

MSP improves threat detection by over 60 percent using Barracuda RMM



Located between Cleveland and Akron, Richfield-based DIS Computers has been providing IT and security services for small businesses and enterprises in northeast Ohio for more than 27 years. With 90 percent of its business dedicated to managed services, Founder and President Robert Najjar says the company's success is largely due to the team's passion for customer service.

"Our customer retention rate is 99.9 percent and this reflects our focus on doing everything we can for our customers and building long-term relationships," notes Robert. "With the competition in our market, this also says a lot about the quality of service we provide and our ongoing commitment."

New threats create need for RMM tool

Because of new security threats, Robert had to reevaluate his priorities and service approach. "In the past, protecting client sites against viruses and putting strong antivirus in place were the highest priorities. Today, if you miss one Windows update or a user clicks on a suspicious file or link, an entire network can be infected with ransomware."

Robert adds, "**Security assessments and monitoring have become more critical than ever**, in addition to spending more time helping clients understand and prevent security risks. We continually **need access to advanced, but easy-to-use tools** to help us **identify security issues before they become problems**. This is our top priority."

Profile

- Website: www.discomputers.com
- Location: Richfield, OH
- Specializations: Disaster recovery, cloud services, VoIP phones, web development

Challenge

DIS Computers needed a solution that could provide monitoring and security assessment capabilities to identify security threats before clients fell victim to them.

Solution

After switching from another RMM solution, DIS enjoyed Barracuda RMM's:

- Interface and usability, which was easier to learn than their previous RMM tool
- Automated patch management capabilities
- Site Security Assessment tool to identify and resolve security risks

Results

Using Barracuda RMM, DIS improved their:

- Ability to detect security issues by over 60 percent
- Visibility across all client sites
- Ability to demonstrate the value of their services to their clients

Barracuda RMM's easy-to-use interface makes all the difference

Robert switched from a competitive remote monitoring and management (RMM) solution to Barracuda RMM.

He explains, "To this day, my team still doesn't know how to fully use the previous solution. It was too complex and not intuitive. Each task required a lot of clicks and with the learning curve, we simply couldn't access the accurate data to do our jobs. It also risked missing critical software updates."

Through Barracuda RMM's easy-to-use interface and usability, Robert quickly discovered new features and capabilities that could deliver maximum protection and drive efficiencies for his team. **"With Barracuda RMM, my team is able to easily figure things out with just a click.** We can see all of the policies and other critical details about clients' networks and sites. We can quickly go to a category like patch management and scroll down to reports and see a list of Windows updates that are either needed or have been applied to a group of computers."

"Barracuda RMM has been a big improvement from our previous RMM solution. The dashboard is so intuitive and easy to use that everyone on my team can access and use all of its capabilities. In just our first week using the solution, we were working much more efficiently and having the conversations with clients that lead to better security, service quality, and new business."

He continues "We can create rules for each client scenario and put scripts in place that automate our work. For example, we used to update Adobe manually for each client site and now **through a simple script feature, we are saving hours of work.**"

Robert also uses the RMM's security assessment. "Using the security assessment, I can see my clients' level of patch or user security and access all the details. When we see a low score for a site, we can really drill down and figure out whether it's a patch or user or network security issue and ultimately resolve it."

Barracuda RMM allows DSI to prove its value to their customers

By switching to Barracuda RMM, Robert has improved their ability to detect security issues by more than 60 percent. "Through the RMM platform and the security assessment tool, we now have access to accurate data that gives us confidence that we are finding and resolving security issues for our clients. **We have gained better visibility across all our client sites and the tools to show clients exactly where protection is needed and why.** This gives us the ability to work smarter, while continuing to maintain very high standards for service and support."

Learn more about Barracuda RMM

barracudamsp.com/rmm



About Barracuda MSP

As the MSP-dedicated business unit of Barracuda Networks, Barracuda MSP enables IT managed service providers to offer multi-layered security and data protection services to their customers through our award-winning products and purpose-built MSP management platforms. Barracuda MSP's partners-first approach focuses on providing enablement resources, channel expertise, and robust, scalable MSP solutions designed around the way managed service providers create solutions and do business. Visit barracudamsp.com for additional information. [@BarracudaMSP](https://twitter.com/BarracudaMSP) | [LinkedIn: BarracudaMSP](https://www.linkedin.com/company/BarracudaMSP) | blog.barracudamsp.com

617.948.5300 | 800.569.0155 | sales@barracudamsp.com