

Our partners and customers around the world depend on Barracuda for IT security solutions and peace of mind. I'm writing to let you know how Barracuda is dealing with the Coronavirus situation, to ensure our people and our organizations stay protected, and that we maintain our vision – to help create a safer world.

Health and safety

Barracuda exists to protect and support our customers for life, and the health and well-being of all our partners, customers and of our employees remains the top priority. Along those lines, we have implemented a variety of policies, including replacing business travel and in-person meetings with video conferencing, as well as increasing work flexibility for all employees to be able to manage the personal challenges and hardships caused by COVID-19.

Workforce resilience

Operations are not being impacted. We have a global team that is geographically independent, with technology and real-time collaboration tools that support business continuity. If one of our offices is impacted, we can continue to provide support from many other locations. In addition, our employees, regardless of office location, have the necessary technology to work remotely. Our employees understand that our customers and partners depend on us every day to protect and support them, and they remain able and committed to doing so whether they are working from home or in the office. We will also continue our extraordinary efforts to maintain a safe environment through deep cleaning of our offices and manufacturing facilities.

Infrastructure resilience and reliability

We continue to look for and monitor changes in cyberthreats, including phishing and other cybersecurity attacks related to Coronavirus. All our teams—including engineering, research, security and support—remain fully operational and are continuously monitoring for new and emerging security threats. Given the critical products and services that Barracuda provides, you should know that we track our uptime status on an ongoing basis and you're able to access it here: <https://status.barracuda.com/>

We are actively working with our suppliers to minimize any disruption in our product supply as a result of COVID-19. We do not anticipate any extended delivery times or product constraints at this time. We are continuing to monitor the situation closely and will provide current lead time and product availability at the time of order.

With Barracuda, customers and partners can deploy their workforce as needed to ensure business operations run as seamless as possible. For best practices and related information, please view these blog posts:

[Protecting remote employees in the time of Coronavirus](#)

[Coronavirus COVID-19 fraud: companies face new phishing attacks](#)

[How the public cloud can be your Rx for emergencies like Coronavirus COVID-19](#)

For more information on how to keep your customers safe, and to protect your business, please visit and subscribe to the Barracuda blog, here: blog.barracuda.com/subscription

For information on how to protect your MSP business and its customers, please visit and subscribe to <https://smartermsp.com/>

Thank you for your continued trust in Barracuda. I want you to know that we understand the critical global cybersecurity role we play and we're ready to help however we can. These are difficult times, but by staying focused on what's most important—each other—we will emerge stronger together.

Best,

BJ

BJ Jenkins
President & CEO

