



Barracuda Email Protection

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10 - 12

Use Case..... 13 - 15

Setup..... 16 - 19

Customer Service and Support..... 20 - 21

Other Advice..... 22 - 24

Trends..... 25 - 26

About PeerSpot..... 27 - 28

Product Recap



Barracuda Email Protection

Barracuda Email Protection Recap

The popularity of Microsoft 365 means criminals test and design their attacks to bypass its native security features. And that means you need additional layers of defense. With [Advanced Threat Protection](#) enabled, Barracuda uses multiple layers of detection, including signature, static, and behavioral analysis, along with CPU-emulation sandboxing to accurately detect and block zero-hour targeted attacks and [ransomware](#).

Traditional email gateways use static rules and policies—reputation analysis, block lists, and malicious payloads—to determine if an email is malicious.

Barracuda protects your Microsoft 365 inbox against evasive threats with a powerful AI engine that learns the unique communication patterns within your organization through access to internal and historical emails. Once it understands what legitimate emails look like for each user, it can detect anomalies that signal malicious intent. This context-based detection is more effective at blocking targeted attacks, which are designed to bypass traditional rule-based email security.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The most helpful aspect for me is the out-of-the-box configuration, which is fairly good.”



LeeMiles

Director, Information Technology at St Albans High School For Girls



“The beauty of Barracuda Email Protection is that it is easy to manage and simple to deploy.”



Raghav Pandey

Senior Tech. Lead at WE



“We check the reports sometimes to see that frequent attacks and malicious emails are being blocked by the solution.”



Mujtaba Rizvi

Manager IT- Systems and Data Center Operations at Hamdard



“I'm quite satisfied with the graphical user interface for Barracuda products.”



Alex Clerici

System Integrator IT Manager at Tecnimex S.r.l.



“The most valuable aspect includes attempts to spoof or compromise domains from external sources.”



AshishSingh15

Presales Consultant Cybersecurity at ZONES PVT LTD



“The archiving and search features are very good.”



BassamAlobaidi

ICT officer at a tech services company with 51-200 employees



“The best feature of Barracuda Email Protection is that it provides protection for Microsoft 365.”



AmrZaki

Chief Information Officer at Ramw Group

What users had to say about valuable features:

“The best feature of Barracuda Email Protection is that it provides protection for Microsoft 365. Barracuda Email Protection is totally integrated with Microsoft and provides protection for email, OneDrive, and SharePoint..”

AmrZaki

Chief Information Officer at Ramw Group

[Read full review](#) 

“The most valuable aspect includes attempts to spoof or compromise domains from external sources. In instances where these were not listed in the records already populated by Barracuda, this demonstrated the effectiveness of Barracuda's USB in addressing such security concerns..”

AshishSingh15

Presales Consultant Cybersecurity at ZONES PVT LTD

[Read full review](#) 

“I like that I have less work to do analyzing the spam and overall email flow. And when I need to analyze the traffic flow, I can always find answers to any issue.

I'm quite satisfied with the graphical user interface for Barracuda products.

Moreover, it has AI protection. Based on the results I've seen, I'm quite satisfied with the product. .”

Alex Clerici

System Integrator IT Manager at Tecnimex S.r.l.

[Read full review](#) 

“The most helpful aspect for me is the out-of-the-box configuration, which is fairly good. It allows me to build my own custom rules and assists with DMARC, focusing on email security and domain reputation.

Additionally, it has stopped people from frequently asking me about blocked emails, allowing them to release emails from quarantine themselves. This feature saves me time by preventing external threats effectively..”

LeeMiles

Director, Information Technology at St Albans High School For Girls

[Read full review](#) 

“The beauty of Barracuda Email Protection is that it is easy to manage and simple to deploy. While there is a lack of flexibility in terms of creating policies, this feature is beneficial for small customers who would prefer not to make multiple changes.

It is also known for providing excellent support, scoring ten out of ten in that aspect. However, Barracuda faces challenges with weak reporting and integration issues, particularly with their security awareness training platform..”

Raghav Pandey

Senior Tech. Lead at WE

[Read full review](#) 

“The solution's most valuable feature is impersonation detection. This feature helps users determine whether an email is legitimate because the tool scans it before it reaches the user. The solution helps identify a person impersonating another person, a decision-maker, or a CEO.

Barracuda Email Protection has one technology called Sentinel that helps stop various email threats, such as spam, impersonation, phishing attacks, and spoofing attacks..”

Verified user

Consultant at a tech services company with 1,001-5,000 employees

[Read full review](#) 

Other Solutions Considered

“I've previously used Office 365, and we got a lot of spam emails with that tool. Since Office 365 used basic security, it was not as secure as Barracuda Email Protection..”

