



CASE STUDY

VirtualFlex helps leading superfund secure email, apps and more

Barracuda Email Protection and WAF-as-a-Service deliver modern security while reducing IT workload for Nambawan Super

Customer Profile



- Corporate Trustee to Papua New Guinea's largest superannuation fund with over K12 billion in assets, providing superannuation services to its members in the public and private sectors
- Headquartered in Port Moresby, Papua New Guinea
- 250+ employees in 22 branches country-wide
- 240,000+ superannuation fund members

Challenges

- ISP-managed email security was opaque and hard to work with
- Email latency — inbound, outbound, and internal — was unacceptably high
- Releasing quarantined emails required a long, cumbersome process
- Needed scalable, cloud-based application and website security for digital expansion
- Wanted hands-on control and full visibility

Partner Profile



- Managed Services Provider with offices in New Zealand, Australia, and Papua New Guinea
- Barracuda partner since 2016

Solutions

VirtualFlex MSP services including:

- Barracuda Email Protection
- Barracuda WAF-as-a-Service

Results

- Gained powerful, easy-to-manage security for on-premises Exchange email system
- Laid groundwork for upcoming secure migration to Microsoft 365
- Prepared to securely scale and migrate on-premise app workloads to the cloud
- Reduced IT overhead with SaaS-based Web Application Firewall (WAF) solution
- Gained real-time, system-wide visibility and hands-on control with full-time security management



NSL ICT recognized that Nambawan Super Ltd. (NSL) was outgrowing its existing IT infrastructure. As CTO for NSL — Corporate Trustee to Papua New Guinea’s leading superannuation fund — Praveen Gupta saw clearly how the organization’s IT stack would have to scale and migrate in order to support ongoing growth, cybersecurity posture uplift, and technical modernization.

“The first thing we had to do was move on from the ISP that at the time was managing our email system,” Praveen says. “First of all, the latency their security filter created in our email, whether inbound, outbound, or internal, was unacceptable. And if a legitimate customer service email from a Fund Member got quarantined, getting it released was a cumbersome, slow process — which affected the quality of service delivery to the Fund Members.

“But the most frustrating thing was the total lack of visibility and control,” Praveen continues. “The ISP was like a black box. If there was an issue, we could only submit a ticket and then wait for a response, which might take weeks — impacting our ability to deliver time-sensitive service to Members.”

VirtualFlex and Barracuda

Praveen turned to one of the forefront, leading-edge technology and managed service providers (MSP) in Papua New Guinea, VirtualFlex, that’s been a Barracuda partner since 2016.

“When they saw the challenges that Praveen and his team were facing, they understood what needed to be done,” says Navin Lal, Chief Technology Officer (CTO) at VirtualFlex. “We had a lot of experience by then of displacing other email filtering solutions with Barracuda. It was a real lifesaver for many of our large customers in Papua New Guinea, Fiji and New Zealand.”

Navin continues: “When we partnered with Barracuda, the first product to go into service was Barracuda Email Gateway Defense. Later we added the full Barracuda Email Protection platform, along with Barracuda CloudGen Firewall, and finally Barracuda Web Application Firewall and WAF-as-a-Service.”

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Navin Lal, Chief Technology Officer
VirtualFlex

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Protecting Nambawan Super

“Switching from a major internet service provider (ISP) to Barracuda Email Gateway Defense provided by Barracuda and deployed by VirtualFlex went smoothly, and brought us much better visibility, transparency, and responsiveness for the NSL ICT team,” Praveen says. “Next, we’ll be migrating from on-premises Exchange to Microsoft 365. And at that point we’ll upgrade to the complete Barracuda Email Protection platform.”

Nambawan Super’s applications and website updates are also part of Nambawan Super’s infrastructure replacement project roadmap. “At the moment we don’t have many public-facing applications or complex websites,” he says, “but the ones we have are protected by Barracuda WAF-as-a-Service managed by VirtualFlex.”



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Praveen Gupta, CTO
Nambawan Super

“Now we have to build out the cloud-based infrastructure to host new apps and websites, and to allow for rapid scaling as we modernize IT workloads and deploy new apps and online capabilities as part of our digital roadmap. These efforts are to ultimately improve the quality of services provided to our members right across the far corners of PNG. Barracuda WAF-as-a-Service is a big part of the modernization and expansion that will uplift our cybersecurity posture.”

“NSL is also looking into the other Barracuda products,” adds Navin. “In order to comply with data sovereignty laws, they will have to use on-premises appliances and onboard storage.”

Creating value

According to VirtualFlex Cyber Security Engineer Avishkar Naicker, using Barracuda solutions in the MSP’s security practice brings specific, tangible business benefits.

“We’ve seen the evolution of the Barracuda solutions over time, and they keep improving,” says Avishkar. “We started off with the WAF virtual appliance, and it was great, but now WAF-as-a-Service is a real gamechanger for us.”

“As an MSP, we get more visibility into our customer environments, and our customers do too,” he continues. “Provisioning the cloud-hosted WAF is simple, no on-site access needed. It eliminates a whole layer of administrative overhead for us. This is true for Barracuda Email Protection as well. And the BarracudaONE integrated admin console that manages all the Barracuda capabilities saves us even more time and effort, compared to using multiple vendor solutions with multiple management portals.”

Avishkar also says that Barracuda solutions make things better for their customers. “Customers like Nambawan Super get full visibility and control across their cloud-based application and email environment,” he says. “And they also get the flexibility and scalability of cloud-hosted services, making it much easier for them to grow and service their expanding Fund membership without disruptions.”

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Avishkar Naicker, Cyber Security Specialist
VirtualFlex



“Barracuda also helps make our services extremely easy to consume for the customer,” Avishkar continues. “As they deploy new apps, for example, it’s dead simple to provision new WAF-as-a-Service instances and ensure ongoing security. Even the physical firewall appliances offer no-touch deployment — the customer simply receives it and plugs it in. All of this simplicity and elegance is a real, tangible benefit for both VirtualFlex and our customers like Nambawan Super.”

A valued partnership

The working client-vendor relationship between VirtualFlex and Nambawan Super is strong, as is the partnership between Barracuda and VirtualFlex. Navin sums up why he and his team are committed Barracuda partners: “In the nearly ten years of our partnership, I can’t think of a time where we put in a Barracuda solution that was later displaced by another product. The solutions just work, and make life easier and more secure both for us and for our customers.”

Learn more

Email Protection

[Barracuda Email Protection](#) delivers powerful email security without the complexity. 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.

WAF-as-a-service

[Barracuda WAF-as-a-Service](#) is a full-featured, cloud-delivered application security service — that includes web application, API, botnet protection and comprehensive protection against DDoS attacks that also ensures continuous application availability. It can be deployed, configured, and commissioned in minutes. It provides out-of-the-box protection with the default security policies, and the intuitive interface makes it easy to set up custom policies.

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.