Barracuda
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BARRACUDA TECHNICAL SUMMIT
Premium & Campus Support

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Premium Support

What's our mission?

What's our vision?

How do we deliver it?

How do we deliver it?

Customer thinking

Taking ownership

Deliver outcomes

Empowered and passionate employees

Key benefits

24/7 global support

Priority response time to resolve mission-critical issues

- P1 – 30 min
- P2 – 1 h
- P3 – 8 h
- P4 – 24 h

Dedicated support team

- Account manager
- High skilled technician

Live transfer to dedicated support team

Preferred ticket handling & proactive ticket monitoring & escalation prioritization

Monthly case report / check-ins

Configuration review / root cause analysis upon request

Requirements

Hardware models 6xx and higher

Model below 6xx and cloud deployments are restricted by deal size

Instant Replacement

All products in the same product family must have Premium Support

Responsibilities

- Technical problems
- Technical questions
- Software issues
- RMA handling
- Configuration reviews
- Root cause analysis
- License issues
- Issues with customer portal
- Barracuda service outages
- Escalations
- Interface to development

Responsibilities are restricted to Barracuda hard- and software only.

Outlook

Dedicated phone number for Premium Support customer

New customer portal

New support case reporting

- Open / closed cases
- Affected BUG's + status
- FRQ + status

Campus

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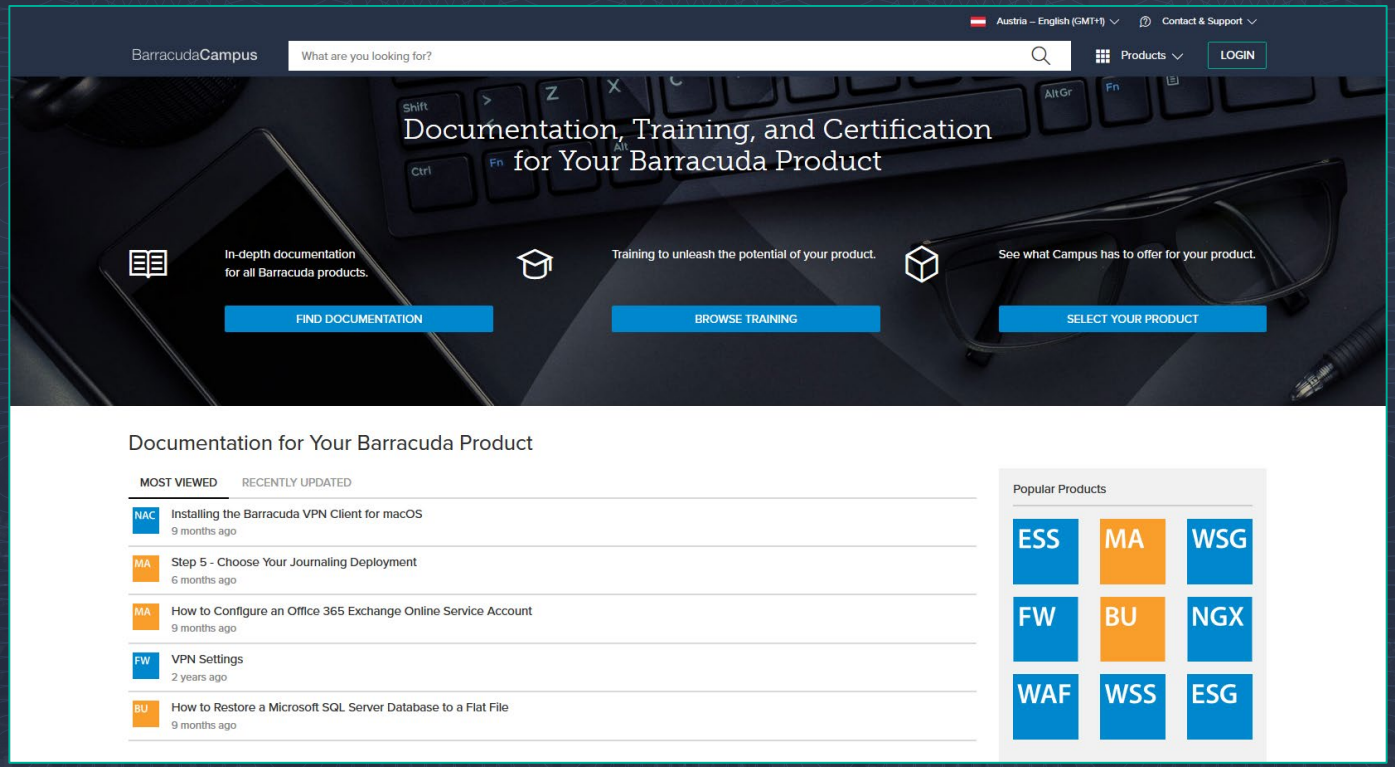
Barracuda Campus
Update 2019 & Outlook

