Engineering firm protects network and Microsoft 365 environment.

Fuscoe Engineering discovers benefits of Barracuda protection in wake of email security incident.

Customer

- Employee-owned civil engineering firm based in southern California
- 170 employee-owners
- Founded 1982

Challenges

- Needed security and backup for migration to Microsoft 365
- Firewall vendor was providing inadequate customer support

Solutions

Barracuda
Email Protection™

Barracuda
Cloud-to-Cloud Backup™

Barracuda
CloudGen Firewall™

Benefits

- Dramatic reduction in phishing attacks reaching inboxes
- Reduced risk due to accelerated incident response
- Reliable backup and recovery in case of deleted or compromised data

Being targeted by an account-takeover attack is not usually the sort of thing that makes IT admins happy. But that's exactly how Fuscoe Engineering Systems Administrator Jared Ricard responded one day when a large number of users received a malicious email from a client's account that had been taken over by cybercriminals.

"Just the day before, I had given my annual security awareness presentation to the company," says Ricard. "I showed everyone some ways to spot malicious emails, reminded them to be careful about clicking attachments, that sort of thing. And what was new that year was that we had put Barracuda Email Protection in place to protect our Microsoft 365 environment."

Ricard didn't have high expectations for the training, but he was pleasantly surprised. "Our employees tend to focus on booking billable hours," continues Ricard. "So attendance at these presentations can be low. But this time we had 90 to 95 percent attendance, probably because people knew there was a new security solution in place."

Fast, easy suspicious-email reporting

One thing he shared about Barracuda Email Protection was the Outlook Add-in that adds a suspicious-email reporting button to the Microsoft Outlook interface. "I showed them how easy it was — just a single click — to report a suspicious email to the IT team," says Ricard. "But I worried, as usual, about how much they were going to absorb and retain — especially since it could be weeks before they actually see an email that might be malicious."

So when a malicious email landed in employees' inboxes the very next day, the timing couldn't have been better. "What I'd told them was still fresh in their minds, so a lot of people noticed the signs that something was off about the email," says Ricard. "And they used the button to report it — just as they'd been trained to do. It's almost as though the criminals had set out to reinforce my training and make sure our employees remembered it!"

Fast, easy remediation

As soon as reports began to come in, Ricard and his team put the Barracuda Incident Response component of Email Protection to work. "With just a few clicks, we were able to find and delete every single instance of the bad email from every inbox it was in," he says. "It took about four

minutes. In fact, people started calling to tell me they had seen a suspicious email, but it had disappeared before they could report it. And the solution also put an automatic quarantine on emails from that domain. Once the client called to apologize later that day, and let us know the compromised account had been removed, we ended the quarantine and it was as though nothing had happened."

The experience was very different compared to earlier email security incidents. "Before we had Barracuda Email Protection, incident response took much longer," says Ricard. "If someone reported a phishing email, we'd have to send an email to everybody, telling them not to open or click this particular email. And we'd just have to cross our fingers and hope people would read it before they fell for the phishing scam. And then we'd have to scramble to examine all the inboxes and make sure we'd found and deleted every instance. With Barracuda Email Protection, it's like we're starting on second base — it's much faster, which means users have much less chance of opening or responding to the email."

Another upside of the attack was that Ricard could demonstrate the value of the Barracuda solution. "We did have the support of our management around investing in Barracuda solutions," he says. "But this incident really showcased the value we were getting from it. They truly came to understand why I like to use Barracuda security tools."

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Jared Ricard, Systems Administrator
Fuscoe Engineering

Declining email security incidents also helped demonstrate value. "The AI-powered anti-phishing capabilities mean that we've seen a marked decline in malicious emails getting through," says Ricard. "In just the past thirty days, the solution has blocked nearly 27,000 emails, including about 200 advanced threats. So in addition to being able to respond very effectively when an incident happens, we're also just seeing a lot fewer incidents — which means there's a lot less risk."

Better backup = more peace of mind

Another component of Barracuda Email Protection that made an impression on Ricard and his team is Cloud-to-Cloud Backup. "Fortunately, we haven't had to recover from any kind of disastrous data loss," says Ricard. "But it's a real comfort knowing that we can use Cloud-to-Cloud Backup to recover quickly in case of a ransomware attack, or some terrible mistake that deletes important data from Exchange Online, SharePoint, or OneDrive.

"But what we do use it for sometimes is account recovery. For instance, if an employee leaves the company and their account gets deleted, maybe later we realize there were some important files in their SharePoint account, and it's super easy to just bring that back, either the whole account or just the files we need."

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> **Jared Ricard, Systems Administrator**
> Fuscoe Engineering

An expanding partnership

About three years after deploying Barracuda email security, Ricard and his team decided they needed a new network firewall solution. "We were having some issues with the firewalls we had," says Ricard. "And, you know, issues come up, but if the vendor is willing to help you and really find solutions, that's ok. But in this case we really didn't feel like our vendor was being very supportive. We knew about Barracuda CloudGen Firewall, and we had been very impressed so far with the customer service that Barracuda provides. Always very knowledgeable, totally committed to solving our issues, just top-notch service. So we looked into the firewall solution, ran a few demos, and we liked what we saw."

Among the benefits they saw, single-vendor integration was important. "CloudGen Firewall checked all the boxes in terms of capabilities," says Ricard. "And with the Control Center product, as well as on the email protection side, I get to have almost my whole security stack in a single, integrated interface. It just saves me a lot of time and effort, not having to switch between different programs and interfaces."

Ricard doesn't anticipate changing security vendors anytime soon. "For me, Barracuda delivers the whole package," he says. "Advanced capabilities, ease of use, a unified interface, and really stellar customer technical support. As far as I'm concerned, they're going to be our security partner for a long time to come."

Learn more:

Barracuda Email Protection™

For organizations that want to protect their businesses, brands, and people against the most advanced email-borne threats, Barracuda Email Protection is a comprehensive, easy-to-use solution that delivers gateway defense, API-based impersonation and phishing protection, incident response, data protection, and compliance capabilities.

Barracuda Cloud-to-Cloud Backup™

Barracuda Cloud-to-Cloud Backup provides easy-to-use SaaS backup for your Microsoft 365 data, including Teams, Exchange Online, SharePoint and OneDrive, including OneNote, with unlimited storage and retention.

Barracuda CloudGen Firewall™

Barracuda CloudGen Firewall provides a comprehensive set of next-generation firewall technologies to ensure real-time network protection against a broad range of network threats, vulnerabilities, and exploits, including SQL injections, cross-site scripting, denial of service attacks, trojans, viruses, worms, spyware, and many more.