

G-Cloud 15 Service Definition for Barracuda Email Protection



1 Service Description

The Barracuda Email Protection service provides preventative, detective, and responsive controls across the full email lifecycle. The service integrates directly with Microsoft 365 using secure APIs and cloud gateways, requiring no on-premise infrastructure.

The service supports UK public sector organisations in protecting users, data, and digital services, while reducing operational overhead through automation and optional managed service support from Quadris.

2 Service Features

2.1 Email Gateway Protection

- Cloud-based protection against spam, malware, ransomware, phishing, and other email-borne threats
- Advanced Threat Protection using sandboxing and payload analysis to detect zero-day malware
- Link protection including detection of malicious and typo-squatted URLs
- Email continuity and emergency mailbox access during Microsoft 365 outages
- Outbound filtering, agentless email encryption, and data loss prevention

2.2 API-Based Inbox Defence

- Native API integration with Microsoft 365
- AI-driven behavioural analysis to detect anomalous communications
- Real-time identification and blocking of spear phishing and impersonation attacks
- Post-delivery threat detection and remediation

2.3 Incident Response and Automated Remediation

- Outlook add-in for one-click threat reporting
- Automated removal of malicious emails from user mailboxes
- Continuous remediation based on evolving threat intelligence
- Automated response workflows and playbooks
- Integration with SIEM, SOAR, and XDR platforms

2.4 Account Takeover Protection

- Detection of anomalous email behaviour and suspicious sign-ins
- Visibility into inbox rule changes
- Automatic blocking of attacker access to compromised accounts
- Identification and removal of fraudulent emails sent from compromised users

2.5 Data Protection and Compliance

- Cloud-to-cloud backup for Microsoft 365 workloads including Exchange Online, SharePoint Online, OneDrive for Business, and Teams
- Granular and point-in-time data recovery
- Cloud archiving with granular retention policies and eDiscovery
- Scanning of SharePoint and OneDrive for sensitive data and malicious files

2.6 Security Awareness and Training

- User security awareness training focused on phishing and social engineering threats
- Real-world phishing simulations
- Analytics and reporting to measure user risk and improvement

3 Service Benefits

- Reduces the likelihood and impact of email-borne cyber attacks
- Improves organisational cyber resilience through automated detection and response
- Protects users, data, and services without requiring on-premise infrastructure
- Supports compliance with public sector security and information governance requirements
- Enables flexible consumption through supported or fully managed service models

4 Service Delivery Model

Barracuda Email Protection as a Service is delivered as a multi-tenant cloud software service hosted by Barracuda Networks. The service delivery model provides a consistent approach to onboarding, management, and support, aligned to CCS expectations for cloud software services.

The service is accessed via a secure web-based management portal and integrates directly with the buyer's Microsoft 365 tenant.

5 Onboarding and Implementation

Onboarding follows a structured, standardised approach:

- Rapid deployment using native Microsoft 365 integration
- Configuration aligned to buyer security policies and risk appetite
- No requirement for on-premise infrastructure
- Optional onboarding and configuration assistance from Quadris

6 Service Management

Service management capabilities are provided in line with CCS expectations for cloud software services:

- Centralised management via a secure web portal
- Monitoring, alerting, and reporting
- Policy management and configuration control
- Operational visibility for administrators

7 Security and Compliance

The service aligns with recognised cloud security and public sector security principles:

- Secure cloud architecture
- Encryption of data in transit and at rest
- Role-based access control and audit logging
- Continuous updates using global and community-sourced threat intelligence
- Designed to support UK public sector security best practice

8 Service Constraints and Dependencies

- Requires a Microsoft 365 tenancy / On Premise Mail Servers
- Internet connectivity required for service operation and administration
- Service functionality dependent on Microsoft 365 APIs and availability

9 Service Plans

Barracuda Email Protection as a Service is available in three plans. Capability availability varies by plan.

Capability	Advance	Premium	Premium Plus
Flexible deployment	✓	✓	✓
AI-powered detection and response	✓	✓	✓
Spam, malware, and ransomware protection	✓	✓	✓
Phishing and BEC protection	✓	✓	✓
Account takeover protection	✓	✓	✓
QR-code attack protection	✓	✓	✓
Link protection	✓	✓	✓
Attachment sandboxing	✓	✓	✓
Dynamic warning banners	✓	✓	✓
DMARC reporting	✓	✓	✓
Automated incident response	✓	✓	✓
SIEM / SOAR / XDR integrations	✓	✓	✓
Email encryption	✓	✓	✓
Email continuity	✓	✓	✓
Data loss prevention	✓	✓	✓
Unlimited Microsoft 365 backup		✓	✓
Point-in-time data recovery		✓	✓
File scanning for PII and malware		✓	✓
Remediation of improper file shares		✓	✓
Cloud archiving			✓
Security awareness training			✓
Attack simulation			✓

10 Pricing Model

Pricing is subscription-based and varies by plan and selected support model. Pricing is published separately on the Digital Marketplace.

11 Exit Management

At contract end, buyers can export data and configurations and transition to an alternative service provider. Quadris can provide exit assistance where required.

12 Quadris Support Models

Quadris provides optional support services aligned to public sector support service expectations for cloud software. Buyers may choose between a supported self-managed service or a fully managed service operated by Quadris.

12.1 Base Support Service – Assisted Self-Managed Operation

12.1.1 Service Description

This model is suitable for organisations that wish to operate Barracuda Email Protection internally but require structured support from Quadris. Quadris provides onboarding assistance, training, and named administrator support, while day-to-day operation and decision-making remains with the buyer.

12.1.2 Service Inclusions

- Initial onboarding guidance and configuration support
- Access to named Quadris administrators for advice and best practice
- Knowledge transfer and administrator training
- Support with policy review and optimisation on request
- Vendor liaison support where escalation to Barracuda is required
- Buyer access to service dashboards and reporting

12.1.3 Buyer Responsibilities

- Day-to-day administration and monitoring of the service
- Configuration and ongoing tuning of security policies
- Investigation and response to security incidents
- Management of user awareness training campaigns
- Review of alerts, reports, and recommendations

12.2 Managed Support Service – Quadris-Operated Service

12.2.1 Service Description

This model is suitable for organisations that require Quadris to operate Barracuda Email Protection on their behalf. Quadris assumes responsibility for configuration, monitoring, and operational response, acting as the primary service operator while the buyer retains overall service ownership.

12.2.2 Service Inclusions

- Full configuration and ongoing policy management
- Continuous monitoring and alerting
- Investigation and remediation of email security incidents
- Proactive tuning and optimisation of detection policies
- Regular service reporting and operational insight
- Management of user awareness training and simulations
- Vendor escalation and incident coordination with Barracuda

12.2.3 Buyer Responsibilities

- Overall service ownership and governance
- Provision of access to the Microsoft 365 tenant
- Nomination of authorised contacts and approvers
- Review of service reports and risk posture
- Ensuring organisational compliance with internal policies and legal obligations

12.3 Support Service Responsibility Matrix (RACI)

Activity	Base Support Service (Assisted Self-Managed)	Managed Support Service (Quadris- Operated)
Initial configuration	Quadris (R)	Quadris (R)
Day-to-day administration	Buyer (R)	Quadris (R)
Policy tuning and optimisation	Buyer (R) / Quadris (C)	Quadris (R)
Monitoring and alerting	Buyer (R)	Quadris (R)
Incident response	Buyer (R)	Quadris (R)
User training support	Included	Not required
Named administrator support	Included	Included
Service reporting	On request	Included

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