CASE STUDY

Empowering Scotland's National Health Service with simple, streamlined cloud backup

Barracuda Cloud-to-Cloud Backup provides critical security and compliance peace of mind.

Profile

- NHS Scotland is the country's publicly funded healthcare system, one of four which comprise the UK's National Health Service.
- NHS Scotland's annual budget is over £15bn ($18.3bn) and it employs more than 147,000 staff.
- NHS Greater Glasgow and Clyde (NHSGGC) has an annual budget of approximately £3bn ($3.7bn) and serves over a million people, making one of the largest healthcare providers in Europe.

Challenges

- Reliable backup for Microsoft 365, even as users move between NHS Scotland organizations (NHS Boards).
- Rigorous compliance and governance requirements.
- Pressure to optimize use of Microsoft 365 licenses.

Solutions

Barracuda
Cloud-to-Cloud Backup™

Results

- Supports 22 implementations on a single tenancy, for nationwide scale while meeting strict data governance requirements.
- Ease of data recovery.
- Simplicity of deployment and management maximizes IT productivity.
- Maximizes use of Microsoft 365 licenses.

Loss of email data is an annoyance for many organizations. For those operating in the highly regulated healthcare sector, it's often far more serious — especially in an era of intense pandemic-related workplace pressure. It's a challenge that kept NHSGGC's Finlay Craig awake at night. After it was decided to migrate the health service's NHS mail platform to a single nationwide Microsoft 365 tenancy, which will serve the country's 22 individual NHS Boards, the question of backup loomed into view.

"We came from a well-protected environment both in the cloud and on-premises," says Finlay, whose role is Strategy Development and Program Manager for Architecture and Cloud Services, in NHS Greater Glasgow & Clyde. "I had sleepless nights knowing we didn't have that capability any more in Microsoft 365."

Fortunately, Barracuda Cloud-to-Cloud Backup passed the health service's rigorous procurement process and has since become an indispensable platform for NHSGGC and now NHS Scotland as a whole.

Providing peace of mind

With 45,000 NHSGGC users and many more licences to manage, Finlay had multiple backup challenges. When users move between Boards, as they frequently do in NHS Scotland, they are forced to jump between one Microsoft 365 license and another. But Finlay found that if their gap in usage was too long (over 30 days) they risked losing their entire mailbox. Fortunately, this only happened on a handful of occasions.

"It's not a nice call to make, personally or professionally, because some of these people have stored data which is important to them within their email," he explains.

A priority was, therefore, having a reliable third-party backup solution to provide peace of mind that this wouldn't happen in the future. Also important for NHS Scotland was a way to remove licences that were genuinely not needed anymore, while adhering to Board retention policies of 15 months.

"While we would always say you shouldn't rely on email to store critical information, I have always felt that when data was protected we have a level of redundancy that gives IT services a fighting chance to recover" says Finlay. "If you have a backup, you can sort the problem."

Passing the test

NHS Scotland and NHSGGC are governed by a strict set of procurement rules, which required Barracuda and several other vendors to submit formal tender documents, both at a local and national level. NHS technical teams work independently from commercial and security functions to assess each product. In the end, Barracuda was judged to be the solution that checked most boxes for technical requirements while being the simplest to deploy, says Finlay.

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> NHS Greater Glasgow and Clyde

Barracuda Cloud-to-Cloud Backup provides comprehensive, cost-effective, scalable backup and recovery for Microsoft 365 data — including Teams, Exchange Online, SharePoint, and OneDrive. It delivers rapid data search and recovery and the ability to restore fully or with highly granular detail. Role-based access controls and AES 256 data encryption at rest and in transit add extra security. And the simple to deploy and manage cloud solution backs up three external copies of all data.

"It hooked right into our dynamic groups within Active Directory so we didn't have an awful lot to do," Finlay explains of the implementation process.

"That's not to say it was without its challenges. The network had to be tuned to migrate a massive amount of data. But technically it wasn't that hard. And when it came to do the next Board in Lothian it took half the time, thanks to what we'd learned in NHSGGC."

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Finlay Craig, Strategy Development and Program Manager for Architecture and Cloud Services
NHS Greater Glasgow and Clyde

Going nationwide

Barracuda Cloud-to-Cloud Backup has worked so well for GGC that it's currently being rolled out nationwide in a single tenancy, across around 250,000 licenses. Crucially it does so in a compartmentalized way, so that users from one Board can't access another's data. That keeps the information governance (IG) team happy, according to Finlay. Apart from that, the solution just works.

"We keep an eye on it, but it just churns away in the background," says Finlay. "Barracuda has also given us the confidence to remove any unused licenses, with the reassurance that if we make a mistake we haven't lost everything 30 days later."

That means NHSGGC has crucially been able to manage its Microsoft 365 licenses in the most efficient manner while remaining compliant with internal policies around data retention. After Barracuda is rolled out to support Exchange Online for all 22 NHS Scotland boards, attention will turn to the other Microsoft 365 products.

"The benefit of having one tenancy is that if we can get the IG team to agree what we're going to backup next, it should be as simple as going round the Boards one by one," Finlay concludes.

"Simple is good. Our world is extremely complex, so if you can get something straightforward that works away in the background and doesn't need a lot of people to look after, what's not to like?"

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> NHS Greater Glasgow and Clyde

Learn more:

Barracuda Cloud-to-Cloud Backup™

Barracuda Cloud-to-Cloud Backup provides easy-to-use SaaS backup for your Microsoft 365 data, including Teams, Exchange Online, SharePoint and OneDrive, including OneNote, with unlimited storage and retention.

About Barracuda

At Barracuda we strive to make the world a safer place. We believe every business deserves access to cloud-first, enterprise-grade security solutions that are easy to buy, deploy, and use. We protect email, networks, data, and applications with innovative solutions that grow and adapt with our customers' journey. More than 200,000 organizations worldwide trust Barracuda to protect them — in ways they may not even know they are at risk — so they can focus on taking their business to the next level. For more information, visit barracuda.com.