



Premium Support

Barracuda Networks Premium Support

Barracuda Premium Support ensures your network is running at its peak performance, by providing the highest level of 24/7/365 technical support for mission-critical environments. Our dedicated support team provides fast resolution of your high-priority support issues, to keep your business up and running.

Priority access to top-tier technicians

As a premium support customer, you're always prioritized within our ticket queue. If you're facing a business-critical issue, we will transfer you to one of our highly-skilled Premium Support engineers, to provide the fastest resolution possible.

Dedicated Premium Support Manager

Your Premium Support Manager is your dedicated resource for any questions about the support process or service delivery. They will closely monitor your support requests to make sure that you are getting the fastest possible solution and will provide you with regular check-ins and support activity reports upon request.

Root Cause Analysis

We are committed to making sure your Barracuda solution is providing you the best security possible. To maintain optimal performance, your Premium Support team will not only resolve an issue but find the root cause of the problem to make sure you don't encounter it again.

Proactive notification and standby support

- If you've experienced a software issue, you'll receive a proactive notification as soon as our development team releases a new firmware update that fixes the problem.
- If you have a maintenance window for your solution, you can notify the team and they will keep a resource on standby to assist with any unexpected issues.

Configuration reviews to optimize your deployment

You can request a configuration review at any time and your dedicated Premium Support team will verify if there's anything that requires adjustment to maximize the performance of your Barracuda solution.

Rapid response to your support requests

Service Level Agreements (SLAs) guarantee priority response time for mission-critical issues.

Premium Support Comparison Chart

	ENHANCED	PREMIUM
FEATURES		
Subscriptions	Energize Updates	Premium Support
Term	1, 3 or 5 years	1, 3 or 5 years
Support Operation Hours	24x7	24x7
Response Time for Critical Issues	2hr	30min
Support Specialist Tier	Level 1	Levels 2/3
Firmware Maintenance	✓	✓
Resolution of Technical Questions	✓	✓
Software Issue Inquiry	✓	✓
Access to Product Documentation	✓	✓
Configuration Guidance	✓	✓
Feature Requests	✓	✓
Access to BETA programs	✓	✓
Live Transfer (Critical Issues)		✓
Support Case Prioritization		✓
Priority Escalation to Resolve Critical Issues		✓
Root Cause Analysis (upon request)		✓
Proactive Notification About Resolved Software Issues		✓
Planned Event Support		✓
Service Level Agreements		✓
Premium Support Manager		✓
Monthly Check-ins and Reports		✓
Proactive Ticket Evaluation		✓
Configuration Review (upon request)		✓

“The Premium Support Engineers are very knowledgeable, provide immediate attention, and have always been a pleasure to work with. Issues are resolved quickly and their follow up provides great customer service. We highly recommend Barracuda Networks with Premium Support.”

Systems Administrator
Missile Defense Agency

“UNC is extremely pleased with our two Barracuda Networks products, but the thing that I’m most pleased with is Premium Support. I actually know the name of the support technician that I’m going to be working with! There isn’t another product that I use at the university that I can say I know the name of the technician that I’ll be working with Barracuda Networks Premium Support takes great care of UNC.”

Midrange Services
University of Northern Colorado

