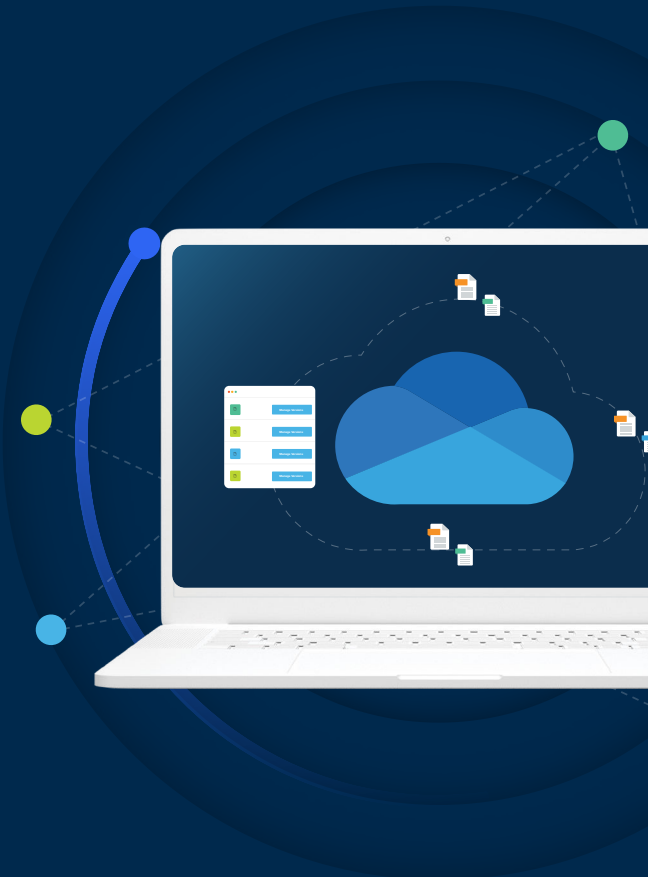**CrashPlan™** **samta**

Case Study

Endpoint Backups to OneDrive for Business for Data Protection and Availability

Learn how Samta Group streamlined its endpoint data backup process to achieve reliable data protection against insider threats and ensure data availability during the Coronavirus pandemic.

Background

Samta Group is an Indian multinational conglomerate that has a presence in five different business verticals ranging from biotechnology, mining, solar power, and blockchain technology. Their operations are spread across different parts of India, the United States, the Democratic Republic of the Congo, and Uganda. This group of companies includes Samta Mines & Minerals, Gencrest, Samta Energy, Infinichains, and Samta Foundation.

The Challenge

Samta Group was not using any backup solution before implementing CrashPlan. In the absence of a streamlined and comprehensive backup process, they had several issues their IT team was wrestling with.
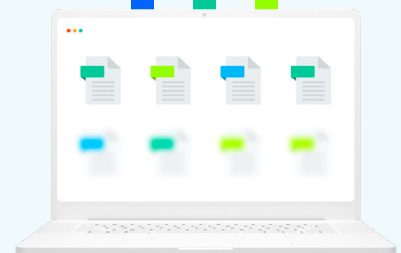
Backups to OneDrive always seemed incomplete

Samta Group was encouraging all their users to use OneDrive to sync their files and store them as backups. They knew that OneDrive synced only a few folders, and they tried their best to encourage all their users to add their file data to one of these special folders. They had limited success with his approach, but more disturbingly, they realized that although OneDrive's sync function replicated the same files between the endpoint and the cloud, any accidental deletion or corruption of data on the endpoints would also faithfully replicate to the cloud in a matter of minutes and destroy all copies.

They also were worried about excessive permissions being allowed by OneDrive to files and folders. While sharing access to files and folders stored in OneDrive, the permissions allowed most of the users to not just contribute but also allowed options to edit and delete. They felt this dramatically increased their attack surface and made them more vulnerable to data losses via insider attacks.

Samta Group also was anxious about the increased frequency of cyberattacks during the initial onset of the Coronavirus pandemic, especially since the attacks tended to target cloud storage. Although OneDrive did encrypt data in transit and at rest, the IT team knew that they didn't control the encryption keys – so the data wasn't private to the Samta Group. This statistically increased the chances of someone outside the business getting access to the OneDrive data.

Impact of the Pandemic

With the onset of the pandemic, Samta Group's data issues were brought into more uncomfortable focus – where most employees were working from home and had no access to office servers or storage. Samta Group needed a solution to migrate all on-premises data to the cloud and enable backups to cloud storage. This strategy made a lot of sense because it allowed end-users to access business data anytime, anywhere.
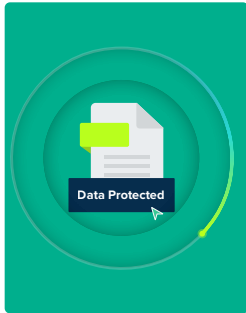
Data availability concerns for legal purposes

Along with incidents of insider threats, another data protection and management challenge that Samta Group was experiencing was also data availability (or lack thereof). There was no simple way to search for, and find data required for legal and eDiscovery purposes across both user endpoints and data in the cloud.