Mujtaba Rizvi

Manager IT- Systems and Data Center Operations at Hamdard

[Read full review](#) 

“I have also worked with Microsoft Defender for email security. From a technical point of view, Barracuda Email Protection is much better than Microsoft Defender because it has more features related to forensic activities and phishing..”

AmrZaki

Chief Information Officer at Ramw Group

[Read full review](#) 

“Five years ago, I considered this, and Barracuda offered an educational price point with significant discounts for education. It provides good value. They also offer a range of training options, including setting up phishing scams for educational purposes..”

LeeMiles

Director, Information Technology at St Albans High School For Girls

[Read full review](#) 

“Barracuda Essentials is ranked on all of the various surveys, very high against Microsoft, Mimecast, Proofpoint, and Barracuda's right at the top of the list. Traditionally, when they do these surveys, Barracuda's very high..”

Donald Wisdom

Owner at Datalink Networks

[Read full review](#) 

“Barracuda is good for customers who lack the resources to manage email security. It works independently without needing much management.

However, if a customer requires extensive policy customization, Barracuda may not satisfy their needs.

Mimecast and ProPoint are other vendors, with Mimecast offering certain technologies that Barracuda does not..”

Raghav Pandey

Senior Tech. Lead at WE

[Read full review](#) 

“We looked at Veeam at the time. And we stayed away from Veeam because at the time they just did virtual servers. They were starting to do physical servers, but without paid support, you had to email people at the time. It was free support, but it was through email or something like that. So we stayed away from them until they fully supported physical machines. We use Veeam also for our on-prem VMs. So we no longer use Barracuda for virtual machines. We use Veeam for virtual machines.

Our virtual environment and our Office 365 environment are two very different products. And we like what Veeam provides us for the virtual environment, so I don't see us moving away from Veeam. We like Barracuda Essentials for Office 365, but we like Veeam for the virtual environment. So I think we'll end up having two solutions for that..”

Brian Lippold

Network Administrator at BROCKPORT CENTRAL SCHOOL DISTRICT

[Read full review](#) 

Use Case

“We have a premium selection within our environment and use Barracuda. It stops threats and malicious messages but also detects stuff you don't want on your computer and in your environment, so we're really happy. You don't have to do anything. You get emails to notify you..”

Anne-Aimee Wollerich

Cyber Security Consultant at Axle iT

[Read full review](#) 

“Barracuda Email Protection is good for customers who don't have resources to manage email security. It is automated and easy to use. You just need to configure it, turn it on, and it works automatically. It's suitable for customers with up to a thousand users and does not require extensive customization..”

Raghav Pandey

Senior Tech. Lead at WE

[Read full review](#) 

“We use Barracuda primarily as an email gateway. It also integrates with the Microsoft 365 platform.

It provides anti-spam protection and all the various anti-spam aspects of email management. We generally use it with products other than Microsoft, so we're very happy to have Barracuda available..”

Alex Clerici

System Integrator IT Manager at Tecnimex S.r.l.

[Read full review](#) 

“The primary use is to back up our Office 365. It also comes with email security and the Message Archiver. Our Office 365 backup is probably the most important piece and the Message Archiver is the second most important piece. It archives every email that comes in, it's not a backup type of an archive. You can use it for a backup, but it doesn't put it in folders, it's not for restoring someone's mailbox. It's just for searching for emails in case there's some type of litigation that requires us to retrieve someone's email messages..”

Brian Lippold

Network Administrator at BROCKPORT CENTRAL SCHOOL DISTRICT

[Read full review](#) 

“Barracuda Essentials is used for anyone that wants to protect their email. It helps with protecting against spam, malware, and encrypting your email messages. This is an option with all the email messages. They have other add-ons which use artificial intelligence to protect you against fishing attempts.

They have employee training against email phishing attempts. There are nice packages of other options that can be added to Barracuda Essentials..”

Donald Wisdom

Owner at Datalink Networks

[Read full review](#) 

“As a system integrator, our focus lies in delivering system integration as a service. Our approach is customer-centric, tailoring solutions based on individual client relationships. Suppose a scenario where a customer was using Office 365 and noticed a lack of attachment security in their inboxes due to missing Office 365 E or E5 licenses. This resulted in an influx of spam emails, recognizing the significant threat posed by email-based attacks. In response, we conducted an assessment and recommended Barracuda Total Email Protection. We seamlessly redirected Office 365 traffic to the existing Barracuda solution, effectively addressing the attachment security concerns..”

AshishSingh15

Presales Consultant Cybersecurity at ZONES PVT LTD

[Read full review](#) 

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 took me a day to set it up. I don't often set up new mail spam filters and relays. Nonetheless, it was fairly painless. I've since set up another domain, which was even easier, indicating there is maturation since the original setup..”

LeeMiles

[Read full review](#) 

Director, Information Technology at St Albans High School For Girls

“The solution’s initial setup is very easy.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution’s initial setup a nine out of ten..”

