

## The Barracuda Web Security Gateway Eliminates Viruses at Pine Belt Mental Healthcare While Providing a Safe Browsing Environment



### Profile

- Pine Belt Mental Healthcare Resources
- Located in Hattiesburg, Mississippi
- Supports 500 users

### Challenges:

- Needed user policies
- Wanted granular control of devices off the network
- Issues with configuration and management
- Previous solution lacked reliable technical support

### Solution:

- Barracuda Web Security Gateway 410

### Results:

- Enhanced worker productivity
- Regained control over remote users
- Enforced granular policies for various departments
- User-friendly configuration and management
- World Class Barracuda Technical Support

### About Pine Belt Mental Healthcare

Pine Belt Mental Healthcare provides community-based behavioral health services which empower their patients to pursue an optimal quality of life. With over 500 employees, Pine Belt Mental Healthcare has been serving Mississippi patients for more than 30 years. Paul Metzger is the IT Engineer at Pine Belt; he supports the companies IT infrastructure across multiple sites.

### Pine Belt Needed an Easy to Use Solution That Would Enhance Employee Productivity

At Pine Belt Mental Healthcare, Internet access is a crucial part of daily operations for the institute. Employees must collaborate with other doctors, conduct research, share patient records, and manage billings.

Paul was in need of a Web Security Gateway solution that could provide a safe and secure internet experience while maintaining the control to apply granular user-based policies. For example, Paul wanted to only grant the Marketing team access to Facebook and Twitter but block these websites to other departments. "Having granular rules that differentiated between users was important in order to optimize productivity. We wanted to continue building out our social media presence, but limit access only to the team that was directly tasked with that responsibility," Metzger said.

Additionally, since there were a number of corporate-owned devices that employees were using off-network, Paul needed to extend his filtering policies to users beyond the network perimeter. "Our existing filtering solution gave us no visibility into how these devices were being used once they left the network," Metzger added.

*The few times I have needed to chat with technical support, I have never had to wait before speaking with a knowledgeable and courteous professional.*

**Paul Metzger**

IT Engineer

Pine Belt Mental Healthcare

### About the Barracuda Web Security Gateway

The Barracuda Web Security Gateway is a web content filtering solution that enables the connected business to benefit from new technologies and online tools, without being exposed to lost productivity, wasted bandwidth, and data loss. As new requirements emerge, such as social networking control, the Barracuda Web Security Gateway is automatically updated with new capabilities to meet those requirements. It enables highly granular, real-time visibility into online activity, broken down by individual users and applications, letting administrators create and enforce effective content and access policies. Included free are unlimited agents and software licenses to enforce content and access policies on mobile devices being used outside the corporate network.



Paul tested SquidGuard, a URL redirector that uses blacklists with the proxy software Squid; but he ran into multiple issues. SquidGuard was not easy to install and managing the rule sets to block certain domains quickly became chaotic as his requirements evolved. Paul needed a solution that was easy-to-use and had granular feature sets.

With these specific pain points in mind, Paul began to research various web security solutions that could provide a granular level of security without sacrificing ease of use.

*We use the remote filtering agents on our company laptops. It was very easy to deploy and eliminated the uncertainty behind what employees were accessing.*

**Paul Metzger**

*IT Engineer*

*Pine Belt Mental Healthcare*

### **Barracuda Web Security Gateway Offers Granular Controls While Maintaining Ease of Use**

Paul soon discovered the Barracuda Web Security Gateway was the perfect solution to all the challenges he was facing on his network. The Barracuda Web Security Gateway's integration with Microsoft Active Directory provided Paul with the ability to associate policies to specific users and groups. This allowed him to set up distinct policies for various departments. "Being able to allow certain users' access to Facebook helps us maintain a constructive workflow," Paul said. The Barracuda Web Security Gateway can apply filtering to both HTTP and HTTPS domains and categories specific to users, IP ranges, LDAP groups, and more.

In addition to being able to filter SSL-encrypted traffic, the Barracuda Web Security Gateway also has the capacity to inspect this traffic. With SSL inspection, administrators can fine tune their users' capability to access web-based applications. This tool allows the IT department to define what they believe to be permissible on their network without having to block the entirety of certain web-based applications. For example, administrators have the ability to block certain aspects of Google, allowing their users to have access to Gmail but block Google+ and Google Play.

Paul has also found the Barracuda Web Security Gateway's remote filtering agents to be highly useful in enforcing policies on corporate devices off the network. "We use the remote filtering agents on our company laptops. It was very easy to deploy and eliminated the uncertainty behind what employees were accessing," Paul proclaimed. The Barracuda Web Security Gateway's remote filtering agents enabled the IT departments to enforce content security policies on devices outside the network boundary.

Finally, the Barracuda Web Security Gateway was incredibly simple to configure and deploy. "The configuration was effortless and making modifications to policies is straightforward. The few times I have needed to chat with technical support, I have never had to wait before speaking with a knowledgeable and courteous professional, which makes me recommend Barracuda products with confidence. The overall product experience I've had with the Barracuda Web Security Gateway far exceeds that of any product that I have worked with in the past," Paul stated.

### **Barracuda Web Security Gateway Fast Facts**

- Completely eliminates spyware and other forms of malware
- Millions of URLs in 95 categories for comprehensive content filtering
- No per-user licensing fees
- Ideal solution for school districts and other educational organizations
- Enforces content filtering and access policies on iPads and BYODs

### **About Barracuda Networks, Inc.**

Barracuda provides cloud-connected security and storage solutions that simplify IT. These powerful, easy-to-use, and affordable solutions are trusted by more than 150,000 organizations worldwide and are delivered in appliance, virtual appliance, cloud, and hybrid deployments. Barracuda's customer-centric business model focuses on delivering high-value, subscription-based IT solutions that provide end-to-end network and data security. For additional information, please visit [barracuda.com](http://barracuda.com).

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