MSP leverages Barracuda XDR's empirical data to protect SMB customers

Tapping into the power of extended visibility and 24/7/365 coverage to reduce detection and response time.

Michael Goldstein has been CEO of LAN Infotech, a managed service provider (MSP), for over 15 years and is familiar with the cybersecurity challenges and objections organizations face today. "SMBs often lack the in-house expertise and resources to manage advanced cybersecurity threats," he says. "And a data breach can have devasting consequences, including financial losses, reputational damage and legal repercussions."

One day, while walking through a large city, Goldstein observed several security cameras along his path and thought, 'How many people are actually watching all that video footage looking for criminal activity?' That thought led to an a-ha moment for Goldstein which, like the video cameras, his data security monitoring needed an extra set of eyes.

XDR is the answer to out-of-control security logs

Security logs are a big challenge for MSPs to sift through. And the more tools and layers, the more overwhelming it becomes. "If we investigated every warning that appeared on a log, we couldn't function," says Goldstein. "But, if you ignore the logs, it's like having video cameras without 'surveillance'; you need both components in place for it to work properly."

This revelation led Goldstein to investigate outsourced security operation center (SOC) services. Through his peer group affiliations and technology review boards, he was introduced to Barracuda XDR. "I liked that we could use their SOC service without having to change all of our technology over to their products," he says. "Plus, their XDR provided a

Profile

- Website: www.laninfotech.com

- Location: Fort Lauderdale, FL

- Specializations: Managed IT services, IT consulting, helpdesk services, data backup solutions, business communications, work-from-home solutions

Challenge

Cybersecurity is a full-time job that requires constant monitoring and vigilance. In today's rapidly evolving cyberthreat landscape, LAN Infotech knew they needed an extra pair of eyes when it came to protecting its clients' data and application infrastructure.

Solution

LAN Infotech partnered with Barracuda to bring the extended detection and response (XDR) solution into their service offerings. Barracuda XDR combines security information and event management (SIEM), security orchestration, automation, and response (SOAR), and 24/7 security operations center (SOC) into a single offering. With the aggregated data and the around-the-clock SOC monitoring of their customers' environment, LAN Infotech found peace of mind knowing that their clients' cybersecurity was taken care of.

Results

Since implementing Barracuda XDR, LAN Infotech is able to:

- Gain full visibility of their customers' environments, receiving between 45-100 alerts per day, a significant time saver to analyzing security logs.

- Reduce incident response time from hours or days to minutes.

- Demonstrate value-add to customers using improved reporting that includes the most relevant data points.

feature other vendors talked about, but we hadn't experienced: a single pane of glass. It could aggregate logs and data points across several environments—inside and outside the firewall—and present everything succinctly on one page."

Small hotel chain client puts Barracuda XDR to the test

After piloting the Barracuda XDR cybersecurity-as-a-service offering, LAN Infotech rolled it out to a select group of clients, including a new client that had parted ways with two other MSPs. "This customer has a complex IT environment, and right away, their network generated more alerts than any other client," says Goldstein. "With Barracuda's help, we quickly pinpointed the problem, which we solved by implementing a new guest Wi-Fi solution, and we showed them empirical evidence regarding where they were vulnerable before the implementation. The previous MSPs couldn't identify the issue because there were too many alerts to review, and they didn't use a SOC service."

Goldstein says that using Barracuda XDR allows his MSP to offer higher-level services. "Instead of inundating clients with stacks of paper, we can contact them with specific and relevant information. For example, we might call to ask, 'Do you have an employee who's in Turks and Caicos authorized to access your network?' If it's a legitimate request, such as a salesperson checking in while on vacation, we can approve it or continue blocking access if it's not an authorized user."

According to Goldstein, being armed with intelligent data insights has proven to be much more effective at overcoming SMBs' security investment objections than previous methods. "It's also been great to have a vendor we can call and get help when needed. We're not even close to being Barracuda's largest client, but they make us feel like we are."

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Learn more about Barracuda XDR

barracudamsp.com/xdr