

The Ultimate Guide to your Dropbox Security Ecosystem

The only guide you need to build the perfect
platform for your business to thrive



Table of contents

Introduction

Addressing the changing nature of how we work ____ 3

Before you get started _____ 4

Chapter 1

Deployment _____ 5

Chapter 2

Data Migration _____ 9

Chapter 3

Data Security _____ 13

Chapter 4

eDiscovery _____ 18

Chapter 5

Advanced Security & Mobility _____ 22

Chapter 6

Alerts & Reporting _____ 25

Chapter 7

Enhanced Data Protection _____ 28

Chapter 8

Addressing your FAQs _____ 31

Conclusion and Next Steps _____ 38

Addressing the changing nature of how we work

Digital innovation is disrupting the workplace at such pace, it's easy to get distracted and lose focus. Whether you're leading transformation initiatives, keeping the organization secure, or pioneering change management programmes, there is so much happening that keeping all the different plates spinning at the same time is more than a full-time job in itself.

Our global research into the state of collaboration in the enterprise found that on average, people are wasting over a quarter (26%) of their day on tasks which don't add value to the business. They are switching between applications, searching for content, sifting through emails and spending too much time in meetings seeking alignment on projects. It's ineffective, slowing us down, and for IT teams it adds security risk and management challenges.

And solving these two productivity challenges is where the opportunity lies. How do you securely empower the business and the people to work how they want while stripping away unnecessary complexity from their working lives? How do you work smarter in a more organized, focused way? It is this exact equation that Dropbox Business is looking to solve.

In this guide you will learn:

1. How Dropbox Business is empowering teams around the world to stay focused and do their best work
2. How our partner integrations are expanding controls for IT teams looking to build a secure platform for the business where everything talks to each other and just works
3. Why the Dropbox Business ecosystem is trusted by millions of teams around the world and how you can deploy it too

Before you get started

We recognize that any deployment will be run as part of a trial first. To help you run a successful and thorough Proof of Concept (or Proof of Value), we've written a piece covering the process in detail, but if you haven't got time to dive into that, here's some key points to consider before you begin:

- Make sure you fully scope the needs of the business and only deploy tools which satisfy those needs rather than being sidetracked by a checkbox feature set - no one wants to deploy shelfware
- Explore any potential supplier's roadmap and understand the support offering - think of this as an investment and not just a purchase
- Think deeply about how you plan to deploy the solution and factor in integrations, authentication, accessibility, mobility and potential administrative responsibilities
- Consider your resources and establish your priorities, ensuring now is the right time to make a big change - most PoCs are unsuccessful because people don't have time to test the solution
- Scope ownership across the business and work with this management team to drive adoption and facilitate uptake to recognize the true ROI - when someone asks, you should be able to say, with data, why you're making this purchase

Once you've done all that, you're ready to begin...



Abhishek Lahoti
Partner Solutions and
Business Development

**How will you
get it to your
users?**

Thinking through your roll-out and access

Once your identity plan is in place and your cross-functional team is prepped and ready to go, you now have to think about your data migration. Ahead of any move from legacy storage (or existing cloud storage solution), it's critical you understand the full scale of your data footprint.

Much of your data may be stored on desktops or personal drives, and it may be you don't need to bring everything over. This can also be an opportunity to review your stale data and get rid of what is not relevant. Work with your team to emphasize the plan to the wider business and round-up all the critical data to bring into your new platform. Setting a date for completion is a powerful motivator to ensure action from the business. Describe the practice as a spring cleaning exercise and that the date you set is the ultimate deadline.

In order to secure adoption post-migration, ensure you bring the right data over, in the right folder structures, with your metadata and permissions accurately carried across, and make the switch appear seamless. With Dropbox's open API and our link to data migration partners and tools, you can automate the process and make it as painless as possible.