Verified user

[Read full review](#) 

Consultant at a tech services company with 1,001-5,000 employees

“I found the solution to be quite straightforward and simple. It's not overly complex or difficult.

I'd rate it a 4.5 out of five in terms of ease of setup. .”

HirenShah

Director at Dynamic Computer Services

[Read full review](#) 

“The initial setup was reasonably straightforward. While not overly complex, having some familiarity with other email protection solutions and an understanding of how MX records and the system's PTA record function proved beneficial. If you're acquainted with these aspects, deploying the solution becomes a smooth process..”

AshishSingh15

Presales Consultant Cybersecurity at ZONES PVT LTD

[Read full review](#) 

“The setup is quite simple, but it does require a little training, as with all other products. Fortunately, Barracuda offers resources for that.

The deployment takes a day. It is very easy.

However, Barracuda integration's capabilities depend on the specific infrastructure. If you have Microsoft protection, the integration is quite good. We haven't had any problems when customization was needed..”

Alex Clerici

System Integrator IT Manager at Tecnimex S.r.l.

[Read full review](#) 

“The initial setup is easy, though it could be difficult for a non-IT person to implement the solution. Barracuda has a lot of support and training to get you started. You can take your time to get all the settings correctly. And when the solution works, it works great.

If you don't receive support, the initial setup can be rated a six and a half out of ten.

It takes one day to deploy the solution. When deploying the solution, you must have your Microsoft 365 account with admin rights. Then, you need to deploy all the inbound and outbound settings. You have to create a predefined set of rules, so you just click what you want and put in your email protocols. There are three email protocols, and you must fill in those IDs. You then have to verify your account settings, and they also need to be verified to be transferred through Barracuda Mail, and then it will be transferred back to your email. That way, Barracuda, the vendor, can see all the possible emails that you are getting. You can install these things to your wishes. You have to commit to a relink where everything is linked to Barracuda and your email server. You have to enable or disable the predefined rules and then finish. You can make the deployment as weird and as wild as you can. Those are the main steps, I believe..”

Anne-Aimee Wollerich

Cyber Security Consultant at Axle iT

[Read full review](#) 

Customer Service and Support

“We were satisfied with the technical support because we know the technical things. However, our head still had questions, so he was not satisfied with the support..”

Mujtaba Rizvi

Manager IT- Systems and Data Center Operations at Hamdard

[Read full review](#) 

“Regarding tech support in India, historically, we used local or regional support channels. To enhance the support experience, it would be beneficial to tailor support metrics to facilitate easier access for deployment engineers and customers..”

AshishSingh15

Presales Consultant Cybersecurity at ZONES PVT LTD

[Read full review](#) 

“We haven't had to contact them often. I would give them an eight out of ten. They have good support. I do remember calling them in the past more when we had their appliance, but we have contacted them a couple of times and they seemed to have good support..”

Brian Lippold

Network Administrator at BROCKPORT CENTRAL SCHOOL DISTRICT

[Read full review](#) 

“The customer service and support could be improved if the support were available directly in Europe. Currently, the support is often managed from India, so we sometimes need to wait due to the time zone difference. It would be quicker and better if the support were provided by European staff..”

Alex Clerici

System Integrator IT Manager at Tecnimex S.r.l.

[Read full review](#) 

“I haven't had to use customer service much, however, when I have, it has been pretty good. They are responsive, meet their SLAs, and provide answers quickly. I had a problem with our cloud backup where it wasn't restoring a team properly. They went through the process and recommended a change in their platform to address the issue. They also gave me a workaround that worked perfectly, demonstrating their efficiency all the way up to the third line..”

LeeMiles

Director, Information Technology at St Albans High School For Girls

[Read full review](#) 

Other Advice

“I highly recommend that customers explore all available options to leverage added advantages. Conducting a brief and successful trial can be instrumental in determining the most suitable Barracuda solution for their unique requirements. Overall, I would rate it nine out of ten..”

AshishSingh15

Presales Consultant Cybersecurity at ZONES PVT LTD

[Read full review](#) 

“Barracuda Email Protection’s fraud detection capabilities prove beneficial in classifying spam into different terminologies. It is easy to integrate with IT infrastructure and different software such as Microsoft Exchange.

I recommend it to others and rate it an eight out of ten..”

CM Hong

System Engineer at AFG

[Read full review](#) 

“Whether I would recommend Barracuda Email Protection depends on the customer’s use case and budget. If there is no need for advanced [DLP](#) or custom rules and policies based on user groups, Barracuda could be a good solution. Its simplicity and ease of management are attractive, however, it may not be ideal for large teams seeking extensive customization.

I'd rate the solution eight out of ten..”

