



CASE STUDY

Automated backup and email security reduces human-error potential

Forest products leader trusts Barracuda to minimize email risks and safeguard data

Profile

- Forest-products company managing 440,000 acres of California forest
- 13 locations
- Founded 1998 in Ukiah, CA

Challenges

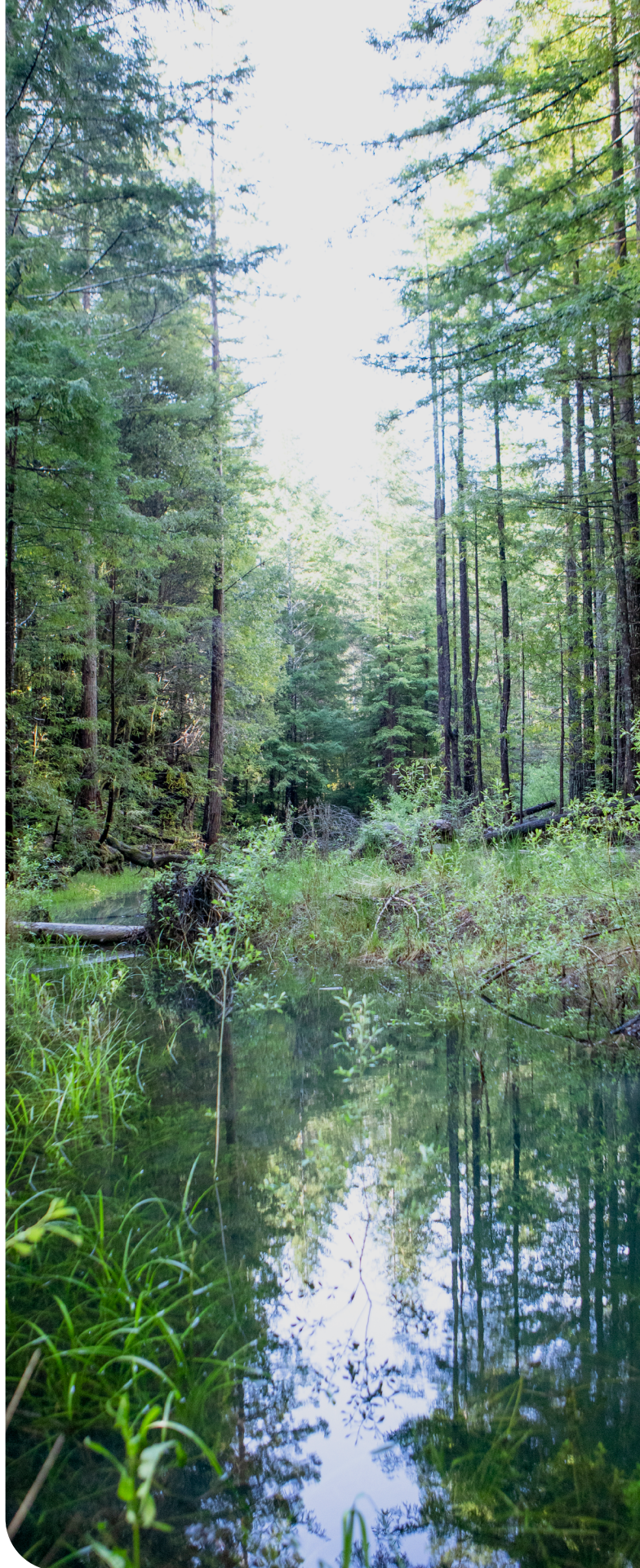
- Tape-based backup system time-consuming and prone to human error
- Migration to Microsoft 365 required new backup and email-security solutions
- Increasing sophistication of email threats presented growing risk and consumed excessive resources

Solutions



Results

- Comprehensive email security, archiving, and data protection across hybrid infrastructure
- Maintenance-free cloud-hosted services leave IT personnel on-task



About six years ago, Jon Le Roi—Director of IT for the Mendocino Family of Companies (MFC)—had a potential crisis on his hands. One of the company's 13 locations had lost 2 TB of data when a virtual server crashed. Until the server could be rebuilt and the data restored from backup, operations at the Scotia location would be severely impacted.

