



Transcript of video "Barracuda Support Structure"

Welcome back! In this video we're going to be taking a look at the individuals that make up their Barracuda support to give you a better idea of the structure in the flow of your case from creation all the way through resolution.

Contacting Barracuda support can be done in one of four ways via the phone, our online portal called communities, the IM or through email. Now, all of these requests go to our contact center team. Our contact center is located globally providing 24/7 access to a real person that's going to review your case request, triage is appropriate and then make a case after they verified you are authorized to open the case on behalf of your company.

From there the contact center will either reach out to you via phone as appropriate, send your web message on to a technician to reply via email or will take your live call, if you've called us directly and transfer into the queue to the next available technician.

From the phone queue one of our Tier1 support Engineers is going to answer the call and begin to troubleshoot your issue with you. Now, these Tier1 one technicians are going to need your case number, so please make note of it when you receive it from your contacts and representative and it will also be sent to you via email once your case is created.

These Tier1 technician sit globally around the world and make up our frontline support team. Many of your issues can be solved by our Tier1 support engineers.

Within the support structure we not only have Tier1. But to Tier2, Tier3 and then team leaders. So the great thing about Barracuda is we don't have any boundaries. So, if a Tier1 has an issue that they have not seen before or is struggling to find the solution, they can easily reach out to the Tier2 or Tier3 is appropriate to get the information they need to resolve your issues quickly and efficiently.

This may require them to put you on a brief hold and do some research on your issue, especially if it's a new or complex one or they may actually escalate your case to a higher tier technician. Now, regardless of who's actually working on your case the Tier1, supervised by the tier 2, who are supervised by the Tier3 and then our team lead for that product oversees the entire support process for that respective product.

Now, let's say oh man, it's beyond even the Tier3 ability or we determine it's a bug that requires engineering intervention. So, our support team at any level the Tier1, Tier2 or Tier3 as appropriate if we find the bug or issue that has to go engineering can put in an escalation request. From there it will be escalated to our support escalation team who interfaces directly with the product development team to solve the issue.

Throughout this whole process: your support managers will be overseeing the case and if there's any issues or it gets stuck somewhere, they're able to ensure a prompt resolution to your problem.

Don't expect to have one of our Engineers reach out to you directly from our development team. Most of the time what happens is, a support engineer is going to create an escalation. It will go up to our development team, will review the issue determine if it's a bug or if there's a fix



that's possible this time, pass that information back down to the support engineer such as your Tier1, Tier2 or Tier3 is appropriate and they will be your primary point of contact with you, the customer.

Just because the engineer doesn't reach out directly, don't think that they haven't seen the case and they'll have full insight. Barracuda offers multiple support service plans including Premium Support and Professional Services.

Many common issues can be solved by visiting our technical documentation located in Barracuda Campus. Here you'll find written instructions for most things that you'll do on your Barracuda products as well as quick start guides to help you get going.

Our Barracuda support team can provide basic assistance with initial setups and our Professional Services team made up of our top tier support technicians can handle any sign ups from A to Z. For more information about having Barracuda set up your new Barracuda products for you please reach out to your sales representative to learn more about our Professional Services offerings.

Our Barracuda support team is standing by 24/7 365 ready to assist on behalf of more than 350 Barracuda support employees.

I thank you for watching this video and rest assured: We're ready to help whenever you need it.