CASE STUDY

Major pizza chain tames wave of account takeover.

Uses Barracuda Email Protection for prevention, response, and protection.

EMAIL PROTECTION

Profile

- Convenience store food service program founded in Nashville, TN
- 8,000 locations across 30 states
- Second-generation family-owned business

Challenges

- Growing volume of phishing and account-takeover attacks getting out of hand
- Excessive resources devoted to responding to security incidents
- Insufficient security awareness increasing risk of bad outcomes

Solutions

Barracuda
Email Protection™

Results

- Comprehensive email security, archiving, data protection, and compliance support
- Maintenance-free cloud-hosted services leave IT personnel on-task
- Complete interoperability with Azure services to optimally leverage cloud benefits

Jon Smallwood—IT Manager for Hunt Brothers Pizza, a convenience store food service program with eight thousand locations spread across thirty states—knew that something would have to be done soon to improve his email security situation. "Native Microsoft 365 security could only do so much against the growing number of phishing and account takeover threats," he says. "I discussed it with our IT vendor, and he mentioned a few options, including Barracuda—so I knew it was possible. But at first, I couldn't get approval."

Eventually the sheer volume of attacks made the difference. "They kept coming faster, until it was spiraling out of control," says Smallwood. "User reports of bad emails were piling up, and responding to them was taking too much of my team's time. Probably eight to ten hours a week."

Lost IT productivity wasn't Smallwood's only worry. "I felt like it was only a matter of time before there would be a major financial fraud, or reputational damage if we spread threats to our distributors or partners," he says. "That's when I went back to my director and told him, look, this is getting serious, and I know exactly what we need to do to address it, all I need is approval. And I got the budget."

Choosing Barracuda Email Protection

"We evaluated several solutions and decided on Barracuda," says Smallwood. "What really spoke to us and made the biggest difference was the Phishing and Impersonation Protection part, that uses AI to detect the kind of account-takeover threats that were our biggest immediate problem. We also really liked how simple it is to set up and use. After all, a solution that folks can't use or don't want to use is a waste of money. Simple gets done."

Deployment and configuration went quickly and easily. "Our Barracuda sales engineer went above and beyond," says Smallwood. "I mean, it was pretty self-explanatory, but it was still really helpful to have Barracuda there to train us on everything and just point us in the right direction on different configuration options and so on."

A full suite of benefits

Since purchasing Barracuda Email Protection, Smallwood and his team are enjoying the benefits of every part of the cloud-delivered solution. "We're seeing a huge reduction in the number of phishing emails that get through, of course," says Smallwood. "But even the few that do get into users' inboxes are much easier to deal with. The automated Incident Response piece lets us find and delete every instance of a bad email in minutes, with just a few clicks. That alone means that we're saving more than eight hours of IT time every week."

Other benefits come from the backup, message-archiving, training, and gateway elements of Barracuda Email Protection. "The cloud backup gives us great peace of mind. And we've already had cases where employees left, their files were all deleted, and then they came back, and we were able to recover all their files very easily. Cloud Archiving has saved us a lot of time dealing with litigation discovery. And although we haven't yet fully implemented it, we're already getting value from the security awareness training by running a couple of simulations that gave us a good baseline view of vulnerabilities."

"Even the email gateway has been exceptionally useful," continues Smallwood. "The outgoing-traffic filtering is great—I worry much less about spreading threats to our partners. And the reporting has been really useful in terms of demonstrating value. My CEO was upset about one account takeover that we had to deal with, but I was able to show him right away that we had blocked many thousands of phishing attempts in the same timeframe. You know, I tell these guys that if you've got a C in your title, or Hunt in your name, you're going to be targeted very heavily, but seeing the actual stats laid out clearly in black and white really brings home the scale of the threat."

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> Hunt Brothers Pizza

A partnership for cloud security

Smallwood sees the potential for a continuing security partnership with Barracuda. "Getting our Microsoft 365 email security and data protection leveled up has been a real boon," he says. "Thanks to Barracuda Email Protection we've dramatically reduced our risk exposure while also saving time and boosting productivity for the IT team. As we complete our ongoing migration of apps and other workloads to the Azure cloud, I expect that we'll be looking very closely at Barracuda's cloud-first solutions for network and app security as well."

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Learn more:

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
Email Protection™

About Barracuda

At Barracuda we strive to make the world a safer place. We believe every business deserves access to cloud-first, enterprise-grade security solutions that are easy to buy, deploy, and use. We protect email, networks, data, and applications with innovative solutions that grow and adapt with our customers' journey. More than 200,000 organizations worldwide trust Barracuda to protect them — in ways they may not even know they are at risk — so they can focus on taking their business to the next level. For more information, visit barracuda.com.