

Understanding SaaS Protection (Datto)

Datto SaaS Protection is a cloud-to-cloud backup and recovery solution for Microsoft 365 and Google Workspace. It protects against data loss from:

- Accidental deletion
- Malicious attacks (e.g., ransomware)
- Software errors
- Compliance needs

Key features include:

- 3x daily automated backups
 - Granular restore options (point-in-time, non-destructive, etc.)
 - Support for Gmail, Drive, Shared Drives, Calendar, Contacts, OneDrive, SharePoint, Teams
 - Independent backup copies stored outside the SaaS provider
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Progressing from L1 to L3 Support

L1 (Your Current Role)

- Basic troubleshooting and ticket triage
- Following scripts and known solutions
- Escalating unresolved issues

L2

- Deeper technical knowledge
- Handling escalated issues
- Performing root cause analysis
- Collaborating with engineering teams

L3

- Product-level expertise
- Debugging code or configurations
- Creating new fixes and documentation
- Working closely with developers and architects

To move up:

- **Master the product's architecture and workflows**
- **Learn scripting or automation tools used in support**
- **Document and share solutions**
- **Shadow L2/L3 engineers when possible**