

Barracuda
Your business, secured.

CASE STUDY

Manufacturer gains true cyber resilience with BarracudaONE security integration

Growing manufacturer replaces reactive IT and MSP blind spots with visibility, control and recovery confidence

Profile

- Founded in East Texas
- Manufacturer and installer of custom countertops, specialty walls, IT mounts, and carts
- Serves healthcare, retail and commercial customers across the southern United States
- Broad spectrum of system users both internal and remote

Challenges

- No dedicated security role prior to 2025
- Reactive MSP response, with delays of one to three days for many issues
- Lacking adequate formal documentation of infrastructure, devices or backups
- Incomplete visibility across endpoints, email, network, and identity
- Growing reliance on 3rd party SAS without confidence in recovery
- Business expansion plans requiring reliable, Enhanced Remote Support

Solutions

- BarracudaONE cybersecurity platform
- Barracuda Email Protection
- Barracuda Managed XDR
- Barracuda Entra ID Backup
- Barracuda Cloud-to-Cloud Backup

Results

- Visibility across endpoints, email, identity, and network activity to at least 95%
- Incident resolution accelerated by 70%
- Avoids estimated downtime costs of $30,000 per year
- Gained ability to rapidly restore lost files and identity data
- Increased executive and IT-team confidence



A mission to modernize IT

When the IT Systems Administrator joined the manufacturer in spring 2025, he set out to modernize IT security and prepare the organization for growth. His first step was simple discovery.

"I just wanted to understand what we actually had," he says. "Devices, users, backups, and security controls. Within a couple of days, it was clear there was room for improvement."

What stood out most wasn't a single vulnerability. It was the lack of visibility and accountability. Passwords hadn't been changed in years. Network devices weren't fully managed. Backups existed in theory, but no one could confidently explain how to restore them.

Compounding the problem was a managed service provider that operated almost entirely reactively.

"If something broke, you opened a ticket and waited," he says. "Depending on the issue, it could take one to three days to get a resolution. For a manufacturing business, that kind of delay directly impacts production and revenue."

For a business preparing to move toward 24/7 production, that level of uncertainty was unsustainable.

Redefining security around productivity

Rather than chasing individual tools, he focused on outcomes: visibility, response speed and recovery confidence. In other words, resilience and reliable productivity. Security at the company had to enable the business, not slow it down.

"With email, identity, endpoints, and data so tightly connected, it didn't make sense to treat security as a bunch of disconnected point solutions," he says. "We needed to know what was happening, stop issues quickly and restore systems without guessing."

He knew that he wanted an integrated, platform-based approach to security and resilience. That priority led him to Barracuda.

"From the beginning, the conversation wasn't just about blocking threats," he says. "It was about maintaining control and staying productive during cyber incidents."

By October 2025, the business began onboarding Barracuda Email Protection, Barracuda Managed XDR and backup and recovery for Microsoft 365 email, data and identity, all of it integrated within the BarracudaONE cybersecurity platform.

Immediate impact and faster containment

The benefits showed up quickly. Within the first few weeks, the company experienced a suspicious endpoint event that tested the new environment.

"Barracuda Managed XDR immediately locked things down," he recalls. "That machine was isolated until we knew it was clean. I didn't have to panic or manually chase anything. It just worked."

Email security also took a noticeable step forward. Barracuda Email Protection significantly reduced phishing noise, and improved user awareness helped close the loop.

"My users are now coming to me saying, 'Hey, this looks suspicious,'" he says. "That's a huge shift from where we were."

Recovery confidence across Microsoft 365

For the IT Systems Administrator, resilience ultimately comes down to recovery.

> *"I sleep better at night now. I know we can detect issues fast, contain them automatically and quickly restore productivity, if needed. That's what cyber resilience actually looks like."*
>
> **IT Systems Administrator**
> Manufacturer



"Email, files and identity are critical to the business," he says. "If those are compromised and you can't restore them cleanly, productivity stops."

With Barracuda Cloud-to-Cloud Backup and Barracuda Entra ID Backup in place, the company replaced assumptions with verification.

"We now get daily backup confirmations, and I know exactly what we can restore," he says. "That changes the conversation entirely. Our previous security provider offered limited visibility into our backup status, which prompted us to seek a solution better aligned with our operational goals. Since transitioning to Barracuda, we've experienced a high level of support and responsiveness that has exceeded our expectations."

One platform, real partnership

For his lean one-person security team, manageability mattered as much as capability. While onboarding multiple tools initially felt daunting, the BarracudaONE platform dramatically simplifies day-to-day administration.

"Having visibility across email, endpoints and identity in one place saves me time every single day," he says. "Those small efficiency gains add up."

"And Barracuda's support is a huge breath of fresh air," he continues. "I can set up time with real engineers, ask real questions and get clear answers. Everyone is aligned on solving the problem."

"I sleep better at night now," he concludes. "I know we can detect issues fast, contain them automatically and quickly restore productivity, if needed. That's what cyber resilience actually looks like."

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Learn more

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.



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 Entra ID Backup Premium

Barracuda Entra ID Backup Premium is part of the Cloud-to-Cloud Backup suite and is an easy-to use, cloud first SaaS product that protects all critical Microsoft Entra ID components — including policies, devices, logs, app registrations and BitLocker keys. Like Cloud-to-Cloud Backup, it enables fast, reliable recovery from accidental changes or cyberattacks. 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.

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.

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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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