



CASE STUDY

MSP eliminates security silos with Barracuda Managed XDR

Customer

- Website: www.cmitsolutions.com
- Location: Portland, Oregon
- Specializations: 24x7 managed IT services, cybersecurity, network management, compliance guidance, and IT support to various Portland and Central Oregon businesses. Provides IT services that help SMBs prevent downtime, maximize employee productivity, and solve problems before they occur

Challenge

From its inception in 2018, CMIT Solutions of Portland Central has always emphasized security. But, as it added security tools to its technology stack, managing it all became difficult. The MSP wanted:

- A single, consolidated view of its security services to simplify threat management and responses.
- An open platform to more easily integrate with larger clients who already have some security components in place.

Solution



Results

Through the partnership with Barracuda, CMIT Solutions of Portland Central:

- Has been able to grow and is on track to expand with a second office in central Oregon.
- Achieved better customer retention with minimal turnover among clients, primarily due to the quality solutions they have selected to make up their security service offering but also by maintaining close relationships with their clients.





Ian Miller has gained experience in all aspects of IT (technical, marketing, and sales) over the years. He's worked for successful startups and global leaders like IBM and HP. After 15 years of nonstop travel, Ian decided to live and work in the same town. While reading Entrepreneur magazine's Franchise 500 list, he came across CMIT, which was identified as one of the fastest-growing full-service IT providers. "I liked the idea of a franchise as a lower-risk way to start my own business, and I saw they had a good strategy and comprehensive product offering," recalls Miller.

Since 2018, CMIT Solutions of Portland Central has served the Portland, Oregon community as the region's premier managed IT services provider. Over the past five years, Miller says he's seen a dramatic shift in the cybersecurity landscape and SMBs' perception of security. "It used to be common for a small business owner to feel like their company wasn't big enough to be on cybercriminals' radar," says Miller. "Now when we start a discussion about phishing, we hear, 'Oh yes, we have that happen all the time.'"

Using multiple security tools creates information overload

CMIT Solutions of Portland Central has used Barracuda email security since its inception, but it initially used other vendors' tools for endpoint protection and cloud security. "As we grew and the number of cyberattacks escalated, logging into multiple portals to home in on the most serious threats became challenging," he says.

Miller evaluated CMIT's recommended security-as-a-service vendors using the following criteria:

- A single, consolidated view of security services to simplify threat management and responses.
- An open platform to more easily integrate with larger clients who already have some security components in place.

Barracuda Managed XDR — a top choice

The continued search led the MSP to the Barracuda Managed XDR platform. "What attracted me to Barracuda was that email was always part of their storyline with the 24x7x365 security operations center (SOC) now participating," he says.

Ian and his team also like that the Barracuda Managed XDR product family protects major attack surfaces such as:

- Endpoint
- Email
- Cloud
- Network Security
- Server Security



“Barracuda Managed XDR gives me a single, consolidated view of all these security services for each client,” Ian says. “An attack can come in via email and jump to a device, and XDR helps us follow the breadcrumbs to root it out. Plus, Barracuda uses an open XDR strategy, which makes it easier to manage larger clients using other security tools.”

Keeping security simple for customers

Although SMBs are becoming more receptive to discussing security, Miller says it can be overwhelming talking about every aspect of security and trying to sell every service upfront. “We’ve developed a security strategy guideline based on the NIST [National Institute of Standards and Technology] standard,” says Miller. “More than just a to-do list, it includes a framework that helps clients think more strategically about security.”

The MSP uses these guidelines to show clients their current posture, including protection gaps. “We use the security checklist as part of our QBRs (quarterly business reviews),” says Miller. “They may start with email security and, over time, add additional XDR services as they move up the maturity curve. We have a very low client attrition rate — hardly any turnover ever. I attribute that to our ability to maintain close relationships with our clients and deploy the best solutions to support them.”

“A few years ago, I received an email from a client at 2:30 a.m. saying, ‘Thank you for recovering our data!’ The client suffered a server failure, and Barracuda’s Intronis Backup service and after-hours support automatically took care of the problem and recovered their data. After an experience like that, the customer sees us as heroes.”

Ian Miller
CMIT Solutions

Learn more:



Barracuda Managed XDR is a fully managed next-gen cybersecurity solution powered by Barracuda’s 24/7/365 global SOC. It leverages advanced AI analytics and threat intelligence to detect and eliminate cyberthreats in real time across the attack lifecycle. This open XDR solution integrates seamlessly with the organization’s existing technologies, enhancing operational efficiency and delivering true defense-in-depth.

About Barracuda

Barracuda is a leading global cybersecurity company providing complete protection against complex threats for all sized businesses. Our AI-powered BarracudaONE 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.