

MSP expands its service capabilities and meet clients' security needs with Barracuda RMM



Dan Harley started PrimeConcepts more than 20 years ago as an Internet consulting company serving small- to mid-sized businesses in the Apple Valley, California area. PrimeConcepts helps companies build ecommerce platforms and develop online marketing strategies that encompass inbound marketing and SEO tactics. Dan also has decades of experience in computer programming and repair, web design, business management, and professional sales.

A solution that meets clients' security needs

PrimeConcepts wanted to assist clients with their critical IT and security needs, which were often unmet by incumbent IT solutions providers. In particular, they were concerned about their ability, resource-wise, to meet these needs effectively, because their primary expertise and focus was on providing ecommerce and marketing related services vs. managing IT emergencies and security.

Over the past few months, a couple of PrimeConcepts' customers reached out to Dan and confided that they were at their wits end with computer and server issues that were being neglected by their IT solution providers. "Although I have the ability to solve many of their IT issues, my company's primary focus is marketing and web design, and **I'm not staffed to handle IT emergencies on a regular basis,**" says Dan. "At the same time, **I couldn't ignore my customers' concerns, and I wanted to help them find a resolution.**"

Profile

- Year founded: 1997
- Number of employees: 1
- Website: www.primeconcepts.net
- Specializations: Internet consulting, web design, general IT solutions and services, Internet marketing, SEO/SEM, PPC, custom applications, eStrategy planning

Challenge

PrimeConcepts lacked the resources needed to effectively meet their customers' IT and security needs and required a solution that could reduce the workload and simplify the technical aspects that they were less familiar with.

Solution

Barracuda RMM provided:

- A built-in Site Security Assessment that helped identify and address vulnerabilities
- An Operational Accelerator service, the Network Operations Center, that complemented their existing team and delivered support services, even after hours and on weekends

Results

PrimeConcepts is now able to:

- Uncover and resolve issues that were compromising performance and creating security vulnerabilities
- Provide scalable, comprehensive IT services and support without having to increase headcount
- Help customers comply with industry regulations such as HIPAA

RMM tool combines with Help Desk services to create the ideal solution

After reaching out to and learning more about multiple trusted managed services vendors, PrimeConcepts came up with a two-part solution: First, they would use Barracuda RMM to remotely monitor and manage clients' IT infrastructure and second, they would use Barracuda RMM's NOC and Help Desk technology support services to assist PrimeConcepts with after-hours and weekend IT support.

"Barracuda RMM enables us to run security assessments on a customers' IT environment and see their operating systems, software, network security levels and more from a centralized location," says Dan. "We can then automate many of the tasks that typically consume IT pros' time, such as Windows updates and software patches. **If the RMM tool detects a problem with the network after regular business hours or on the weekend that requires IT support, the NOC service desk and service operations center are available to handle it.**"

"With Barracuda MSP and their Barracuda RMM, I can offer clients better service than competitors with more than 20 employees, without taking on the burden and risk of building a big staff. I have 30 other clients who know I'm offering these services and I could easily add all of them before I'd need to hire another employee."

Barracuda RMM improves network compliance and compliance with industry regulations

After introducing the Barracuda RMM solution on two clients' networks, the consultant was surprised to discover how many issues were detected.

"We discovered a Windows 2008 Server that hadn't been updated in three years," recalls Harley. "What's worse is that the client had been paying an IT company to manage its servers during that same period. Whenever the customer had inquired about a network performance problem, they were given a technical and nonsensical response justifying why things were the way they were."

Harley adds, "Our network scan also uncovered seven workstations that were running outdated versions of Windows, multiple antivirus products from different vendors, and had no data backups in place. They weren't even using a UPS on their server, which made them even more vulnerable to data loss. Within a short period, we updated their software and secured their computers and servers. **Not only did we greatly improve their network performance, but we're also making them more secure and improving their HIPAA compliance.**"

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

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