British National Health Service trust deploys Veritas platform to protect its Microsoft 365 data.

VERITAS™

OVERVIEW

Optimizing Availability of Patient Data and Healthcare Workloads

When residents of Oxfordshire, Bath, and surrounding areas require medical care, they turn to Oxford Health NHS Foundation Trust. When Oxford Health was moving crucial data to Microsoft 365, the organization turned to Veritas. NetBackup SaaS Protection enables the Oxford Health IT function to perform frequent backups and data restores as needed. This ensures compliance with regulatory regimes and legal requests, and assures management that if something goes wrong in the organization's Microsoft 365 environment, the IT team can get data back to users quickly and effectively.

BETTER PATIENT CARE THROUGH CLOUD-BASED COLLABORATION

Oxford Health is a foundation trust within the U.K.'s National Health Service (NHS) that provides physical, mental, and social healthcare for around 2.5 million people across several counties in the west of England. The community-focused organization works with the University of Oxford and local governments to improve the health and well-being of patients and their families.

"Our vision for Oxford Health, within the NHS, is to offer care that our patients describe as excellent, innovative, and delivered to the highest standards of safety," says Darren Rodgers, IT Infrastructure Manager. "We aim to provide the best services and to continually improve. We strive to support our patients and staff with effective systems and processes."

To better support patient care, all NHS services recently decided to move to Microsoft 365. Physicians, nurses, therapists, paramedics, and other staff all began the transition to the cloud-based platform. Today, the platform's collaboration tools, from Outlook and Teams to SharePoint and OneDrive, improve communication and information sharing in pursuit of the Oxford Health vision.

NHS
Oxford Health
NHS Foundation Trust

ORGANIZATION PROFILE
Website: oxfordhealth.nhs.uk
Industry: Healthcare
Headquarters: Oxford, England
Employees: approx. 8,000

KEY CHALLENGES
Microsoft is not responsible for protecting data in Microsoft 365, so when Oxford Health NHS Foundation Trust—along with the rest of Britain's National Health Service (NHS)—was transitioning key data and workloads to Microsoft 365, the network management team needed a robust and proven data protection solution.

SOLUTION
NetBackup™ SaaS Protection (NSP) now manages backups and data restores, delivering the ability to recover from all data-loss scenarios and eliminate threats from ransomware and accidental or malicious deletion of data.

BENEFITS
- Data backups of all Microsoft 365 apps available for recovery in the event of disaster, ransomware, or data corruption
- Streamlined response to GDPR subject access requests (SARs) and other legal and regulatory requests
- 100% success rate for data restores

"Adopting the most up-to-date digital tools is crucial for a modern-day NHS—allowing staff to work as efficiently as possible, which will deliver even better care for patients," said Matt Hancock, Secretary of State, at the time the NHS signed the contract for Microsoft 365. [1] "We have seen incredible, innovative uses of technology throughout the NHS during the COVID-19 pandemic, and this new deal with Microsoft will pave the way for that to continue."

VERITAS, A DATA PROTECTION PARTNER

As Oxford Health began the transition from an on-premises Microsoft Exchange server to Microsoft 365, the organization's network management team recognized that they would be responsible for implementing their own data protection policies for the Software-as-a-Service (SaaS) applications.

"Microsoft made clear that they are not responsible for our data—we are," says Rodgers. "Most patient data is stored elsewhere, but the information in Microsoft 365 is crucial to the organization's day-to-day operations. We needed to make sure this data would be available in the event of an audit, tribunal, or other legal query."

> *"NSP [NetBackup SaaS Protection] enables us to keep backups of cloud-based data in the cloud. Our Microsoft 365 traffic is not impacted by our LAN traffic or any throttling of links. We can keep our backups running 24×7, safe in the knowledge that we always have the most up-to-date copies."*
>
> *— Darren Rodgers, IT Infrastructure Manager, Oxford Health NHS Foundation Trust*

In particular, Oxford Health needed to ensure that its policies complied with General Data Protection Regulation (GDPR) rules around subject access requests, or SARs. Whenever a SAR comes in, the health service needs to quickly access information about the data it holds on the requester so that it can respond within 30 days. Oxford Health needed to ensure its data protection solution would streamline searches of saved backups to facilitate GDPR compliance.

