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Datto SaaS Protection for Microsoft 365

Datto SaaS Protection ensures that MSPs can access, control and, most importantly, protect their clients' Microsoft 365 data. As the leading cloud-to-cloud backup solution, SaaS Protection for Microsoft 365 offers an all-in-one backup, search, restore and export solution for Exchange, OneDrive, SharePoint and Teams.

Microsoft 365 is not automatically protected

As organizations increasingly move data into cloud-based applications, many believe that traditional best practices, such as data backup, are outdated. After all, SaaS applications are always available, accessible from anywhere and highly redundant, so why is backup necessary?

According to the State of BCDR Report 2025, 87% of businesses suffered SaaS data loss in 2024. The single leading cause of this data loss? End-user error. Other common culprits include:

- Misconfiguration

- Malicious insiders

- External threat actors (e.g., hackers, malware)

- Integration with another application

With more and more companies depending on Microsoft 365 for collaboration and business operations, these risks are impossible to ignore. Backup is just as important in the cloud as in traditional on-premises IT systems. An independent, third-party SaaS backup solution is the best way to protect organizations against the most common data loss pitfalls.

Protecting your end clients in the cloud is a shared responsibility

Many organizations mistakenly believe that Microsoft 365 data is automatically protected, but that's only partially true. While Microsoft does ensure it won't lose your data, it does not make any guarantees about restoring data if you do. In other words, Microsoft 365 data is as vulnerable to accidental or malicious deletion, ransomware and other types of data loss as on-premises applications.

SaaS vendors like Microsoft promote a "shared responsibility" model. They recommend that providers and end users pursue third-party solutions to ensure they meet data protection, business continuity, compliance and security requirements beyond Microsoft 365's limited native recovery capabilities.

Why SaaS Protection for Microsoft 365?

Disasters often strike without warning. With Datto SaaS Protection, you can confidently back up and protect your clients' Microsoft 365 data should disaster strike. Our industry-leading solution offers:

Trusted backup

MSPs need complete confidence that their clients' Microsoft 365 data is protected with a reliable, robust solution designed to reduce the risk and time needed to manage backups.

Automated, continuous backups: Protect Exchange, Tasks, OneDrive, SharePoint and Teams with 3x daily backups or perform additional backups as needed at any time.

Streamlined client onboarding: Protect your clients' critical cloud data in minutes with a simplified setup and an easy click-through onboarding process.

Flexible retention: Not all client environments are the same. That's why SaaS Protection offers different data retention options to meet clients' individual needs.

Intuitive, user-friendly management portal: Quickly and easily determine the number of licenses in use, gauge profitability and view clients' backup status, all from a single pane of glass.

Fast and effortless restore

Point-in-time restore and export: Quickly restore or export data from a specific point in time before a data loss incident occurred.

Non-destructive restore process: Quickly identify and recover individual objects or entire accounts with related records and folder structure intact.

Cross-user restore: Restore data from one Microsoft 365 user account into another.

Retain user data: With SaaS Protection, you can save money and effort by preserving inactive Microsoft 365 user data for as long as you need it.

Easy export: Export entire accounts or specific items in standard file formats.

Effective monitoring and management

Have complete administrative control and proactively monitor your backup activities. Be confident in the status of a backup and recovery operations with detailed, actionable reports.

Admin audit log: Maintain a detailed record of all administrator and user actions from your admin dashboard.

Automated client billing: Quickly and easily set up automated client billing and customize configurations per client, all through the intuitive Datto Partner Portal with Datto Autotask PSA.

Backup monitoring: It enables on-demand retrieval of events such as backup, export or restore. Here you can see all of your successful and failed backup runs at the seat-level with error messaging around the root cause.

Multiadmin roles: Manage your accounts using roles such as Super Admin and multiple General Admin roles.

Daily backup success report: Granular reporting enables you to verify the health and status of backup snapshots by client and application, and take swift remedial action if needed.

Predictable profitability

Build margin with bundled solutions that include protection for clients' Microsoft 365 data.

Simple, per-license pricing: Deploy licenses across end clients and redeploy them as needed.

Aggregated, volume-based discounting: Discounts are based on total licenses sold across all of your clients.

Flexible subscription options: Choose the best fit for each client with standard month-to-month contracts or discounted longer-term commitments.

Increase margins: Bundle Microsoft 365 and Datto SaaS Protection to build margins and add multilayer protection for your Microsoft 365 clients.

Unlimited NFR program: Pilot the Datto SaaS Protection product with your clients and add new not-for-resale (NFR) clients in minutes with our streamlined onboarding process.

Comprehensive data protection and compliance

Balance security and transparency with powerful controls and robust user lifecycle management. Protect valuable business data from accidental or malicious acts.

Security and compliance: SaaS Protection backs up data in compliance with Service Organization Control (SOC 1/SSAE 16 and SOC 2 Type II) reporting standards and supports your HIPAA and GDPR compliance needs.

Ransomware protection: Roll back data to a point in time before ransomware attacks.

Custom data retention: Keep data indefinitely or adjust retention settings to meet compliance standards.

Sales and marketing support

Datto SaaS Protection is built exclusively for MSPs. We are committed to providing our partners with the marketing, sales and technical support they need to be successful.

SaaS Protection training videos: Become an expert in Datto SaaS Protection with helpful training available on demand.

SaaS Protection marketing and sales campaigns: Launch pre-built SaaS Protection campaigns, access a library of co-branded content and manage your leads from prospect to sale.

SaaS Protection for Microsoft 365 technical overview

Technical backup features	
Services covered	Microsoft 365's Exchange Online, Calendar, Contacts, Tasks, all OneDrive file types, OneNote data in SharePoint and OneDrive Document libraries, SharePoint sites, custom site collections, Microsoft Teams content (team sites, files, documents), Public channel conversations, Calendar Meetings
Automated backup	Automated daily point-in-time backups begin after the initial ingest
Backup frequency	3x daily
On-demand backup	Able to initiate anytime on service level; will not interrupt regularly scheduled backups

Automatic new user and SharePoint site detection	Able to add all current users or SharePoint sites and back up new users or sites automatically; nightly job detects the status of services in Microsoft 365 environment
Microsoft 365 licenses supported	E1, E3, E5, Exchange only 1 and 2, SharePoint only 1 and 2, Business Essentials, Business Premium, EDU, GOV, NPO
Storage locations	Stored in Datto's private cloud located in the US, EMEA, AUS, CAN, SING and UK; built-in redundancy; geo-replicated within the geographical region; ZFS file storage; SOC 2 Type II audited; built-in encryption
Restore function	To original user or alternative user in original file format
Restore granularity	File-level and folder-level with hierarchy intact; file and folder permissions restored on personal drives; option to restore files without attached permissions
Export format	MBOX for Mail, ICS for Calendar, VCF for Contacts and Original MS format for OneDrive
Search	Discovery search within and across multiple users; metadata search
Administrative roles	Manage your accounts using roles such as Super Admin and General Admin roles
Audit logging	Available under "Reporting" in UI
Data retention	Set to infinite retention by default ICR: Backup snapshots are retained in the Datto Cloud indefinitely TBR: Backup snapshots are retained for up to one year in the Datto Cloud
Data pruning	3x daily user backups are retained for 30 days; after 30 days, one daily backup is saved per user; after 90 days, one weekly backup is saved per user; after 1 year, one monthly backup is saved per user
Daily backup success report	Granular reporting to confirm the health and status of your backup snapshots per client and application

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