

Barracuda MSP's cloud security bundle helps MSP land largest fully managed deal ever

INTALEX

London-based managed IT services provider Intalex offers its global customer base smart, agile and user-focused solutions, including IT operations, infrastructure, security, connectivity, and collaboration to drive digital transformation and provide an upper hand. By leading with a strategy first approach, Intalex focuses on more than simply keeping its customers' lights on.

MSP needs comprehensive cloud security strategy

Intalex wanted to offer its customers an integrated security strategy that can sit above their cloud products, such as Office365 and Microsoft Intune, and protect against network, web and email attack vectors. "We live in a new cloud world, so it's vital that we offer our customers a cohesive security strategy that protects them from any and all attack routes," says James Hunter-Paterson, Managing Director at Intalex.

James and his team also needed a partnership that would allow them to continue to remain strategy focused and not become tied down with the day-to-day management of their customers' solutions. **"We hadn't seen any MSP vendors leading with a security message until we met the Barracuda MSP team. They had solutions in all the key areas** where we knew our customers had security and data protection concerns, so we wasted no time in striking up a conversation."

Profile

- Website: www.intalexsmartsecurity.uk
- Year founded: 2017
- Specializations: IT operations, infrastructure, security, connectivity, collaboration and continuity services

Challenge

Intalex needed a cloud security strategy that could protect their customers from all potential methods and routes of cyberattacks, without creating a massive workload for the MSP's available staff and resources.

Solution

To provide complete cloud security, Intalex offered Barracuda's Managed Workplace, Content Shield, Mail Essentials Advanced, Intronis Backup, and Managed CloudGen Firewalls. Together, these solutions can:

- Be managed via a central portal to better administer security offerings
- Gather information across each platform and feed it to the other, with no additional pressure added to the MSP's workload

Results

Thanks to the Barracuda MSP security bundle, the MSP has been able to:

- Deliver better service to existing customers
- Offer previously unavailable insights to potential new customers and win new business
- Win their largest fully managed deal ever

Integrated solutions ease MSP's security workload

Intalex incorporated a plethora of Barracuda's solutions to offer their customers complete cloud security, including Managed Workplace, Content Shield, Mail Essentials Advanced, Intronis Backup, and Managed CloudGen Firewalls. All of these solutions are managed via a central portal that allows Intalex to quickly and easily administer security offerings to clients.

"This provides an extremely joined-up approach to customer security across all vectors. **Our Barracuda suite allows us to gather information across each platform and feed it to the other**, meaning a malicious email or threat picked up in one place is immediately identified across the board," details James.

"By integrating these solutions, **we are able to identify a threat in one vector and block it across the entire system with ease, with no additional pressure on our team of technicians**. We didn't feel anybody in the marketplace was offering this level of integration and complete cloud security but I'm glad that Barracuda MSP proved us wrong."

"We've quickly formed a deep relationship with Barracuda MSP and I'm pleased to say we've found a partner that will help us grow our business efficiently in the future. The Barracuda team are a core part of our business now and are always on hand with support, guidance, and the tools to win new business."

Selling advantages from Barracuda solutions help win large new business deals

Since implementing these solutions just six months ago, James and his team have already seen changes that have **directly allowed them to better serve their existing clientele and win business** that would have been difficult-to-impossible previously.

"Not only are all of our security requirements managed by one vendor, but we now have full, rapid access to the Barracuda pre-sales team and their wealth of experience. The access to this resource has helped us grapple with the new offering and ensure fast, smooth onboarding."

As well as ongoing support, Intalex has seen huge savings in time and energy amongst its teams. "**Barracuda MSP has a team of experts monitoring firewalls around the clock and reporting any issues in real time**, providing us with an extension of our team and allowing us to better service our clients at scale."

In terms of new customer relationships, Intalex can now approach new customers with previously unavailable insights and granular information thanks to Barracuda's auditing tools.

"Now when we walk into a pitching situation we come equipped with amazing insights and data that really gives us an edge over our competition. **Since bringing Barracuda MSP on board we have won our biggest 100 percent managed deal ever. That simply wouldn't have been possible before.**"

Learn more about Managed Workplace RMM

barracadams.com/rmm

Learn more about Content Shield

barracadams.com/product-details/web-filter/

Learn more about Intronis Backup

barracadams.com/product-details/intronis-backup/

Learn more about CloudGen Firewall

barracadams.com/product-details/cloud-generation-msp-firewall/



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 barracadams.com for additional information. [@BarracudaMSP](https://twitter.com/BarracudaMSP) | [LinkedIn: BarracudaMSP](https://www.linkedin.com/company/BarracudaMSP) | blog.barracadams.com

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