Questions to ask and answer

- How are you going to work with the broader business to get the solution in place?
- What is your adoption plan and how will this tie to your user directory?
- Do you currently use Active Directory, LDAP, or Workday, to centrally manage your users?
- How and where will users actually use it?
- What other solutions does this need to work with?
- Are you planning to replace another solution with this? Do you need a transition plan?
- Do you currently have an SSO solution in place?
- How do you provision new applications to users?
- How quickly do new users need access to their teams' data?
- How do you off-board users from tools & applications?
- Are you a Microsoft or Google shop and do you use their groups functionality?
- Do you currently have multi-factor authentication (MFA) enabled?
- How do you manage the lifecycle of users across the organization and with external partners?

Some key benefits of working with a Dropbox IAM Partner

- Easily extend existing AD/LDAP infrastructure to support your Dropbox Business deployment
- Enable SSO and MFA and enforce conditional access policies to ensure access from trusted devices and locations only
- Simplify user lifecycle management, including user onboarding and offboarding; saving significant time and reducing risk
- Push and synchronize user membership to groups
- Enhanced deprovisioning from Dropbox Business, you can remove or suspend users, wipe data from users' linked devices, and transfer files to other team members
- Advanced reporting and analytics allows you to pull valuable data about security and user access for all your applications

“The ease of using the Dropbox API meant that we could integrate with our homegrown identity management application in less than a day. For two years now, that integration has been crucial to managing and scaling Dropbox to tens of thousands of users.”

—Arizona State University

Partners to consider: Okta, Azure AD, Google Cloud Identity, BetterCloud

**Keep your new
solution up to
date with all
your legacy
information**

Planning your data migration

Once your identity plan is in place and your cross-functional team is prepped and ready to go, you now have to think about your data migration. Ahead of any move from legacy storage (or existing cloud storage solution), it's critical you understand the full scale of your data footprint.

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Questions to ask and answer

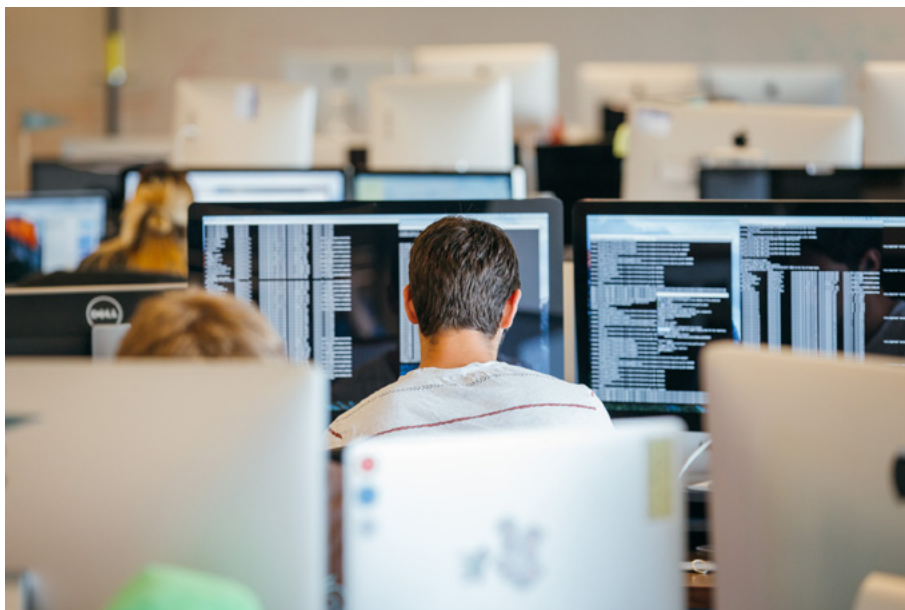
- Where is all the critical businesses data and who owns it?
- What does the hierarchical structure of the data look like?
- How do we bring data over as fast as possible to ensure continuity while avoiding data loss?
- How do we communicate to the broader business and departments about how to structure its data and ensure we capture as much as possible right away?
- Do we have the internal resources to manage this project, or do we need support from a technology or services partner?

