

FAQ (Professional Services)

<https://campus.barracuda.com/doc/97520070/>

What happens after a Professional Services order is placed with Barracuda Networks?

Once an order is placed with a Barracuda Networks Sales Representative, a services request will be created with the Barracuda Networks Professional Services team. Next, a Professional Services technician will send an email via <region>professionalservice@barracuda.com to the contact information provided for the designated Services contact. The technician will schedule a time and date for an initial call to outline product requirements and provide the next steps for fulfilling the service.

The next service date will be to implement, configure, and test the Barracuda Networks product based on the requirements discussed in the initial call. Delivery of the service will be completed within 90 days from the initial requirements call once an implementation date and time has been scheduled.

After implementation and testing is completed, the technician will ask for confirmation that the implementation has been completed according to the requirements of the product. Once a customer confirmation has been received, the case will be closed, and a customer satisfaction survey will be sent to rate the experience and provide feedback. Please take the time to complete the survey as it will assist in enhancing the Professional Services experience!

What is the lead time for the service engagements?

The lead time is no more than 3 days for providing you an initial mail from our Professional Services team, kicking off the planning phase.

Where can I reach out if I have questions about the service delivery?

If you have an open Professional Services case, please reach out via email to your Professional Services technician with any questions you have regarding delivery. In urgent situations, please give us a call and have your service case number ready: <https://www.barracuda.com/support/phone>

If you are interested in purchasing services for your Barracuda Networks product and need more information, please contact your Barracuda Networks Sales Representative for more details.

What happens if the solution installation requires additional time to complete the service?

The goal of our Professional Services team is to prepare the solution so that the system is working properly, and the appropriate functionality is available. If it is determined during the initial scope of the project that the requirements will exceed what is achievable in the allocated time, please work with your Barracuda Networks Sales Representative and Professional Services team to discuss additional options to meet your needs.

How can I provide feedback once the service engagement has been closed?

Once the service engagement has been completed, the Professional Services Technician will resolve your case and send a follow-up email with details on providing feedback to continue to enhance and improve our services. In the email, you will find a link to our survey where you can rate your experience and provide comments.

How can I get assistance after the service engagement has been closed?

Our award-winning support team is available for you after the service has been delivered:

<https://www.barracuda.com/support/index>

Do Barracuda Networks Professional Services technicians also help with non-Barracuda Networks solutions?

Our technicians focus exclusively on Barracuda Networks solutions, but will be happy to provide information to help you properly prepare other devices or services and find the right resources.

Where can I find additional information about Barracuda Networks Professional services?

For more information, please review our brochure on the Barracuda Networks Support page or visit Barracuda Campus where you will find an overview of our Professional Services, video documentation, and our brochure.

You must be logged into Barracuda Campus to view the link included below. If you do not have access to Barracuda Campus, please reach out to your Barracuda Networks Sales Representative.

Brochure: https://assets.barracuda.com/assets/docs/dms/Barracuda_Professional_Services_US.pdf

Campus: <https://campus.barracuda.com/product/SUP/doc/93195219/professional-services/>

What are the working hours of the Barracuda Networks Professional Services team?

Professional Services are provided only between the hours of 08:00 AM and 6:00 PM local time, for a maximum of eight (8) hours in a 24-hour period from Monday to Friday.

What should I do if I need assistance on weekends or at night?

Our Professional Services hours are provided only between the hours of 08:00 AM and 6:00 PM local time, for a maximum of eight (8) hours in a 24-hour period from Monday to Friday.

If you have additional questions about assistance outside of our standard hours, please reach out to your Barracuda Networks Sales Representative.

Where can I find the Statements of Work?

The Statements of Work (SOW) can be found in our Campus documentation for Professional Services at the bottom of the page and are based on region.

Campus: <https://campus.barracuda.com/product/SUP/doc/93195219/professional-services/>

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