

City fulfills responsibility to protect cloud data.

Embracing digital transformation, York Council leverages Cloud-to-Cloud Backup to protect Office 365 data.



A solemn responsibility

The City of York Council in Yorkshire, England, is the unitary authority responsible for allocating resources and delivering services to the more than 210,000 residents of the City of York. For Infrastructure Services Technical Lead Ian Towner, that responsibility includes (among many others) the duty to ensure that data is fully protected, whether it is stored on-premises or in the cloud.

“A strong, full-featured backup solution is critically important,” says Towner. “It’s the key to protecting our constituents’ data privacy, to maintaining regulatory compliance, and to ensuring the Council can maintain service levels and operate efficiently without interruption. My team take all of that very seriously.”

Until early 2019, the Council’s email and other office and collaboration solutions were hosted on-premises. The OEM backup solution that accompanied these systems was satisfactory: It enabled fast data restoration and provided off-site duplication of backups for extra security.

A new cloud environment

“When we migrated to Office 365, we were in the market for a new backup solution,” says Towner. “We’re quite confident that Microsoft’s built-in security and data protection features are robust and dependable. However, we wanted to have a separate backup solution capable of fast, granular data restores and with unlimited data storage and retention—a ‘belt and braces’ approach just to be completely secure.”

As a government entity, the Council must follow strict procurement rules, including a prohibition on communicating with vendors once a tender process has begun. “Because of

Profile

- The Council of the City of York serves a metropolitan area of over 100 square miles
- Population: approx. 210,000
- As a government entity, is subject to strict procurement rules and data-privacy regulations

Challenges

- Needed new backup solution following migration to Office 365
- Ensuring data privacy and recovering rapidly from ransomware and accidental deletion

Solution

- Barracuda Cloud-to-Cloud Backup

Results

- Extremely easy setup and configuration
- Eliminated admin tasks associated with on-premises backup solution
- Have not required any customer or technical support

these rules, we conducted our market analysis prior to putting it out for tender,” says Towner. “And it was during this period that we heard some good reports about Barracuda Cloud-to-Cloud Backup.”

Once the bids came in, Towner’s team ran several POC installations before making a final decision. “We had just a few key requirements,” says Towner. “It had to be pure cloud, with no on-prem controllers. It had to support two-factor authentication. Data had to be stored in the UK. And it had to back up all Office 365 data—not just Exchange, but also Teams, OneDrive, and SharePoint.”

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Infrastructure Services Technical Lead
City of York Council

Barracuda Cloud-to-Cloud Backup met all those requirements, but a few other factors made it rise to the top of Townsend’s list. “First of all, Cloud-to-Cloud Backup was considerably easier to set up and manage than other solutions,” he said. “Another thing I like is the fact that admin functions and access policies are separate from Office 365. So we can have a very small number of people authorized to make changes—it wouldn’t do to have a rogue email admin able to delete records!”

Putting it to work

Towner reports that although ransomware and disaster recovery is what makes a strong backup solution necessary, on a day-to-day basis his team is using Cloud-to-Cloud Backup for more prosaic purposes. “Obviously ransomware is the key driver,” said Towner. “But where the solution is really helping us is in restoring files that have been accidentally deleted by

users. Cloud-to-Cloud Backup makes it very easy to find and restore individual files in a very granular way. And it’s just as simple to restore entire mailboxes, for instance if an employee leaves and later returns.”

When asked if he’s had to interact with Barracuda support staff, Towner says, “We haven’t had any need for customer service or support. Setup and configuration was very simple and intuitive, and it’s truly a set-it-and-forget-it solution. If we add new mailboxes, they get backed up automatically, no action required. That means we’re saving money and time too—no need to manage or upgrade, no provisioning of new instances. That whole set of tasks is just gone.”

Barracuda is now clearly on Towner’s radar as a technology vendor. “Now that Barracuda is a known brand for us, we will certainly consider their cloud email security solutions if and when we decide to go that route. Based on our experience with Cloud-to-Cloud Backup, I expect those solutions to be very strong contenders.”

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Learn more about Barracuda Cloud-to-Cloud Backup

barracuda.com/products/cloudtocloudbackup

