

MSP creates GDPR service model using Barracuda RMM



SOTEC GmbH, headquartered in Laudenbach, Germany, is one of the leading IT systems integrators and service providers in the Rhein Neckar metropolitan area in southwestern Germany. Serving small businesses and enterprises, the company provides consultancy, security, and infrastructure management services throughout the IT life-cycle for workstations and data centers.

As owner and managing director Oliver Fritz shares, “Our service and consultancy business accounts for more than 65 percent of our profits and we expect this to continue to grow as we respond to clients’ security and compliance needs.”

Security protection needed for GDPR compliance

The company’s main challenge today is helping its clients put effective security protection in place to achieve compliance with the General Data Protection Regulation (GDPR).

To help clients meet GDPR requirements, Oliver and his team developed a process called the 3-Step Model. This includes: a thorough risk analysis and security assessment of a client’s hardware, software, and services infrastructure; detailed reports that indicate the security recommendations required; and the implementation steps to achieve GDPR conformity.

He explains, “Our 3-Step Model is critical for state-of-the-art security. It provides an **effective way for us to ensure businesses are GDPR ready and gives us a unique selling point and competitive advantage.** The challenge is making this happen very efficiently across our customer base.”

Profile

- Website: www.sotecweb.de
- Headquartered: Laudenbach, Germany
- Specializations: Consultancy, security, and infrastructure management services

Challenge

SOTEC needed a solution that could supply security protection to help its clients achieve GDPR compliance.

Solution

SOTEC chose Barracuda RMM for its:

- Ability to integrate with Office 365 environments, private cloud solutions, and mobile devices
- Site Security Assessment to identify where additional security protection is needed
- Asset management, integrated antivirus, alerting function, and patch management
- Customized reporting capabilities
- Fit in SOTEC’s 3-Step Model for GDPR compliance

Results

Through its use of Barracuda RMM, SOTEC has:

- Built an effective 3-Step Model for GDPR compliance, which has also become an effective customer acquisition tool
- Been able to solidify relationships with clients that SOTEC had long been pursuing

Barracuda RMM fits the 3-Step Model for GDPR

SOTEC GmbH migrated from the company's Norman Security product line to Barracuda RMM. **Oliver uses the cloud version of Barracuda RMM and chose this for its ability to easily integrate with Office 365 environments, private cloud solutions, as well as home office and mobile devices.**

Oliver believes the solution's remote monitoring and management (RMM) platform along with its security assessment, asset management, integrated antivirus, alerting, patch management, and customized reporting capabilities are key elements in SOTEC's 3-Step Model for GDPR compliance.

He explains, **"GDPR requires a comprehensive RMM solution like Barracuda RMM to meet the requirements for a state-of-the-art-security system.** Using the Barracuda RMM, we can monitor and manage the security infrastructure of our customers across all aspects of our 3-Step Model – analysis, reporting, and implementation – and continually assess the status of client's systems and networks to achieve GDPR compliance. **We can perform security assessments very easily and efficiently across all customer locations, identify where security protection is needed, start implementing the services and provide reports that show exactly how we are improving security – all from the RMM platform.** We also deploy the solution at our customer sites as the final step, enabling us to continuously monitor and manage their IT environments."

"Using Barracuda RMM, we can ensure our clients are ready for GDPR and have the security systems in place to comply, while building and marketing our portfolio with new value-added services that drive recurring revenue."

Barracuda RMM helps MSP win new business

According to Oliver, his 3-Step Model has become an effective customer acquisition tool and Barracuda RMM has made this possible.

He explains, "We use Barracuda RMM for most aspects of our 3-Step Model and also sell the solution as part of an information security management system (ISMS). **We've been able to not only help customers with their GDPR compliance needs, but win new business through the new service model.**"

SOTEC GmbH recently signed a contract with a Weinheim company that Oliver's team had been pursuing for hardware services for several years. Oliver shares, "We started marketing our GDPR service and the same company contacted us directly and asked for support. Now we will be working with them on our model, as well as designating an external data security officer for them from our team, and then implementing the ISMS. This is a brilliant example of the success of our service model and use of Barracuda RMM."

