

CASE STUDY

Barracuda empowers MSP's cybersecurity service offering

Profile

- Website: www.drakonim.com
- Location: Swansea, United Kingdom
- Specializations: an internet service provider dedicated to providing specialist internet services to small-and-medium-sized businesses (SMBs)

Challenge

- Drakonim's previous antivirus solution failed to stop ransomware attacks which caused them to lose a valuable customer

Solution

Barracuda RMM™

Results

The newly installed SentinelOne via Barracuda RMM detected 3CX incident early and prevented damage the attack could have on their customers.





Drakonim is a specialized service provider that caters to the needs of SMBs, helping to deliver exceptional internet services tailored to the unique requirements of its hundreds of valued customers. Jonathan Heritage, Managing Director at Drakonim, was first introduced to Barracuda through a "happy accident."

"We've always been impressed by RMM, so when Avast sold it off to Barracuda some years ago, we knew we had to begin working with them. Thankfully, we made the right choice - Barracuda has improved upon RMM in the interim years, building the wonderful product we and many others rely upon today."

Required a solution that can prevent ransomware attacks

While Heritage and his team continued to be impressed by Barracuda's solutions, they were less than impressed with their previous Antivirus and Endpoint provider. "We had several ransomware incidents in two years, which our previous provider failed to spot," recalled Heritage.

This culminated when one attack caused Drakonim to lose a valued customer, which at this point Heritage knew it was time to switch providers. "I'd been concerned for some time, but the moment it impacted our customers, I knew something had to change, and fast."

Unfortunately, changing providers wasn't a straightforward task. Heritage and his team had grown to rely on Barracuda RMM as a key pillar of their security offering. They were hesitant to turn to another provider unless it integrates with Barracuda RMM, freeing the team from having to separately manage yet another IT solution.

Barracuda RMM and SentinelOne integration saves the day for Drakonim

SentinelOne's Singularity for Endpoint was the solution Drakonim required. The new Integration with Barracuda RMM offered a powerful endpoint detection and response (EDR) service that very quickly proved its worth. Suddenly, Heritage and his team were able to spot vulnerabilities, deploy controls, and achieve a bird's eye view of their customer's entire device ecosystem in a way that was previously unachievable.

"It was shortly after integrating SentinelOne with Barracuda that I installed the latest 3CX update on my computer system. We've worked with 3CX a lot over the years and know the solution and the nature of its updates and patches very, very well," added Heritage.

Following the 3CX update, Heritage and his team were swiftly alerted to vulnerabilities flagged by SentinelOne and Barracuda. "My machine began having a meltdown, and I began receiving alerts about malware and bad actors in the 3CX desktop client. I knew there was no way that it could have come from any other source because of how the systems operate, so I assumed it to be a false positive from SentinelOne."



Later that evening, Heritage — and every other 3CX client — received a panicked email directly from 3CX, breaking the news that the desktop client had been compromised. Shortly after this news broke, it was announced that 3CX was withdrawing its client from all systems and that distribution would immediately be paused due to a sophisticated insider attack by a third party.

"At this stage, other antivirus and endpoint protection systems were beginning to detect what had happened because they had been informed that there was a problem from the top. Our solution — which detected behavior above all else — was hours ahead, and had convinced me, despite my faith in 3CX, that something was wrong."

The benefits

Drakonim, like countless other service providers, has typically struggled to sell certain cybersecurity products to customers who don't want to spend their budget until it's too late. "Customers don't see what's happening behind the scenes, they just get used to the comfort of safety," added Heritage. "It's only when something happens that they realize the severity of what can go wrong, and they then try to add better security measures after the fact."

> *"I've had a fantastic experience with Barracuda's RMM and have had a similar experience so far with SentinelOne. These are great products that just work, and my anecdote about avoiding the 3CX vulnerability that impacted so many will no doubt help customers understand why they should be upgrading their systems for when, not if, they find themselves in trouble."*
>
> **David Price, IT Director**
> Curtins

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Your business, secured.

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.

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