**SkyKick Cloud Backup for Microsoft 365**

**Demo Talk Track**

Traditional

How to do a to customer Demo



**SkyKick Cloud Backup for Microsoft 365**

**User Manual**

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# Self-service homepage – Login

Let’s dive into a demo by first jumping into the *Customer Self-service Portal*.

• 100% Customer facing portal

• Surf to login on Customer Self-service portal: http://partner.backupmycloud.com/

• Login with Customer Admin user using these credentials:

Username: name@customer.OnMicrosoft.com

Password : xxxxxx

# Start “Dashboard” tab: Smart Insights & Persistent Backup

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| Text | Screen |
| When the customers opens his backup subscription he will see that the navigation tab includes *Dashboard, Users & Groups, Collaboration* and finally *Settings* illustrated by the gear in the upper right corner. We will run through each of these tabs, first starting with *Dashboard*.  Today, customers are proactively seeking to understand their data protection status. This is why we built **SmartInsights**, a feature that enhances customer engagements through insights on data growth and protection trends.  On the Snapshots tab you will see 3 charts - *Snapshot Summary*, *Total Data Under Protection* & *Data Protection Status* of a customer. |  |
| *Snapshot Summary* illustrates the amount of new data protected by our **Persistent Backup** capability.  Persistent Backup reduces the risk of data loss as we perform up to 6 daily automatic backups. We retain the data across each individual snapshot, unlike other vendors that prune or consolidate this data to save cost. This concept extends to even when an employee leaves as we retain the deleted user information during the lifetime of the backup subscription, highlighting the data longevity and accessibility.  The *Snapshot Summary* chart is a great chart to illustrate this and essentially show that SkyKick Cloud Backup can recover from the freshest customer data.  You can filter this *Snapshot Summary* chart by Date RangeMouse click png images | PNGWing where you can see historically how much data has been protected. | Mouse click png images | PNGWing *Change Data Range of SnapShot Summary  to a Larger Range* |
| Let’s move on to the *Total Data Protection Chart*. What you’ll typically notice is that as customers start to use Microsoft 365 more, data under protection also grows. This is why our solution offers **Unlimited Storage and Retention**, which adapts to changing storage needs as more data is created. Mouse click png images | PNGWing  With unlimited storage and retention you do not have to worry about data that outgrows the storage container, which means that you as a customer have uninterrupted data accessibility. Additionally there are zero costs associated with storage management, so the solution is future-proofed too.  This chart does a terrific job of highlighting to a customer the amount of data that you have been protecting on behalf of them. | *Hover over Total Data Under Protection Chart to show how data changes over a period of time* |
| Finally *Data Protection Status* is a helpful way of highlighting and drawing attention to gaps in data protection and opportunity to deliver more valueMouse click png images | PNGWing.  Typically we see customer using the Smart intelligence across the combination of these charts in security reviews.  Let’s move to Restores Mouse click png images | PNGWing | Mouse click png images | PNGWing *Hover over Data Protection Status Chart*  Mouse click png images | PNGWing *Click on Restores* |
| In the Restores section you can see the *Completed Restore Requests, Amount of Data Restored & Number of Items Restored.*  This information is incredibly useful in showcasing both internally and externally the specifics on restoration performance. Additionally you can click on a specific restore and get more granular information… Mouse click png images | PNGWing | Mouse click png images | PNGWing *Click on a specific restore (i.e. Adele Vance)* |
| including who requested the restore within the SkyKick Portal and the duration of time it took to complete the restoration.  Let’s move on to Issues Mouse click png images | PNGWing | * *Click on Issues* |
| In the Issues section you will find a summary of the issues that are preventing the backup for Microsoft 365 at a tenant or an individual/resource level.  The ideal state is what you can see here, as in the tenant is being managed really well, so no issues to see.  If there are issues, you’ll get a prioritized list, including relevant Help Center documentation to help you remediate them fast.  Let’s move from *Dashboards* to *Users & Groups.*  Mouse click png images | PNGWing | Mouse click png images | PNGWing*Click on Users & Groups Tab* |

