

aws marketplace

**Barracuda WAF-as-a-Service**

# Reviews, tips, and advice from real users



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# Product Recap



Barracuda WAF-as-a-Service

# Barracuda WAF-as-a-Service Recap

Barracuda WAF-as-a-Service is a comprehensive solution designed to provide application security, DDoS protection, SSL authentication, protocol support, and application delivery. It is a plug-and-play solution with automated policies, simple configuration, and easy rule creation.

The solution can be used for threat prevention or as a cloud-to-cloud backup system based on email protection with cloud security. It is also a web application firewall and covers major protection and threat management functions. With Barracuda WAF-as-a-Service, customers can ensure the security of their web code and comply with global IT policies.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Barracuda WAF-as-a-Service has positively impacted our organization by reducing cyber threats like ransomware and phishing by ninety-five percent.”



**Tarandeep Kaur**

DevOps Manager at Flash.co

- ✓ “Barracuda WAF-as-a-Service's real-time attack detection feature has improved our customers' threat response strategies significantly.”



**Phakedi Mphela**

IT Project Manager at Brilliant telecommunications

- ✓ “The product's bot protection feature is valuable for our company.”



**KiranSyam**

Assistant Manager at Shamal Holding



“It provides an ease of policy management.”



**Hadar Eshel**

Co-Founder and CEO at Cloudway



“The solution can be used for threat prevention or as a cloud-to-cloud backup system”



**Verified user**

Senior Consultant at a tech services company with 51-200 employees



“The most valuable features of the solution are it is plug and play, has automated policies, a simple configuration, and is easy to create rules.”



**Verified user**

Manager Information Technology at a tech services company with 11-50 employees



“I like its ability to identify known attacks, including DDOS attacks. It's valuable because software must be able to stop known attacks. Application attacks are evolving all the time. When it comes to software-as-a-service, we need to have software that knows about all the latest attacks. It should also protect against major unknown attacks.”



**Verified user**

Senior Information Security Engineer at a tech services company with 10,001+ employees

## What users had to say about valuable features:

“The solution can be used for threat prevention or as a cloud-to-cloud backup system. It's based on email protection.

It also has cloud security. It's mostly used as a web application firewall..”

### Verified user

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Senior Consultant at a tech services company with 51-200 employees

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“The product's bot protection feature is valuable for our company. I cannot comment on anything else in the product that is valuable to our company since all its other features are common. With the product, our company doesn't face any issues. Our company's website had a contact form. Normally, my company used to face issues with bots that filled out the form and sent a masked email address to our information mailbox, which was one of our concerns because we were not getting genuine inquiries from our forms, but after the implementation of the product, we were okay..”

### KiranSyam

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Assistant Manager at Shamal Holding

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“The automatic security updates are excellent. These updates help our customers transition smoothly between interface versions. We started with an old Barracuda interface, implemented everything there, and then moved to the new interface, which is very good and helpful.

“Barracuda WAF-as-a-Service's real-time attack detection feature has improved our customers' threat response strategies significantly.

“I have found value in the actionable analytics provided. Our customers have seen benefits such as access to a lot of data and the ability to analyze real-time threats through the actionable analytics..”

**Phakedi Mphela**

IT Project Manager at Brilliant telecommunications

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“The best features that Barracuda WAF-as-a-Service offers are an intuitive centralized dashboard, allowing us to manage policies, Internet protocol servers, antiviruses, anti-DDoS attacks, and traffic shaping across multiple sites. This feature enables seamless scaling of our environments, especially as we work within Amazon Web Services. Additionally, real-time threat intelligence helps us to detect threats in real-time. Another major feature I love is application control and VPN support, providing granular visibility and protection without needing separate appliances.

“The centralized dashboard is helping us streamline visibility across our admin panels and provides site-to-site visibility deployed directly to our AWS environment, securing VPC traffic and ensuring the firewall is in place. The real-time threat intelligence is an advanced feature helping us track real-time attacks, such as anti-DDoS attacks, ransomware, or viruses that can compromise system integrity. Through the intuitive centralized dashboard, we can manage policies and set rules, assisting us effectively..”

**Tarandeep Kaur**

DevOps Manager at Flash.co

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# Other Solutions Considered

“Before selecting Barracuda WAF-as-a-Service, we evaluated other options, including AWS Network Firewall, Palo Alto Network VM-Series, Fortinet VM, a Force Firewall, and pfSense..”

