# SPANNING

A **Kaseya** COMPANY

# SPANNING BACKUP
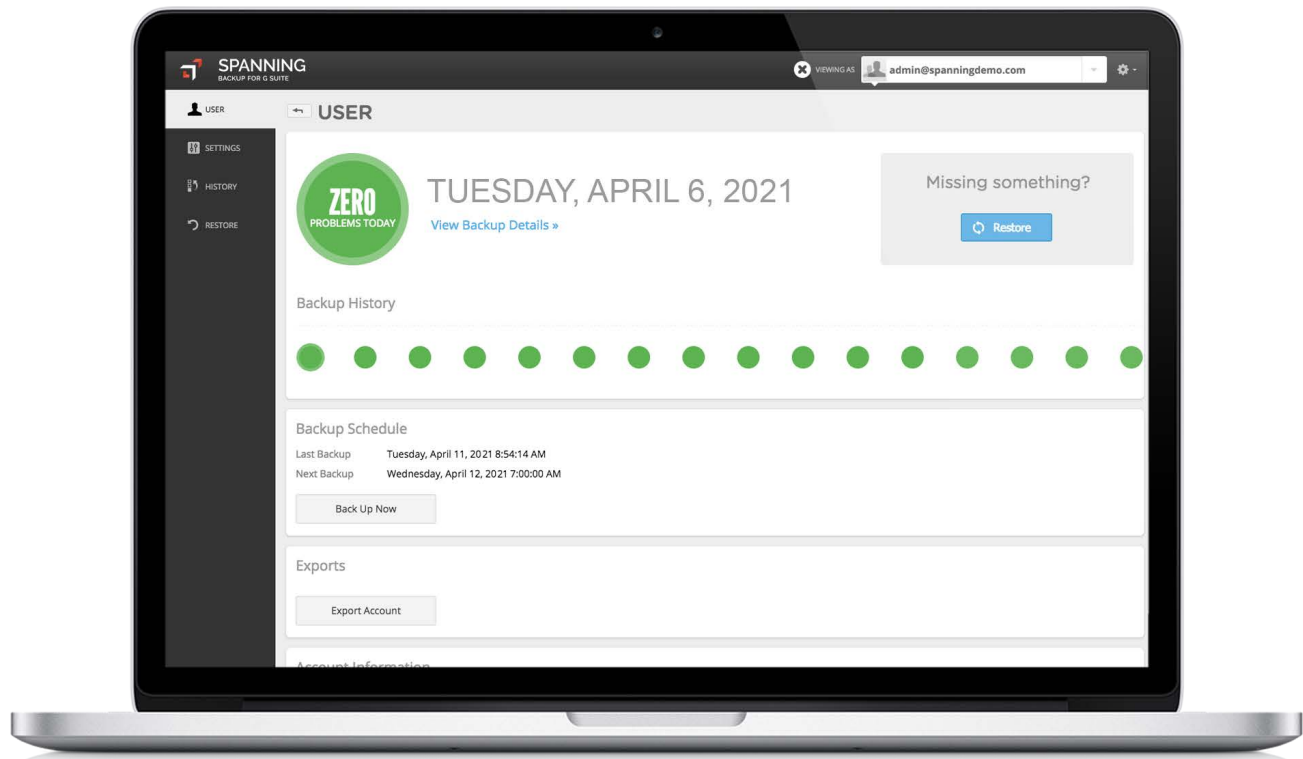## for Google Workspace

## Evaluation Criteria

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# Welcome

You're one step away from achieving comprehensive protection of your Google Workspace accounts, emails and data. This checklist will shed light on why Spanning Backup for Google Workspace is the right fit for all your backup needs.

Spanning's cloud-native, purpose-built solutions for Google Workspace ensures your organization's critical data is well protected and always available for rapid restore, thereby keeping your business operational and employees productive. Moreover, Spanning empowers end users as well as administrators to quickly find and restore data to its original state in just a few clicks.

By the time you're done with this checklist, you will have 100% confidence and proof that Spanning is the right partner for backing up and restoring your data.

> *"The functionality and ease of use of the product played a huge factor in moving forward with Spanning."* - Andy Pederson, IT Manager, ECMHS

Sign up for a free trial today to experience the complete Spanning feature set and see exactly what Spanning can do for your business.

# Evaluation Criteria for Google Workspace Backup and Restore

Protecting your organization's productivity data from accidental deletion, malicious behavior, synchronization errors and ransomware attacks is vitally important to ensuring your team remains productive. Even more important is your ability to restore lost data, and to trust in the solution and provider to deliver results during the "moment of truth" — when you need them most.

