MSP Projects 30% Revenue Growth After Partnering with Barracuda MSP

MSP Challenges

- Ineffective previous backup solution resulted in massive data loss for several customers
- Lackluster technical support delayed ability to troubleshoot IT issues and compromised ability to provide good customer experiences

Barracuda MSP Solutions

After switching to Barracuda MSP, Goodwin PC was able to:

- Protect customers from advanced threats, including malware, ransomware, and zero-day exploits, with the CloudGen Firewall
- Offer safer, more efficient Office 365 environments with Barracuda Essentials
- Provide seamless administration through the backup appliance’s centralized management console, eliminating customer service complaints
- Benefit from a dedicated account manager and award-winning support team

Results

- BDR, firewall, and Office 365 sales have significantly ramped up
- BDR and firewall deployment times have been cut by 70%
- Improved customer satisfaction through better customer experience and restored reputation
- MSP is projecting 30% sales revenue growth this year

“After discovering Barracuda MSP, we were pleasantly surprised to find that setup times were only about 15 to 20 minutes, the customers’ upfront costs were half of our previous BDR offering, and the support has been amazing! Within the first four months of becoming a partner, we’ve already implemented the Barracuda Backup appliance with 10 customers.”

— Brian Eason, Owner, Goodwin PC Services

Goodwin PC Services also found Barracuda MSP’s support to be a real differentiator. “Other vendors we’ve worked with in the past offered email support only, or they took two to three days to return our calls, which made us look incompetent and unresponsive to our customers,” says Brian Eason, owner, Goodwin PC Services. “With Barracuda MSP, whether we need assistance with Barracuda Backup, Office 365 Essentials, Email Security, or CloudGen Firewall support, we simply call one number 24/7, and we’re able to talk with a subject matter expert within an hour — and oftentimes immediately. And, after the support call, a Barracuda MSP technician always follows up a few hours later to confirm the problem was resolved. We’re projecting 30% revenue growth this year, and Barracuda MSP products and services are a key part of that growth.”