**Tarandeep Kaur**

DevOps Manager at Flash.co

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“Against Barracuda WAF-as-a-Service, I think my company had tried two products, one of which was Imperva, but I don't remember the name of the Other product. My company chose Barracuda WAF-as-a-Service over Imperva since the latter was too costly compared to the former solution..”

**KiranSyam**

Assistant Manager at Shamal Holding

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“There are competitors to Barracuda WAF-as-a-Service. Depending on a client's requirement, I would recommend it, but there are competitors such as F5 and Cloudflare, and it depends on what the client wants. Sometimes, clients might want a firewall and choose something like Fortinet or Cisco secure firewall..”

**Phakedi Mphela**

IT Project Manager at Brilliant telecommunications

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“Barracuda utilizes Azure CDN instead of having its proprietary CDN, which may be considered a limitation when compared to competitors like Imperva's Incapsula. However, we decided to go for Barracuda for better pricing and the simplicity of basic functionality, especially for medium-sized clients who may prioritize these aspects over advanced features..”

**Hadar Eshel**


Co-Founder and CEO at Cloudway

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“We used to use the Alert Logic web application firewall, but that was for a different client. In AlertLogic, there was not much transparency to see the different types of attacks. We couldn't do any customization for the website. We used to create profiles under which we would mention the different types of attacks. But if I wanted to make any custom changes on one website, I would have to make that in a profile and reflect it on all the other profiles. But with Barracuda, I can customize the changes on the website level..”

**Verified user**

Senior Information Security Engineer at a tech services company with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“Barracuda WAF-as-a-Service has positively impacted our organization by reducing cyber threats like ransomware and phishing by ninety-five percent. This is a significant thing because we have seen a major drop in those numbers. Earlier, we faced many threats, but now I can say we see ninety to ninety-five percent fewer attacks. Additionally, centralized management has decreased by twenty-two to thirty percent, and costs related to avoiding breaches have decreased by at least seventy percent. On the ROI side, proactive blocking has led to efficiency gains and bandwidth optimization, boosting productivity and reliability for our distributed teams by thirty-three point eight percent.

“The reduction in cyber threats and the increase in productivity I mentioned earlier are measured based on incident reports. Barracuda provides good data, and as I have said, it offers a clear dashboard where we can track progress. This data is a collective set from our admin and other teams closely working with engineering and other departments.

“We have seen a return on investment of at least a million dollars, which could have been lost due to data breaches or attacks on the organization by effectively blocking threats. The downtime has decreased significantly, and our efficiency has improved by twenty-two point five percent thanks to real-time monitoring and traffic optimization. Additionally, we have reduced hardware costs by fifty percent by decommissioning on-premises firewalls during cloud migration with minimal disruption and a familiar UI for quick adoption. Productivity has increased as teams can focus more, leading to a rise of forty to fifty percent..”

**Tarandeep Kaur**

DevOps Manager at Flash.co

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# Use Case

“We have a web application on AWS, and we wanted just one minimum utility firewall to take care of one site with limited traffic. It is an internal website that is used by less than 200,000 employees. To protect that site, we use Barracuda WAF.

The internal website and the firewall were deployed only last year. We are running it on a minimal configuration, and no extensive changes were made. We will be making changes to the configuration periodically based on the requisites..”

**Verified user**

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Senior Information Security Engineer at a tech services company with 10,001+ employees

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“It's a very specific solution that is only requested for a customer's web code or their global IT policy. For example, if a head office is using Barracuda, then they will make sure that the branch office is using the same.

The use case is very subjective. The solution covers a lot of major protection, or threat management functions in the feature itself. They do DDoS protection on our application. It is also for protocol support.

It is mainly used for application delivery. For example, we are able to do SSL authentication on the box itself. That was standard. They will free up all the resources on the server for the SSL authentication. It does the job quite well..”

**Verified user**

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Senior Consultant at a tech services company with 51-200 employees

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“We primarily use Barracuda WAF-as-a-Service for raising security incidents by proactively blocking malware, ransomware, and phishing attacks to reduce breach risk and response time. Apart from that, we use it for streamlining added sites without performance drops, which also helps to support the growth of our teams. Additionally, we reduce hardware costs by decommissioning on-premises firewalls during our cloud migration with minimal disruption and a familiar UI for quick adoption.