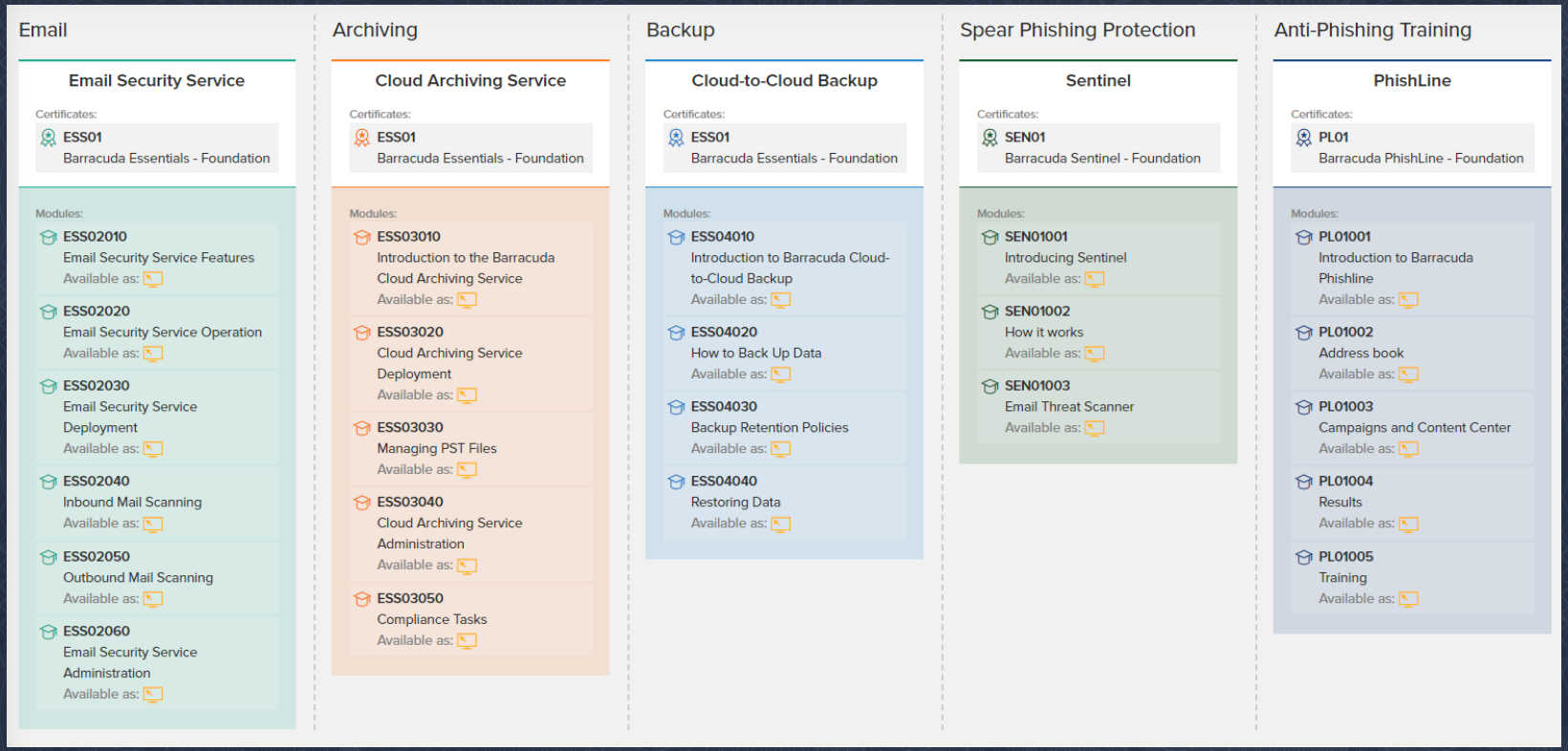
https://campus.barracuda.com



Overview: Campus training types

Self Paced	Classroom	Distance Learning
• Training videos • Training documentation	• Offered by training partners	• Virtual classroom • Offered by training partners

Update: Total Email Protection Training

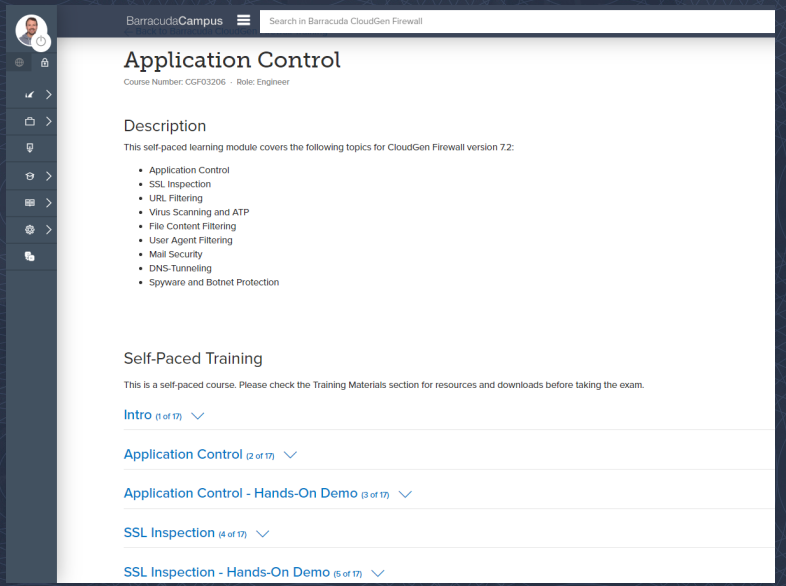


Update: Improved training videos

Shorter video chunks
(15 minutes)