Solution

CrashPlan was recommended to the Samta Group by a sister company and was brought in to assess their current backup strategy. After a thorough analysis of their existing backup processes and understanding the data protection and management challenges, CrashPlan recommended that the Samta Group adopt CrashPlan for Endpoints as a hosted SaaS offering with CrashPlan's OneDrive for Business connector.

The recommendation made sense for several reasons:
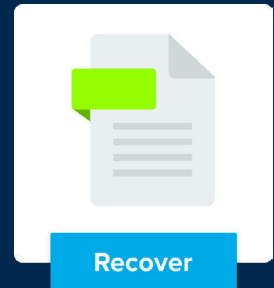
Cost-sensitive and scalable backup storage

Samta Group was using the sync and store capabilities of OneDrive for Business but they were concerned about the completeness of the data protection and management abilities that it offered. CrashPlan offered a win-win solution to Samta Group with CrashPlan for Endpoints. This solution enabled them to continue using OneDrive for Business as a backup storage target but CrashPlan's backup agent made the backup more reliable, comprehensive, and also more secure, manageable, and cost-efficient.

Through this solution, CrashPlan enabled Samta Group to use user's OneDrive For Business account as a backup target for their own backups. Now all user endpoint data was being automatically backed up to a secure container inside OneDrive (powered by CrashPlan's unique privacy gateway). This meant the Samta Group had no additional investment they had to make for backup storage. CrashPlan for Endpoints also made backups automatic. End users did not have to do anything to trigger backups.

Once the CrashPlan agent was installed, all changed files were automatically being backed up to their OneDrive for Business storage. This backed-up data is completely encrypted, both in transit and at rest in OneDrive. The Samta Group, thus made sure that their data was safe and secure from any potentially malicious activity – internal or external.

No more data loss due to insider threats

With immutable, encrypted, and versioned backup copies of all endpoint data, IT admins never have to fear data losses due to malicious deletion or insider threats. They know they can always find the data they need and restore it back with a few clicks of the mouse. Undesirable workplace incidents and the consequent risk of an insider attack can never be anticipated, proactively controlled, or eliminated - but with the implementation of a secure backup and recovery process using CrashPlan, Samta Group now has easy access and complete control on existing endpoint data of all the users. Not only can they easily drill down and see all files/folders in a File Explorer like view, they can also easily search for files or even contents inside a file to quickly locate what they need.

Centralized backup data management

Before CrashPlan, Samta Group's IT admins did not have any visibility on what endpoints or files were being backed up (or left unprotected). They simply relied on the OneDrive file sync and hoped for the best. CrashPlan simplified the planning, initiation, management, and execution of backups across multiple endpoints using a centralized management portal. Now IT admins can use the CrashPlan portal to configure data protection policies and conveniently apply them to any identified endpoints to initiate backups immediately.

With automated, reliable, and immutable data backup to OneDrive, combined with the power of centralized management, Samta Group feels in control of all their data and feels confident that they're on a platform that offers them the leverage to monitor, analyze, and interpret data without interrupting any operations being performed on the business endpoints. CrashPlan also empowered end-users with the ability to initiate backup and restore operations on their own. This reduced the constant support that IT admins had to provide in response to end-user demands for their data.

Regulatory compliance

CrashPlan for Endpoints ensures that the backed-up data in OneDrive for Business is encrypted, immutable, and available for immediate recovery whenever required. Samta Group is thus on a strong and defensible platform from a legal and regulatory compliance standpoint. CrashPlan also helped Samta Group with options to:

- ⊘ maintain a detailed timestamped audit trail of actions - to ensure data integrity
- ⊘ place files and folders on legal hold
- ⊘ safely store and retain data to access easily later for legal purposes

Business continuity and disaster recovery

Samta Group not only backs up their end user data to OneDrive but they also back up their OneDrive for Business data using CrashPlan. The backups in both cases are in the cloud – which means users have access to them anytime, from anywhere. Samta Group employees found this very helpful during the initial lockdown when most workers were stranded away from the office with limited access to business data. CrashPlan's backups in the cloud were always accessible – allowing users access to their files with a few simple mouse clicks.

Reliable support

Over and above the unique feature set, CrashPlan also stood out because of its widely acclaimed customer support. Samta Group is more than pleased with the CrashPlan technical support team for their customer-centric and professional approach to all incidents – big or small.

> "Parablu (CrashPlan) has made us more confident about our data protection strategies. It has given us the ease of initiating backups, managing backed-up data, and restoring it whenever needed. BluVault (CrashPlan for Endpoints) has helped us to ensure data availabilityand security during the pandemic, when our employees were working from home. And, to achieve all these we did not have to pay anything for the backup storage. Their support is amazing too!"
>
> **- Pratik Tawde, IT Manager, Samta Group**

CrashPlan™

CrashPlan® enables organizational resilience through secure, scalable, and straightforward endpoint data backup. With automatic backup and customizable file version retention, you can bounce back from any data calamity. What starts as endpoint backup and recovery becomes a solution for ransomware recovery, breaches, migrations, and legal holds. So you can work fearlessly and grow confidently.

For more information, visit **crashplan.com**.

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