



CASE STUDY

Australian MSP adds Zero Trust Access to service offering — and to in-house access control .

Alliance Business Technologies offers Barracuda CloudGen Access to clients for secure, streamlined remote access.

Alliance Business Technologies

- Headquarters in Brisbane, Australia
- 54 full-time staff
- Founded in 2009

Challenges

- Needed to set up simple, transparent remote access controls for off-site warehouse
- Needed a zero trust access control solution to add to its managed services offerings
- Wanted to give MSP clients a better user experience for remote access

Solutions



Benefits

- Simple, secure, transparent access to network resources for all remote users
- Highly scalable offering to accommodate ongoing growth of MSP business
- Significant time savings for IT admins compared to traditional VPN solutions



As the Network Engineering Team Leader for managed-service provider Alliance Business Technologies (ABT), Mitchell Peisker is responsible for, among many other things, ensuring that ABT's clients can access their digital resources, applications, and cloud platforms easily, reliably, and securely.

"Starting about six or seven years ago, we began partnering with Barracuda, and it's been a very productive and satisfying relationship," Mitchell says. "Barracuda CloudGen Firewall has proven itself as a core element of our service offering, as well as providing network security and optimization for our own operations."

Mitchell describes ABT as "the MSP side of a major retail operation, Computer Alliance." In practice this means that ABT has a major brick-and-mortar business that serves as its prime client — ensuring that any service offerings that they provide to outside clients has already been tested and proven in-house.

Choosing zero trust

"The retail business has been growing at a good pace, so recently we had to open a new, remotely located warehouse facility to manage our stock for the retail trade," says Mitchell. "And that meant that we needed to provide secure remote access for staff at the warehouse."

Mitchell and his team were familiar with VPN as a traditional option. "For some of our staff who work remotely, we use the VPN built into Barracuda CloudGen Firewall for remote access," says Mitchell. "And of course we provide VPN services to our clients. But as we were setting up the new warehouse, we had also gotten a briefing about CloudGen Access from our Barracuda rep, and it was very intriguing."

"Obviously with a zero-trust solution like CloudGen Access, you're going to have an elevated level of security," Mitchell continues. "But what really caught our attention about it was the simplicity and ease of use from a user perspective. Unlike VPN, for the end user it's completely transparent. We just give the warehouse staff a hand-held device that's registered, and they can then access whatever resources they're authorized for from wherever they are."

Saving time, saving money

Mitchell also points out that fast, easy configuration on the IT admin side results in time savings that can add up to a significant cost reduction compared to VPN.

"Look, with VPN, it takes an admin about 15 minutes to set up a new user, and that's not even counting the time it takes to train the user and troubleshoot any issues they may run into," he says. "But with CloudGen Access, that takes closer to five minutes. That's a savings of two thirds. Plus, there's no need to train the user, and because there's nothing the user has to actually do, there's a lot less need for troubleshooting. So if you've got dozens or even hundreds of users, that adds up to a significant savings in terms of IT admin costs."

Ready for roll-out

"Deployment and configuration of Barracuda CloudGen Access for the warehouse was dead simple, everything went off without a hitch and we were up and running very quickly," says Mitchell. "So now that it's been tested and proven in our own environment, we've begun offering it to clients as part of our managed-services offering."

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**Mitchell Peisker, Network Engineering
Team Leader**
Alliance Business Technologies



Many of ABT's MSP clients can expect to see even greater benefits than ABT itself did. "A lot of our customers use Azure Virtual Desktop or something similar, just so that some of their remote users can access certain particular applications in Azure," says Mitchell.

"So if they pick up CloudGen Access as a managed service, we can give them access to those applications without ever having to log into a virtual environment. And that's just a much better user experience, since they don't have to open whatever number of different things just to be able to start working. They can just fire up the laptop and run the application directly. And that's going to very likely be a cost savings for them too."

A strong partnership

"In the six or seven years since we started working with Barracuda, we've been a hundred percent satisfied with the relationship," says Mitchell. "First of all, the products are fantastic for our purposes. Easy to use, simple centralized management, all the scalability we'll need as we grow our MSP business, and very competitive pricing."

"But beyond that, the customer technical support is truly stellar", he continues. "Whether it's an issue that can be addressed quickly, or something that takes a day or more to resolve, the Barracuda support team really stands out. They're knowledgeable, and totally committed to getting things resolved while educating us about the nuances of the product. With other vendors, calling support can be a real nightmare, but with Barracuda it's always a pleasure."

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Learn more:



Barracuda CloudGen Access is an innovative ZTNA solution that provides secure access to applications and workloads from any device and location. CloudGen Access continuously verifies that only the right person, with the right device, and the right permissions can access company data or apps, or any infrastructure.



About Barracuda

At Barracuda we strive to make the world a safer place.

We believe every business deserves access to cloud-first, enterprise-grade security solutions that are easy to buy, deploy, and use. We protect email, networks, data, and applications with innovative solutions that grow and adapt with our customers' journey. More than 200,000 organizations worldwide trust Barracuda to protect them — in ways they may not even know they are at risk — so they can focus on taking their business to the next level. For more information, visit barracuda.com.