



Transcript of video "Barracuda Subscriptions"

In this video, we'll be taking a look at the different subscriptions available to Barracuda customers.

The first subscription we will be taking a look at is our enhanced support subscription. This is included in our SAS or software as a service offerings as well as with your Energize Update subscription for our virtual and physical as well as Cloud base, Barracuda products.

The enhanced support provides 24 by 7 technical support via the phone, live chat, our online portal communities and via email. Now regardless of how you choose to open your case with their Barracuda support will either reach out on the phone or via email based upon your desired contact preferences.

For customers that have Mission critical environments that need a minimum of latency in the maximum amount of time we offer Premium Support.

Premium support is 24/7 365 support with a dedicated team of highly trained support Engineers. Typically, these are going to be our Tier 2 and Tier 3 technicians that are going to jump on your case immediately. So you don't need to wait in phone queues, you're not having to work through our Tier 1 support structure. While the great Engineers you go to the highest trained technician that is available to assist you on your case.

In addition going straight to a premium support engineer, you have a dedicated premium support manager that's going to oversee your case throughout the duration from your first contact requesting to open a case all the way through resolution. This premium support manager is there to assist in any way you need.

For premium support customers, if you have a priority issue such as a network down issue, you do need to reach out via phone. It is really important you do to ensure the proper expedited handling of your case request.

A new service and subscription that we offer is Professional Services. This is our top skilled technicians and they're able to do both on-site and remote services. This is everything from doing a detailed review of your configuration and looking at ways to improve and maximize the effectiveness of your Barracuda product to helping you set up a brand new product from scratch. To find out more about our Professional Services reach out to your Barracuda sales representative for more details.

One of my favorite subscriptions is our hardware support subscription.

All Barracuda Hardware Appliances ship with a one-year Hardware warranty, but what happens if your three years down the road and something fails in the middle of the night.

Well, that's where Instant Replacement comes into play. An instant replacement is my absolute favorite.

I used to work in support taking calls and this is a great thing. It saved so many customers.

Let's say there's some disaster and something happens to your Barracuda appliance.

We can not only replace drives if necessary, but we can replace entire units that ship next business day or potentially even the same day depending on your region and time of the call.



Instant replacement is a great option for those mission critical environments. And in fact, we feel so strongly about instant replacement and the importance of it you're required to have instant replacement if your purchasing premium support. This gives you the maximum coverage from our support teams on both the hardware and on the technical side.

With instant replacement before Barracuda replaces your Hardware our award-winning technical support team will first troubleshoot the issues.

Many times a simple firmware update or reimage will solve the problem as it's a software or configuration related issue versus an actual Hardware failure. So when you do call in with a problem, please expect a little bit of time for troubleshooting to rule out other possibilities besides a hardware failure. If it is the hardware that is failing, we will go ahead and process that instant replacement and get it shipped out to you next business day.

In this video, we took a look at the different levels of Barracuda support our standard enhance support which comes with your Energize Updates and all of our cloud offerings, Premium Support giving you direct access to our highest tier technicians available.

Professional Services, which can help doing a new installation or review current implementations and fine-tune them for the maximum effect and then finally, our instant solution which gives you next business day shipment of a replacement unit if we're unable to fix your current Barracuda hardware in addition to instant replacement and next business day shipping of a new unit.

If you have instant replacement for four years, you can contact Barracuda Support and will ship out the newest latest and greatest hardware in an equivalent model to replace your older Barracuda unit. It's not only do you have the peace of mind during those four years if something happens you get a replacement unit that ships out the next business day.

After four years you get brand-new Barracuda Hardware. All you do is renew your subscriptions with Barracuda and you're good to go for another four years.

I hope you now understand a little bit more about the different subscriptions available within Barracuda technical support.

Tune in for our next video where we take a look at the support structure and what happens when you call in to when you talk to a support engineer.

Thanks for watching!