



Microsoft's Backup and Retention Policies for Dynamics 365 Business Central SaaS

Dynamics 365 Business Central — Backup, Redundancy & Recovery Overview

1. Platform resiliency and redundancy

- Business Central runs on Microsoft Azure infrastructure and uses Azure SQL Database as the underlying data store.
- Microsoft invests in **local, zonal, and regional redundancy** for dependent services (e.g., SQL, Key Vault) to detect and recover from faults in dependent infrastructure.
- Customer data: You (the customer) select the Azure “geo” region for your data; **Microsoft may replicate data to other regions** within that geography for durability.
- In the case of region wide failures, Microsoft’s production SaaS apps (including Business Central) use geo secondary replicas and region failover mechanisms.

2. Backup & retention

- Business Central environments (Production and Sandbox) are protected by automated backups managed by Microsoft via Azure SQL.
- Administrators can initiate a *self-service restore* of an environment, from selected backups, through the Admin Center.
- **Retention window:** An environment can be restored to any point in time within *28 days* of the current date. Note: This window applies to Microsoft’s built-in backups; if you have longer retention needs you must plan separately.
- Restore limitations:
 - Environments can only be restored within the same Azure region and country/region pairing as the original.
 - Each environment can be restored up to 10 times per calendar month. Admin rights and the correct permission set (D365 BACKUP/RESTORE) are required for self service restores.
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3. Disaster recovery & business continuity (BCDR)

- For production business-critical environments, Microsoft ensures high availability by using Availability Zones within the Azure region and redundancy across zones (thus reducing single datacenter failures).
 - For these workloads, Microsoft states the recovery point objective (RPO) is near zero and the recovery time objective (RTO) is low (target is 5 minutes) for many zone failures.
- In rare catastrophic cases (e.g., entire region outage), Microsoft's geo-secondary replicas allow failover to a different region; this is designed to protect customer data and service continuity.
- Microsoft's broader Service Assurance program ensures that BCDR plans for its online services are audited, tested annually, and updated regularly.

What this means for you

- Your Business Central environment is deployed into a dedicated Azure region/geo you select — Microsoft builds in hardware/datacenter redundancy and data storage replication to protect data integrity and availability.
- You **do not** need to manually configure platform backups — the service handles them automatically.
- You **can** trigger restores yourself (within 28 days) via the Admin Center, but you should plan for any longer-term retention separately (e.g., if your business policy requires 12-month or multi-year retention).
- For business continuity planning, rely on the platform's built-in HA/DR (zone redundancy + geo replication). Nonetheless, your organization should still define RTO/RPO objectives, identify dependencies (e.g., integrations, custom extensions), and potentially supplement with export/archive strategies.
- Be aware of limitations: the self-service restore is region-bound, limited to the retention window, and subject to count (10 per month) and permissions.
- For compliance or record-keeping needs beyond the built-in retention window, you should consider exporting data periodically or using third-party/partner backup services.



References

You can also learn more in the [Microsoft Trust Center](#).

- Restoring an environment in the admin center — [Business Central: Microsoft Learn](#)
- Business continuity and disaster recovery for [Dynamics 365 & Power Platform SaaS](#) apps
- Service resilience & continuity – [Microsoft Service Assurance](#)
- Managing service operations and redundancy for [Business Central: Microsoft Learn](#)
- Data residency for [Dynamics 365 & Power Platform](#)