> *"Spanning Backup allows me to easily protect Google Apps, prevent loss and restore documents simply and quickly."* - Eric Hollenbeck, Sr. Manager of IT & Business Services at Redfin.

## How to Use This Document

You'll find numerous tables throughout this document, listing various evaluation criteria. We've provided a blank column in all tables to make it easy for you to use as a checklist during evaluations. We've also used checkmarks to note whether Spanning meets the criteria. We hope you will modify these checklists as needed to reflect your own requirements.

## Key Considerations

When evaluating solutions for data protection, look for those with:

- **Restore capabilities**: Look for a solution that offers granular, point-in-time restore capabilities with end-user restore capabilities as well as one that can backup and restore Team Drives.

- **A proven ability to scale**: Scalability doesn't just apply to the technology but also service and support.
- **Experience meeting enterprise needs**: Ask for enterprise reference customers and stories.
- **A history of trust and transparency**.

## Restore

The most important capability of any data protection service is its ability to restore data. When information is lost, your end users and administrators should be able to quickly find and restore data — including Team Drives data — from any point in time. The speed, accuracy and user experience for restoring data are key to keeping your organization moving forward and reducing business continuity risk.

> *"If a user has accidentally deleted data and needs to restore it, it's incredibly easy for them to do so."* - Christopher Gleeson, Manager of Messaging and Collaboration at Robert H. Smith School of Business, University of Maryland.

| Restore Capabilities | Spanning | Others |
|---|---|---|
| 100% restore guarantee | ✓ | |
| Restore data to the original owner or any other user (Admin only) | ✓ | |
| Select and restore individual emails | ✓ | |
| Select and restore multiple emails | ✓ | |
| View and restore emails by label | ✓ | |
| Familiar Gmail look and feel | ✓ | |
| Search for specific emails to restore | ✓ | |
| Customize label name for email restores | ✓ | |
| Restore emails with or without original labels | ✓ | |
| Preview email prior to restoring | ✓ | |
| Search across all files and folders in any backup | ✓ | |
| Search for files and folders from a specific point-in-time | ✓ | |

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| | | |
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| backup | | |
| Familiar Drive file and folder look and feel for quick navigation to known location | ✓ | |
| Restore the most recent version of a single file | ✓ | |
| Restore any previous point-in-time version of a single file | ✓ | |
| Restore Team Drives files and folders | ✓ | |
| Restore the latest version of a single folder and its contents | ✓ | |
| Restore any previous point-in-time version of a folder and its contents (critical to recover from malware/ransomware) | ✓ | |
| Restore the most recent version of multiple files | ✓ | |
| Restore multiple files and folders from any previous point in time | ✓ | |
| Restore files and folders with sharing settings | ✓ | |
| Restore the most recent version of Calendars and Contacts | ✓ | |
| Restore Calendars and Contacts from any previous point in time | ✓ | |
| Restore the most recent individual sites files | ✓ | |
| Restore an entire site or selected pages with dependent files (any point in time) | ✓ | |
| Accurately restore item metadata such as owner, sharing settings and labels | ✓ | |

## Export

To provide you with full control over your data, the right solution will enable you to export and download data for archiving or retaining former employee data. The export process should be flexible and support multiple export use cases, including point-in-time exports of multiple items and services.

> *"Redfin operates on a team-based methodology, so we need to have easily accessible documents to support our users and customers while also protecting against loss in time-sensitive situations."* - Eric Hollenbeck, Sr. Manager of IT & Business Services at Redfin.

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| Export Capabilities | Spanning | Others |
|---|:---:|:---:|
| Export entire accounts or specific services | ✓ | |
| Export single items from any point in time | ✓ | |
| Export multiple items any point in time | ✓ | |
| API for exporting and downloading data | ✓ | |

## Backup

The foundational requirement of every data protection service is backup. Your data should be accurately, securely and frequently backed up, ensuring it is available for rapid restoration. Clear visibility into the status, details and errors of each backup are key to establishing trust in the service.

