



+



SOLUTION BRIEF

THE IMPORTANCE OF CLOUD-TO-CLOUD BACKUP

WHY SOFTWARE AS A SERVICE (SAAS) PROVIDERS RECOMMEND USING THIRD-PARTY APPS OR SERVICES

WHO IS RESPONSIBLE FOR THE DATA?

- > Only 13% of IT professionals understood that they are solely responsible for backing up the data for SaaS applications. (ESG, 2021)
- > 35% wrongly assume that their SaaS vendor is responsible for data protection, when it is solely their responsibility. SaaS providers are only responsible for the availability of the service itself and not the recoverability of the data within the platform. (ESG, 2021)




OVERVIEW

All too often, businesses who are using SaaS applications believe that their data is safe because it is in the cloud. However, the Shared Responsibility Model doesn't protect your data. Similar to when data was stored on-premises, your data is your responsibility. In the cloud, you are still susceptible to human error, outages and cyber threats. Moreover, even though SaaS providers have a high availability rate for their services, they are not liable for any disruption or data loss you may suffer as a result. That's one of the many reasons why SaaS vendors recommend using a third-party service to back up your business critical data.

WHO IS RESPONSIBLE FOR SECURING YOUR DATA UNDER THE SHARED RESPONSIBILITY MODEL?

Simply put, SaaS providers are responsible for securing the infrastructure and the applications that the data resides in and the customer is responsible for the data itself. The chart gives a more in-depth look at where a SaaS provider's responsibility typically stops and where yours begins.

SHARED RESPONSIBILITY MODEL

 DATA	 SECURITY	 REGULATORY
SaaS PROVIDER'S RESPONSIBILITY		
INFRASTRUCTURE: Maximizing the uptime of services	DATA CENTER PROTECTION: Protection for the infrastructure itself	DATA PROCESSOR: Process and handle data per customer's instructions
YOUR RESPONSIBILITY		
DATA AND INFORMATION: Endpoint devices, accounts and access management	DATA PROTECTION: Protection from cyber threats and human error (backup and security)	DATA CONTROLLER: Onus of consent, access, privacy, retention and meeting legal requirements

IRON MOUNTAIN AND CARBONITE: BETTER TOGETHER

Unfortunately, SaaS providers cannot protect you from data loss due to malicious intent, outages, sync errors, hackers or malware. When you add human error and more security incidents in the mix, you have a significant cybersecurity gap that can cause business-critical data loss.

These providers offer powerful platforms; however, many lack daily backup and archiving processes. Native options to restore deleted items are cumbersome, time-bound and destructive because they overwrite existing data. Furthermore, once your data has been deleted from the recycle bin, manually or automatically, it's permanently gone – which is painful from both a data loss and compliance perspective.

Iron Mountain and Carbonite eliminates this by removing both technical and time constraints. Whether you need to restore an item granularly or an entire site restore, Iron Mountain Cloud-to-Cloud Backup powered by Carbonite is faster, easier and more reliable than relying on the SaaS provider's native capabilities.

LIMITATIONS OF SAAS PROVIDER'S NATIVE CAPABILITIES

- If retention policies are not set, you can only recover deleted items from the past 30 days.
- If an active file is deleted, all versions are deleted as well. File versions are not isolated recovery points.
- Recovering from a litigation hold is possible, but there isn't a way to run a granular search.

WITH IRON MOUNTAIN CLOUD-TO-CLOUD BACKUP POWERED BY CARBONITE, YOU CAN:

- Automate backups of Microsoft 365, Google, Salesforce, Box and Dropbox.
- Get fast, flexible and granular restoration of items, mailboxes or sites.
- Easily recover data with point-in-time recovery.
- Browse daily snapshots and run searches.
- Feel more secure with full redundancy.
- Store more with unlimited storage and retention.
- Reduce headaches with Carbonite's Phenomenal Support®.



+



TO LEARN MORE: 800.899.IRON | IRONMOUNTAIN.COM

© 2023 Iron Mountain, Incorporated. All rights reserved. This document was created by Iron Mountain Incorporated and its affiliates ("Iron Mountain"), and information provided herein is the proprietary and confidential material of Iron Mountain and/or its licensors which may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the prior written permission of Iron Mountain. Current product or service plans, strategy, release dates, or capabilities are subject to change without notice, and do not represent or imply an invitation or offer, or availability in all countries, and are not intended to be a commitment to future product or feature availability. This document is not sponsored by, endorsed by, or affiliated with any other party, and any customer examples described herein are presented as illustrations of how customers have used Iron Mountain products and services, and do not constitute a further endorsement, affiliation or other association with such customers or other entities referenced herein. Iron Mountain shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Iron Mountain provides this information AS-IS and makes no representations or warranties with respect to the accuracy or completeness of the information provided or fitness for a particular purpose. "Iron Mountain" is a registered trademark of Iron Mountain, Incorporated in the United States and other countries, and Iron Mountain, the Iron Mountain logo, and combinations thereof, and other marks marked by TM are trademarks of Iron Mountain Incorporated. All other trademarks and other identifiers remain the property of their respective owners.

