



CASE STUDY

St. Ann's Community strengthens security and simplifies IT with an integrated approach

BarracudaONE combines advanced email security, backup, XDR, and more

Company profile

- Healthcare provider, including long-term care, skilled nursing, assisted living and independent living
- Located in Rochester, New York
- Founded in 1873
- Serves approximately 3,000 patients and senior residents across five communities
- Approximately 1,100 employees

Challenges

- Increasing security demands in a highly regulated healthcare environment handling protected health information
- Operational disruption and financial strain during and after COVID-19 pandemic
- IT team reduced by roughly half, requiring significantly greater efficiency
- Fragmented legacy tools that required manual investigation and multiple systems to manage
- Difficulty investigating phishing attacks and tracking security incidents across systems

Solutions

- Barracuda Backup and Cloud-to-Cloud Backup
- Barracuda Email Protection
- Barracuda Managed XDR
- BarracudaONE centralized cybersecurity platform

Benefits

- Incident investigation time slashed from hours to minutes
- Greater efficiency for a lean IT team managing increased workload
- Improved protection against phishing and malicious activity
- Simplified compliance with long-term email retention and audit requirements
- Unified visibility and reporting across the security environment



For a healthcare provider like St. Ann's Community, cybersecurity is directly tied to patient trust, regulatory compliance and the organization's ability to operate efficiently under pressure. As Chief Information Officer Aaron Fields explains, "We're in long-term care, skilled nursing, assisted living, and independent living. During COVID, there was a lot of pressure on our staff, and we were dealing with very sensitive, fast-moving information. We had to keep things secure, but we also had to move very quickly."

That combination of operational strain and rising security demands forced a rethink of the organization's approach to IT.

Moving from fragmented tools to a unified approach

Coming out of the pandemic, St. Ann's Community was managing a mix of legacy systems while also modernizing its infrastructure. "We were growing to meet new demands," says Fields, "and we started looking for products that could give us one pane of glass instead of jumping between multiple tools."

"The relationship with Barracuda really started with Barracuda Backup and the message archiving solution that's now a component of the email protection platform," he says. "Once we had those in place, we said, let's see what else Barracuda does best and expand from there."

This shift aligned with broader infrastructure changes, including a move to hyperconverged systems and Microsoft 365. "We were upgrading everything at once," Fields continues, "moving away from on-prem systems and into the cloud. It was a good opportunity to leave those legacy products behind and move toward a more unified solution."

Doing more with less

At the same time, the organization was navigating major financial and staffing challenges. Fields says, "Before COVID, we were always profitable and able to invest back into the business. But the pandemic was terrible for business across our industry. We lost tens of millions of dollars across 2020 and 2021."

Those pressures led to layoffs across the organization, including the IT team. "We had to lay off about 100 people, including 10 from IT. My team was essentially cut in half," he says. "We still needed to keep everything secure, but now we needed better, more automated tools that could do the work that our people used to spend time on."

That reality still drives their approach today. "My goal is simple: save my team time," Fields says. "If we can find tools that make us more efficient, we'll invest in them."

Faster response and less manual work with XDR

For Cybersecurity Engineer Thomas O'Halloran, one of the biggest improvements has been the impact of Barracuda Managed XDR. Before, investigations were time-consuming and scattered across tools. He says, "With our old tools, you only got part of the picture. I'd have to jump into other systems just to verify what an alert actually was, then track down the device to fix it."

"With Managed XDR, much of that work is handled automatically," he continues. "The Barracuda SOC team jumps on every validated alert right away. They block the threat, notify me about what's going on and I can review it quickly."

The difference in effort is substantial. "What used to take an hour or two now takes minutes," O'Halloran says. "It drastically cuts down how much hands-on work I need to do. And that means I can spend more time on projects that support our core operations."

"What used to take an hour or two now takes minutes."

Thomas O'Halloran, Cybersecurity Engineer
St. Ann's Community



Improving email security and reducing investigation time

Email security has also improved significantly. Fields notes that with their previous solution, phishing attempts were both more frequent and harder to investigate. “Phishing emails got through more often, and investigating them was very difficult,” he says. “Now, those investigations take a fraction of the time.”

O’Halloran highlights improvements in coverage and usability. “Before, we were only scanning inbound email,” he says. “Now everything is scanned, whether it’s inbound, outbound or internal. It’s faster, more efficient and much easier to manage.” He also points out that the configuration is straightforward. “The interface is simple, the policies are straightforward and I don’t have to build a bunch of separate rules to make things work. It saves me time, which is the most important thing.”

Supporting compliance and simplifying investigations

As a healthcare provider, St. Ann’s Community must meet strict requirements for handling protected health information. The Barracuda Archiver plays a key role in meeting those obligations. O’Halloran explains, “We’re required to retain email data for compliance. If an investigation comes up months later, we need to be able to go back and find exactly what happened. The

message archiving capabilities that we get with Barracuda Email Protection makes that process significantly easier. Instead of being limited to short-term data like in other systems, we have years of history available. It makes regulatory and e-discovery compliance a lot easier.”

A single view across the environment

Bringing multiple tools together under the unified BarracudaONE platform has improved both visibility and reporting. O’Halloran says, “Everything is right there in one place. It’s easy to navigate and easy to set up.”

For executive communication, this visibility is especially valuable. Fields explains, “I use the built-in reports every month. I can show how many emails we receive and how many are being blocked. That lets me communicate the scale of threats that are otherwise invisible. If people don’t see the attacks, they think they’re not happening. But with these automated, comprehensive reports, I can easily convey the scale of the threats and how effectively we’re blocking them. And that reinforces the return we’re getting on our investment in Barracuda.”



Simple deployment and minimal support needs

Deployment was quick and uncomplicated. “We got everything up and running very quickly,” says O’Halloran. “The instructions were clear, and we were able to do it ourselves without much support.” Going forward, the tools have required very little intervention. “Honestly, I haven’t needed to call support. It just works,” he says.

Manager of Enterprise Infrastructure Albert Pitt reinforces that point. “The interface is straightforward and makes sense,” he says. “You don’t have to dig around or search for answers. You can go right to what you need and figure things out quickly.”

A partnership built on accessibility and trust

Beyond the technology itself, St. Ann’s Community values the relationship with Barracuda’s team. “Having an accessible sales and engineering team really matters,” says Fields. “We’ve been able to meet in person and talk through challenges, and that makes a difference.” Compared to other vendor relationships, he says, “It feels more real and more invested.”

Looking ahead

St. Ann’s Community continues to look for opportunities to improve efficiency and security, but the priority remains clear. “We’re always looking for ways to save time and make the team more effective,” says Fields. “If something helps us do that, we’ll invest in it.”

For a lean IT team supporting a healthcare organization, that balance is critical. “Barracuda’s integrated tools have helped us establish a new normal,” he says. “We’re able to stay secure and operate efficiently, even with fewer resources.”

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Aaron Fields, CIO
St. Ann’s Community



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 Managed XDR

[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.

Barracuda Cloud-to-Cloud Backup

[Barracuda Cloud-to-Cloud Backup](#) offers secure, easy-to-use SaaS backup for your Entra ID and Microsoft 365 data, including Teams, Exchange Online, SharePoint, and OneDrive including OneNote. Find and restore your important Microsoft 365 data quickly and easily even in the event of ransomware or other cyberthreats.

BarracudaONE

[BarracudaONE](#) is an AI-powered cybersecurity platform that delivers integrated products accessible from a centralized dashboard to maximize protection and cyber resilience, while being easy to buy, deploy and use. Our platform protects email, data, applications, and networks, and is strengthened by a 24/7 managed XDR service.

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.