Separate lecture and hands-on videos

All existing training videos will be reworked



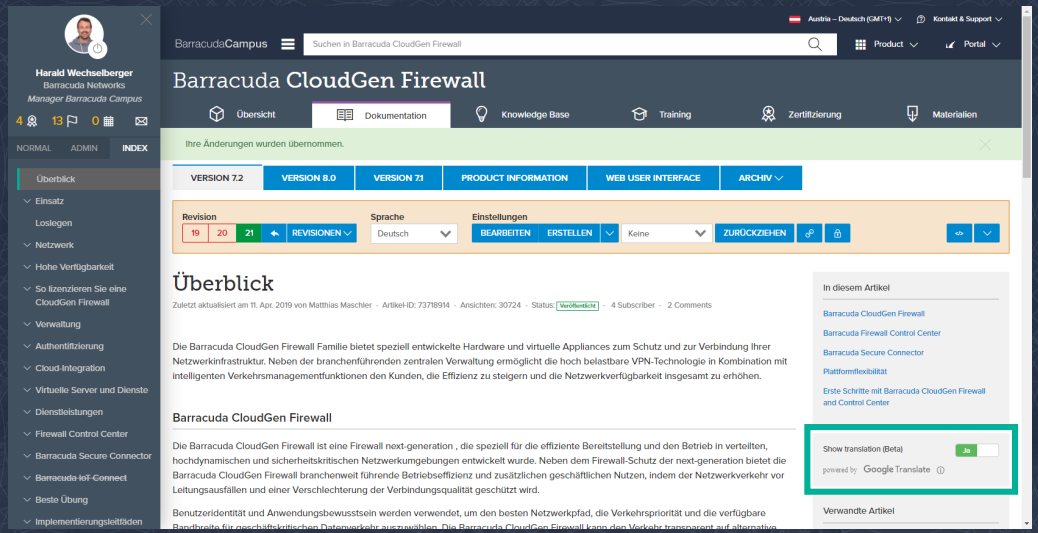
Update: Documentation translation

Instant translation for all Campus documentation articles

Six languages:

