UNITRENDS

SPANNING BACKUP GOOGLE WORKSPACE

FREQUENTLY ASKED QUESTIONS (FAQs)

Protect your organization with the only backup solution for Google Workspace (formerly known as G Suite) that also includes integrated dark web monitoring for stolen or compromised credentials. Spanning Backup for Google Workspace provides highly reliable and resilient SaaS backup for Google Workspace.

The following are frequently asked questions about Spanning Backup for Google Workspace and the native backup capabilities and limitations within Google Workspace.

Google Workspace

01 Spanning Backup for Google Workspace

Q

Why should we back up our Google Workspace data?

Google Workspace backup is a necessity, because ultimately, it's your data and your responsibility. For example, see the below excerpt from Google's terms of service:

"When permitted by law, Google, and Google's suppliers and distributors, will not be responsible for lost profits, revenues, or data, financial losses or indirect, special, consequential, exemplary, or punitive damages. In all cases, Google, and its suppliers and distributors, will not be liable for any loss or damage that is not reasonably foreseeable."

Your data is the lifeline of your organization, and data loss events happen every day. While Google may afford you protection from errors at their end, it is your job to protect your data from the ever-prevalent threats that are beyond their control.

Q

What types and causes of Google Workspace data loss does Unitrends cover?

Spanning Backup for Google Workspace protects your business against a wide range of events that cause data loss in Google Workspace, including:

- ✔ User error
- ✔ File deletion – accidental or intentional/malicious
- ✔ Ransomware, viruses or malware – including those that disrupt versioning. If ransomware has infected large amounts of your data, Unitrends Support can help determine which backups were created before the attack and what the best path to recovery is
- ✔ File overwrites in the Team Drive Business folder
- ✔ Google Workspace sync issues
- ✔ Third-party software that interferes with Google Workspace
- ✔ Data purged by improperly configured retention rules in Google Vault
- ✔ And more

Regardless of the cause of data loss, all previously backed up versions of files are recoverable with Spanning Backup. Retention times can be customized based on license type and data type.

Q

What is backed up by Spanning Backup for Google Workspace?

Spanning Backup for Google Workspace covers all the essential apps: Gmail, Google Drive (including Team Drives), Calendars, Contacts and Sites. With no limit on backup retention or the number of backups, your organization can rest easy knowing all your critical Google Workspace data is fully backed up and protected. Spanning Backup for Google Workspace includes:

- Unlimited versions
- Automated daily backups
- On-demand backups
- Gmail backup
- Drive backup
- Team Drives backup
- Calendars backup
- Contacts backup
- Sites backup
- Shared files backup

Q

How much backup storage and retention will I have?

Spanning Backup for Google Workspace delivers flexible retention and storage in the cloud for one low price per user. Choose the policy that fits your budget and compliance requirements — licensed at 1-year or unlimited retention. Also, easily customize policies based on your needs, such as 1 year for documents and 90 days for email.

Note:
The default retention is set globally at either 1 year or unlimited, based on the license type purchased. The same license type must be purchased for all users in the Google Workspace environment. It is not possible to install a mix of 1-year and unlimited licenses in one environment. One-year retention licenses are not available for MSPs.

Q

What is the installation and setup process like for Spanning Backup for Google Workspace?

Setup for Spanning Backup for Google Workspace is easy and requires no on-premises software or hardware. Upon installation, Spanning will request Google Workspace API permission to access your domain. Once you grant authorization, Spanning provides a 14-day free trial with 100 trial licenses that you can assign to users through the user interface or via our API.

02 Native Google Backup capabilities and limitations

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What is Google Vault?

Google Vault is a native Google Workspace application that primarily serves to assist organizations with a means of archiving and eDiscovery for compliance and/or legal matters. Google Vault allows organizations to archive data with retention rules, preserve users by placing legal holds, search the organization's data using various search operators, export data for further processing and review actions of Vault users via audit reports.

Q

Is Google Vault a backup?

Google Vault is not a backup by definition, although it can potentially restore lost data in certain instances. The important thing to remember when distinguishing Google Vault from a backup solution is that Google Vault's chief function is to archive and retain data so that it is easily located in the future. Backup solutions exist to preserve the integrity of data by continuously producing a copy that may be substituted if the primary data is compromised. Attempting to use Google Vault for backup purposes will ultimately prove tedious and unsatisfactory.

