druva

Professional Services essentials for SaaS applications

Cloud-based applications are critical to businesses and operations around the globe. However, leading software-as-a-service (SaaS) providers such as Slack, Microsoft, Google, and Salesforce do not provide equally critical backup options to protect their customers' data. Without this support, can customers quickly and easily recover deleted data when needed, or is it lost?

Why back up cloud data?

There is a widespread misconception that cloud data is protected across SaaS applications, but without a thorough data protection strategy, customers run the risk of:

- Exposing the organization to data loss, breaches, and internal attacks — especially if leveraging a legacy data protection solution
- Incurring additional cloud real-estate and cloud provider expenses
- Delaying cloud benefits and increasing associated costs
- Experiencing compliance and audit fines

To overcome these challenges in SaaS application data protection, organizations need a single, comprehensive data protection strategy that follows best practices, and supports new cloud workloads and initiatives. When implemented, customers will be able to focus resources on higher-value functions, deliver expected SLAs, increase the predictability of data protection costs, reduce data risk, and stay compliant with industry standards.

Delivering cloud industry expertise

An all-inclusive cloud data protection solution should address the above challenges for all user data regardless of location — on a laptop, mobile device, or cloud service like Microsoft 365, Slack, or Google Workspace.

Druva helps some of the world's largest organizations protect their investments in SaaS environments from data loss and compliance violations. Delivered as-a-service, Druva simplifies backup, archival, and compliance to reduce the cost and complexity of protecting customer data, increase cyber resilience and maintain regulatory compliance, and accelerate and protect cloud projects.

Customers also take advantage of all-inclusive services with no need to manage hardware, software, or the associated cost and complexity.

How Druva Professional Services provide support

The Druva Professional Services team ensures that organizations have firsthand access to our rich expertise during the design and deployment of the solution to fully leverage proven best practices from start to finish. While delivering solutions tailored specifically to the customer, we dramatically accelerate deployment efforts and reduce the workload on internal IT staff, allowing them to focus on projects requiring their unique talents and experience.

Services	Essentials — SaaS applications
User provisioning	✓
Profile management	✓
Configuration of backups and integration	✓
Best practices (documentation)	✓
Backup monitoring	✗
Resources	Technical consultant (remote)
Services engagement duration	Up to 3 weeks or 10 hours *based on license count

Druva customer advantages

- Unique cloud architecture and expertise

- Backup and recovery to ensure a clean copy of data is always available

- Air-gapped, highly available, and secure storage environment, guaranteeing data availability and durability

- Management via a unified interface, empowering admins to manage data, not infrastructure

- Transparent business model ensuring predictable, controllable costs

- On-demand data protection allowing customers to scale up and down for improved business agility

Key benefits

- Reduced costs

- Reallocation of IT resources for innovation

- Accelerated deployment leveraging best practices

- Seasoned Druva technology experts provide support

Services

- Technical consultant services
  - Technical point of contact for the duration of Professional Services engagement
  - Limited deployment assistance
  - Solution consulting
  - Best practices

Training resources

- Unlimited access to the Druva Learning Portal

Support level

- Business critical support