



CASE STUDY

A leading Hong Kong law firm enhances security and operational resilience with Barracuda

Barracuda Email Protection delivers outstanding security and backup for Johnson Stokes & Master

Customer

- Johnson Stokes & Master (JSM) is one of Hong Kong's leading law firms, with a history dating back to 1863
- In 2024 the firm completed a major business transformation and re-established itself as an independent Hong Kong law firm under its historic name, serving clients across the full spectrum of legal work

Challenges

- Need for rapid rollout of email security and cloud backup
- Client demands for robust email protection and backup
- Phishing messages targeting employees

Solutions

- Barracuda Email Protection
- Barracuda Cloud-to-Cloud Backup

Benefits

- Rapid deployment
- Simulation exercises improve employee security awareness
- Excellent support helps with daily troubleshooting
- In a 30-day period, Barracuda blocked nearly 47,000 emails and quarantined almost 1,300



As one of the world's leading financial centers, Hong Kong is home to over 1.5 million companies. That's a ratio of nearly one registered business for every five people in the former British enclave. One of the key reasons for its economic success is a common law tradition that gives multinationals and local businesses alike the confidence that their legal rights will be protected. That makes law firms like Johnson Stokes & Master (JSM) an integral part of the special administrative region (SAR) and a driver of its prosperity.

But as the guardians of highly confidential client information, they are also a popular target for threat actors. That makes effective cybersecurity controls essential, particularly across key communications and collaboration platforms such as email and SharePoint.

"We have to meet stringent client requirements, particularly from financial institutions and insurance companies," says JSM's CIO, Neville Metcalfe. "They want to know what cyber defenses we've got."

Barracuda contributes to JSM's overall approach to cybersecurity, data protection and business continuity giving some of the most dynamic and demanding companies the service they expect.

A race against time

JSM is one of the oldest law firms in Asia, with a history that dates back to 1863. Following a major organizational transition in 2024, the firm re-established itself under its historic name and accelerated the delivery of a standalone technology and cybersecurity platform. As part of that transition, JSM needed to rapidly establish and secure its own IT infrastructure for more than 500 employees.

"We effectively had to build our own IT environment from the ground up, so we looked at a few different products for email security," he continues. "One of the reasons why I ended up selecting Barracuda was it was less expensive than some of its competitors. And Barracuda fit the type and size of firm we are."

Another draw was the relative simplicity of set up.

"We had to find the right balance between what the product does — what we expected it to do — and what we could deliver on time, because we had a very hard deadline to meet," says Neville. Barracuda was easy to get up and running."

Microsoft 365 backup was as important as email security.

"Law firms [in Hong Kong] have to comply with the Personal Data (Privacy) Ordinance, where 'all practical steps' should be taken to ensure personal data is protected against unauthorized or accidental access. Practically, that means we need appropriate backup and recovery controls," Neville explains.

"Our clients also expect us to have backups and business continuity plans in place, and for them to be evidenced as tested and working."

Protection and recovery

JSM chose [Barracuda Email Protection](#) for comprehensive email security, including AI-powered detection and blocking, automated remediation, and security awareness training for staff. It also features Barracuda Data Inspector, which automatically scans OneDrive for Business and SharePoint data for sensitive information and malicious files.

[Barracuda Cloud-to-Cloud Backup](#) features unlimited storage and retention for Microsoft 365 data, with the ability to rapidly recover individual files and email accounts with point-in-time accuracy. It's entirely cloud native, making it simple to get up and running, with no hardware for customers to manage or update.

Barracuda was deployed and operational within just 30 days of initial testing with JSM, Neville explains.

"Barracuda integrates with Microsoft 365 for retrospective removal of malicious emails and this integration is better than other solutions I've experienced."

Wing Ko, Infrastructure and Cloud Manager
Johnson Stokes & Master



Security starts with employees

Nearly two years on, JSM is happy with the results. Barracuda is keeping commodity and advanced threats out of users' inboxes "as expected." That's important for a company still heavily reliant on email. "In a 30-day period it blocked nearly 47,000 emails and quarantined almost 1,300," says Neville.

"Messaging is a critical part of the business. It's a constant, 24 x 7, so you need solutions that are going to work — that can be configured to meet the specific demands of a law firm," he adds.