Q

What does Google Takeout do?

Google Takeout is a service provided by Google that affords users the ability to freely export and archive their data. Google Takeout allows users to export data from products such as Gmail, YouTube, Google Hangouts, Google Photos, Blogger and dozens of others. Exports are delivered in a variety of manners via a .zip or .tgz file.

Q

Is Google Takeout a backup?

Although Google Takeout is not designed as a backup solution, it can theoretically be used for such purposes. Google Takeout was created by an internal engineering team known as the Google Data Liberation Front as a means for users to simply extract their data from within Google products, regardless of motive. Thus, Google Takeout provides a copy of data that could be used for restoration in a data loss event, although maintaining such a process — especially within large organizations — is impractical and comes without many of the functionalities and capabilities afforded by modern backup solutions.

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What is Google Backup and Sync?

Google Backup and Sync is downloadable software that allows users to take data stored on their Mac or PC, such as documents, photos, videos, etc., and systematically sync them to their Google Drive account in the cloud. Backup and Sync was introduced in July 2017 as a replacement for the Google Drive desktop client, which has since been discontinued. The application primarily serves to make synced data remotely accessible while safeguarding from hardware failure and risks associated with physical data storage.

Q

Does Google Workspace back up data automatically?

Google does back up your Google Workspace data to guarantee that your data remains accessible at all times and to support their internal backup and disaster recovery plans. However, these backups are not available to admins or end users and exist solely to safeguard Google from their own mishaps. Therefore, they do not protect data from errors on your behalf such as user deletion (whether intentional or accidental), programmatic errors and malware.

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03 Google data recovery

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Does Spanning support granular recovery?

Yes, we support granular recovery, meaning you choose the item or file you want to restore.

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What is the recovery process like? Who performs recoveries?

Recovery is easy, immediate and self-service through the Spanning user interface. Admins and end users (if granted permissions by an admin) can conduct restores. Restores are non-destructive.

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What types of files can be restored and how does it work?

Restore options and features for Spanning Backup for Google Workspace include:

- ✔ Point-in-time restore
- ✔ Search-based restore
- ✔ Label-base restore
- ✔ Granular email restore
- ✔ Granular folder and file restore

- ✔ Sharing settings restore
- ✔ Cross-user restore
- ✔ Whole account exports
- ✔ Piecemeal downloads
- ✔ End user self-service restore

Q

What retention settings can I set for my Google Workspace backups?

Default retention settings are set by your license (either 1 year or unlimited), but you can customize settings by data type. For example, you may choose to retain documents for 1 year and email for 90 days. All retention settings are global and apply to all Spanning licenses within a Google Workspace environment.

Note:
One-year retention licenses are not available for MSPs.

Q

Can I choose where my backup is stored?

Spanning provides data center storage options in the United States, Canada, EU (Ireland), the UK (London) and Australia

Q

Where is my backup recovered to?

Admins can restore backed up user data into the same Google Workspace user's account or any other account on the domain. End users can recover data to their accounts.

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Does the solution recover data without overwriting more recent changes?

Spanning conducts non-destructive restores and creates a new folder or site in which to locate the restored content, from where it can then be moved to the desired location.

Q

Can I restore backed up data from one user to another?

Yes. While admins and end users can restore data directly into their accounts, admins can also restore data into any other account on the tenant.

Q

What administration and reporting features are included?

Spanning Backup for Salesforce delivers detailed status monitoring and transparent reporting. Features include:

- Backup history dashboard
- Granular backup controls
- Error correction suggestions
- Status update emails
- Immutable audit log
- Email retention policies

- Named user access controls
- Super Admin, Help Desk Admin options
- Individual license management
- Organizational license management
- Administrator API

04 Security, Licensing and Billing
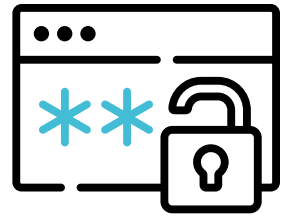
Q

Is my backup secure?