Raghav Pandey

Senior Tech. Lead at WE

[Read full review](#) 

“In my opinion, I would recommend to explore other options. Expenses are a factor. Due to the increasing costs, we can no longer afford it. It seems that small clients are not receiving sufficient protection with the current management system. If they start with 100 to 200 users, they cannot afford [Barracuda Email Protection](#).

Overall, I would rate the solution a nine out of ten. .”

Sazzad Khan

CTO at Dhaka Distributions

[Read full review](#) 

“The solution is managed by our third-party vendor. Two to three months back, we got fraudulent emails in which someone in the organization was being blamed. We complained about it to our ISP or third-party provider managing the solution. They might have taken some action, and currently, we are not getting those types of emails.

I would recommend the solution to other users.

Overall, I rate the solution a nine out of ten..”

Mujtaba Rizvi

Manager IT- Systems and Data Center Operations at Hamdard

[Read full review](#) 

“We have 50% off on everything in our environment. We just calculate the pricing from Barracuda plus our margin for our clients.

I'm really happy with the product. I think it's amazing and rate it an eight and a half out of ten.

My advice when getting the solution is to get yourself certified to join the Barracuda campus. It allows you to train, and it's pretty important to know your product. But if you do not have the time to, I advise you to contact Barracuda's support because they're very qualified and will help you with any of your questions, even remotely, when installing it. If you do it independently without knowledge, using the solution could get messy..”

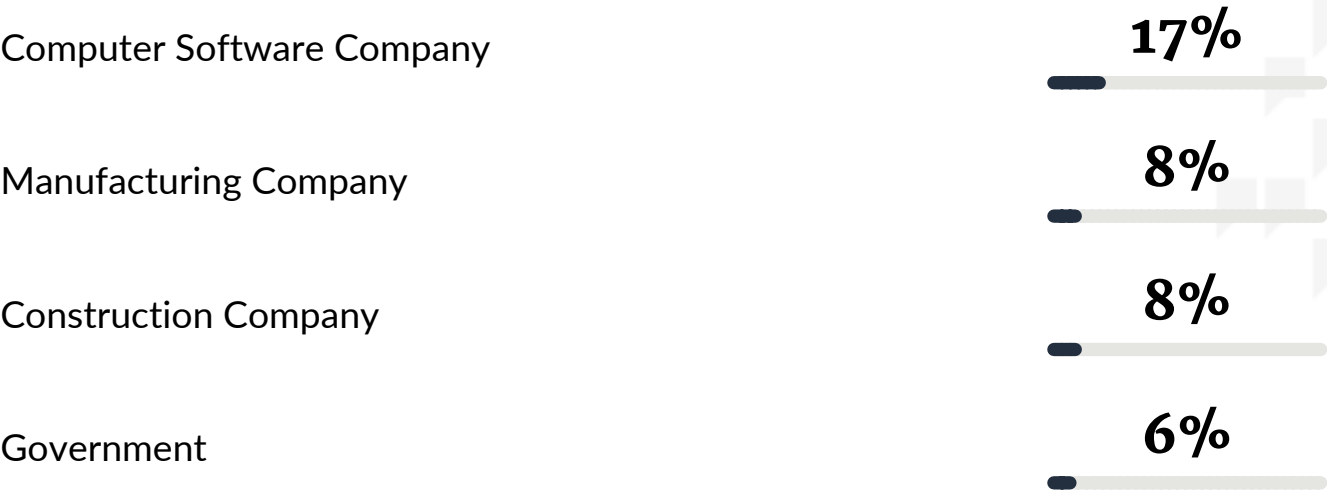
Anne-Aimee Wollerich

Cyber Security Consultant at Axle iT

[Read full review](#) 

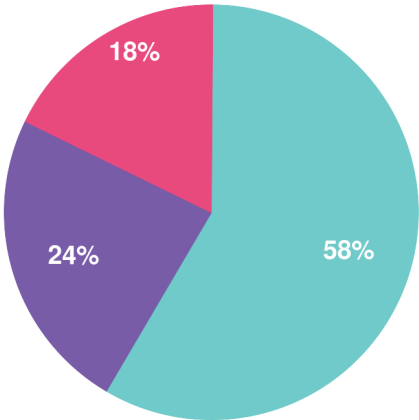
Top Industries

by visitors reading reviews

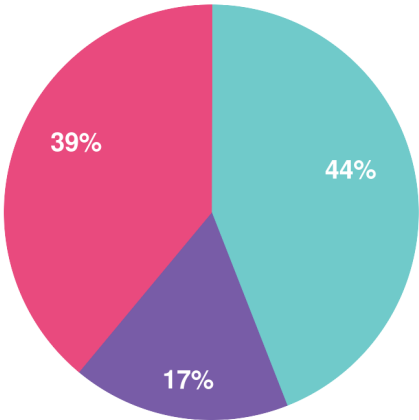


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944