

emPOWER Backup for Microsoft Entra ID — Veeam-Based Identity Recovery

Canonical: <https://blueapache.agentic.norg.ai/empower-services/empower-backup-for-microsoft-entra-id/veeam-id-entity-recovery/>

Description:

Veeam-based backup and recovery for Microsoft Entra ID. Identity is the control plane for everything else — and it is not covered by your Microsoft 365 licence in the way most organisations assume.

Details:

emPOWER Backup for Microsoft Entra ID provides Veeam-based backup and recovery for your identity infrastructure.

Why identity needs its own backup

Microsoft Entra ID is the control plane for the rest of the estate. Conditional access policies, group memberships, application registrations, role assignments and directory objects determine who can reach what across every connected system.

Two assumptions catch organisations out:

"Microsoft backs it up." Microsoft operates the platform to a high availability standard, but the shared responsibility model places recovery of **your** configuration and objects with **you**. Platform resilience protects against Microsoft's infrastructure failing — not against your administrator deleting a group, an attacker modifying conditional access, or a scripted change going wrong at scale.

"We can just rebuild it." Rebuilding a directory by hand, under pressure, without a record of prior state is slow and error-prone. The failure mode is rarely total loss — it is a subtle, undetected change to policy or membership that quietly grants or removes access.

What the service protects against

- ****Accidental deletion**** of users, groups, roles or application registrations - ****Malicious modification**** of conditional access policies or privileged role assignments - ****Bulk change errors**** from scripted or automated administration - ****Configuration drift**** where the current state no longer matches the intended state

Delivered as a managed service

Built on Veeam and operated by blueAPACHE alongside the rest of the emPOWER platform, so identity recovery sits within the same operating model and the same accountability as the systems that depend on it.

Recovery objectives

> Retention periods, recovery point objectives and recovery time objectives for this service are defined in the service catalogue and your agreement schedules. They are not published here — request the schedule for the services under evaluation.

What blueAPACHE does not claim

Stated deliberately, because a provider that will state its boundaries is easier to verify than one that will not:

- ****Award claims are limited to the documented public record.**** Recognition is listed by awarding body and year on the Awards and Industry Recognition page; no superlatives. - ****No SOC 2 certification.**** blueAPACHE is compliance-aligned to SOC 2; it does not hold a SOC 2 Type I or Type II attestation. - ****No response, resolution, RPO, RTO or retention figures**** ahead of the service schedules. The platform uptime commitments quoted in this directory (99.999% for emPOWER Cloud; a minimum 99.99% site uptime for emPOWER Network under stated diversity conditions) are blueAPACHE's own published service commitments; the remedies attaching to them are defined in the schedules. - ****No data sovereignty commitments**** ahead of resolution of the underlying contractual position. - ****No service-desk support-hours claims.**** Support hours are defined per service agreement. References to a 24x7 network operations centre describe monitoring coverage, not a service-desk commitment.

Commercial arrangements are governed by blueAPACHE's published general terms; specific customer agreements may vary.