Steps to take

1. Conduct an audit of your entire data footprint - including people's desktops and local drives (hint: partners can help you do this!)
2. Create a plan of action to ensure all content is saved down in the correct folders and into people's personal folders ready to commute to your new platform
3. Communicate with team and department heads to ensure compliance across the business and that the project happens on schedule
4. Have a plan in place for what users should do while data is in transit as big transfers can take several days
5. Work with a data migration partner to automate and expedite the migration process

Some key benefits of working with a data migration technology partner

- Accelerated pace of data transfer
- Detailed analysis of file servers to enable simple filtering based on things like file age, type, last modified, owner and more
- Detailed analysis and insight into the migration and comprehensive reports
- User and group permission mapping to preserve or create the desired file sharing setup in Dropbox Professional services available as needed



Partners to consider: Cloud FastPath, Skysync, Cloudm, Cloudfuze

Keep your data secure and archived for compliance

Drafting rules to keep your data protected

With your data migration completed, your next thought must be for data security. The good news is that as the popularity of cloud platforms has grown, the need for strong security has grown in tandem. Data Security vendors were born from this need, and are designed to be the gatekeepers of data between a company and its cloud systems.

The design philosophy of data security recognizes for cloud services, the protection target is different: the data is yours, but processed and stored in systems you don't necessarily own. Data security vendors therefore provide consistent policy and governance concurrently across multiple cloud services, for users and devices, and granular visibility into and control over user activities and your sensitive data.

They therefore form an integral part of any Dropbox Business deployment because they allow our customers to follow the same security protocols across all data systems and provide an effective extra security layer.

Questions to ask and answer

- Do you currently have a DLP or CASB solution in place?
- Are there any sharing policies or access policies that need to be enforced?
- How do you plan for PCI, PII or SSN info?
- Have you rolled out cloud applications to users before?
- Are you partnered with any major security vendors—Cisco, Symantec, McAfee—currently?
- Are there any existing regular expression (RegEx) rules you have in place around systems?

Steps to take

1. Understand the controls your users have on their data.
What can they delete, what can they archive, and how can you restore it?
2. Do you need extended version history?
3. Find out what your legal team needs to stay compliant. And what your major compliance mechanisms might be (GDPR, SOC 2, ISO 27001, etc.)
4. Find out about Dropbox’s compliance standards on the website



Some key benefits of working with a partner

- Gain deep visibility into Dropbox usage and assess risky behavior
- Safely enable Dropbox with granular policies
- Protect sensitive data in and en route to Dropbox with advanced DLP
- Prevent data exfiltration from Dropbox to unsanctioned cloud services
- Protect Dropbox with cloud threat protection
- Protect data exposure and compliance risks
- Empower employees to use the tools they prefer
- Perform targeted, post-incident analysis of user activity
- Network Control interoperability

Partners to consider: BetterCloud, Netskope, Symantec

“Dow Jones consists of a number of business units, so our 4,000+ users and their data are spread across domains and networks. As a unified home for collaborating on files and documents, Dropbox has enabled those users to share seamlessly across those business units. By offering tight integrations with other products in our environment as well, like Okta, Salesforce, Adobe and Microsoft, Dropbox is also helping bridge gaps between tools, creating an overall simpler, more connected and more powerful way of working.”

—Dow Jones

Staying legally compliant & secure

Retaining your data for legal hold

If you operate in an information sensitive industry where there is cause for extra scrutiny on data, you may require eDiscovery. These solutions are similar in their implementation to CASBs but serve a different purpose.

eDiscovery tools allow you to capture specific data with regards to users on your team. In addition, Dropbox Business allows you to restrict the end-user from permanently deleting anything from the system. The most common requirement for this functionality is driven by the legal department, but not exclusively. It is a form of Data Governance and is often referred to as Legal Hold, and enables data to be broken out by date, time period, account, team or even by folder.

If you require eDiscovery, leading vendors have integrated with Dropbox to provide you everything you need (not to mention offering some services ourselves).

Questions to ask and answer

- Do you need eDiscovery functionality for compliance?
- How does your legal team handle situations of litigation with regards to data?
- What other data sources do you need to archive for legal reasons?
- Do you have any compliance specifications that require data archival?
- Has previous litigation caused any headache in data collection?

