

Case Study

# Strengthening Microsoft 365 Resilience for Visuna

**CloudCover 365**

Backup | Recover | Protect



## The challenge:

With an expansive global footprint – including offices across the UK, Saudi Arabia, and Australia – Visuna operates at a significant scale. Yet, with no Microsoft 365 backup in place, it had a critical gap in its IT resilience that posed widespread risk if not addressed effectively.

As is common across many organisations, the assumption had been that native Microsoft protections would be sufficient for day-to-day operations. However, when this was reviewed at board level, it became clear that any recovery scenario would require a full tenant rollback, resulting in a potentially significant loss of business-critical data, as well as unavoidable downtime.

For a lean team supporting a \$100m turnover business, even one or two hours, let alone days, of disruption could be significant – impacting operational continuity, stalling client delivery, risking reputational fallout, and reducing long-term revenue.

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**The backup solution itself has been faultless, bringing us unparalleled peace of mind in our IT estate’s resilience. But it’s DCS’s deeply personal approach that has stood out since day one.**

**Adrian McCarroll**

Digital Transformation Manager

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This challenge was amplified by the calibre of Visuna's client base. Working with major oil and gas organisations, including state operators, meant cyber security had become an unshakable prerequisite of partnership.

In recent years, vendor audits have increased in both frequency and depth, with backup and disaster recovery now a standard line of due diligence alongside frameworks such as Cyber Essentials certification and ISO 27001.

Even without having ever faced a security incident, it was clear that a lack of formal backup and disaster recovery would become a barrier to Visuna doing business.

At the same time, Visuna needed a solution that reflected the realities of an increasingly volatile market. Operating in and around the energy sector means navigating fluctuating demand, shifting project pipelines, and evolving client requirements.

Despite this backdrop, alternative suppliers often required long-term commitments of up to five years. So, while the challenge was to improve resilience and audit readiness, this could not come at the expense of flexibility – locking the business into inflexible long-term contracts that may no longer align with future operational needs.

## Our solution:

After discovering DCS through a Google search, Visuna was struck by the trustworthiness and long-term partnership potential displayed in our very first interaction.

This confidence was compounded after attending our webinar on 'The hidden risk in Microsoft 365 that could cost you millions', which articulated the very risks Visuna had begun to surface internally – and, crucially, highlighted how to address them.

Visuna progressed with CloudCover 365, our Microsoft 365 backup solution, to close its critical IT resilience gap.

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**The team took time to understand our business and requirements before recommending what made the most commercial sense – we've never felt pressured by a hard sell, only ever supported to succeed.**

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Offering flexible delivery and quick deployment, at a cost that was competitive against other major providers, the implementation was streamlined, with no operational disruption or in-house involvement required.

In fact, it was so seamless that Visuna ran early recovery tests just to be sure it was doing what it said it would. Each test completed flawlessly – proving the backups were there, recoverable, and ready if ever needed.

## Key features of CloudCover 365 include:

### **Automated, policy-driven backups:**

CloudCover 365 automatically backs up Exchange Online, SharePoint, OneDrive, and Microsoft Teams multiple times per day, ensuring critical data is protected without relying on manual processes or user behaviour.

### **Granular, point-in-time recovery:**

Individual emails, mailboxes, files, folders, sites, or Teams data can be restored quickly and accurately, eliminating the need for disruptive tenant-wide rollbacks and minimising data loss.

### **Protection beyond native Microsoft retention:**

CloudCover 365 safeguards data against ransomware, malicious deletion, insider threats, and accidental loss – scenarios outside of Microsoft's native retention and recycle bins scope.

### **Independent, off-tenant backup storage:**

Backups are stored securely outside the Microsoft 365 tenant, providing true separation and resilience if the primary environment is compromised or unavailable.

### **Rapid restoration and recovery:**

Fast and reliable restores reduce downtime and allow teams to resume normal operations quickly, limiting the financial and operational impact of a cyberattack or technical failure.

### **Immutable backups for added cyber resilience:**

Data is protected from alteration or deletion, strengthening defence against modern ransomware and ensuring clean recovery points are always available.

### **Audit-ready reporting and visibility:**

Clear reporting provides evidence of backup coverage, retention, and recovery capability. This supports vendor audits, client assurance, and compliance requirements such as Cyber Essentials and ISO 27001.

Beyond the technology, our solutions-agnostic approach proved equally important. From the outset, the DCS team focused on understanding Visuna's business and risk profile, rather than forcing predefined technologies unfit for the specified requirement.

Ongoing engagement, including regular catch-ups and forward-looking conversations, reinforced this sense of a long-term partnership, positioning DCS as a trusted advisor committed to Visuna's ongoing resilience and success.

## The result:

CloudCover 365 has operated faultlessly since deployment. Multiple test recoveries have been completed successfully, with no performance or reliability issues to rectify. Although traditional KPIs are difficult to define in the absence of an active incident, the immediate impact has been peace of mind – moving from a total absence of formal Microsoft 365 backup to a fully protected, auditable, and resilient solution.

Visuna's security posture is now much stronger, compliance conversations have become easier, and vendor audits are now met with complete assurance, enabling Visuna to maintain and strengthen partnerships with security-conscious clients in high-risk environments.

Perhaps most importantly, Visuna gained a partner it trusts implicitly. DCS stood out for its honesty, technical depth, and solutions-led approach, leaving Visuna confident that its business – and wider vendor ecosystem – not only has a robust fallback in the event of an emergency today, but is ready to navigate future challenges as the risk landscape evolves.

**Are you keen to explore the resilience-boosting potential of CloudCover 365 for your business? Get in touch with our backup and disaster recovery specialists today to book a personalised demo or request a free 14-day trial.**



## Get in touch

To talk to us about your requirements, please get in touch, our team will be happy to help.

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