Datto SaaS Protection for Google Workspace

Datto SaaS Protection ensures that MSPs can access, control and, most importantly, protect their clients' Google Workspace (previously known as G Suite). It offers all-in-one backup, search, restore and export for Gmail, Calendar, Contacts and Shared Drives.

Google Workspace 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move data into cloud-based applications, many believe that traditional best practices, such as data backup, are outdated.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 Google Workspace for collaboration and business operations, these risks are impossible to ignore. Backup is just as important in the cloud as it is 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.

Why Google Vault is not backup

While Google Vault does include some primitive recovery capabilities, it does not protect against:

Data loss due to permanent deletion: If an admin or end user permanently deletes data, files are only recoverable for a short period. Plus, it doesn't provide admins the granular control they need — only a restore of all deleted items in a 25-day window.

Data loss due to a ransomware attack: If your client's business falls victim to a ransomware attack, Google doesn't let you roll back data to a clean point in time before the corruption occurred.

Data loss due to inactive licenses: As one would expect, an active Google Workspace license is required to access Google Workspace data. Unfortunately, inactive or de-provisioned user data is permanently deleted, and there is no rollback option.

Why SaaS Protection for Google Workspace?

Disasters rarely announce their arrival, but with Datto SaaS Protection, you're always prepared. Confidently back up and protect your clients' Google Workspace data, no matter what comes your way. Our industry-leading solution delivers:

Trusted backup

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

Automated, continuous backups: Protect Gmail, Calendar, Contacts and Shared Drives with 3x daily backups or perform additional backups as needed at any time.

Streamlined client onboarding: Setup is fast and easy with a straightforward 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 event 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 Google Workspace user account into another.

Retain user data: With SaaS Protection, you can save money and effort by preserving inactive Google Workspace 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 all 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: 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 allows you to confirm the health and status of your backup snapshots per client and application, and take swift remedial action if needed.

Predictable profitability

Build margin with bundled solutions that include protection for clients' Google Workspace 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.

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.

Complete 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 Google Workspace technical overview

Technical backup features	
Services covered	Google Workspace's Gmail, Calendar, Contacts, Drive files (including non-native file formats) and Shared Drives
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 detection	Ability to set backup to specific organizational units (OUs). Able to add all current users and back up new users automatically; nightly job detects the status of services in Google Workspace environment

Automated archive	Nightly job detects the status of services in Google Workspace environment, then archives those services that are archived in Google Workspace
Licenses supported	Basic, Business and Enterprise
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, the original MS format for native Google Apps files, and the original format for non-native file types (PDF, MOV, etc.)
Search	Search 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 one 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