“When I mention reducing breach risk and streamlining added sites, there is one specific case I want to tell you about where Barracuda WAF-as-a-Service helped us directly. About three to four months back, there was a ransomware attack where it reportedly sent notifications to the admin panel, and Barracuda blocked the malware and phishing attack, sharing an advanced report with our team. This allowed us to directly contact the team, minimizing the risk of data breach. This was one case where we observed the benefits, and there have been multiple instances since we started using it..”

**Tarandeep Kaur**

DevOps Manager at Flash.co

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“It's pretty straightforward. It's all GUI based. Any certified engineer that has been certified by Barracuda can set up the box quite easily based on the requirements of the customer..”

**Verified user**

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Senior Consultant at a tech services company with 51-200 employees

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“Barracuda WAF-as-a-Service is easy to install and maintain. However, it is granular and might be complicated for multiple applications. The deployment time depends on the specific application and the complexity of the number of domains..”

**Hadar Eshel**

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Co-Founder and CEO at Cloudway

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“The initial deployment of Barracuda WAF-as-a-Service was really smooth. The team collaborated with our team and assisted with configuration. As we use a pay-as-you-go model, the licensing and every detail is managed well, backed by the AWS Marketplace, making it an excellent experience. Everything from provisioning to policies was set up on time, so my initial deployment experience was very positive with no issues at all..”

**Tarandeep Kaur**

DevOps Manager at Flash.co

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“The initial setup was straightforward and took us less than four hours to install and deploy. Our environment is in AWS, and they had the package installed and available in the AWS marketplace. We discussed the throughput of our website and what would be the appropriate appliance and the instance that we would need to implement to download the software package.

It is like a multilayer website view, but we had only one entry point for the internet traffic. Just one instance of WAF was enough at that time, but we will be extending it to two availability zones.

We don't have to do maintenance because the signatures get updated periodically, and Barracuda does all the upgrades for us. We could look for support from the customer team to manage those maintenance activities..”

**Verified user**

Senior Information Security Engineer at a tech services company with 10,001+ employees

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“I rate the initial setup phase a five on a scale of one to ten, where one is a difficult setup phase, and ten is an easy setup process. The product's initial setup phase was not a nice process. As I was not an expert with the product during its setup phase, some time was required to ensure coordination between our company's website and product vendor.

The solution is deployed on the cloud.

The product's deployment process took almost three months to complete.

There is a need to deploy the DNS server addresses to Barracuda WAF-as-a-Service, and in each website, 301 and redirection should be configured, after which all the other policies are to be enabled manually for each application. In our company, we have 17 applications, and we need to manually enable the policies for each application separately..”

**KiranSyam**

Assistant Manager at Shamal Holding

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# Customer Service and Support

“Customer support for Barracuda WAF-as-a-Service is rated ten out of ten. We had an incident requiring direct support, and the representatives were really helpful, resolving our query within forty-five minutes, so it stands at ten out of ten for me..”

**Tarandeep Kaur**

DevOps Manager at Flash.co

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“I haven't had much experience with technical support. We offer the Level 1 tech support to end users. When there's a more heavy duty issue, then we will escalate to Level 2. That's how we escalate the matter, but we do it ourselves because we always have to mitigate the issue at Level 1..”

**Verified user**

Senior Consultant at a tech services company with 51-200 employees

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# Other Advice

“I would recommend this solution to others because Barracuda has been in the industry for more than 20 years. There are many use cases for this solution.

I rate Barracuda WAF-as-a-Service an eight out of ten..”

**Verified user**

Manager Information Technology at a tech services company with 11-50 employees

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“Barracuda WAF-as-a-Service excels in threat detection and mitigation, with features including robust bot mitigation in combination with Microsoft CDN, and the effectiveness of its Advanced Threat Protection (ATP) service. It provides an ease of policy management.

I rate it a nine out of ten..”

**Hadar Eshel**

Co-Founder and CEO at Cloudway

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“I don't know what to say about the product after seeing the solution have a downtime twice in a span of two months. I cannot recommend the product to others.

If I consider the solution's downtime, because of which it is not possible for the product to offer its features to support backend processes, I rate the overall product a six out of ten..”

**KiranSyam**

Assistant Manager at Shamal Holding

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“The price of their licensing model is a bit steep, but for other features such as web application threat detection and data compliance, they are very good, especially for application trafficking and caching. I am happy with it; it is just that the pricing and SIEM integration sometimes create challenges, and we need to get professional help with those areas.

