



CASE STUDY

MSP improves proactive security services with Barracuda RMM

Profile

- Website: www.techsolvers.co.uk
- Year founded: 2009
- Number of employees: 12
- Location: Hertfordshire, England

Challenge

- TechSolvers needed a solution that enabled them to take a proactive approach to securing their clients' IT environments

Solution

- Barracuda RMM

Results

- The MSP gained efficiencies in proactive, responsive service through automated alerting and scripted remediation
- Simplified billing process by using a more straightforward system than they had previously
- On-demand remote control tool allowed TechSolvers to reduce their costs by £1.7k per year and eliminate the need to purchase third-party licenses





If you ask TechSolvers' Phil Long, the key to the company's success has been their laser focus on proactive customer service and strong client relationships. TechSolvers is located 16 kilometers north of London and provides managed services to small and medium enterprises, as well as IT consultancy for larger businesses. As a director for the privately-owned company, Phil oversees both sides of the business and explains, "We have a small, dedicated team that is completely customer service driven, which is rare in this day and age. We truly care about our client base and, along with the expertise and chemistry of our team, this enables us to deliver higher quality services and exceed expectations."

Protecting clients with better monitoring and visibility

Phil's biggest challenge is ensuring his clients' IT environments stay secure. "For our team, continuing to be proactive is a major thing. With changes we have seen in the types of threats and increased number of devices and applications on our customers' networks, visibility is critical. More than half of the clients we serve are small businesses with different security and budget requirements. We need a solution that enables us to constantly monitor their systems and extends the capabilities of our team, so we can deliver the best solution for each client."

Originally using another remote management and monitoring tool, TechSolvers was experiencing trouble with the billing process. "Billing was very complex and we needed a straightforward system to simplify the process."

Reliability and versatility provide value

TechSolvers eventually made the switch to the latest cloud-based version of Barracuda RMM. They have found its balance of many capabilities with its simplicity of use to be very valuable in improving the MSP's security services.

"We are using Barracuda RMM's monitoring, patching, and antivirus on a daily basis. We provide these services right from the start to ensure clients are up to date and secure. Barracuda RMM helps us see everything on our customers' networks, any software changes over time, failings on a HP server, or even monitoring the sizes of files for high-level email users. We get alerts that go right to our help desk, which generates tickets so we can take fast action."



Phil's seven-man help desk team receives 50 calls a day and Barracuda RMM's remote control feature is crucial to their success. "The integration of an on-demand remote tool is amazing. It has stopped us from looking at third party options because of its reliability. We can point a client to a code on-demand. This is built in at no additional cost, so we don't have to spend £600 pounds for a third-party license or send an engineer on-site. We also use this for our client training. If we can hop on a PC instantly with clients, that's brilliant."

Antivirus subscription saves MSP's client

For Phil, the ability to be proactive and have access to flexible robust solutions have been the best benefits of working with the Barracuda MSP team.

One of TechSolvers' large retail clients had problems with a third-party antivirus solution and Phil's team was able to quickly provide a standalone antivirus subscription.

"The client ran out of licenses and could not get the new ones installed in time, so they called us. Our account lead helped us out quickly and we were able to get all of the licenses installed within two days. This is the customer service we are known for and proud of. This flexibility is massive for us."

"When I'm presented with a challenge, I can use Barracuda RMM to fix it and prevent it from happening again in the future. This enables us to be proactive going forward, which is huge for our team and clients."



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.