# “Users & Groups” tab – User Centric UI

## “Users” tab

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| Conversations on data protection have shifted from 'what' is protected to 'who'. This is why we have a user-centric interface prioritizing ease of use and ensuring a streamlined workflow for administrators and end-users alike.  In the *Users* tab you’ll see a list of the names, types and data protection statuses.  Clicking on a specific user name… Mouse click png images | PNGWing | A screenshot of a computer  Description automatically generated  Mouse click png images | PNGWing*Click on User Name - Adele* |
| ..opens a view where you can see a unified view on User-data organized by services that are being protected.  Here you can see Adele Vance’s data organized across Microsoft Exchange, OneDrive For business, Microsoft Teams Chats & Microsoft Planner.  Clicking any tile enables you to take a granular view of the service and perform a restore.  This is a great time to highlight our **Granular Recovery Options** that enable zero data misplacement risk.  In in the example of restoring Adele Vance’s Mailbox data I’d click on Exchange Mouse click png images | PNGWing | A screenshot of a computer  Description automatically generated  Mouse click png images | PNGWing*Click on Microsoft Exchange* |
| And from here I can see the data intuitively organized into its folder structure. | A screenshot of a computer  Description automatically generated |
| In the case where I’d like to restore the full mailbox, I would click on the top check box Mouse click png images | PNGWing which selects all folders and then click restore Mouse click png images | PNGWing | A screenshot of a computer  Description automatically generated   * *Click on top checkbox* * *Click on Restore* |
| Here you can see that you will get options to restore to specific point-in-time. If you need to redirect the restore to someone else’s mailbox in the Microsoft 365 Tenant we as a partner can perform this task for you.  SkyKick uniquely restore back to the tenant to prevent any chance of confidential data being leaked on-premises or anywhere the customer wouldn’t expect it be. This way there is zero data misplacement risk.  Alternatively if you want to restore to an individual mail item you’d first click cancel Mouse click png images | PNGWing and click into a folder Mouse click png images | PNGWing, such as Inbox. | A screenshot of a computer  Description automatically generated   * *Click on Cancel* * *Click into a Folder* |
| Click on the specific mail-item Mouse click png images | PNGWing | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingClick any email* |
| and select restore. Mouse click png images | PNGWing  We can revisit how this restore went in the Dashboard tab later in the demo but overall restoring is incredibly simple and secure.  Now let’s head back to the users page | A screenshot of a computer  Description automatically generated   * *Perform an email restoration* * *Head to users page* |
| In the protection column you will notice that some users are explicitly protected whereas other users have an additional icon Mouse click png images | PNGWing , indicating they are protected by a Group. | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingHover mouse over groups icon* |

## “Groups” tab – Groups Management for simple user management

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| This brings us to **Groups Management.** Mouse click png images | PNGWing  You have the ability to manage users using Microsoft Groups aligning to the way many customers manage users today via Azure Active Directory. This capability will effectively automate onboarding and offboarding processes on a larger scale.  Groups can either be a list of members or a list of members with data such as a Microsoft Teams. If I click on a Microsoft Team…Mouse click png images | PNGWing | A screenshot of a computer  Description automatically generated   * *Click on Groups* * *Click on a specific Microsoft Team Group* |

# Fast Search & Recovery of your data & granular Recovery Options incl Point-in-Time

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| You will then see Teams data.  We have also navigate seamlessly from the *Users & Groups* tab to the *Collaboration* tab.  Within a Microsoft Teams you may also see that we are protecting Microsoft Planner.  Here you will also find other Microsoft 365 Collaboration data for this specific customer including Public Folders and SharePoint Sites. So if you click on SharePoint | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingClick on SharePoint* |
| You can see all the SharePoint Sites that are being protected.  Recovering Collaboration data is similar to recovering User Data and follows the same principles on zero data misplacement risk.  One example of this is when I click into a SharePoint site… *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated  *Click on SharePoint Site* |
| You will see the folder structure  And clicking on the top checkbox *Mouse click png images | PNGWing* will select all folders and when I select restore… *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated   * *Click on Top Checkbox* * *Click Restore* |

## Point in time restore

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| you have the capability of performing a Point-In-Time restoration across a SharePoint site.  Let’s cancel out of this. *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingClick Cancel* |

## Fast Search & Recovery of your data

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| There will be cases where you may not have full clarity from the customer on where a specific piece of data is located.  This is where **SnapSearch** comes on which allows you.  So say for instance I am searching for a document called Hotel, all I have to do type in Hotel *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingType in Hotel* |
| And you will we immediately find the information.  The speed of search accelerates business continuity and operational efficiency, and overall improving customer service as you can go from searching to recovering in seconds.  One more aspect to note about files, when you restore a individual file items… *Mouse click png images | PNGWing* *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated   * *Select a File* * *Select Restore* |

## Versioning

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| You’ll see the Version History that SkyKick retains as part of protecting files.  This is important as you have the flexibility to restore from previous versions of files too, further highlighting the Granular Recovery Options.  Now that we have seen Dashboard, Users & Groups and Collaboration, let’s finally head to the Settings. *Mouse click png images | PNGWing* *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated   * *Select Cancel* * *Click on Settings* |

# “Settings” gear in the upper right corner

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| The subscription Settings page is where you can manage specific aspects of a Cloud Backup subscription  Authorization allows you to reauthorize the backup subscription. *Mouse click png images | PNGWing* | A white screen with black text  Description automatically generated  *Mouse click png images | PNGWingClick on Protection* |
| Protection is broken down into Discovered Resources, Data Retention & Data Storage.  With Discovered Resources you can configure how newly discovered resources are handled as well as manage what causes triggers a notification *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingClick on Data Retention* |
| With Data Retention you can review and modify data retention policies. *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingClick on Data Storage* |
| With Data Storage you can review the location of the Azure Storage. *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated  *Mouse click png images | PNGWingClick on Subscription* |
| And finally Subscription shows your Customer Name and the contact email address … we as a partner can change this information for you *Mouse click png images | PNGWing* | A screenshot of a computer  Description automatically generated |