

G-Cloud 15 Service Definition for Barracuda Cloud-to-Cloud Backup (CCB)



1 Service Description

Barracuda Cloud-to-Cloud Backup (CCB) is a cloud-native, Software-as-a-Service (SaaS) backup and recovery solution designed to protect data held within Microsoft 365 and Microsoft Entra ID. The service provides independent, secure, and automated backups of SaaS data to protect organisations against accidental deletion, malicious activity, ransomware, and loss of access due to licence changes or user departure.

The service is fully managed by Barracuda and delivered from the cloud. It requires no on-premise infrastructure, agents, or hardware, and is accessed through a secure web-based management interface. Barracuda Cloud-to-Cloud Backup is suitable for UK public sector organisations requiring a scalable, low-administration backup solution that supports regulatory, operational, and resilience requirements.

2 Service Scope

The service provides backup, retention, search, and recovery capabilities for supported Microsoft cloud services. Backups are performed independently of native Microsoft retention or recycle bin functionality, ensuring data remains recoverable even after permanent deletion within Microsoft 365.

2.1.1 Supported Platforms

- Microsoft 365
- Microsoft Entra ID

3 Functional Capabilities

3.1.1 Backup

- Automated, scheduled backups with optional on-demand execution
- API-based, agentless backup using Microsoft-supported interfaces
- Backups initiated within minutes of service onboarding
- Ability to select users and workloads using Entra ID groups, Microsoft 365 groups, or distribution lists
- Support for inactive and deleted users in line with configured retention policies

3.1.2 Data Coverage

Microsoft 365

- Exchange Online (mailboxes, folders, archive mailboxes, calendars, contacts, recoverable items)
- OneDrive for Business
- SharePoint Online (sites, libraries, lists, permissions, metadata, and site templates)

- Microsoft Teams:
 - Channel conversations
 - Team and channel files (stored in SharePoint and OneDrive)
- OneNote

Microsoft Entra ID

- Users
- Groups
- Roles
- Administrative units

3.1.3 Restore and Recovery

- Granular restore of individual items, folders, file versions, or complete workloads
- Point-in-time recovery to specific dates and versions
- Restore to original location or an alternative location (Microsoft 365)
- Restore email content to alternative users
- Export data for offline access, investigation, or legal review
- Delayed cloud purging to support ransomware recovery scenarios
- Malware detection performed during restore operations for additional protection

3.1.4 Search and Discovery

- Fast search and filtering across backed-up data
- Item preview prior to restoration
- Detailed backup and restore reporting
- Full audit logs of administrative and user actions
- Configurable email notifications and alerts

3.1.5 Retention Management

- Unlimited backup storage and retention, subject to fair use
- Retention independent of Microsoft 365 licence assignment
- Retention of data for former employees and inactive accounts

4 Service Management

4.1.1 Management Interface

- Secure, web-based management console
- Intuitive user interface designed for rapid navigation and recovery

- Five levels of role-based access control (RBAC)
- Multi-factor authentication for administrative access

4.1.2 Monitoring and Alerts

- Real-time visibility of backup status and service health
- Storage usage and activity reporting
- Automated alerts for backup failures or service issues

5 Security

5.1.1 Data Security

- Data encrypted in transit using TLS
- Data encrypted at rest using industry-standard AES-256 encryption
- Multiple external copies of backup data retained for resilience
- Logical separation of customer data within a multi-tenant environment

5.1.2 Platform Assurance

- Barracuda Cloud Storage is SSAE SOC 2 Type II audited
- Independent SOC 2 audits conducted annually
- Support for files protected using Azure Information Protection (AIP)

5.1.3 Identity and Access Management

- Role-based permissions for administration, backup, restore, export, and reporting
- Integration with Microsoft identity services
- Full audit trail of configuration and recovery actions

6 Service Availability and Resilience

- Cloud-native, highly available architecture
- Built-in redundancy with multiple external copies of backup data
- Instant scalability without customer intervention
- Thirteen regional storage locations available globally to support data residency requirements

7 Onboarding and Implementation

7.1.1 Onboarding

- Rapid onboarding using OAuth-based authorisation
 - No software installation or infrastructure provisioning required
 - Typical time from sign-up to first successful backup is approximately five minutes
- Onboarding is included at no additional charge.

