datto

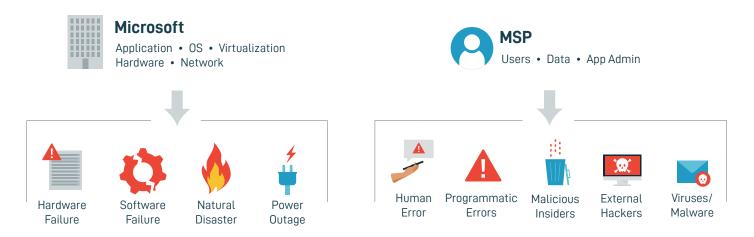# Why You Need to Protect Your SaaS Applications

By 2022, 70% of Organizations

will have suffered a business disruption due to unrecoverable data loss in a SaaS application.

Source: Gartner 2019 "Assuming SaaS Applications Don't Require Backup is Dangerous"

Cloud Data Protection: A Shared Responsibility

The message is simple - Microsoft is responsible for their cloud, end users and their MSPs are responsible for what's in it.

Microsoft
Application • OS • Virtualization
Hardware • Network

MSP
Users • Data • App Admin

Hardware Failure

Software Failure

Natural Disaster

Power Outage

Human Error

Programmatic Errors

Malicious Insiders

External Hackers

Viruses/ Malware

SaaS Vendors Do Not Protect User Data

Microsoft states in their SLA: "Microsoft is not liable for data loss due to application outages. Microsoft is also not liable for data loss due to deprovisioned user accounts. **We recommend that you regularly backup your Content and Data that you store on the services or store using Third-Party Apps and Services.**"

Source: Microsoft SLA: https://www.microsoft.com/en-us/servicesagreement

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