

Microsoft 365 Backup

A Simpler, Modernized Admin Experience

What's Changing

FirstLight is transitioning customers from the traditional on-premises Microsoft 365 backup management interface to FirstLight's new BRaaS for Microsoft 365 portal.

This new portal delivers the same trusted, enterprise-grade Veeam-powered protection, now provided through a modern, cloud-based management experience designed for today's IT teams.

GUI Comparison at a Glance

| | On-Prem Management GUI | FirstLight BRaaS for Microsoft 365 Portal |
|-------------------------|--|---|
| Access | Windows console (RDP / server access required) | Secure, browser-based portal |
| Interface Style | Legacy, infrastructure-centric | Modern, dashboard-driven |
| Ease of Use | Designed for backup specialists | Designed for IT & M365 admins |
| Visibility | Job-centric views and manual checks | At-a-glance health and coverage |
| Restore Workflow | Multi-step, tool-driven restores | Guided, intuitive restore workflows |
| Updates | Manual upgrades required | Automatic updates managed by FirstLight |
| Admin Dependency | High | Low |

What IT Managers Will Notice Immediately

Faster, Easier Access

- No backup servers, RDP sessions, or jump hosts
- Secure access from anywhere using a standard web browser
- Native multi-admin and role-based access

Improved Restore Experience

- Guided restores for Exchange, OneDrive, SharePoint, and Teams
- Faster response during real-world incidents
- No specialized backup expertise required to recover data

Clear, Actionable Visibility

- Immediate insight into backup health and coverage
- Visual dashboards instead of job-by-job monitoring
- Less time spent validating backup success

Always Current, Always Supported

- UI enhancements and feature improvements delivered automatically
- No maintenance windows or upgrade projects
- No version drift or delayed security updates

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Security & Governance in the Portal

| | On-Prem GUI | FirstLight BRaaS for Microsoft 365 Portal |
|-----------------------------|--------------------------------|---|
| Role-based Access | Available, manually configured | Built-in and enforced |
| Audit Visibility | Limited | Clear visibility into admin actions |
| Security Posture | Admin-dependent | Enforced by service |
| Compliance Alignment | Manual effort | Service-aligned by design |

What's Staying the Same

- ✓ Enterprise-grade, Veeam-powered Microsoft 365 backup
- ✓ Granular recovery for Exchange, OneDrive, SharePoint, and Teams
- ✓ Security-first data protection approach
- ✓ Microsoft 365 data protected outside Microsoft

Why FirstLight Is Making This Move

This transition is about simplifying operations, reducing administrative burden, and improving recovery speed, not changing how customer data is protected.

FirstLight's BRaaS for Microsoft 365 portal delivers:

- A cleaner, easier-to-use management experience
- Faster onboarding and day-to-day operations
- No backup infrastructure to deploy or maintain
- A management model aligned with modern IT teams

The Bottom Line...

- Same Veeam-powered protection
- A simpler, faster, modern portal
- Less work for IT