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

Solutions

Barracuda CloudGen Firewall™

Barracuda Email Protection™

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
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.”

“I’ve really seen the threats evolve and grow over time. The danger for organizations that don’t take security seriously is real and scary.”

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.

“The 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.”

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Truly comprehensive security

Bill recognizes that there is more to security than just the main pillars. “We also use Barracuda Web Security, Domain Fraud Protection, Cloud-to-Cloud Backup, Archiving, and Data Inspector,” he says. “And an important piece for me is the centralized administration. Pretty much my entire security infrastructure can be accessed and managed 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.”

“Our firewalls are protecting 66 different sites, plus our 15 patrol cars all connect using the same VPN,” adds Bill. “And we have redundant firewalls configured for high availability in the two core locations, Borough Hall and Public Works. And that has been completely reliable.”

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

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.