- Spanish, German, French, Italian, Chinese, Japanese

Based on browser language or profile settings



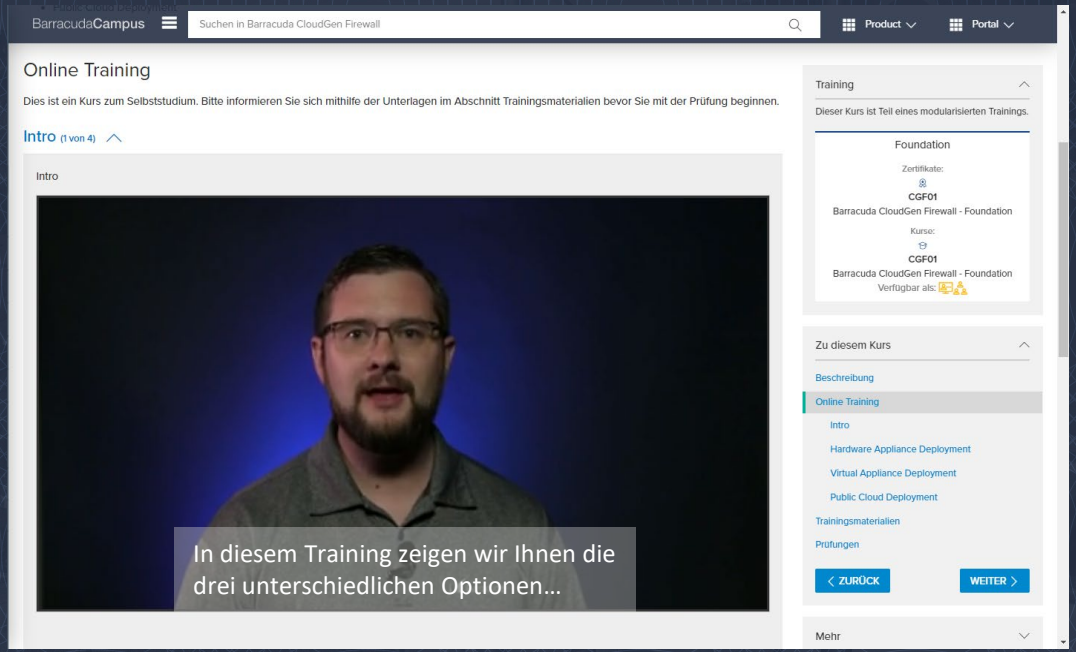
Outlook: Subtitles for videos

Multilingual subtitles

- Spanish, German, French, Italian, Chinese, Japanese

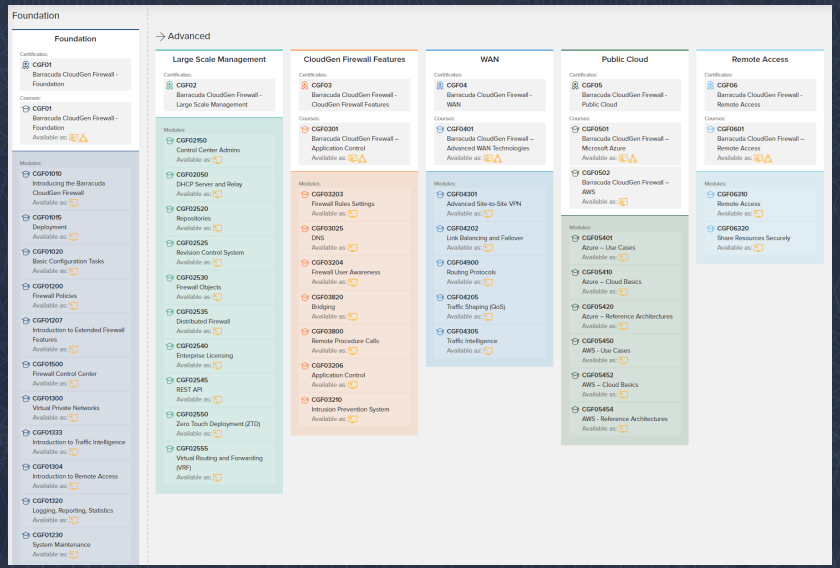
Video transcripts

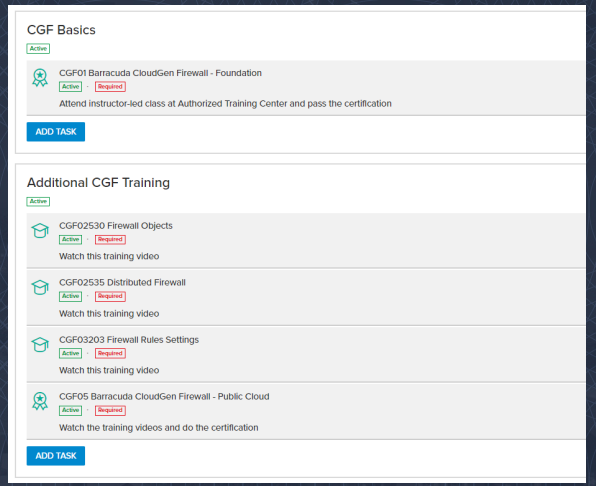
Improved searchability for video content



Outlook: Training plans

Finding the right training and certification on Campus can sometimes be difficult.