“Implementing Barracuda WAF-as-a-Service is quite complex, and you need to have substantial knowledge in this area. I rate Barracuda WAF-as-a-Service an overall score of six..”

**Phakedi Mphela**

IT Project Manager at Brilliant telecommunications

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“I rate Barracuda WAF-as-a-Service a five out of five overall. The reason I choose five out of five is that all the things I have mentioned earlier represent a great solution for our organization. It has effectively blocked malware and phishing attacks while optimizing bandwidth for our development environment. The

deployment to our client network segmentation was really great, and the SD-WAN integration with on-premises and auto-scaling clusters for loads has been working well in our Agile ceremonies. Moreover, it leverages hybrid environments, helping to reduce unauthorized access during our CI/CD pipelines and ensuring compliant data flows.

“I advise anyone looking for dedicated protection for their organization, aiding in threat prevention and unifying the threat management system with high performance at low cost, to go for Barracuda WAF-as-a-Service. They are a really good service..”

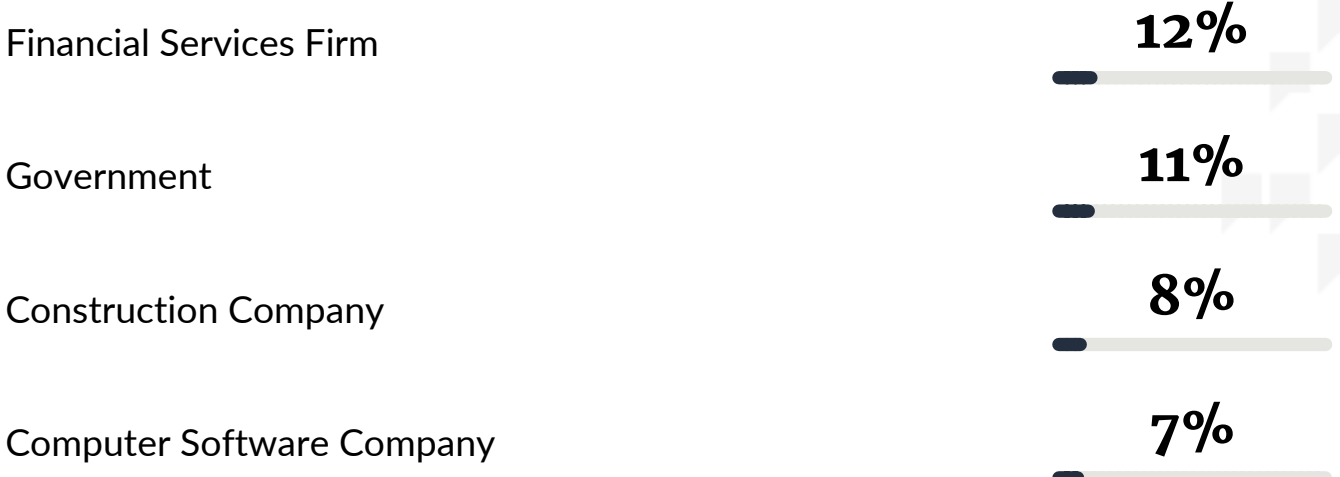
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DevOps Manager at Flash.co

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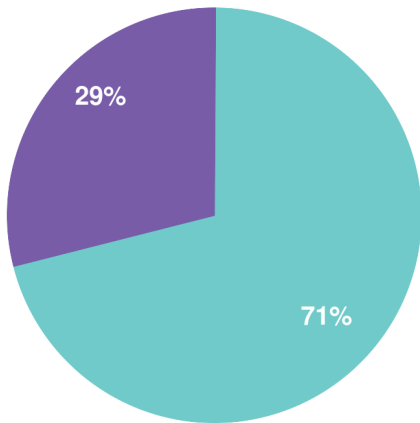
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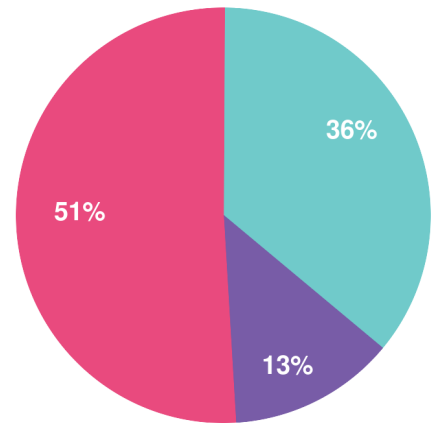


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsized Enterprise      Small Business

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