

Cloud Platforms



Cloud Services can typically be categorized as follows:

- IaaS (Infrastructure as a Service)
- PaaS (Platform as a Service)
- SaaS (Software as a Service)

SaaS is the most common of these services and can usually be used by a web browser.

Cloud Service is not a backup service. It is a data storage which is synchronized in different data centers in order to protect the data from loss, for example loss of the physical storage media.

The main problem in the availability of the cloud storage data is, however, the intentional or accidental deletion of the data, where the data can no longer be recovered. Also software bugs, hacking, etc. may destroy data.

Cloud Services do not usually offer storage for document versions. The cloud service stores only the latest version of a document; once edited, the older version will be overwritten. Data restore may also be problematic based on retention times, service response times or pricing.

Because of various problematic situations in cloud services, the backup of these services is crucial. Service providers usually offer at least an Export function, which can be used for loading a personal copy to be saved locally and is highly recommend to be used regularly. Some service providers offer their customers access to an application programming interface so that a third party backup solution can be used.

MultiCom provides backup solution for SaaS services such as:

- Google Apps (Gmail, Drive)
- Microsoft Office 365 (Exchange, SharePoint)
- Salesforce.

Backup solutions provided by MultiCom enable backup and restore in virtual environments on IaaS platforms (Microsoft Azure, Amazon).