Providing backup and restore assurances for UK mental health provider as it migrates critical data to the cloud.

Profile
• Norfolk and Suffolk NHS Foundation Trust provides in-patient and community mental health services across Norfolk and Suffolk in the Eastern Region of the UK
• It hosts around 5000 office, home and community-based staff
• The IT team manages around 5000 endpoints across 50 sites, ranging from hospitals to drop-in centers

Challenges
• Limited IT resources put the pressure on for an easy-to-manage solution
• The threat of ransomware and accidental deletion, potentially impacting major healthcare projects
• Large amounts of critical data in SharePoint Online, Exchange Online and OneDrive

Solutions
• Barracuda Load Balancer ADC
• Barracuda Cloud-to-Cloud Backup

Results
• Peace-of-mind that business continuity won’t be severely interrupted by an outage
• Simple to use, and restore data
• Supports journey to ISO 27001 and Cyber Essentials Plus compliance
"We didn’t have any significant incidents, but found that using Office 365 was quite time consuming and we didn’t have the confidence we could recover a lot of data in a timely manner without a great deal of effort. So rather than have the problem and find yourself lacking, it was a case of shoring up the estate before we found ourselves in that position."

The data itself did not include patient information, but could still be regarded as mission critical to the administrative and “business” side of the trust, he adds.

Having had a positive experience from a Barracuda Load Balancer ADC product purchased several years earlier, Dave shortlisted Barracuda Networks for the backup project. He says it won based on three critical factors: ease-of-setup and use, a simple cost model, and security.

Switching it on and features

Barracuda Cloud-to-Cloud Backup is a fully cloud native solution with a focus on ease-of-use and flexible recovery. It offers full or granular restore of Teams, Exchange, SharePoint and OneDrive, with scheduled or on-demand backup, point-in-time recovery and unlimited storage and retention. Licensing is done on a simple per-user basis and security is baked-in throughout, from multi-factor authentication to TLS encryption for data in transit and AES 256 encryption for data at rest.

It took just half a day of screen sharing sessions between Barracuda Networks and an NHS technician to configure the product and commence the initial backup process. Over the following week, Jones and his team monitored the solution and amended internal processes to reflect its new capabilities.

Peace-of-mind today and tomorrow

Dave and his team switched on Barracuda Cloud-to-Cloud Backup in March 2021, and have been impressed by its reliability, usability and cost.

“We couldn’t accurately predict our three or five-year costs because of the unknowns around data volumes. But because Barracuda Cloud-to-Cloud Backup was licensed on a per-user basis, it made things very attractive from a budgeting and planning perspective,” he explains.

Barracuda Cloud-to-Cloud Backup works in the background to provide the peace-of-mind the trust needs that data is safe even in the event of a serious malicious attack, or user/IT error. It also satisfied NHS cybersecurity guidelines via MFA and audit-log reporting capabilities, and will help the trust on its journey towards compliance with ISO 27001 and the UK governments’ best practice Cyber Essentials Plus certification, says Dave.

“There’s not much to tell, which is a compliment to the product,” comments Dave. It works so well that it’s not on the list of things I need to think about. The guys check it each day, and when we’ve needed to restore, it does the job,” he concludes.

“We’ve been able to move forward with our OneDrive and SharePoint migrations without concerns about the security of our Office 365 data. That’s what you want out of the product really. It’s there for us if we need it, but otherwise it doesn’t take much of our time or attention. It just works.”

“Barracuda Cloud-to-Cloud Backup was licensed on a per-user basis, it made things very attractive from a budgeting and planning perspective.”

Dave Jones
ICT Infrastructure Manager
Norfolk and Suffolk NHS Foundation Trust

Learn more about Barracuda Cloud-to-Cloud Backup and Barracuda Load Balancer.

barracuda.com/products/cloudtocloudbackup
barracuda.com/products/loadbalancer