

6 questions to ask about any BaaS

backup as a service

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To find the right BaaS solution, ask the right questions

Backup as a service (BaaS) is growing in popularity as organizations seek solutions that avoid the high cost and complexity of legacy, on-prem data protection products.

But not all BaaS solutions are the same. Some lack critical features - meaning more manual tasks, more vulnerabilities, more ongoing costs, or all of the above.

Here are 6 key questions to ask when considering a BaaS solution for your organization.

#1: Is it purpose-built for the cloud?

A BaaS solution should be designed from the ground up for the cloud. Ideally, it should be **purpose-built for the specific cloud service** you are using - whether it is Google Cloud Platform, Microsoft Azure, or a hybrid cloud combining your on-prem virtualized environment with public clouds. This dramatically simplifies deployment and ongoing management, not to mention data migration.

To be truly purpose-built, a BaaS solution should be **agentless and impact-free**. This simplifies the overall setup and aids in compute-free, application-consistent/data-consistent backups and granular, point-in-time recovery.

#2: Does it support auto-tiering?

True, purpose-built BaaS will support **multi-regional cloud storage with auto-tiering**.

This allows you to take full advantage of cost-efficiency strategies, while keeping data available for rapid recovery.

Having the ability to automatically tier infrequently used data to less-expensive cloud storage can add up to significant cost avoidance - potentially **saving thousands of dollars annually** on every TB stored.

So it's worth making sure a BaaS solution provides this valuable capability.

#3: Does it provide advanced policy-based enforcement?

Enforcing your organization's SLAs for data protection is a "must have" capability. But some BaaS solutions don't offer the advanced logic needed to do this effectively.

Ideally, the solution should also **automate policy assignment** for newly discovered resources, promoting a completely hands-off approach to compliance.

Look for a BaaS solution that provides **guaranteed RPO (recovery point objective) and RTO (recovery time objective) assurance**, ensuring application- and data-consistent backups of all resources.



#4: Can it scale up or down easily?

Change is the only constant in business today - and that includes backup and recovery.

You need a BaaS solution that offers the flexibility to easily expand or shrink based on your needs.

Look for a solution with a **lightweight architecture to accommodate data center growth or consolidation** without a lot of hand-holding. A software-based appliance that can support both a consolidated or a distributed architecture is critical for situations where the goal post is always moving.

Agentless design, auto application discovery, automated policy enforcement, and support for multi-cloud environments all contribute to greater flexibility. So look for these features.

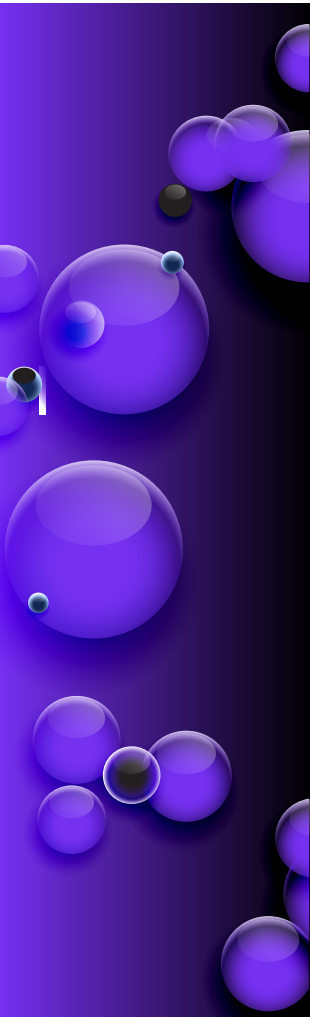
#5: Does it provide robust security for backups?

With cyberattacks on the rise, you need to ensure your data is safe and secure at all points in the backup and recovery process.

A BaaS solution should support features like **in-transit encryption and network segmentation** to provide siloed backup traffic, built-in backup locks to prevent malicious deletion, and **pausebackup expiration** for ad-hoc compliance audit.

The ability to perform backups to **WORM** (write once, read many) targets is also important to protect against ransomware attacks.

#6: Does it have strong customer support?



No matter how simple and well-engineered a solution is, sooner or later you may have a question or need assistance. Unfortunately, support can be spotty with some BaaS solutions.

Ask whether they provide **round-the-clock, proactive support** to identify and resolve issues rapidly - often before you are even aware of them. If you do need to speak with a support professional, are they **well-trained and knowledgeable** about the product?

Ideally, escalated issues are handled by the same people responsible for ongoing product development.

Get it right the first time.

Backup as a service is an approach that just makes sense. Done right, it can provide the critical data protection you need, while minimizing the cost and maintenance headaches you can live without.

As with any technology solution, it's important to pay close attention to the details. Asking the questions we've outlined in this e-book will help you zero in on the right BaaS solution the first time - and avoid the hassle of getting it wrong.

Still have questions about BaaS and how it can make your life easier?

Connect with us at info@hycu.com.