Sight Scotland sees major O365 security boost.

Two-century-old charitable organization slashes risk and cuts overheads with comprehensive email security solution.

Recognizing the need for better security

In 1793, when three Edinburgh reverends founded Royal Blind (now renamed Sight Scotland) to provide services for the visually impaired, they could scarce have imagined that two centuries later one of the greatest threats to their organization would be email-borne cyber-attacks. But for Kevin Burns, Head of IT for the group today—which has expanded to encompass ten sites including a school, two care homes, two activity centers, and several smaller 24/7 residential facilities—the barrage of spear-phishing and other malicious email threats is a daily concern, and one that consumes significant resources.

"We migrated to Office 365 about five years ago," says Burns, "and for most of that time we relied on Microsoft's built-in security features. But we soon realized it was not adequate to our needs." While built-in security stopped most malware-bearing email attacks, there was little protection against the surge of spear-phishing attacks that rely of deception to accomplish their goals.

"We were fielding a lot of calls from staff about suspicious emails," says Burns. "Then we'd have to find and remove other instances of the same email. And the interface for the Microsoft security was just clunky and hard to use, so everything was fairly time-consuming—which made it more likely someone would click a malicious link before we could get to it."

Choosing a trusted, familiar vendor

Sight Scotland had earlier purchased a Barracuda Web Security Gateway solution, and he and his team were pleased with it—and with the company behind it. "When we decided to add third-party security to Office 365, we immediately turned to

Profile

- World's oldest charitable organization serving sight-impaired clients of all ages

- Founded in 1793 in Edinburgh, Scotland

- Approx. 650 employees

Challenges

- Native Office 365 capabilities providing inadequate security against modern threats

- Sought improved ease of use to reduce IT resources consumed by email security

Solution

- Barracuda Total Email Protection

Results

- Achieved comprehensive, multilayered security against email-borne threats

- Reduced IT labor required by 8 hours/week thanks to simplicity, ease of use

- Able to configure, deploy, and manage with no support calls

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EMAIL PROTECTION

Barracuda," says Burns. "In the first place, their proxy server had always been easy to use and very effective. Moreover, we had always been pleased with our interactions with Barracuda's support people—very responsive and helpful."

And there was another reason to choose Barracuda: "Since we're a donor-funded organization, it's critical to demonstrate to people that we take security very seriously," says Burns. "Barracuda has a reputation that speaks for itself—when we tell potential donors that we use Barracuda, it gives them a lot of confidence right away."

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Kevin Burns
Head of IT
Sight Scotland

More secure, less work

"Barracuda Total Email Protection has made a big difference to us," says Burns. "It's blocking a lot of phishing emails, which reduces our risk. And if one does get through, responding to that is much easier and faster. Compared to before, we're saving a full day of work every week, meaning we have more resources available for projects that directly support our mission of providing services to our clients."

Burns also finds the Message Log feature very useful, as it lets him quickly find wanted emails that may have been quarantined. "Outgoing emails about invoices were getting blocked, but the logs make it simple to put those on the allowed list. And I often check the dashboard, which makes it easy to see at a glance who's receiving more malicious emails, who's at high risk of sending sensitive data, and who needs more training."

Configuring and installing the solution went like clockwork. "We've had no need to reach out to Barracuda for support," says Burns. "The info and training that can be found on their website is fantastic, we've had no trouble finding answers

to our questions very quickly. And the products are simply incredibly easy to use, very intuitive."

Burns has not yet implemented the PhishLine component of Total Email Protection, but he has high hopes for it. "Sentinel stops a lot of phishing emails," he says, "but it still happens—and unfortunately, too many of our staff and clients are too trusting, and liable to click unwisely. With PhishLine's security awareness training simulations, I expect we'll be able to create a genuine culture of caution and train people to always think twice about clicking an email."

"The bottom line is, Barracuda Total Email Protection makes us more secure against a possible breach," says Burns, "and at the same time it has given us more ability to focus resources on our core mission. That's a win for our clients, for our donors, and for our community as a whole."

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Learn more about Barracuda Total Email Protection

barracuda.com/products/totalemailprotection