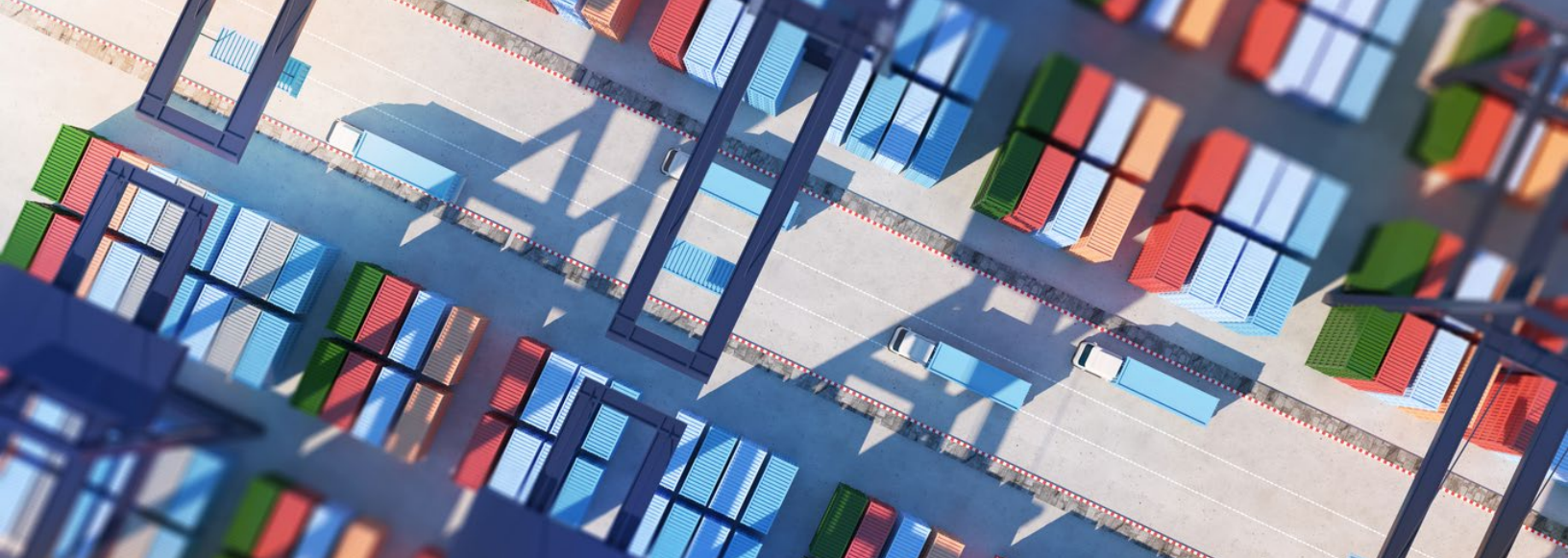
The solution provides capabilities that support JSM's wider efforts to protect client information and demonstrate its ongoing investment in cybersecurity. "We have to demonstrate to some of them that we run simulation exercises, for example," says Neville. "Having solid reporting and the ability to run the exercises within Barracuda checks several more boxes."

Building on the enhanced user training and awareness program JSM is able to deliver to its employees via Barracuda, the firm is set to roll out a new Phish Reporting Button within the product. This will enable staff to flag to IT with just one click if they see something suspicious.

The firm is pleased with the performance of Barracuda Cloud-to-Cloud Backup, which it uses for Exchange, OneDrive, SharePoint, Teams, and Entra ID.

"The big advantage Barracuda has is its commitment to looking after us as a client."

Neville Metcalfe, CIO
Johnson Stokes & Master



“Some users accidentally deleted data from SharePoint, but it was simple for us to restore with Barracuda Cloud-to-Cloud Backup,” explains Wing Ko, Infrastructure and Cloud Manager. He also rates highly the Incident Response feature in the email protection suite, which is designed to streamline search and deletion of post-delivery threats across inboxes.

“Barracuda integrates with Microsoft 365 for retrospective removal of malicious emails and this integration is better than other solutions I’ve experienced,” he explains.

However, the biggest praise is reserved for Barracuda’s local support team, which has been there for JSM from day one in setting up DMARC, forwarding rules and other configurations.

“They’re really helpful in daily troubleshooting as well,” says Wing. “When we come across some new feature or we want to use a feature, they provide useful information to guide us through enabling or disabling it.”

Neville agrees.

“One of the great things about Barracuda has been their support and their willingness to engage with us, to understand our requirements and to work with us. They really have been exemplary in that regard. They’re very easy to work with,” he concludes. “The big advantage Barracuda has is its commitment to looking after us as a client.”

Learn more

Barracuda Email Protection

For organizations that want powerful email security without the complexity, [Barracuda Email Protection](#) offers a comprehensive, easy-to-use solution. It uses AI to detect all email threat types including phishing, BEC and impersonation, while also providing malware protection through sandboxing and global threat intelligence. Automated incident response and built-in user training help reduce risk with minimal overhead, making it ideal for resource-constrained teams.

Barracuda Cloud-to-Cloud Backup

[Barracuda Cloud-to-Cloud Backup](#) is an easy-to-use, cloud-first SaaS product that protects your Microsoft 365 data, making deployment fast and daily management simple. It safeguards your business with encrypted, cloud-native backups, role-based access, and an intuitive interface that gets you up and running in minutes, it delivers secure, dependable protection that’s simple to manage day-to-day.



About Barracuda

Barracuda is a leading global cybersecurity company delivering complete resilience made easy to buy, deploy and use through a partner-first model. Our intelligent BarracudaONE™ platform provides cyber resilience across email, data, applications, networks, and managed XDR within an open ecosystem. Trusted by hundreds of thousands of organizations and partners worldwide, Barracuda delivers industry-leading solutions and support, powered by people and enhanced by AI, for all size business.