*"Spanning Backup for Google Workspace is so easy, it's ridiculous."* – Brian Van Vlimmeren, Learning Technologies Senior Manager for Catholic Education Diocese of Parramatta.

| Backup Capabilities, Management and Monitoring | Spanning | Others |
|---|:---:|:---:|
| Backs up Gmail, Drive (including Team Drives), Contacts, Calendars, Sites | ✓ | |
| Backup metadata: Labels, sharing settings, folder structure, permissions, etc. | ✓ | |
| View and monitor the status of all backups | ✓ | |
| View the granular results of every backup with file level details | ✓ | |
| View categorized errors: Actionable, temporary and items that cannot be backed up | ✓ | |
| Find corrupt files and items that cannot be backed up due to Google API limitations | ✓ | |
| Review 30 days of backup status for the whole domain and individual accounts | ✓ | |
| **Review error details and actionable guidance for each error** | ✓ | |
| Select the Google services to back up | ✓ | |
| Configurable email retention policies | ✓ | |
| SLA on backup frequency and completeness | ✓ | |

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| 99.999999999% Data Durability | ✓ | |
| Unlimited storage | ✓ | |
| Unlimited versions for all data | ✓ | |

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## Security

Maintaining the security and integrity of your data is non-negotiable. The right solution will be independently certified and will utilize industry-leading security technologies and practices.

> *"Just because you're storing data in the cloud doesn't mean that data is not your responsibility."* - Reed Kennedy, Chief of Projects for Pivotal IT.

| Security Capabilities | Spanning | Others |
|---|---|---|
| SSAE 16 SOC 2 Type II Compliance Certified | ✓ | |
| US-EU Privacy Shield Certified | ✓ | |
| US-Swiss Safe Harbor Framework Certified | ✓ | |
| HIPAA Compliance | ✓ | |
| GDPR Compliance | ✓ | |
| Skyhigh CloudTrust rating for Enterprise Ready | ✓ | |
| Integrated Dark Web Monitoring for compromised credentials | | |
| All data in encrypted in transit with 128bit and 256bit SSL | ✓ | |
| All data at rest is encrypted with 256-bit AES encryptions, with unique keys generated for every object. The keys are protected with rotating master keys (AWS S3 Server Side Encryption) | ✓ | |
| Intrusion detection | ✓ | |
| Detailed immutable audit log for all security and setting changes | ✓ | |
| Complete activity log including all user and admin exports with file-level details | ✓ | |

## Usability

The key to improving user satisfaction, decreasing restore time and lowering help desk costs is usability. The right solution is intuitive and familiar and provides multiple ways for end users to locate lost data.

> *"Spanning Backup is simple to use and geared to end users, so our IT staff doesn't always have to do the restore."* - Anthony Schroeder, Director of Infrastructure Services, Hamline University.

| Usability | Spanning | Others |
|---|:---:|:---:|
| Requires no training | ✓ | |
| Quickly navigate to any point-in-time backup | ✓ | |
| Similar look and feel to Gmail and Drive | ✓ | |
| Search all backups for a specific file | ✓ | |
| **Search a specific point-in-time backup for one or more files** | ✓ | |
| Quickly review the status of backups and review any associated errors | ✓ | |
| Easily find restored data in Gmail, Drive, Calendar, Contacts and Sites | ✓ | |

## Administrative

Organizations need controls that integrate into their existing IT processes that are easy yet powerful to use, and which integrate into the way that they work. Having the ability to customize workflow and settings to align with your organization's needs is non-negotiable in a backup and restore product.

> *"Spanning Backup is the best insurance policy in the technology market."* - Chris Walker, Google Administrator, Clark Construction.

| Administrative Capabilities | Spanning | Others |
|---|:---:|:---:|
| Control if users can change their backup settings | ✓ | |
| Configure the frequency of automated email notifications | ✓ | |
| Assign administrative controls to specific users | ✓ | |
| Assign licenses to individual accounts, OUs or the whole domain | ✓ | |

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| Automatically assign licenses to new users of Google Workspace | ✓ | |
| Automatically purchase new licenses for incoming employees | ✓ | |
| Multiple admin roles with different access levels | ✓ | |

# Helpful Resources

## Knowledge Base

Easily search through a number of articles in our Knowledge Base to find information on the most common user questions.

## Email Support

If you can't find the answer to your question or need further assistance, please don't hesitate to contact us via email at support@spanning.com.

## Privacy

Spanning takes privacy seriously. Read our Privacy Policy.

## Security

Spanning Backup employs multiple layers of operation and physical security to ensure the integrity and safety of your data. Read how we protect your data.

# About Spanning

Spanning Cloud Apps, a Kaseya company, is the leading provider of backup and recovery for SaaS applications, helping organizations around the globe protect their information in the cloud. The company provides powerful, enterprise-class data protection for Microsoft Office 365, Google Workspace and Salesforce. With data centers located in North America, the EU and Australia, Spanning Backup is the most trusted cloud-to-cloud backup solution for thousands of companies and millions of users around the world. Learn more at www.spanning.com. Follow Spanning on Twitter @spanningbackup.