



CASE STUDY

Local government ensures ongoing cybersecurity improvement.

The Borough of West Chester, PA, relies on Barracuda for network and email security, data protection and more.

Customer

- Borough and the county seat of Chester County, Pennsylvania, United States
- Population 18,630
- Approx. 150 employees

Challenges

- Ensuring ongoing security as threats evolve
- Securely connect Borough infrastructure sites
- Ensure ongoing security enhancements for Microsoft 365
- Simplifying admin to reduce security overhead

Solutions



Barracuda

CloudGen Firewall™



Barracuda

Email Protection™

BarracudaONE™

Benefits

- Maintained optimal security for email and Microsoft 365
- Securely networked 7 sites, 15 police cruisers, and other remote users
- Improved user awareness and participation in security
- Reduced IT workload and accelerated response with unified command center



Bill Mann is security-conscious. He started out at the Borough of West Chester in 1986, and joined the police dispatch organization. As he was promoted through the ranks, he took on the added role of designing and managing an IT network for the borough. By 2013 he was CISO and no longer managing the dispatch operations.

And throughout all that time, Bill has been extremely conscious of the need to invest in ever-improving security. “I’ve really seen the threats evolve and grow over time,” says Bill. “The danger for organizations that don’t take security seriously is real and scary.”

Choosing Barracuda CloudGen Firewall

“Our Borough Government includes a lot of infrastructure,” says Bill, “and that includes parking garages and wastewater plants and so on. And I knew that they should be on the network, with firewalls to protect them and connect them.”

Bill and his assistant looked at a variety of offerings, including from Fortinet and Cisco. “But the [Barracuda CloudGen Firewall](#) just won out on value,” he continues. “For the price, and the capabilities we needed, it was the best match for us. We connected all the infrastructure with firewall appliances using the TINA VPN protocol, and it’s been great for us.”

Protecting email

“I’m an early adopter — please don’t ask about the time I issued Windows phones to everyone — so when I was looking at spending thirty thousand dollars on a new Exchange server, back in 2009 or so, I decided instead to go with what was then Microsoft Online, now Microsoft 365. I think we were the first government entity in the Northeast to migrate to the cloud like that.”

As always, Bill was careful to keep growing his security infrastructure. “Having used the firewalls, basically from then on I just went to Barracuda first for security,” he says. “So for email, we started with the Barracuda gateway product, to stop spam and malware and use ATP for advanced threat detection.”

As threats evolved, so did Bill’s security. “Once phishing and impersonation became a big issue, we went back to Barracuda and added on more services,” he says, “and now we have the complete Barracuda Email Protection platform.”

Shields up

“I’m a Star Trek fan, and I like to think of our Barracuda security as being like the energy shields protecting the USS Enterprise,” says Bill. “I honestly sleep better knowing that with Barracuda, our shields are up.”

“Our infrastructure has four main pillars that together give me huge peace of mind,” Bill continues. “Gateway/ATP defense, Impersonation Protection, Incident Response, and Security Awareness Training.”

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Bill Mann, Chief Information Security Officer
Borough of West Chester



“[Barracuda Impersonation Protection](#)’s ML-powered detection is very powerful, and the reporting it provides is always useful.

“[Barracuda Incident Response](#) capabilities really save us time and money, in addition to making us more secure. When a user or the system reports a malicious email, the automation makes it incredibly fast and easy to identify and delete every instance of the email from multiple inboxes.

“And we can see some of their strategy this way too, because in some cases just board members will receive an attack, or just HR people. And we can see all that in detail.”

“[Barracuda Security Awareness Training](#) is another key pillar for us,” Bill adds. “I use it regularly to send simulated phishing attacks using the built-in templates. People are really into it, they compete to be the most successful at reporting bad emails.”

“BarracudaOne saves us a lot of time...now I can easily access every part of my security infrastructure through a single portal.”

Bill Mann, Chief Information Security Officer
Borough of West Chester



BarracudaONE tames complex security

As an early adopter of the new [BarracudaONE](#) centralized command interface, Bill easily manages many security functions. “We also use [Barracuda Web Security](#), [Domain Fraud Protection](#), [Cloud-to-Cloud Backup](#), [Archiving](#), and [Data Inspector](#),” he says. “And BarracudaONE saves us lots of time, which is important for my two-person team. The products were pretty well integrated before in terms of admin, but now I can easily access every part of my security infrastructure through a single portal, without any hardware to manage except our firewalls. That’s a huge benefit of having a single, reliable vendor for integrated security.”

Ongoing improvements

Bill says that his passion for optimizing security isn’t going to change. “We’ve been extremely satisfied with Barracuda. Growing our infrastructure with their help has been a great way to stay ahead of the growth of advanced threats. I fully expect to continue using Barracuda as our primary security partner for the foreseeable future. Security has to keep growing, and I rely on Barracuda to help me grow our security.”

Learn more



[Barracuda CloudGen Firewall](#) provides a comprehensive set of next-generation firewall technologies to ensure real-time network protection against a broad range of network threats, vulnerabilities, and exploits, including SQL injections, cross-site scripting, denial of service attacks, trojans, viruses, worms, spyware, and many more. Secure SD-WAN functionality integrated in Barracuda CloudGen Firewall lets you ensure that there is always enough bandwidth for business-critical applications.



For organizations that want to protect their businesses, brands, and people against the most advanced email-borne threats, [Barracuda Email Protection](#) is a comprehensive, easy-to-use solution that delivers gateway defense, API-based impersonation and phishing protection, incident response, data protection, and compliance capabilities.

About Barracuda

Barracuda is a leading global cybersecurity company providing complete protection against complex threats for all sized businesses. Our AI-powered platform secures email, data, applications, and networks with innovative solutions, managed XDR and a centralized dashboard to maximize protection and strengthen cyber resilience. Trusted by hundreds of thousands of IT professionals and managed service providers worldwide, Barracuda delivers powerful defenses that are easy to buy, deploy and use. For more information, visit barracuda.com.