



## **Transcript of video “Professional Services”**

Hello and welcome. My name is Robert Bowden. I'm a technical trainer with Barracuda and today I get to talk to you about Professional Services.

To help customers and partners stay as safe as possible as a threat landscape and business needs evolve Barracuda Professional Services is designed to provide a comprehensive on-site and or remote service for our Barracuda products. Barracuda Professional Services helps customers and partners properly implement and maintain Barracuda products and secure the businesses without the need for additional internal staffing, training or maintenance. Barracuda Professional Services is currently available for a variety of products that varies region by region. Some of these products include the Barracuda CloudGen Firewall, Barracuda Essentials, Barracuda Sentinel, PhishLine, as well as our Email Security Gateway and our Email Security Service.

Let's now take a look at the different options and plans offered within Professional Services. So, Barracuda has created three different Professional Services options, they're designed for the different phases of your business growth and transition.

We have the product QuickStart, Software or Platform Upgrades and our Health Check.

The Product Quick Start is designed for new Barracuda deployments of our Hardware, Virtual and Public Cloud offerings. The product will be deployed using our Barracuda industry best practices and will cover a quick training on how to continue to manage your Barracuda Appliance as desired.

We offer a Software Update or Platform Update option where you can have a skilled Barracuda Professional Services engineer take the work off of you, will take care of upgrading or swapping out your Barracuda hardware or software asks appropriate with minimal downtime for your company.

Finally, our health checks are designed to take a look at the operational performance and determine how to fine-tune the configuration and provide improvement recommendations on how to get the best performance out of your Barracuda product.

Barracuda Professional Services is made up of experienced team of Barracuda certified product specialist all who have many years of experience working with and supporting Barracuda products. Our Professional Services engineers provide valuable knowledge and expertise including industry and product best practices to reduce risk, maximize performance and ensure successful outcomes. Customers leveraging Barracudas Professional Services in conjunction with Barracuda Premium Support enjoy the added benefit of coordinating with your 24x7 365 support team. This gives you the highest level of protection and our wide Services offered by Barracuda Networks.



The Product Quick Start is designed to ensure that Barracuda solutions are quickly and properly deployed. Barracuda provides a Professional Services engineer for up to eight hours to complete the given task as defined in the Statement Of Work.

Now, there are four stages as part of the Product Quick Start option.

Stage 1 will go through an implementation review and your project planning. This is where a Barracuda Professional Services engineer will lead a remote project kickoff meeting and go through the project requirements that you have, as well as any information that we need to properly deploy your new Barracuda product, will also schedule the implementation and installation at this time.

Customers and partners have the option of choosing either on site or remote installation assistance in Stage 2 will actually install the brand new Barracuda Appliance either Hardware, Virtual or Public Cloud using the latest generally available code release with the Barracuda product that you've purchased. Now, no Advanced configurations going to take place during this phase. The goal this phase to ensure that solution is up online configured within your network infrastructure and that all subsystems and components are working as expected. The Professional Services engineer will work with the customer to remediate any technical issues that occur during the installation process.

We then move on to Stage 3, which is when we'll go through the advanced configuration. Once we've determined that the brand new Barracuda Appliance is set up correctly and communicating, we will enable the advanced services on the product that you've purchased per the pre-installation deployment plan that you configured in Step 1. Additionally during Stage 3, a knowledge transfer will be provided to ensure that your staff has a basic understanding of how to implement and use the technology as well as administer your new Barracuda solution in conjunction with assistance as needed from Barracuda Technical Support.

The final phase of the Product Quick Start is Stage 4 in this is our post implementation testing. Your Barracuda Premium Services engineer will work with you to execute the relevant test to confirm that the configuration is working as expected that you, the customer, are happy with how the deployment is fitting with your network and make any fine-tuning adjustments as needed. Basic product and maintenance training will also be during Stage 4.

