MSP enhances network security while streamlining service delivery

Reinventing success with a highly scalable, easy to deploy, use, and manage network security solution.

There are many qualities that differentiate truly successful businesses from the rest of the crowd, but agility is among the most important. Yet it's easier said than done to adapt to changing market demands when you have a proud history of over eight decades serving customers in a particular sector. However, that's exactly what IT specialist M.IT Connect did several years ago.

Formerly known as Büro Mayer, the Bavarian firm has been an established IT service provider since the 1990s. To ensure trust with their customers, Peter Stanislaus, Technology Infrastructure Team Leader, is constantly on the lookout for the right technology partner to add to their managed services tech stack.

"A couple of years ago we were looking for a new managed firewall solution," he explains. "Up until then, we were working exclusively with a single provider. But we weren't able to see or update our customers' firewalls at a glance. So, it wasn't a true managed service we were offering."

Fortunately, the Barracuda CloudGen Firewall significantly improved the situation.

Profile

- Website: www.m-it-connect.de

- Location: Hallstadt, Germany

- Specializations: A German IT specialist and managed service provider (MSP) for over 3,000 businesses

Challenge

- Existing firewall was difficult to manage and lacking in functionality for MSPs

- Required local language support

Solution

M.IT Connect was thrilled to discover Barracuda CloudGen Firewall as a genuine MSP solution. This firewall provides their team with a comprehensive view of customers' data and applications, providing easy management when an issue arises, all via a centralized management console. This solution offers the transparency that M.IT Connect was looking for.

Results

By leveraging Barracuda CloudGen Firewall, M.IT Connect can:

- Easily deliver a comprehensive service offering built on rapid deployment and centralized management

- Add value to customers by offering a completely "invisible," outsourced service

- Enhance security credibility as an MSP and augment their expansive product portfolio to help customers meet NIS 2 requirements

In search of simplicity

The existing firewall M.IT Connect was using was difficult not only from a manageability standpoint, but it was also difficult to accommodate client's growth or reduction needs. The firm made a strategic decision at that moment to work only with genuine MSP solution vendors. Although the firm considered other providers, the Barracuda firewall offering stood out for several reasons.

"The Barracuda firewalls are perfect for our needs. Available as a monthly subscription for physical or virtualized needs," Peter explains. "A free hardware upgrade after four years to the latest models was also a great advantage, and Barracuda offers end customers the flexibility to scale-up in case of new network requirements."

Barracuda's CloudGen Firewall appliances outshined competition in terms of the sheer range of security functionality on offer – including TLS/SSL inspection, intrusion prevention (IPS), URL filtering, and advanced threat protection (ATP).

"It goes far beyond standard packet filtering," says Peter. "However, the product's unique selling position is its centralized Control Center, which supports at-a-glance management of multiple appliances across multiple customers," he adds.

Network security in the age of the cloud

Barracuda's CloudGen Firewall offers multi-layered protection for on-premises and multi-cloud environments. A blend of advanced threat signatures, behavioural and heuristic analysis, static code analysis, and comprehensive sandboxing delivers protection against ransomware, malware, denial of service and advanced threats. The highly scalable solution also offers secure remote access and simple, automated deployment, configuration and management.

The latter was particularly useful for Peter and his team, as it allows them to configure the firewalls in advance so that they are ready for use upon delivery.

"Barracuda's installation and cabling always run smoothly. This means downtime for our customers is only a few hours. We were able to complete migration of one of our customers' two out of three locations on a Friday afternoon," he explains.

> "Barracuda Firewall's unique selling position is its centralized Control Center, which supports at-a-glance management of multiple appliances across multiple customers."

No sleepless nights

M.IT Connect loves the simplicity of Barracuda's centralized management portal, which enables them to provide a powerful but streamlined firewall service to clients that "just works."

"The constant monitoring of all firewalls, maintenance and installation of the latest feature and security updates are carried out cyclically by the MSP," says Peter. "The 'firewall component itself is therefore completely outsourced."

One customer that has already benefited is German housing organization, St. Gundekar-Werk Eichstätt. "We completely rely on what M.IT Connect does for us. They're effectively our sysadmin team, so when they said, 'we're using Barracuda,' there was no question in our minds," explains Markus E. Michler, Authorized Representative at St. Gundekar-Werk Eichstätt. "We're completely satisfied with how it's working, because we don't see it at all. I can sleep well because I know I have a firewall."

Markus has been particularly impressed by the Barracuda TINA protocol, which enables CloudGen Firewall to offer high-speed VPN connections for secure, flexible working.

Peter and his team have also been delighted with Barracuda support, which - unlike other vendors - has German speaking support. This helps to accelerate troubleshooting and incident resolution, and the technology itself continues to do the job required of it. None of their clients have experienced any incidents to date.

Gearing up for NIS 2

M.IT Connect has rolled out the firewall solution to many of their clients so far and is hoping to migrate all of their clients off legacy firewalls in due course. In the meantime, it is also looking at Barracuda Cloud-to-Cloud Backup, Barracuda Email Protection, and Barracuda Managed XDR. A big driver is the new NIS 2 directive in Europe, which will force a large sweep of organizations to enhance baseline security measures, or risk significant regulatory action.

It promises to offer M.IT Connect and MSPs like it with new opportunities to add value for clients, whilst increasing sales.

"We believe that we can grow with Barracuda solutions," concludes Peter.

We stand by, ready to write another chapter in the company's history.

Learn more about Barracuda CloudGen Firewall

barracuda.com/products/network-protection/cloudgen-firewall/msp

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