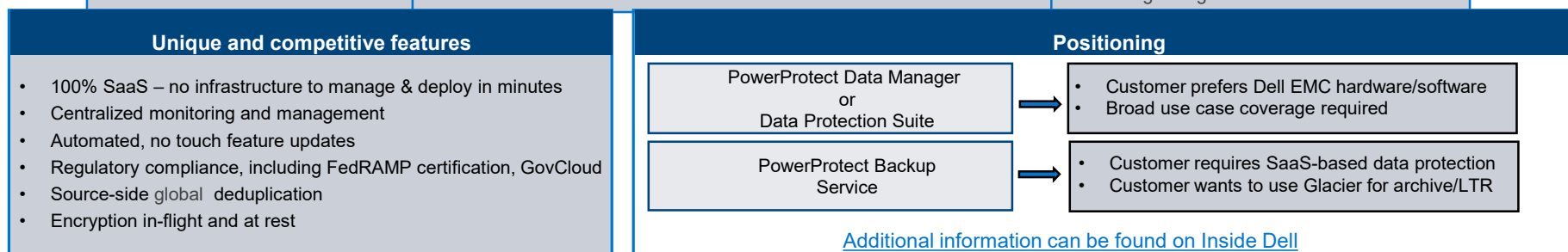


Quick Selling Guide: Dell EMC PowerProtect Backup Service

PowerProtect Backup Service is a cloud-based, 100% SaaS solution. It is powered by Druva. There is no infrastructure to manage or deploy and customers can be up and running in minutes. There are 3 separate offerings, and each is sold with subscription based-pricing.

Offering	Workloads	Features
PowerProtect Backup Service for SaaS Apps	Microsoft 365 – Exchange Online*, SharePoint Online, OneDrive for Business, Teams Google Workspace - Gmail, Google Drive, Google Docs, Google Slides Salesforce	<ul style="list-style-type: none"> • Backup/restore • Legal hold • Federated search (excluding Salesforce) • Automated compliance • Reporting
PowerProtect Backup Service for Endpoints	Desktop/laptops - Windows, MacOS, CentOS, LINUX Mobile devices: iOS, Android	<ul style="list-style-type: none"> • Backup/restore • Legal hold • Federated search • Automated compliance • Reporting • Geo Tracking • Remote Wipe for iOS and Android • Remove data from protected DT/LT
PowerProtect Backup Service for Hybrid Workloads	Virtualized environments - VMware, Hyper-V Databases - Oracle, SQL File Servers - Windows, LINUX NAS	<ul style="list-style-type: none"> • Backup/restore • Disaster recovery • Long-term retention • Reporting • Storage insights



Quick Selling Guide: Dell EMC PowerProtect Backup Service

Internal frequently asked sales questions

Q: Why did Dell choose to OEM Druva?

A: Protecting SaaS apps was a gap in the portfolio and Druva is a market leader for SaaS-based data protection.

Q: Is PowerProtect DD Virtual Edition supported as a backup target?

A: No. Data is protected on native cloud storage.

Q: Can Dell EMC Data Protection Suite or PowerProtect Data Manager be upgraded to PowerProtect Backup Service?

A: No. These offerings are sold separately.

Q: Is the customer required to load software on-prem to monitor and manage their data?

There are features for SaaS apps and hybrid workloads that may require agents. These agents are downloaded and deployed directly from within the console*

Objection handling

The data protection offered by my SaaS/Cloud provider is sufficient.

Each organization is responsible for the protection of their data and data protection is not included in all cloud provider contracts. PowerProtect Backup Service offers substantially more features than backup and restore including DRaaS, compliance, legal hold, unified visibility across SaaS apps, endpoints and hybrid workloads.

The cloud is highly available, and I don't need DR

While the cloud offers a high level of redundancy, the cloud is not immune to natural disasters. An example is a fire that took down several OVHCloud data centers which impacted the ability for customers to access their data. The article can be found [here](#).

Keeping data in the cloud is less secure than on-premises

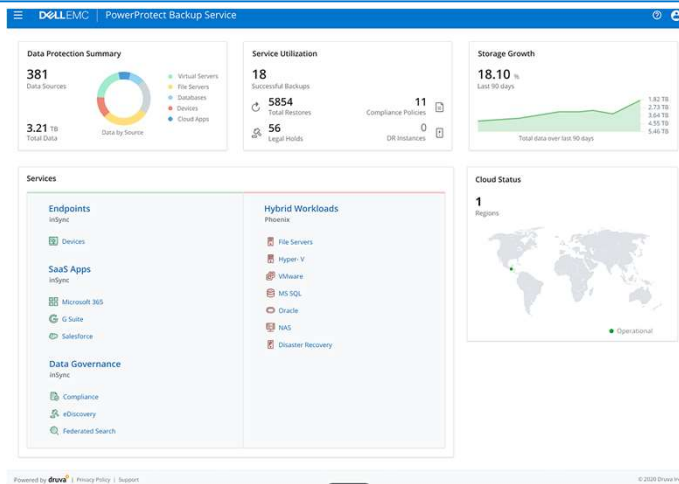
PowerProtect Backup Service has several features that ensure customer data is safe the customer is the only organization that can access and data is encrypted in-flight and at rest. In addition, [AWS adheres to the highest standards for privacy and data security](#).

We are running our SaaS apps in GovCloud and a 3rd party backup solution will not adhere to these standards.

PowerProtect Backup Service adheres to the most stringent compliance standards and is one of the only SaaS-based data protection vendors that offers FedRAMP certification.

Our business cannot afford to be down during software updates. My IT staff needs to be involved in the scheduling.

Software updates are automatically installed every 2 weeks. While the customer is made aware of the updates, these are no-touch updates and will have no impact on the customer's environment.



*Agents are only required to protect desktop/laptops and on-prem including FS, DB, NAS and VMs.