Steps to take

1. Understand the controls your users have on their data. What can they delete, what can they archive, and how can you restore it? (repeated from above)
2. Do you need extended version history? (repeated from above)
3. Find out what your legal team needs to stay compliant. And what your major compliance mechanisms might be (GDPR, SOC 2, ISO 27001, etc.) (repeated from above)
4. Speak to the lawyers! And should your end users be notified if they are ever involved in a litigation?



Some key benefits of working with eDiscovery solutions

- Have access to types of data, whether they be by person, team or theme, at a moment's notice when litigation arises
- Peace of mind for your legal team
- Full security solution around the data
- Unique logins for lawyers which do not grant access to other parts of your data footprint (just what is needed)
- Does not interfere with your daily Dropbox usage

Partners to consider: [Dropbox Legal Hold](#) (native), Onna, Nuix

Mimic your security measures for those on the go

Adding extra protection to empower your business

In an increasingly on-the-move world, mobility in the workplace is an essential part of any technology deployment, and Dropbox Business is no different. Enabling your people to work from anywhere is essential and delivers transformational benefits to the business, but it comes with risk. To mitigate that risk, look into deploying an Enterprise Mobility Management (EMM) tool.

Integrating an EMM tool into your Dropbox Business deployment makes it easy for your users to connect to corporate services and content via their phone/tablets and provides an incredibly secure and centralized way to access content on mobile devices.

Combining Dropbox Business with an EMM tool creates a scalable way to provision access, enable secure mobility and power collaboration amongst employees from anywhere.

Questions to ask and answer

- Do your users access company data via mobile devices already?
- Are you in a BYOD model for mobile devices?
- Have you rolled out cloud applications to users' devices before?
- How do you manage device off-boarding?
- Do you currently have any content restrictions for mobile devices?
- Are users accessing data from iOS, Android, or both?

Steps to take

1. Decide on your mobile access guidelines for the company
2. Find out what your mobile OS of choice offers by way of management
3. Talk to your sales reps about their mobile access methods (new app or profile)
4. Learn how mobile access limits can be turned on (geo-location, for example)

Some key benefits of working with a partner

- Empower employees with instant access to enterprise approved apps
- Control which mobile applications and which trusted devices can open Dropbox documents
- Simplify adoption with secure, one-touch login
- Keep your data secure while your employees work from anywhere

Partners to consider: VMware Airwatch, MobileIron

Putting the
right guardrails
on your solution
as it picks up
speed

Learning about how your apps are used

Deploying a business-wide tool like Dropbox Business and integrating it with your teams' favorite applications creates a wealth of data and information to track and analyze. To understand it all, you need to bring it all together into simple to understand dashboards.

Security Incident and Event Management (SIEM) tools are a powerful way to summarize outputs from all your systems in a simplified manner. They do all the heavy lifting in terms of data processing and can help you catch potential threats and intruders quickly.

Dropbox integrates with market-leading SIEM tools to provide you the management and oversight of your business critical systems needed to keep it secure as you grow. You can view entire file histories in one screen, or the sharing behavior for one user over a year without sorting through cumbersome logs. Disparate datasets are normalized so events, data and contextual information can be correlated and analyzed for specific purposes such as threat management, network security event monitoring (SEM), activity monitoring and compliance reporting.

Questions to ask and answer

- Are you currently using any IT analytics tools?
- What is your reporting strategy?
- Have you rolled out any cloud applications before and if so, how do you report on them?
- How you currently store and analyze log data for your systems?
- How do you report on application activity today?
- What alerts do you have setup for user activity?
- What depth of reporting and analytics do you feel you need for your business?

