

**Case Study**

How CrashPlan Revolutionized Microsoft Exchange Data Security for a Financial Services Customer

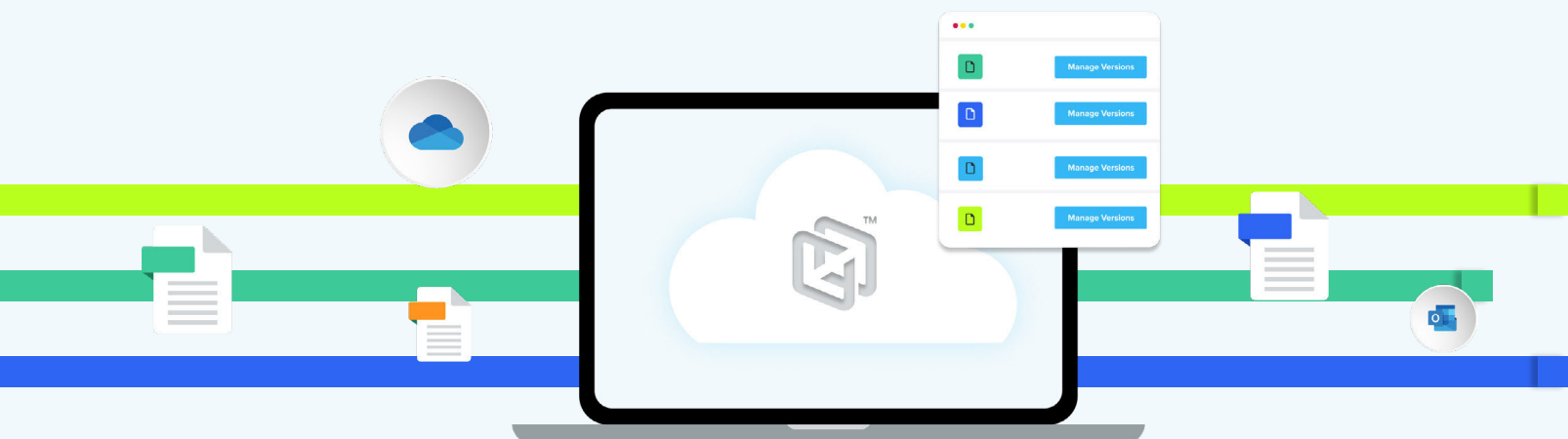


Background

This customer has established themselves as a leading name in the Financial Services sector. Known for their services and commitment to excellence, they have emerged as a standout player in the industry.

Industry: Banking, Financial Services, and Insurance

Solution used: CrashPlan's Microsoft 365 Exchange Online Backup



Key Challenges

Operating within the Financial Services sector, the customer heavily manages sensitive financial data. They relied on Microsoft 365 for email communication but faced security concerns like:



Cloud service limitations

Microsoft, as the provider of the cloud infrastructure, did not take full responsibility for consumer data security. While Microsoft protected its cloud tenant, it did not extend the same level of responsibility to the data uploaded by the customer. This created a potential vulnerability — any compromise of the Microsoft tenant could result in unauthorized access to sensitive data.



Litigation hold vulnerability

The customer faced a challenge concerning a litigation hold. In the Microsoft environment, data placed on litigation hold was stored within the same repository as other data. Consequently, if the Microsoft tenant were compromised, data under litigation hold would be equally at risk, undermining the integrity of legal proceedings and compliance efforts. To address these challenges, the customer turned to CrashPlan. CrashPlan provides a comprehensive data protection and backup solution tailored to meet the security requirements of Financial Services companies for Exchange Online backup.

Solution

CrashPlan's enterprise-grade data security solution, proved to be the right fit to comprehensively address their data security concerns. CrashPlan provides:

- ✓ Automated and scheduled backups for Microsoft 365 Exchange online data
- ✓ Secure, offsite storage with end-to-end encryption to enhance data protection
- ✓ Granular recovery options for swift restoration of critical data even if the Microsoft tenant is compromised

Benefits

CrashPlan's data backup features empower customers to manage data security effortlessly.



Automated Exchange backup

CrashPlan enables automatically scheduled backups that ensure all Exchange online data is safely stored and easily recoverable.



Shared responsibility model

In cloud services, data protection responsibilities are shared. While vendors ensure uptime and infrastructure, customers retain responsibility for their stored data. Understanding this distinction is vital, as cloud presence does not automatically guarantee data protection; it is a collaborative effort between provider and user.



Advanced archiving features

Capture a true archive of emails even if they are deleted by users and removed from "Deleted Items" and "Recoverable Items." Smart filters can be configured with patterns to filter out emails they do not need to archive.



Zero-knowledge privacy

Zero-knowledge privacy is a tenet on which all CrashPlan products are built. This ensures that only the customer can access their data — not the cloud vendor nor CrashPlan.



Industrial-strength data encryption

CrashPlan secures critical data with AES-256 encryption at rest and TLS 1.2+ during transit. It enforces strict segregation of duties, ensuring data access solely for their organization, not vendors. CrashPlan's innovative approach to encryption offers options such as file sharing and shredding, and utilizes higher-grade encryption methods.



Regulatory compliance & governance

CrashPlan facilitates data protection and retention, aiding compliance with SOX, SEBI, DPDP, and GDPR. Its reports and audit trail ensure that organizations maintain defensible compliance platforms.



Litigation hold

Allows administrators to assign policies to identified users aligning with the Legal Hold requirements.

“Before we discovered CrashPlan, we needed help with the security of our Exchange data. Microsoft’s limitations left us vulnerable, and we constantly worried about our data safety. With BluVault’s robust features, our Exchange data is now safely backed up and protected.”

— VP, IT Infrastructure



CrashPlan provides cyber-ready data resilience and governance in a single platform for organizations whose ideas power their revenue. With its comprehensive backup and recovery capabilities for data stored on servers, on endpoint devices, and in SaaS applications, CrashPlan’s solutions are trusted by entrepreneurs, professionals, and businesses of all sizes worldwide. From ransomware recovery and breaches to migrations and legal holds, CrashPlan’s suite of products ensures the safety and compliance of your data without disruption.

For more information, visit crashplan.com.

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