

An MSP's Long History with Barracuda MSP Helps It Overcome a Customer Loss



AGENT IT SOLUTIONS

Company: Agent IT Solutions

Founded: 1998

Headquarters: Corinth, TX

Website: agent-it.com

Specializations: Managed Services, Hourly IT Services, Business Continuity Planning, IT Consulting, Vendor Management, Security, Strategic IT Planning, Cloud Solutions/Integration, Telecommunications, Phone/Data Cabling, Hardware-as-a-Service

*“ Having a direct relationship with Barracuda MSP has been a **much better experience than our previous security vendor**, which required us to work through a distributor. Our Barracuda reps are **knowledgeable, personable and available.** ”*

— Daniel Rosser, Owner, Agent IT Solutions

MSP Challenges

- Previous firewall offering was a tough sell, requiring a \$2,000 capital investment
- Former firewall vendor required MSP partners to work through a distributor
- In 2017, the MSP lost its largest customer, which accounted for 30 percent of its revenue

Barracuda MSP Solutions

Since working with Barracuda MSP, Agent IT Solutions enjoys:

- A comprehensive array of security and data protection solutions and services
- Direct support from knowledgeable reps
- High-end security and backup services sold as affordable monthly subscriptions
- Having multiple Barracuda products and services to sell to new and existing customers helped the MSP quickly makeup a revenue loss after its largest customer went away

Results

- Shorter sales cycles and fewer price objections
- Greater control and easier management of customers' security and backups via the Barracuda portal

“Last year we lost our largest client, which accounted for 30 percent of our overall revenue. We've been able to recover quickly, and we're projecting to be up this year over last year. **Intronis Backup has been a welcome addition to our managed services offering** — especially among SMB clients who often object to solutions requiring a large capital investment. With Intronis Backup, there's **no upfront cash outlay**, plus we can use a less expensive on-site appliance, and still have the **assurance that our customers' data is securely backed up** to their cloud data center.”