Yes. Spanning is SOC 2 Type II certified, regularly completing rigorous audits of security procedures and processes. Spanning Backup protects data at rest with 256-bit AES object-level encryption and all data in transit is also protected with Secure Socket Layer (SSL) encryption. Spanning Backup for Google Workspace also uses OAuth 2.0 authorization and authentication, meaning no admin credentials are stored, thereby eliminating the risk of compromised account access.

Security features include:

- ✔ SOC 2 compliance
- ✔ Application-level authentication
- ✔ Strong encryption
- ✔ Intrusion detection
- ✔ Compartmentalized access

- ✔ HIPAA compliance
- ✔ Third-party certifications and audits
- ✔ BB EU Privacy Shield certified
- ✔ GDPR compliant

For more details on security, please visit:
www.unitrends.com/wp-content/uploads/UNI-DS-Spanning-Backup-Google-Workspace.pdf

Q

Is the service HIPAA compliant? Can you provide me with a Business Associate Agreement (BAA)?

Yes. Spanning Backup for Google Workspace is compliant with the Health Insurance Portability and Accountability Act (HIPAA) and EU-U.S. Privacy Shield Framework. Spanning can provide customers with a Business Associate Agreement (BAA) as well.

Q

Can administrators review logs of data backup and recovery operations?

Yes. All user and admin actions are tracked in an immutable activity log.

Q

How is Spanning Backup for Google Workspace licensed and priced?

Pricing is per user, per month, with discounts available for large user sets or non-profit organizations. A variety of pricing options and payment terms are available, so you can find the package that fits your budget and SLAs. License prices differ based on the default retention policy you choose, either 1 year or unlimited. A minimum of 25 users is required.

Contact us or your Unitrends partner for a quote.

Note:
One-year retention licenses are not available for MSPs..

Q

Can I license just a subset of my Google Workspace users on Spanning Backup?

Yes. You may choose to protect only a selected group of users. Licenses can be managed by the user interface, auto-assigned by Google Group or Google Organizational Unit or programmatically via the API. However, you must choose a single license type (either 1-year retention or unlimited retention) for the entire group of licenses within a single tenant.

Q

What do I pay for backup storage?

Nothing. Backup storage with either 1-year or unlimited retention is included in your Spanning Backup for Google Workspace license.

Note:
One-year retention licenses are not available for MSPs.

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Why can't MSPs purchase 1-year retention licenses?

The 1-year retention licenses were built specifically for SMB organizations with direct licensing. MSP purchases are structured differently and include volume discounts. However, MSPs and their customers can still use 1-year retention — MSP administrators can limit retention to 1 year (or less) as well as customize retention settings by data type.

Q

Are any Google Workspace backups stored on my Unitrends Recovery Series or Unitrends Enterprise Backup appliance?

Spanning Backup for Google Workspace backups are stored in the cloud, not on your Unitrends appliance. You can manage all of your Unitrends backup environments, including backup appliances and SaaS backups, from one screen with **Unitrends UniView.**

Q

What do I pay for recoveries and bandwidth?

Nothing. Recover as much data, as often as you need to, with no fees.

Q

If I remove users from my Google Workspace account and/or delete their active directory accounts, what happens to their backups? How am I billed?

Backups for deleted Google Workspace users will remain available as long as the user retains a Spanning license and your subscription is active. For users removed from your Google Workspace domain, you may also convert their Standard license to an Archive license to retain their data and free up the Standard license for a new user. If you unassign a Spanning license from any user, their backups will be removed after 30 days.

Q

What information is provided by Spanning Dark Web Monitoring?

The report will include any email address associated with every Google Workspace domain available on the dark web. It includes inactive emails, shared email addresses and aliases, plus emails of users that are not licensed for Spanning Backup. If the password is also available, it will be masked and only the first five characters will be visible.

Q

How is Spanning Dark Web Monitoring licensed and priced?

While Spanning Dark Web Monitoring is tenant and domain-based, and licensing is priced on a per-user, per-year basis, it must correspond to the number of users licensed for Spanning Backup.

05

Getting Started

Protect your Google Workspace data and your business with the highest-rated backup and recovery solution in the Google Workspace Marketplace.

To get started, visit: **www.unitrends.com/get-started**

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over 30 years of focussing on backup and recovery with next-generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting unitrends.com or follow us on LinkedIn and X @Unitrends.

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