Steps to take

1. Consider the depth of your current reporting and analytics across your estate
2. List everything you would like to see in a single dashboard (or view easily)
3. Now devise a plan which will expand your current reporting capabilities and simplify that overview
4. Configure the perfect dashboards, reports and alerts for your business

Some key benefits of working with a partner

- Search, monitor, analyze and visualize machine-generated big data
- Collect and analyze key operational and security data from your Dropbox deployment
- Build dashboards, reports and alerts from your data to help you proactively respond to issues

Partners to consider: Splunk, Domo

Digital Rights Management up speed

Preventing unwanted data egress

If you've read up until now and you're thinking that it sounds great but you need more security on top of all this, at the document level, now is the time to address that concern. Whether it's for regulatory compliance or due to the sensitive nature of the work you do, Dropbox partners with Digital Rights Management (DRM) solutions to provide access security, watermarks, further encryption and other restrictions as required.

We recognise users and sharing can be porous, mistakenly sending data can be easy and users can, unfortunately, be careless. Information-centric security is the last line of defense for data when firewalls, anti-malware tools or best practices fail.

Dropbox integrates with DRM tools to help you keep everything secure, right down to an endpoint or individual piece of content in the platform. Our partners do much more than encrypt Dropbox documents and control activity; they'll integrate to the entire device and help securely control aspects of your end users. Please note that this approach will drastically alter the Dropbox experience for your users (the one they've come to enjoy and work well with), so consider this level of security only where needed. If that is necessary, it should tick the right boxes for you.

Questions to ask and answer

- Do you have strict regulatory requirements your industry must abide by?
- Do you work with copyrighted material, intellectual property work that needs extra protection?
- How have you used cloud computing solutions in the past with regards to encryption?
- Do you have any endpoint security measures in place already?
- Do you have use of, or need the use of watermarking?
- Do you have any security requirements for external sharing?
- Do you deploy applications to your user endpoints?

Steps to take

1. Talk to legal on your watermarking need
2. Know what level of encryption you prefer
3. Do you need to have your own keys?
If so, understand why and the limits that come with it
4. Set aside the user base that needs this type of integration: it is detrimental to the usability and access of docs so should only be used when necessary

Some key benefits of working with a partner

- Secure most kinds of data, including Microsoft Office documents, PDF files, movies, and images
- Encrypt sensitive information with AES 256-bit encryption and data loss prevention
- Track where your files have traveled, anywhere in the world
- Generate a full audit trail of file activity for tracking and regulatory compliance
- Control editing, copying, printing, file duplication, and more, both on and offline

Partners to consider: Vera, Boxcryptor

Giving you the answers you need

We know that there's a lot to think about and a wealth of information to digest, but hopefully now you should be thinking about the availability and capacity to create a secure, collaborative and innovative platform for the business. To that end, we've compiled this section to give you answers to typical questions you may have and to any you may receive from the wider business ahead of launching your project.

Typical IT FAQs:

1. What does a perfect reference architecture look like?

The truth is there is no such thing as perfect and what looks great for one business may be totally wrong for another; what could be ideal for you right now may change in the future. But, a good reference architecture is one which has an answer for every data-related question:

- Where will data go?
- Who will see, share, and access it?
- When will it be checked?
- How do we get notified?

2. What is my priority list? Can I skip around in the chapters above or should I follow them directly?

Your priority list will be entirely individual to the needs of your teams and your business. For example, if your legal requirements are most important, you will start there. We put this list together following numerous engagements and PoCs with customers around the world and this is typically the order we encounter and the most optimal to complete a deployment. But, your deployment is your own so treat each chapter individually if it makes more sense for you.

3. Is there a checklist I can download to assess all this as I work through?

Yes. You can find the checklist at the [end of the FAQ section](#).

