Automated backup solution for Microsoft Office 365 lifts cloud from leading Dutch business solutions provider.

New capability significantly reduces data retrieval and recovery time and calms nerves on threat of data loss.

A perfect storm was brewing

KSS is a leading business solutions provider for children and youth day care centres across The Netherlands. As an early adopter of Microsoft Office 365, the company's IT team was responsible for backing up Office 365 data (Exchange Online, OneDrive for Business, and SharePoint) which was critical to the work of KSS' internal back-office staff, external clients and organisations in the wider group. But a perfect storm was brewing. Everyone was reliant on the company's existing archiving and backup solution to do their jobs. A combination of human error, inexperienced users out in the day care centres and cumbersome and time-consuming backup and data recovery meant that the team was growing increasingly concerned about the threat of data loss.

"Some of our users are not very proficient with IT and data loss was an ever-present threat. With our previous backup solution it was taking four hours to back everything up and the same amount of time just to restore a mailbox, for example. When somebody deleted something by mistake, getting the data back was a nightmare. It was a long process that wasted everybody's time," said Ronald van Beers, ICT Coordinator at KSS.

"People think that when you use the cloud, everything is safe. But being in the cloud doesn't mean you are safe in the cloud and we urgently needed a more effective cloud to cloud backup solution to better protect our data and speed things up."

Profile

- Dutch business solutions provider for child and youth development organisations

- Based in Eindhoven, The Netherlands

- Part of umbrella group with 11 other businesses

- More than 2500 employees

Challenges

- Migrate to a cloud to cloud backup solution

- Concerned about the threat of data loss

- Faster data recovery and retrieval

- Improve networking and connectivity to Microsoft Office 365

Solutions

- Barracuda Cloud-to-Cloud Backup

Results

- Automated backup at the click of a mouse

- A 1GB mailbox can be restored in 15 minutes compared with four hours

- Enhanced Office365 experience and easier user access

- More collaborative approach to document and data sharing

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DATA PROTECTION

Users also struggled with system access. "We have 200 childcare branch officers and logging into system wasn't very easy either. So we also needed a simpler solution with a single sign on so everybody could access the system without any issues. We also wanted to make it easier to share documents and data to collaborate," noted van Beers.

The search to improve cloud cover

"When we moved to the cloud, we did our research on cloud backup solutions. We decided on a shortlist of two vendors. Barracuda looked like a more mature product and it has a good name in The Netherlands, so we decided to take a look at both offerings."

Both vendors set up a proof of concept trial. "We were really impressed by the way Barracuda ran their pilot. It was quick to see why Barracuda Cloud-to-Cloud Backup was a stronger solution. User base licences, automated backup and really great features like automatically adding every edit to SharePoint to the backup were just some of the reasons why we decided to go ahead," he explained.

Implementation was seamless and the set up took just 15 minutes. KSS was also highly impressed at the level of support from the Barracuda team. "The support from the Barracuda team went way beyond our expectations. Not just in setting up the product but being there when we needed support even out of hours. They also explained how everything worked and talked us through the implementation process."

The storm passes

"Barracuda Cloud-to-Cloud Backup works 99% of the time which has taken away a lot of our worries about losing data. Load notification alerts when things aren't working have also calmed our nerves," continued van Beers.

"Before it had been taking hours to back up our data but using the Barracuda Cloud-to-Cloud solution means we can do this at a click of the mouse. Human error never fully goes away and we've had to restore data twice since rolling out the Barracuda solution. On one of those occasions, users were synching SharePoint with OneDrive and they deleted something from the computer which was then removed from the cloud. It was all restored in two hours."

Retrieving data is also so much faster. A 1GB mailbox is restored in 15 minutes compared with four hours using the old solution.

"Everyone is more productive and single sign-on has made it so much easier for our users to log in to the system. It's also easier to share documents and work flexibly with our data," he added.

"Human error never goes away and we've twice had to restore data since rolling out the Barracuda Cloud-to-Cloud Backup solution. On one of those occasions, users were synching SharePoint with OneDrive and they deleted something from the computer which was then removed from the cloud. It was all restored in under two hours."

Ronald van Beers
ICT Coordinator
KSS

"When you add everything up, we couldn't be happier with the maturity of the Barracuda Cloud-to-Cloud Backup solution. It has been such a worthwhile experience. It's much easier to use than I expected and everything just worked as promised. The support has been outstanding too. We couldn't recommend them enough."

On the horizon

"Our security officer is looking at how to enhance email security and better protect the business from data leaks so we are talking to Barracuda about its security products that support this. The business is preparing for the new data security, backup and encryption regulation from 2020 so that is also a critical part of the conversation," concluded van Beers.

Learn more about Barracuda Cloud-to-Cloud Backup

barracuda.com/products/cloudtocloudbackup

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