

Top 10 reasons businesses can trust Microsoft in the cloud



1. Transparency

We share our commitments and information on privacy topics on the Microsoft Trust Centers.

[Microsoft Office 365 Trust Center](#)
[Microsoft Azure Trust Center](#)
[Dynamics CRM Online Trust Center](#)
[Windows Intune Trust Center](#)

2. Data privacy and security

Microsoft incorporates world-class privacy and security features in our enterprise cloud services.

[Microsoft cloud privacy overview](#)

3. Continuous compliance

Our cloud solutions address a variety of important regulatory and compliance considerations.

[Regulatory compliance Q&A](#)
[Microsoft security, audits, and certifications](#)
[The Microsoft approach to compliance in the cloud](#)

4. Contract terms, SLA performance, and freedom to choose

Our enterprise cloud contract terms provide clarity to help you be confident in our cloud solutions. We have an outstanding availability record. For example, Office 365 worldwide uptimes over the last seven quarters average 99.97% with the first quarter of 2014 at 99.99%. Plus, you can choose the right combination of Microsoft on premises and cloud solutions to meet your needs.

[Cloud services you can trust, Office 365 availability](#)
[Office 365 quarterly uptime](#)
[New "Online Services Terms" document streamlines and unifies licensing terms across Microsoft's Online Services](#)

5. Microsoft is an industry leader

Microsoft is the first and only cloud provider to receive validation from privacy authorities across Europe that our enterprise cloud contracts are consistent with European Union data privacy requirements. Influential third parties have voiced their approval of this endorsement.

Microsoft also enjoys a positive relationship and track record with worldwide privacy regulators while some of our competitors do not.

[Privacy authorities across Europe approve Microsoft's cloud commitment](#)

6. Thousands of satisfied customers

We have earned the trust of companies worldwide of all sizes and across all industries. All of them have sensitive data that requires protection and many of them have sizeable in-house legal departments using our cloud solutions. Please contact us for specific references based on company size or industry.

[Office 365 customer stories](#)

7. Our in-house legal team uses Office 365

The Microsoft legal team, comprised of more than 1,100 professionals based in 55 countries, uses Office 365 on a daily basis for greater collaboration, productivity, and agility. We are using out-of-the-box eDiscovery capabilities in the 2013 SharePoint eDiscovery Center for litigation and regulatory document discovery. In fact, Microsoft's in-house litigation eDiscovery team has spent the past several years working directly with our engineers to build the features

required by enterprises for eDiscovery workflows. By using these capabilities in Office 2013, we are able to complete multiple phases of the eDiscovery workflow in-house, allowing us to identify and export email and documents to outside counsel in far less time and at less cost, while reducing our dependency on third party solutions.

[How Microsoft LCA walks the talk when it comes to enhanced productivity](#)
[How Microsoft's legal department does eDiscovery](#)

8. Our stance regarding government access to data

In the aftermath of the U.S. National Security Agency (NSA) disclosures by Edward Snowden, Microsoft released important information regarding our position on government access to data.

A recent report from the well-respected Electronic Frontier Foundation (EFF) rates the practices of leading online services providers in connection with government access to user data. Microsoft received six stars in this report – the highest rating possible from the EFF.

[The Electronic Frontier Foundation's Fourth Annual Report on Online Service Providers' Privacy and Transparency Practices Regarding Government Access to User Data](#)
[Microsoft government access to data presentation](#)
[Microsoft government access to data overview](#)

Law enforcement requests:

[Microsoft 2012 law enforcement requests report](#)
[Microsoft law enforcement requests reports](#)

Government surveillance:

[Unfinished business on government surveillance reform](#)
[New success in protecting customer rights unsealed today](#)
[One step on the path to challenging search warrant jurisdiction](#)
[Providing additional transparency on US government requests for customer data](#)
[Time for an international convention on government access to data](#)
[Why we oppose government demands for personal data](#)

Cloud encryption:

[Protecting customer data from government snooping](#)

9. Positive legal ethics opinions

Eighteen U.S. states say it's OK for lawyers and law firms to use cloud technology, as long as they take reasonable care and perform proper due diligence. This should serve to further allay concerns from lawyers and law firms in moving to the cloud.

[American Bar Association \(ABA\) Journal article: Ethics ruling tell lawyers to seek security when in the cloud](#)

10. Our people and our data centers

Throughout the entire sales cycle – from contract to deployment and migration – you have access to a broad and deeply experienced team of professionals.

The backbone of our cloud solutions are our worldwide data centers. Customers can tour our data centers to see firsthand our powerful cloud computing environment and the depth of the security and operational measures employed to secure customer data.

[Microsoft Global Foundation Services](#)