

Barracuda Managed Workplace - MSP

Security-Centric Remote Monitoring and Management (RMM) platform

The first RMM tool in its class to include a built-in security assessment tool that enables MSPs to quickly assess customers' networks, deliver multi-layered security, monitor anomalies, and seamlessly recover data in the event of an attack.

Create multi-layered security services

Managed Workplace is a single, turnkey solution that includes security assessment, remote monitoring and management capabilities, task automation, patch management, detailed reporting, and more. Available on-premises or in the cloud, you can create security services that small-and-medium sized businesses need in today's cyberthreat landscape.

Detect and address vulnerabilities

Managed Workplace's Site Security Assessment is a built-in business enablement tool that allows managed service providers to easily identify network vulnerabilities, provide remediation recommendations, and uncover new sales opportunities from your customers. The assessment measures security posture for SMB sites by analyzing patch and password management, antivirus status, and network security levels. The output of the assessment can be reviewed periodically to track security history and improvement over time.

Deliver services efficiently and profitably

With a built-in service plan feature, Managed Workplace enables your team to quickly onboard new customers, assign policies and alerts, and automate remediation actions. Furthermore, Managed Workplace includes a free remote IT support tool that allows your team to remotely resolve customer tickets without traveling to their site.

Demonstrate value and grow your business

Managed Service Providers can schedule and share reports with customers using over 150 pre-built, customizable reports. These illustrate the service provider's contributions, provide transparency, and identify areas for improvement. Additionally, remote IT Support functionality enables prompt resolution of customer issues, from anywhere, while PSA ticketing capabilities ensure you can track and report on customer tickets through built-in features and PSA integrations. Collectively, this lays a solid foundation for improved customer security postures, enhanced relationships, and your business growth.

Key Features

Built-in Site Security Assessment: Identify client network vulnerabilities to recommend the right services.

Standardized Service Plans: Create and execute service based on your preferences.

Centralized Dashboard: Add and manage client networks from a single dashboard.

Custom Monitoring & Alerting: Continuous monitoring and alerting based on service plan policies.

Microsoft Patch Management: Acquire, test, and apply Microsoft patches automatically or manually.

Task Automation: Quickly complete common tasks and remediate simple alerts with 200+ pre-built scripts.

Remote IT Support: Promptly resolve customer issues swiftly, from anywhere.

Detailed Reporting: Illustrate your contributions, provide transparency, identify areas for improvement.

PSA Ticketing: Track and report on customer tickets through built-in features and PSA integrations.

Operational accelerators

Network Operations Center (NOC): Barracuda's Network Operations Center (NOC) delivers reliable 24x7 managed services and technical support, both on-shore and off-shore, to customers as an extension of the MSP's team. It offers synchronized ticketing, reporting, and centralized management for service providers.

Help Desk: Barracuda Help Desk works as an extension of service providers' help desk, available via ticketing, phone, email, and chat.

Advanced Software Management: Barracuda's Advanced Software Management provides MSPs with access to a comprehensive library of third-party patches and updates from over 100 software vendors that they can automatically deploy to their customers. This helps MSPs further improve their customers' security posture by preventing vulnerabilities and staying up-to-date with tested patches.

Security add-on

Managed antivirus: Deploy Avast Business Antivirus Pro Plus to all devices under management from Managed Workplace for easy policy configuration and enhanced device security.



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

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