Chapter 8 — Addressing your FAQs

4. When is the right time to include my end-users?	<p>Your end-users should be included when you can add them safely and easily to your applications. You wouldn't want to add your users and THEN migrate them, they'd find it confusing to have an influx of data randomly. Treat your end-users like your customers; you wouldn't want to deliver anything other than a complete solution to your customers so use this as your benchmark. Do you need to include them when legal hold goes live? Not necessarily. But should your CASB be running before they start adding new content? Probably.</p>
5. How do I run a successful PoC?	<p>We pulled together a handy PoC guide which we've housed on our blog, here.</p>
6. What do I do when an app gets acquired by a business I don't use?	<p>The first thing to do is contact your app team and ask about their plans for business continuity. Most will be open about their plans since it concerns customer data. If the plan is operate in a business-as-usual mindset, then make sure you understand when their paperwork will switch to their new terms and conditions or what the production milestones are that you need to know (integration to a new platform, etc.)</p> <p>If they are sunseting, look at your past options for software in this space for an immediate review of your next-best options. This shouldn't happen often but when it does it's a big change management operation, so be meticulous in your documentation of software options so it's easy to review past decisions.</p>
7. What do I do when the app I use isn't in the app ecosystem?	<p>That's fine! If you have an app that isn't in our ecosystem, get in touch with your software provider and explain that you'd like it to become a part of the Dropbox ecosystem. Our Business Development and Partnership teams are constantly working together and this feedback is key to growing our partnerships. If you want something, just ask!</p> <p>Also, you should look into utilizing an API to create a solution which is customized for your business needs, either with internal or external developers. Your Dropbox Business team is here to help with our specific endpoints, but keep in mind these solutions will then require change-management and maintenance from your team (or a hired third-party).</p>

Typical end-user FAQs:

<p>1. What types of devices does Dropbox work with?</p>	<p>Dropbox tries to work everywhere you do. Check help.dropbox.com/installs-integrations for the latest list of devices and systems we run on.</p>
<p>2. Does Dropbox integrate to the apps that we use today? Like Slack, Zoom, Microsoft, etc.?</p>	<p>Yes we do! We integrate to over 300,000 applications. If you want to find out more about our marquee partners, check: dropbox.com/app-integrations.</p> <p>Here are the Slack, Zoom, Google and Microsoft pages specifically.</p>
<p>3. How much can I sync to Dropbox?</p>	<p>Dropbox Business has various limits on its storage, it completely depends on your plan. Check with your system admin on your plan. You can view a list of our plans here: dropbox.com/business/pricing</p> <p>Our data plans are as follows:</p> <ul style="list-style-type: none">• Standard: 2TB• Advanced and Enterprise: Unlimited <p>Your admin might set sync limits on your account to conserve space. Using smart-sync lets your desktop hold nearly unlimited data by having cloud-only versions of files/folders synced to your desktop for review, preview, and on-demand downloads</p>
<p>4. How big can a file be that's uploaded to Dropbox?</p>	<p>On our desktop applications, there is no syncing limit (aside from the limit of your hard drive, obviously). On the web, you're limited to 50GB files because it's as fast as we can sync things on a browser.</p> <p>For more info check out: help.dropbox.com/installs-integrations/sync-uploads/upload-limitations</p>

Chapter 8 — Addressing your FAQs

5. Can I share externally?	<p>Yes! Although, with Dropbox Business, check with your admin on the best practices for external sharing. They might have put in rules like no external sharing except shared links, or password protected links, or other solutions based on your security needs.</p> <p>We really encourage external sharing to build your Dropbox network and enhance collaboration.</p>
6. Is there an easy way to automate some of my tedious processes?	<p>Absolutely! There are a lot of great ways to automate your Dropbox processes like Camera Uploads, Smart Sync settings, File Requests, Transfers and more.</p> <p>You can also check out some workflow automation partners like IFTTT, Zapier, Workato and Tray.io if you want to get more creative with cross-app workflows.</p>
7. What is Dropbox Paper and can I use it?	<p>Dropbox Paper is a part of Dropbox Business and it's a great tool for collaboration, ideation and creation. Talk to your admin about Dropbox Paper and let them know you're interested. It is on by default and works well in the file system or the browser.</p> <p>For more go to dropbox.com/en_GB/paper</p>
8. Can I have both Personal and Business Dropbox at the same time? And if so, does my IT manager have access to my personal stuff?	<p>Yes you can have a dual Dropbox account for your stuff and no it doesn't mean your IT manager has access to your personal content.</p> <p>If your IT manager turned the feature on you can have both a Business and Personal account on your computer. You can find out more here: help.dropbox.com/accounts-billing/multiple-accounts/two-accounts</p>
9. What is the "New Dropbox" and Spaces? How will that help me?	<p>To learn more about the new Dropbox and how our smart workspace can help you work more efficiently, check out our great breakdown of it here: blog.dropbox.com/topics/product-tips/new-dropbox</p> <p>And for the latest features check out: dropbox.com/new</p>