7.1.2 Configuration

- Selection of workloads and users to be protected
- Configuration of retention and access policies
- Assignment of administrative and audit roles

8 Pricing and Licensing Model

- Subscription-based, per-user licensing model
- All-inclusive pricing with no requirement to manage storage capacity
- Licences for Microsoft 365 include Microsoft Entra ID backup

9 Service Constraints and Dependencies

- Requires an active Microsoft 365 tenant
- Dependent on availability of Microsoft APIs and services
- Internet connectivity required for administration and data recovery

10 Exit Management

- Data can be exported prior to service termination
- Standard, non-proprietary data formats used where applicable
- Support for planned service exit in accordance with G-Cloud requirements

11 Quadris Support Services

Quadris provides optional support services for Barracuda Cloud-to-Cloud Backup (CCB) to assist organisations in the effective operation, administration, and ongoing use of the service. These support services are designed to meet differing operational models within the public sector,

from self-managed environments requiring limited assistance to fully managed services delivered on behalf of the buyer.

Quadris support services are offered in addition to the Barracuda Cloud-to-Cloud Backup software subscription.

11.1 Base Support Service – Assisted Self-Managed Operation

The Base Support Service is intended for organisations that wish to operate Barracuda Cloud-to-Cloud Backup themselves, while receiving structured assistance, training, and access to named Quadris administrators.

11.1.1 Service Description

Under this model, the buyer retains day-to-day operational responsibility for Barracuda Cloud-to-Cloud Backup. Quadris provides onboarding support, administrator training, and ongoing advisory assistance to ensure the service is configured and used effectively.

11.1.2 Inclusions

- Initial service onboarding support, including:
 - Validation of tenant connection and authorisation
 - Review of initial backup configuration and scope
- Administrator training sessions covering:
 - Backup configuration and scheduling
 - Restore and export procedures
 - Retention and access control configuration
 - Reporting and audit log usage
- Access to named Quadris support contacts
- Advisory support for:
 - Best-practice configuration
 - Interpreting alerts and reports
 - Backup and restore scenarios
- Liaison with Barracuda technical support where required

11.1.3 Buyer Responsibilities

- Day-to-day administration of Barracuda Cloud-to-Cloud Backup
- Execution of backup, restore, and export activities
- User and access management within Microsoft 365 and Entra ID
- Compliance with internal policies and regulatory requirements

11.2 Managed Support Service – Quadris-Operated Service

The Managed Support Service is intended for organisations that require Quadris to operate Barracuda Cloud-to-Cloud Backup on their behalf. Quadris assumes responsibility for the ongoing administration, monitoring, and operational management of the service.

11.2.1 Service Description

Under this model, Quadris acts as the service operator for Barracuda Cloud-to-Cloud Backup, delivering the service in accordance with agreed policies and procedures. The buyer retains overall accountability for data and governance but does not perform routine operational tasks.

11.2.2 Inclusions

- Full service onboarding and configuration
- Ongoing administration of Barracuda Cloud-to-Cloud Backup, including:
 - Backup scope and schedule management
 - Retention policy configuration
 - Role-based access management
- Continuous monitoring of backup status and service health
- Proactive management of backup failures and alerts
- Execution of restore and export requests on behalf of the buyer
- Regular service reporting, including backup status and activity summaries
- Liaison with Barracuda technical support for incident resolution
- Support for audits, investigations, and compliance-related requests

11.2.3 Buyer Responsibilities

- Defining backup, retention, and restore policies
- Authorising restore and export requests
- Maintaining Microsoft 365 and Entra ID tenant access
- Ensuring organisational compliance with data protection obligations

11.3 Service Boundaries and Assumptions

- Quadris support services do not replace the underlying Barracuda Cloud-to-Cloud Backup subscription.
- Quadris does not provide end-user Microsoft 365 or Entra ID administration unless explicitly agreed.
- All services are delivered remotely unless otherwise agreed.

11.4 Support Service Responsibility Matrix (RACI)

Activity	Base Support Service (Assisted Self-Managed)	Managed Support Service (Quadris-Operated)
Service onboarding and initial configuration	R (Quadris) / A (Buyer)	R (Quadris) / A (Buyer)
Backup scope selection	R (Buyer) / C (Quadris)	R (Quadris) / A (Buyer)
Retention policy definition	A (Buyer) / C (Quadris)	A (Buyer) / C (Quadris)
Retention policy implementation	R (Buyer)	R (Quadris)
Day-to-day service administration	R (Buyer)	R (Quadris)
Backup monitoring and alert review	R (Buyer)	R (Quadris)
Backup failure remediation	R (Buyer) / C (Quadris)	R (Quadris)
Restore and export execution	R (Buyer)	R (Quadris) / A (Buyer)
Administrator access management	R (Buyer)	R (Quadris)
Training and operational guidance	R (Quadris)	R (Quadris)
Reporting and service visibility	R (Buyer)	R (Quadris) / I (Buyer)
Liaison with Barracuda support	C (Quadris)	R (Quadris)
Compliance and data governance	A (Buyer)	A (Buyer)

R = Responsible, A = Accountable, C = Consulted, I = Informed