



## **Transcript of video "Premium Support"**

Hello and welcome. My name is Robert Bowden. I'm a technical trainer with Barracuda. And today I'll be talking to you about Premium Support.

Barracuda Premium Support ensures that your network is running as Peak Performance by providing the highest level of support available 24x7 365 days a year. For your mission critical environments a dedicated support team operates globally ensuring that there's always someone there to answer your call. This helps to ensure that we can provide a fast resolution to your high priority support issues and to keep your business up and running.

So Barracuda Premium Support is staffed by a team of our top tier technicians. As a Premium Support customer, you're always prioritized within our ticket queuing system. If you're facing a business critical issue, we will do a live transfer with you to one of our highly skilled Premium Support Engineers who provide the fastest resolution possible. Our rapid response to your service request are backed up through our service level agreements or SLA's. They guarantee priority response time for mission critical issues. Barracuda will provide a 30 minutes response time for any business critical priority one issues. Now in order to take advantage of this priority response time, you do need to pick up the phone and give us a call to ensure that you receive the priority routing. Additionally as a barracuda Premium Support customer, you'll have a dedicated Premium Support manager who is your primary point of contact for any trouble issues that may arise. In addition, they're going to closely monitor all your support request and make sure you're getting the fastest service possible and will provide you with regular check-ins and support activity update reports upon request.

So the Premium Support structure is a little bit similar to our Standard Barracuda Support but has a few great advantages. You're still able to create cases via the web portal, chat, email or by giving us a call. Now, If you doing it via email chat or a web portal, your case will be prioritized in the ticket queue system, but may still receive slower response times then if you pick up the phone and call us. So in order for us to deliver on our service level agreement for business critical issues when you contact us you do need to call and you do need to inform us that you are a premium customer and you're having a business critical issue. From there our contact center team will get you to one of our top trained support Engineers for our Premium Support customers. We have a 24x7 cased Handover process that ensures that progress will be continued to be made on your case regardless of the time zone that you requested it in. We have a team of tier 2 and tier 3 Premium Support Technicians and they can also reach out to our development team and other departments is necessary to resolve your issue.

So in addition to the benefits that we've already looked at from Premium Support, we have some additional value added services that make Premium Support even more valuable. The first one is proactive notifications and having a support team on standby. So let's say you experience an issue with software/firmware and you need to wait for the next firmware upgrade to come out in order to take advantage of that bug fix. Well, our Premium Support team will proactively



notify you as soon as the development engineering team releases the new firmware fix that resolves the bug. Additionally if you have a maintenance window to apply the solution you can notify your Premium Support team and we will keep a technician on standby ready to assist with any unexpected upgrade issues. You can additionally have Barracuda Premium Support review your configuration to optimize your deployment.

You can request a configuration review at any time and you're dedicated Premium Support team will verify if there's anything that requires adjustments to maximize the performance of your Barracuda products. Now sometimes issues do occur and Barracuda is committed to finding a solution to them through our root cause analysis.

Upon your request we can perform a root cause analysis to attempt to determine what caused the issue in the first place. This helps maintain not only the optimal performance, but we can make sure that an issue does not happen again.

So let's now take a look at the differences between our Enhanced Support and our Premium Support. So our Enhanced Support is included in the Energize Update subscription and is available in a one, three or five-year term. Now support is open 24x7, but for critical issues you may be waiting multiple hours is suppose to 30-minute guarantee response time with Premium Support. With Premium Support you skip the line you're going to be live transferred directly to one of our Premium Service technicians who are typically our tier threes and some selected tier twos on your product. They're also be familiar with your past cases as a pretty closely knit team that constantly is working to hone their skills and make sure you're receiving the best support possible. You additionally have proactive ticket evaluation, monthly check-ins, a dedicated Premium Support manager, well as proactive notifications root cause analysis and priority escalations. Now, these are just some of the few additional benefits that you get with Barracuda Premium Support.

So on behalf of the entire support team here at Barracuda. We want to succeed together with you. Let us be your partner's on your security journey and let our team 24x7 support technicians be standing by to help you whenever the need may arise. Thanks for watching.