

Disaster Recovery and Backups



We are
TheNAVPeople
The365People

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Disaster Recovery

Disaster recovery strategy helps ensure business continuity by keeping business applications and workloads safe and recoverable when planned and unplanned outages occur. The NAV People & The 365 People Managed Services include disaster recovery with every level of service in the following instances:

- Outages on the Azure Data Centres including, power outages, natural disasters or human error
- Microsoft Staff or The NAV People & The 365 People Staff errors

Our goal is to help with business continuity and to provide a strategy for disaster recovery (BCDR).

The NAV People & The 365 People will start disaster recovery within 30 minutes after a disaster is identified. We will work with the Microsoft team and may provide our Customers with various options on how services can be restored with the lowest Return to Operation (RTO) time possible.

The NAV People & The 365 People commit to restore services to a functional level within 1 business day from the point at which the disaster is identified.

In cases where data needs to be restored from a backup as an ad-hoc request they will be treated as a payable service.

Backups

The NAV People & The 365 People Managed Services perform automated backups to all our services and solutions. The backup data is stored in dedicated Azure recovery vaults and storage accounts accessible only by the Managed Services recovery team.

The backups are monitored 24/7 and alerts are in place to ensure data integrity investigations are undertaken where necessary. Checks are performed every week to ensure that the backups could be restored and the databases are fully recoverable.

Below is a list of the default backup setup and retention period by service type:

| Service Type | Backup Type | Frequency | Retention Period |
|---|--------------------------|------------------|--------------------|
| Microsoft Dynamics NAV Databases running on Azure SQL Database | Full Backup | Once a day | Stored for 35 days |
| | Transactional Log Backup | Every 15 minutes | |
| Microsoft Dynamics NAV Databases running on SQL VM (IAAS) Database | Full Backup | Once a day | Stored for 30 days |
| | Transactional Log Backup | Every 15 minutes | |
| Microsoft Dynamics NAV Application Server | Full Backup | Once a day | Stored for 7 days |

The backups are performed using the Azure Recovery Services as well as the built-in Azure SQL backup services. The backups performed for the SQL VM (IAAS) databases are stored on geo-redundant storage accounts to ensure availability in the case of an Azure region outage.

More info on these services can be found here:

[Azure Backup](#)

[SQL Automated Backup](#)

[SQL Virtual Machine Automated Backup](#)

[Azure Storage Redundancy](#)