

# Technical Support



# Introduction to Technical Support

## Global Support Services

- 280+ Engineers Worldwide
- 50+ Engineers in EMEA
- EMEA Support Offices:

Vienna (AT) / EMEA HQ	
Innsbruck (AT)	Basingstoke (UK)

- US Support Offices:

San Jose (CA) / HQ	
Ann Arbor (MI)	Alpharetta/Atlanta (GA)
MSP Support – Chelmsford/Boston (MA)	

- APAC Support Offices:

India	
Japan	China

## Standard Support

- Knowledgebase Solutions
- Barracuda Campus
- Product Documentation
- Technical Forum
- 24x7 Support Access
- Multiple Contact Options:

Phone	E-Mail
Chat	Webform



# Premium Support Key Benefits

Paid added value Service for eligible customers!

- 24/7 global support via Phone and E-Mail
- Priority response time to resolve mission-critical issues
  - P1 – 30 Minutes
  - P2 – 1 hour
  - P3 – 8 hours
  - P4 – 24 hours
- Priority Level Agreements (PLAs) to guarantee that issues are resolved as fast as possible
- Dedicated support team and PS manager that is familiar with your environment
- Configuration reviews on request with initial scope definition
- Monthly Support Manager review call
- Monthly Support Case reports
- Dedicated Premium Support E-Mail Alias
- Formal Handover Procedure from installation into support with central repository for PS customers
- Preferred Case Handling



# Find Support Contact Details

EMEA Support Office	
Email	<a href="mailto:emeasupport@barracuda.com">emeasupport@barracuda.com</a>
Phone	+43 508 100 7800 (EMEA Support Office) +44 1256 300 102 (UK Support Office)

All Support Contact Details	
<a href="http://www.barracuda.com">www.barracuda.com</a>	
Support →	Contact Support
<a href="https://barracudamsp.com">https://barracudamsp.com</a> for MSP	
Support →	Contact Support

Corporate Headquarters Support Office	
Email	<a href="mailto:support@barracuda.com">support@barracuda.com</a>
Phone	+1 408 342 5300 (Skype: barracudanetworkssupport)
Additional Info	<ul style="list-style-type: none"><li>- Basic Support Hours: 8:00 AM - 5:00 PM PST, Monday through Friday</li><li>- Enhanced Support Hours (incl. with Instant Replacement service): 24x7 phone support</li></ul> Email and Phone Support offered 24x7 without any phone trees. You will actually speak to a live person.



# How to Open a Support Case

## Priority Level 1

To submit your case at any time:

Please call the support number and identify yourself with the details described on the next slide.

Also you can submit the case via mail: [emeasupport@barracuda.com](mailto:emeasupport@barracuda.com)

Please include "end-customer name" in your email subject line.

## Priority Level 2 / 3 / 4

You may submit a case via mail: [emeasupport@barracuda.com](mailto:emeasupport@barracuda.com)

Please include "end-customer name" in your email subject line.

As option, you may submit your case by visiting: [www.barracuda.com/support](http://www.barracuda.com/support)

There you have the option of initiating a live chat session with a Barracuda Help Desk Agent, or you can sign in to Barracuda Cloud Control and open a case there.

Of course you can call the support number as well at any time.





# Required Information

When opening a Support ticket, please provide all of the following information:

- Identify yourself as Barracuda Partner
- Raise the case against the end-customer account
- Barracuda Networks product name and model number (e.g. Barracuda Cloud Generation Firewall)
- Provide Barracuda Networks product serial number (when submitting serial number via the Web site or live chat, use only numerals, not letters) for easy identification.
- Full name of authorized contact person
- Call-back phone number for authorized contact person
- Email address (must match company or authorized contact person)
- Provide troubleshooting steps done including results



# Support - In Scope

<ul style="list-style-type: none"><li>• Technical Issues</li></ul>	<ul style="list-style-type: none"><li>• License Issues</li></ul>
<ul style="list-style-type: none"><li>• Technical Questions</li></ul>	<ul style="list-style-type: none"><li>• Issues with Customer Portal</li></ul>
<ul style="list-style-type: none"><li>• Software Issues</li></ul>	<ul style="list-style-type: none"><li>• Barracuda Service Outages</li></ul>
<ul style="list-style-type: none"><li>• Barracuda RMA Handling</li></ul>	<ul style="list-style-type: none"><li>• Escalations</li></ul>
<ul style="list-style-type: none"><li>• Root Cause Analysis</li></ul>	<ul style="list-style-type: none"><li>• Interface to Development</li></ul>



# Support - Out of Scope

• Proof Of Concept / Demo Setups	• Product Trainings
• Project Support	• Onsite Meetings
• Feature Requests	• Contracts
• Configurations Assistance	• Renewals
• Billings	• Hardware Upgrades
• New Sales Opportunities	• Hardware / License Sizing
• Beta Program	





# Thank You