The Product Quick Start is an option to designed specifically for new customers or customers who are moving to newer software or products they may not have experience with. This is our white glove service that takes you from unboxing to having it fully configured them deployed in your network completed by your Barracuda Professional Services engineer.

For customers with current Barracuda Hardware or software, we offer our Software Update or Platform Migration package. This is designed to have a Barracuda Professional Services engineer planning execute all the tasks required for a firmware update or a hardware upgrade to minimize the risk of failure avoid any unnecessary downtime its walls to show the customer



how to take care of future updates. Big provides a Professional Services engineer for up to eight hours to complete the given task as defined in the Statement Of Work.

Now just like in the Product Quick Start, the Software Update and Platform Migration starts off with a implementation review and project planning meeting that will be led remotely by your Professional Services engineer will go through the details of the upgrade or the migration and schedule a time for the installation. This can be done either on site or remotely at the customer's request.

In Stage 2 will actually perform the Update in Migration following best practices and the requirements identified during Stage 1, the planning phase. This includes updating or migrating your Barracuda points either Hardware or virtual to the latest generally available firmware release and to make sure that your solution is working properly as expected after the upgrade. Your Barracuda Professional Services engineer will work with you to make any fine-tuning adjustments or resolve any issues that come up during the migration or the upgrade process.

Finally in Stage 3 your Barracuda Professional Services engineer will test the new implementation to ensure that the new software or migrated unit is working properly as a customer expects. Your Barracuda Professional Services engineer will also provide training for the customer on how to upgrade the software themselves in the future if they so desire, but don't worry, Professional Services will be around if you decide to have us take care of the updates for you going forward.

Finally is the Health Check plan. With the Health Checks your Barracuda Professional Services engineer is going to gather performance metrics and analyze the existing production system in order to verify optimal performance and identify any recommended changes the health checks include a comprehensive review of traffic, sessions, system logs, resources, events, drops and any other system parameters that pertain to unique deployment. From there, Barracuda will make recommendations and assist is defined in the Statement Of Work to ensure your project is running an optimal peak performance.

So if you're excited like I am about Barracuda Professional Services and would like to find out more or get a quote on Professional Services, visit our website [barracuda.com/professionalservices](http://barracuda.com/professionalservices). In addition some information that might be helpful to you is the Statement Of Work if you require a statement of work, please contact our sales team and they'll be happy to provide you with more information.

Professional Services teams are available for both remote or on-site installation to view our terms and conditions visit the Barracuda website [barracuda.com](http://barracuda.com) and under company and then legal you can view all the terms and conditions regarding rates and payments, change orders, deliverables, acceptance, licensing, ownership and much more. This is all available on our public website [barracuda.com](http://barracuda.com) under company and then legal.



Now Barracuda has deployed a Trust Center as your source of our latest security compliance legal and Privacy Information. We believe it's our duty and our job to provide our customers with transparency about what Barracuda is doing to protect your trust respond to security requests and protect your private data. For more information about the Barracuda Trust Center, or a policies visit [barracuda.com/company/legal](http://barracuda.com/company/legal) and then Trust Center. Again, that's [Barracuda.com/company/legal](http://Barracuda.com/company/legal) then Trust Center.

We want all of our Barracuda Professional Services customers to be beyond satisfied with the work, the Professional Services engineer performed to that end. You'll receive a customer satisfaction survey at the conclusion of your Professional Services contract at the conclusion of your Professional Services engagement. This allows you to provide direct feedback to Barracudas management team on how your Professional Services engineer did. Now if you have any questions or trouble during the Professional Services engagement, don't hesitate to reach out to Barracuda, either through the support team or through the Professional Services team to speak with a manager. Our goal provides you with the best service possible and with our highly trained dedicated Professional Services team members were sure you'll absolutely love what we're delivering.

Barracuda is committed to having you be our partner and together we will succeed and secure your IT journey. On behalf of the Barracuda Support and Professional Services team, my name is Robert Bowden. Have a great day.