

# Concero Backup

## Product Description

We offer two backup products to our customers that provide a compliant backup of data located on servers within the school, and on data in Microsoft 365 (such as your emails, documents in OneDrive and SharePoint). We do not offer backup of Google Workspace at this time.

Our backups meet the NCSC, RPA, DfE requirements, and follow best practice in ensuring your school meets the 3-2-1 advice:

### **3 copies of data, stored in 2 locations, and 1 of which is remotely stored.**

All backups are stored in GDPR compliant manner, in UK based data centres, fully encrypted in transit and at rest.

Should you need to restore from the backups, our team will assist.

## On-Premise Backups

- Backup of your servers, and all their settings and data
  - Regular backups to a local storage device (hardware not included)
  - Regular backups of your server data to a cloud location
- Primary Schools – up to 3 TB of storage space - £100 per month
- Secondary Schools – up to 6TB of storage space - £250 per month

## Office 365 Backups

- Backup your Office 365 data to a cloud location:
  - Backup of Teams Data
  - Backup of Emails and Calendars
  - Backup of data in OneDrive
  - Backup of data in SharePoint
  - Unlimited backup retention
  - Unlimited backup space
- Billed at £2 per staff member per month – with students backed up for free.

## Important to know

**Support:** Customers can gain support relating to this product via our HelpDesk, and get regular emails detailing backup success.

**Billing:** Customers are billed annually for this product.