Your deployment checklist

Contact Name	Email

Phase 1: Planning

- Review PoC process
 - Establish PoC goals
 - Identify PoC members and roles
 - Define workflow/use case simulation
 - Determine features required for use-case
- Schedule PoC dates and finalize timeline

Phase 2a: Deployment

- Provision Team
- Invite team admin(s)
- Review IAM solution needs
 - Integrate directory
 - Integrate SSO
- Walk-through Admin Console settings and capabilities
- Walk-through end-user functionality
- Identify remaining evaluation tasks

Phase 2b: Data Migration

- Select data migration vendor
- Assess current data structure and needs
- Decide on what data needs to be migrated and what can be archived
- Understand new folder structures and permissions
- Deploy migration
 - Relay timeline and freeze to individuals
 - Mitigate timing with data syncing

Phase 3: Data Security

- Decide on data security priorities
 - CASB
 - Data Governance
 - EMM
- Outline rules for security
 - Sharing
 - Uploading
 - Removing
 - Mobile linking
- Discovery: where else can this be used outside of Dropbox?
- Share data security policies (where applicable) to end-users
- Integrate data security solutions
- Schedule check-in to review alerts, rules and update as needed

Phase 4: Alerting and Reporting

- Understand alerting / reporting structure today
- Integrate alerting / reporting tools
- Structure reports, dashboards and alerts to fit business needs
- Set cyclic review of settings and data

Phase 5: Enhanced Data Protection

- Decide if business needs require enhanced data protection
- Document breadth of data protection
- Test DRM tools with users for actual usability
- Implement further data protection

Phase 6: Continued Visibility

- Review reference architecture quarterly to understand gaps and weaknesses
- Consider greater IT roadmap inclusion for updates and tweaks
- Listen to users on usability issues and how to make their application use easier

Next steps and additional information

Conclusion

The workplace is awash with new tools and applications and is going through the most profound transformation in its history. Your teams are finding and using the latest technology to help them work, but without any cohesive strategy other than wanting to ‘get stuff done’, it is creating a tangled web of complexity and a large network footprint placing security at risk.

What we’ve outlined in this guide is how Dropbox Business is tackling this issue through powerful partner integrations into some of the most secure technology providers in the world. Security and control is a critical facet of business, and we recognize for some it is everything. Whatever your security needs, our extensive ecosystem can ensure you keep critical data and access secure.

Our move away from a file sync and share platform into an intelligent, collaborative team workspace for all your businesses cloud content is then making it easier for your teams to do their work. Our technology brings tools, teams and content together to empower people to work how they want, more collaboratively with the wider business on the tools they want to use.

No app or technology works in a silo, so you shouldn’t deploy one in a silo. Dropbox brings everything together into one platform, and, supported by our expanding ecosystem of partners, security accreditations and protocols, your data is safe at rest and in transit.

Today we are trusted by 600 million users and over 450,000 paying teams across 180 countries around the world. Our security and administrative tools are fundamental to securing that trust, and our technology is fundamental in powering teams to do their best work.

About Dropbox

Dropbox Business is the world's first smart workspace that helps IT leads create a secure, agile work environment, transforming the way people work together, from the smallest business to the largest enterprise.

With more than 600 million registered users across more than 180 countries, our products enable secure collaboration, robust user control and streamlined workflows, which enhance the employee experience, drive innovation and accelerate digital transformation.

Headquartered in San Francisco, CA, Dropbox has 12 offices around the world.

For more information on our mission and products, visit **dropbox.com/enterprise**