



**CONCORD  
FOOD CO-OP**  
Community Owned Since 1982



CASE STUDY

# New Hampshire food co-op gains security, peace of mind with modern SOC-as-a-Service platform.

IntraSystems delivers Barracuda XDR as part of fully managed IT services package for Concord Food Co-op.

## Customer

- Food co-op with 8,600+ active member/owner households (and growing)
- Founded in the late 1970s as a local community buyers' club
- Locations in Concord, NH and New London, NH

## Challenges

- Solo IT manager left abruptly, no one available to take over
- Increasing awareness of risks from cyberattacks
- Aware of potential risks as more workers went remote

## Solutions

- Engagement with IntraSystems Microsoft 365



Barracuda  
**Email Protection™**



Barracuda  
**XDR™**

## Results

- Greatly improved email security and data protection for Microsoft 365
- Full-time outsourced monitoring and response for all security incidents
- Huge reduction in need for in-house IT expertise
- Improved peace of mind



When Adam Orcutt suddenly had to take over management of IT for the Concord Food Co-op in 2021 — following the abrupt departure of its previous IT Manager — the timing was less than ideal.

“I was one of a few people at the Co-op who had the technical know-how to oversee our IT infrastructure,” says Adam, “but what none of us had was the time to commit to the role. We all already had other jobs to do.”

It didn't help that the organization was in the midst of a significant change to its IT environment. “This was during Covid, and some of our staff had switched to full-time remote work,” Adam continues. “And we were seeing a rise in phishing and other cyber attacks. We'd also been the victims of check fraud, and so we had launched an effort to better secure all our digital assets. That included upgrading our email security, and also implementing Barracuda XDR.”

## Turning to trusted partners

The Concord Food Co-op was working with RTM Communications, which was acquired by IntraSystems in 2022, as their technology vendor and partner.

“We had gone in earlier to evaluate the Co-op's needs and formulate a plan with them,” says Scott Stone, who at the time was a Business Development Representative at RTM. “And they needed to set up a wireless system that connected their scales and POS, so we scoped that for them and provided both the hardware and the services around that.”

The Co-op's Microsoft 365 deployment also needed to be secured. “We also set them up with Barracuda Email Protection at that time,” Scott continues. “That was a good way to deliver a lot of value in one package: email security, AI-based protection against impersonation attacks, cloud-based data backup, message archiving, automated incident response. It's one of our go-to solutions that we've pitched to a lot of our clients who use Microsoft 365.”

## Choosing SOC-as-a-Service

The Co-op's minimal IT staffing and resources meant that they depended on IntraSystems for ongoing management. “We provided a full MSP monitoring service for the Co-op,” says Jeremy Abbott, who currently manages Concord Food Co-op's account with IntraSystems. “And as the sheer number of phishing attacks and threats kept rising, it was getting increasingly demanding to respond to all the alerts and incidents. So that's when we proposed bringing Barracuda XDR into the mix.”

“I'm the type of guy that needs to know everything I can about what I'm selling,” adds Scott. “So when Barracuda added XDR to their offerings, I made sure to go through all the trainings and get fully certified on it. And that really made it easy to communicate the value that it would bring. We brought Barracuda's rep in and delivered a compelling demo, and the Co-op agreed that it was what they needed. And it sure didn't hurt that Barracuda XDR was priced a lot more competitively than any comparable service that was on the market at that time.”

“[Barracuda Email Protection] was a good way to deliver a lot of value in one package: email security, AI-based protection against impersonation attacks, cloud-based data backup, message archiving, automated incident response. It's one of our go-to solutions that we've pitched to a lot of our clients using Microsoft 365.”

**Scott Stone, Business Development Representative**  
IntraSystems





“We closed the deal on XDR before I took over IT for the Co-op,” says Adam. “So I wasn’t there for the initial meetings or the demo. But I was involved in the later phase of implementation, and all I can say is that it was a breeze. There were a few calls with IntraSystems and Barracuda, but basically I was just along for the ride. Between them, they took care of the whole process. And now I’ve really come to be impressed with the vigilance and oversight that Barracuda XDR provides, on top of the trust I have in IntraSystems to keep us secure.”

“Look, the Concord Food Co-op doesn’t have its own SOC,” adds Jeremy. “Heck, they don’t even have a full-time IT manager. But they’re just as big a target for cybercriminals as any other organization today. So outsourcing IT management and security monitoring makes sense for them. As an MSP, that’s what we do. And on the security side, having Barracuda XDR there is a huge help. It’s a real SOC-as-a-Service platform, monitoring and responding to any security alerts or issues that might come up, 24/7.”

“I always know that whatever comes up, I can just give it to [IntraSystems] and they’ll resolve it. And the same goes for Barracuda. Between the two of them, they make sure that everything just works and is fully secured. It gives me great peace of mind and lets me focus on my real job of helping run a large, member-owned cooperative.”

**Adam Orcutt, Store Manager**  
Concord Food Co-op



## The ultimate benefit: Peace of mind

“From the moment I stepped into this IT role, I depended on IntraSystems and trusted them to take care of things for us” says Adam. “And they have absolutely fulfilled that. I always know that whatever comes up, I can just give it to them and they’ll resolve it. And the same goes for Barracuda. Between the two of them, they make sure that everything just works and is fully secured. It gives me great peace of mind and lets me focus on my real job of helping run a large, member-owned cooperative.”

“We’ve been enthusiastic Barracuda partners since the beginning,” adds Scott. “And we’ve never had any reason to regret making that commitment. Not only are they active, responsive partners who are always ready to provide hands-on assistance, but it’s also clear that Barracuda is committed to ongoing innovation, to pushing the boundaries of what’s possible. Barracuda XDR is just the latest example of that, and we’re proud to be able to deliver that value to our clients.”

## Learn more:



[Barracuda Email Protection](#) is for organizations that want to protect their businesses, brands, and people against the most advanced email-borne threats. It’s a comprehensive, easy-to-use solution that delivers gateway defense, API-based impersonation and phishing protection, incident response, data protection, and compliance support.



[Barracuda XDR](#) is an eXtended visibility, Detection and Response platform that is backed by a group of tenured security experts in our 24x7 Security Operations Center (SOC), providing proactive cybersecurity-as-a-service for our partners and customers.





# 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](https://barracuda.com).