

Barracuda Professional Services

Helping customers and partners
secure their businesses.



Barracuda Professional Services

To help customers and partners stay as safe as possible as the threat landscape and business needs evolve, Barracuda Professional Services provides comprehensive onsite and remote services for Barracuda products.

Barracuda Professional Services helps customers and partners properly implement and maintain Barracuda products and secure their businesses, without the need for additional internal staffing, training or maintenance.

Barracuda Professional Services is currently available for a variety of products, including Barracuda CloudGen Firewall, Barracuda Essentials and Barracuda Sentinel

To support customers and partners throughout different phases of business growth and transition, Barracuda offers a variety of options:

- **Product quick start**

Provides help with the implementation and configuration of a Barracuda solution, including knowledge transfer

- **Software update or platform migration**

Provides help with a Barracuda software upgrade or hardware migration.

- **Health check**

Provides an operational performance review of a Barracuda product, to identify improvements and configuration-tuning recommendations.

Help from certified product specialists

Barracuda Professional Services is made up of an experienced team of IT-security professionals and Barracuda Certified product specialists. Our professional Services engineers provide valuable knowledge and expertise, including industry and product best practices, to reduce risk, maximise performance and ensure successful outcomes. Customers leveraging Barracuda Professional Services in conjunction with Barracuda Premium Support enjoy the added benefit of coordinated operations support.

"Throughout the process, our Barracuda certified product specialist was friendly, helpful, professional, patient, and, **above all, incredibly knowledgeable. We've been very impressed.**"

IT professional at a UK-based mortgage company.

Product quick start

The product quick start ensures the Barracuda solution is quickly and properly deployed. Barracuda provides a Professional Services engineer for up to 8 hours to complete the given tasks.

This product quick start includes:

- Pre-installation planning
- Installation
- Configuration
- Knowledge transfer

Stage one: Implementation review and project planning

A Barracuda Professional Services engineer will lead a remote project kick-off meeting to go through the project requirements, review the details of the configuration plan and schedule the installation.

Stage two: Implementation and basic configuration

The certified engineer will install the solution according to best practices and the requirements identified in the planning phase. This includes installation of the appliances (physical / virtual) with the latest generally-available code release or the activation of the SaaS solution.

No advanced configuration takes place in this phase. The goal is to ensure the solution is passing / receiving traffic and that all subsystem components are functioning as expected. The engineer will work with the customer to remedy any technical anomalies.

Stage three: Advanced configuration

With all instances properly built and able to communicate, services will be enabled and the product will be configured per the requirements discussed during pre-installation planning. Knowledge transfer is also provided, to ensure the customer's staff has a basic understanding of the implemented technology and can begin to administer the solution in conjunction with Barracuda Technical Support.

Stage four: Post-implementation testing

The engineer will work with the customer to execute relevant test cases to confirm the configuration is working as expected. The engineer will work with the customer to remedy any technical anomalies. Basic product and maintenance training will also be provided.

Software update or platform migration

The software update or platform migration provides a dedicated resource to plan and execute tasks for a firmware update or hardware upgrade, to minimise the risk of failure, avoid any unnecessary downtime and show the customer how to take care of future updates. Barracuda provides a professional service engineer for up to 8 hours to complete the given tasks.

This software update or platform migration includes:

- Planning
- Upgrade or migration
- Testing

Stage one: Implementation review and project planning

A Barracuda Professional Services Engineer will lead a remote project kick-off meeting to go through the project requirements, review the details of the update / migration and schedule the installation.

Stage two: Update or migration

The certified engineer will update / migrate the solution according to best practices and the requirements identified in the planning phase. This includes the update or migration of the appliances (physical / virtual) with the latest generally-available code release, to get the solution working as expected. The engineer will work with the customer to remedy any technical anomalies.

Stage three: Testing

The engineer will work with the customer to execute relevant test cases to confirm the configuration is working as expected. The engineer will work with the customer to remedy any technical anomalies.

Health check

The consultant will gather performance metrics and analyse the existing production system, to verify optimal performance and identify any recommended changes. The health check includes a comprehensive review of traffic, sessions, system logs, resources, events, drops, and other system parameters.