To ensure that critical information would always be accessible, the organization began looking for a third-party solution to back up and restore its data in the Microsoft Azure cloud. Oxford Health considered several alternatives, conducting in-depth reviews and proofs of concept. NetBackup SaaS Protection (NSP) stood out for a few reasons. One was that it was highly scalable and feature-rich, with the ability to back up other resources stored in Microsoft Azure, in addition to Microsoft 365.

Another factor was that NSP (previously Hubstor) can protect every component of Microsoft 365. "The other products we considered didn't back up the full Microsoft 365 suite," Rodgers says. One more benefit was that, unlike most of its competitors, NSP is not a multi-tenant solution. "The multi-tenant alternatives are constrained by Microsoft API calls, which means that performance may be throttled. NSP, by contrast, is single-tenant, so it provides the level of performance we need for our environment."

During the proof of concept (POC), Oxford Health onboarded and set up NSP more quickly than the competing products. "The restore process was simpler within NSP, as well," Rodgers says. "We never managed to successfully get a competitor POC fully working to our requirements. We were impressed with the NSP support team, who were very keen to resolve issues for us. They continue to be knowledgeable on the product and the technologies that they use, which reinforces that we made a good decision following the POC."

DATA IS MORE AVAILABLE

Oxford Health NHS Foundation Trust built out its Microsoft 365 environment with NSP backing up both Exchange and SharePoint data, and saving those backups in the Azure cloud. The solution has been in place for three years and retains backup data indefinitely.

"NSP enables us to keep backups of cloud-based data in the cloud, leveraging the benefits that brings," Rodgers says. "Our Microsoft 365 traffic is not impacted by our LAN [local-area network] traffic or any throttling of links. We can keep our backups running 24×7, maximizing backup windows and continuously refreshing our backup copies, safe in the knowledge that we always have the most up-to-date copies."

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1   "NHS chooses Microsoft 365 to create a truly joined-up National Health Service," June 15, 2020.

Rodgers adds that utilizing NSP to store backups in Azure also supports quick and easy data restores, because "traffic never has to break out of the cloud links for backups or restores." He continues: "We mainly use NSP data restores to meet the needs of the Trust in terms of producing emails for disciplinaries or tribunals, or for any data required that is outside the standard two-year retention period of Microsoft 365. We do not get many requests for mailbox restores, but with the requests we have received, we've achieved a 100 percent success rate."

The time required to recover data is also meeting the organization's needs. "We can start a restore immediately, since the data is held in the cloud and not on tape," Rodgers says. "The length of the restore depends on the amount of data required, but NSP is meeting our SLA." Moreover, although Oxford Health does not regularly use the solution for data restores, "NSP offers the Trust insurance that all our Microsoft 365 data is backed up and accessible outside of the Microsoft 365 infrastructure," Rodgers says. "NSP offers Oxford Health the reassurance of data resiliency and integrity."

All in all, concludes Will Harper, Head of IT for Oxford Health NHS Foundation Trust, "NetBackup SaaS Protection has provided Oxford Health with the confidence to grow into the cloud safely, knowing all our Microsoft 365 data is backed up and protected within our own Azure tenancy, benefiting from Microsoft's storage flexibility. The NSP technology is a stable, feature-rich, and easy-to-use cloud backup solution."

FOR MORE INFORMATION

Please contact your local Veritas Sales Representative or Business Partner, or visit: Veritas NetBackup SaaS Protection

ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 50,000 enterprises—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

2625 Augustine Drive, Santa Clara, CA 95054
+1 (866) 837 4827
www.veritas.com

For specific country offices and contact numbers, please visit our website.
www.veritas.com/company/contact

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