"We were confident that the data would be there to restore," says Le Roi. "We had already deployed virtual Barracuda Backup appliances to all our locations, with each appliance replicating backups to Barracuda Cloud Storage. But it was likely to take a couple of days to rebuild the server and restore the data."

Fortunately, Barracuda Backup made it possible for Le Roi and his team to cut their downtime to a quarter-hour. "What we realized was that we could spin up a complete image of the lost server from backup in the Barracuda cloud," says Le Roi. "In the space of 15 minutes, it was up and running, and that was the complete extent of the operational outage. It also meant we could take a few days to rebuild and test the onsite virtual server without rushing or cutting corners."

Choosing Barracuda Backup

When he came to MFC, Le Roi found the company using a tape-based backup system, with each location managing its own backups independently. And he soon discovered that human error was a serious source of risk. "Backup was an unloved chore, really, and we had people making some simple mistakes," says Le Roi. "Things like mis-labeling tapes, or not realizing that a fresh tape had to be inserted before trying to start a backup. That kind of thing meant we thought we had backups when in some cases we didn't. Which would be a real problem if data got lost by accident, or because of ransomware or a disaster of some kind."

Le Roi and his team decided it was important to switch to a more automated system that did not depend on a single individual. As a longtime user of Barracuda Spam Filter,

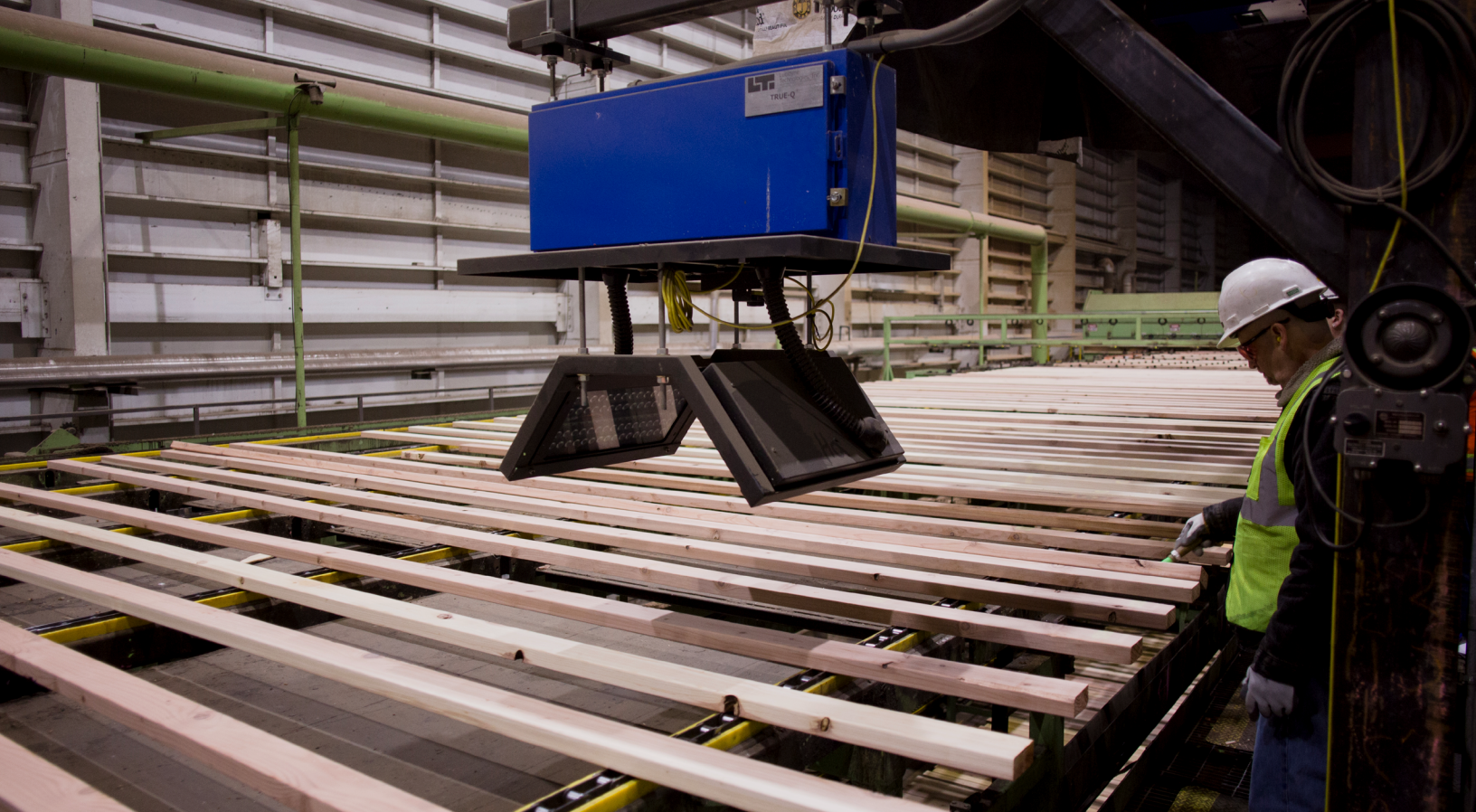
the company's first product, he was pleased when his IT reseller recommended they take a look at Barracuda Backup. "Spam Filter is twenty years old and it works great, it's still filtering out a lot of bad emails," says Le Roi. "So after making sure it had the capabilities we needed, we went ahead and got a virtual Barracuda Backup appliance for each location."