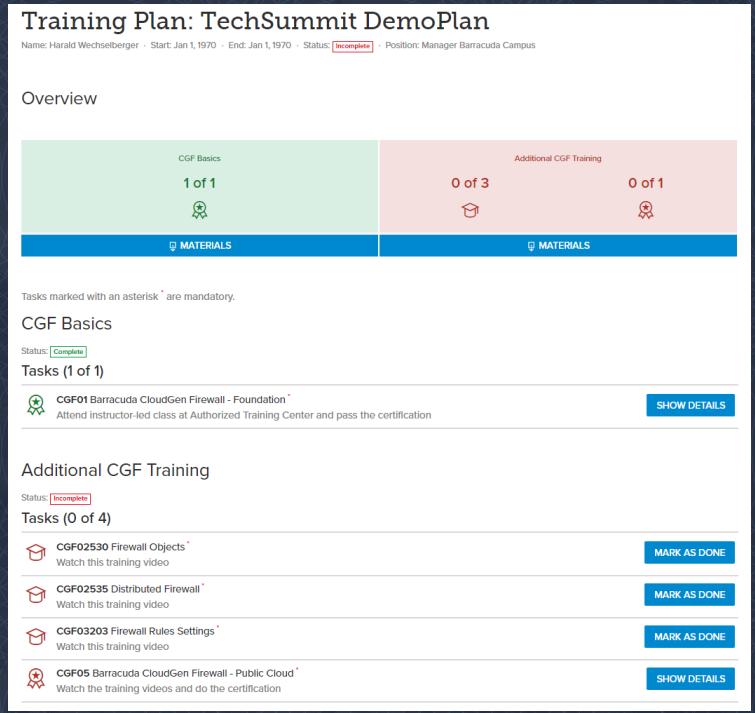


Training plan reporting

Built-in progress reporting

Tracking of individual persons or teams

Notifications for expiring certifications



Outlook: Troubleshooting training

Provide assistance to identify and solve of common issues with Barracuda products

Training is designed together with Barracuda Support team

First products: CloudGen Firewall & Email Security

Thank you
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