Barracuda MSP helps Supporters to offer a flexible and stable CloudGen Firewall to its customer base

About Supporters

Established in 2007, Denmark-based Supporters is a partner-run IT company that offers an all-in-one IT department to its customers. Supporters prides itself on personable, human connections, and as such focuses on small and medium-sized businesses - typically in the size of ten to 200 users - that it can create trusted, lasting relationships with.

The Challenge

In 2013 Supporters was introduced to Barracuda by Danish distributor SEC, as part of a wider project to outfit ten icebreaker ships with small onsite capabilities baked into one box, including application control, special split DNS functions, anti-virus protection, and much more. After hearing Supporters' needs - some of which was offered as standard by Barracuda, some of which was not - Barracuda created a bespoke offering for Supporters with the added functionality it needed, such as WAN network management, which was critical for vessel operations relying solely on satellite connections.

In the seven years since the successful project Barracuda and Supporters have maintained their partnership, with Supporters moving to Barracuda MSP upon its inception. This made Barracuda MSP a natural choice when the IT company, seeing the new dispersed networks and remote workforces in conjunction with the acceleration of cloud adoption, looked to shift from next-gen firewalls to a CloudGen model in order to remain agile and offer its customers the latest most innovative solutions.

Profile

- Website: www.resultant.com

- Year founded: 2008

- Headquartered: Indianapolis, IN

- Specializations: IT and management consulting, cybersecurity, data analytics, and project management

Challenge

With spam and phishing attacks on the rise, and bad actors becoming more creative in their approaches, Resultant was looking for a robust and secure e-mail protection solution to fit its customers' needs.

Solution

The free Barracuda Email Threat Scanner enabled Resultant to:

- Identify threats in their clients' networks

- More easily demonstrate the need for email protection

Results

Using the Email Threat Scanner:

- Increased awareness within executive suite regarding the evolving nature of email threats

- Successfully helped solve the email security challenges of Resultant's customers

The Solution

"With businesses continuing to adopt remote working practices, and thereby needing to rely on complex distributed networks, it was vital that we looked to providing our customers with CloudGen firewalls that were built to support the new working landscape," commented Jesper Jønsson, CTO at Supporters. "The Barracuda team offered that and then some, providing outstanding support in sourcing, deploying, and troubleshooting the solution."

As well as supporting the management of increasingly complex network infrastructures, Barracuda's CloudGen Firewall ensures high performance between the cloud and the endpoint, be it site-to-site or site-to-cloud, all whilst ensuring complete, uncompromising security. "Customers are increasingly encountering new security concerns as a direct result of their rapid and sudden network expansion. It gives us and them peace of mind knowing that Barracuda's firewall is up to the task of meeting these new challenges head on."

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The Results

Today Supporters is able to offer a flexible and stable CloudGen firewall to its customer base, complete with centralised functionality, WAN optimisation, failover options, and the ability to diagnose live traffic and applied rules in real time, making analysis and troubleshooting an easier, more efficient process than ever before.

"Barracuda are one of many in a very competitive market, but what makes them the perfect choice for us once again is not only their stable and reliable offering, but the ongoing support we receive from them," added Jesper Jønsson, CTO. "It's that awesome, around the clock support that sets Barracuda apart from a lot of the other providers out there and makes us happy to turn to them time and time again."

As an MSP we have no shortage of knowledgeable people, but with so many products to stay afloat of, we do at times find ourselves in a special scenario where we need some outside help and expertise. Barracuda delivers that and, at the end of the day, being able to get hold of a real person when you need it most is invaluable, and perfectly aligns with our human, community-driven values."

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