Deploying and configuring the new system went smoothly. "We did call on Barracuda support during that time, mostly to validate that what we were doing to address specific issues was correct," says Le Roi. "They were always great, very responsive and helpful. For example, we wanted to use Backup to help us safely transfer the data and file structure from an old server to a new one, and our support person made sure we did that the most efficient way."

"The best part is that it all works automatically in the background," Le Roi continues. "I get occasional emails when an exception occurs, or when we're reaching capacity on a given appliance. Otherwise it's pretty hands-off—and I don't worry about someone doing something wrong and causing a backup failure."

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Jon Le Roi, IT Director
Mendocino Family of Companies



Securing email in the cloud

Le Roi and his team faced a new set of challenges when they migrated the company to Microsoft 365. “I think a lot of people assume that Microsoft provides strong backup for data in the cloud, but that really is not the case,” says Le Roi. “We needed a third-party backup solution to fully protect our data in Microsoft 365, and due to our experience so far with Barracuda, the first thing we looked at was Barracuda Cloud-to-Cloud Backup. As we expected, it checked all our boxes and we were very happy to have it in place. It really improved our peace of mind about putting data in the cloud.”

As they dealt with growing numbers of phishing and other malicious emails, Le Roi and his team went on to implement Barracuda Email Gateway Defense. “That solution helped a lot, but we soon realized that we wanted the complete Barracuda Email Protection platform, including Impersonation Protection, automated incident response, and so on,” says Le Roi. “Since that’s been in place, we’ve seen a huge reduction in phishing. And when a bad email does get through, responding to it is a breeze. It takes just minutes instead of hours to find and eliminate every instance of it.”

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Account takeover attacks also became much easier to deal with. “We had a login from an IP address in South Africa, even though our business is entirely US-based,” says Le Roi. “We secured that account, and then we were immediately able to use geo-IP controls to lock out IPs in South Africa and other countries that were generating suspicious activity.”

A security and data-protection partnership

Le Roi sees Barracuda as a partner for the long term, delivering simple, reliable, and highly effective security and data-protection solutions that meet the needs of his cloud/virtual hybrid infrastructure. “I’m very impressed by all my experiences with Barracuda so far,” he says. “The products work in the background, all automatically, eliminating a lot of human-error-based risk. And the higher-ups in the company definitely see the value of the investment—there is a growing understanding at the C-level that in our current threat environment, security and backup can’t be an afterthought, and that the cheapest option is going to cost you more in the long run.”

Learn more:



Barracuda Backup offers complete, flexible backup for your on-premises and virtual data, including Hyper-V, VMware, Windows Server, Linux, Exchange, SQL, and MacOS.



Barracuda Cloud-to-Cloud Backup provides easy-to-use SaaS backup for your Microsoft 365 data, including Teams, Exchange Online, SharePoint and OneDrive, including OneNote, with unlimited storage and retention.



Barracuda Email Protection 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.