsible for protecting their data against the daunting risks of user error and malicious intent.

Node4 evaluated and then deployed NetApp SaaS Backup for Microsoft Office 365 to enhance data protection. “Now, we have backups outside the Microsoft 365 environment,” explains Mearing. The solution is so successful that Node4 has plans to add it to its service portfolio. “For Office 365, we will be able to offer complete services—migration, support, and backup—which is a differentiator for us,” says Mearing.

OPENING A NEW CUSTOMER WORLD

“Sometimes, people forget how vulnerable data is,” explains

Mearing. “Whether someone accidentally deletes a file, malicious forces or corruptions pop up, there are lots of ways data gets lost.” Node4’s SaaS Backup-based offering will protect everything from email and calendars to Microsoft SharePoint, OneDrive, and Office 365 Groups with point-in-time backups. The system will also provide point-in-time restoration and access to backups indefinitely as opposed to the 30-day window provided by Office 365.

“The service level agreement backup tiers within NetApp SaaS Backup let customers choose the frequency they want for their backups,” says Mearing. “And the backup targets and activity logging features help us meet regulatory compliance and data retention requirements.”

With NetApp SaaS Backup in its portfolio, Node4 can approach customer opportunities differently. “With a best-of-breed approach

that is fully integrated in the cloud, we can go after DevOps deals that need release management and security while leveraging the cloud,” says Mearing. “It’s opened up a new customer world for Node4.”

SOLUTION COMPONENTS

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Microsoft Office 365

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