

aws marketplace

**Barracuda Web Application Firewall**

# Reviews, tips, and advice from real users



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# Product Recap



Barracuda Web Application Firewall

# Barracuda Web Application Firewall

## Recap

Barracuda Web Application Firewall is a game-changing cloud-connected security solution that enables organizations to safeguard both their applications and their data from an ever-growing array of advanced cyber threats. It offers protection from cyber attacks that target not only data and applications stored on the cloud but also those that are housed on web servers. 43% of the time a breach takes place via a compromised application. Barracuda Web Application Firewall prevents these types of breaches from occurring.

Barracuda Web Application Firewall denies hackers the ability to penetrate your system by using a number of techniques to keep your organization safely insulated. The first method of protection consists of two parts. The first part involves a thorough scanning of all inbound web traffic. This solution monitors everything that comes into the system. It employs IP reputation intelligence, which filters all incoming data. If the source of the data has a bad reputation, it is blocked by the firewall. Administrators now have a way of locking out many common threats that could otherwise compromise sensitive networks. These scans can also allow administrators to protect their systems from within as DLP (Data Loss Prevention) protocols. If any sensitive data attempts to leave, administrators will automatically be alerted and the data will be blocked from exiting.

Barracuda Web Application Firewall can also be set up to apply the AAA (Authentication, Authorization & Accounting) framework to an organization's network. If an intruder manages to get past the authentication stage, the authorization protocols kick in. After the authorization stage comes accounting, which works by tracking and logging users' activities so that administrators will be in a position to prevent long-term damage from being done. This three-step process can be implemented without requiring administrators to make changes to their applications.

### Key Features

Some of Barracuda Web Application Firewall's key features include:

- The ability to employ **adaptive profiling**. Administrators will have an easier time enforcing security policies once this feature is enabled. It takes data from safe sources and builds profiles that can be used to create whitelisting protocols that prevent unsafe actions from occurring on the system.
- The ability to **assess threats in real time**. Barracuda Web Application Firewall uses machine learning to detect new threats and attacks as they emerge.
- The ability to manage the Barracuda Web Application Firewall system from a **single interface**. Administrators can manage their Barracuda Web Application Firewall

configurations from one centralized location.

### Reviews from Real Users

Barracuda Web Application Firewall stands out among its competitors for a number of reasons. One of the main ones is the robustness of the solution. Users are given access to a vast variety of security features in a single product.

PeerSpot user Muhammed S., a Presales Solutions Architect at Hilal Computers, notes this when he writes, "The solution offers [multiple security features](#). There are machine learning features and great URL encryption. It also offers multi-protocol support against DDoS attacks."

Other reviewers note that Barracuda Web Application Firewall is user-friendly, easy to set up, stable, and reliable.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Since implementing Barracuda, I sleep smoothly knowing I have protection.”



**Shahzad Abid**

Director Information Technology at College of Physicians & Surgeons Pakistan

- ✓ “Barracuda Web Application Firewall's features fulfill our requirements well, preventing us from needing to switch to more expensive vendors while still meeting our needs effectively.”



**Verified user**

Senior Security Systems Engineer at a tech services company with 11-50 employees

- ✓ “The most valuable features of Barracuda Web Application Firewall include advanced bot protection, DDoS protection, and addressing the top ten vulnerabilities.”



**Anand K R**

Technical Lead at cmsit services

- ✓ “The customer service and support are exceptional, and I would give them a ten out of ten.”



**Anne-Aimee Wollerich**

Cyber Security Consultant at Axle iT

- ✓ “The most valuable feature is the ease of use and the signature base.”



**Syed Majed Hussain**

Senior sales manager at World Future Company

- ✓ “One of the strongest points is its robust issue discovery capabilities. Barracuda invests significant efforts in identifying and resolving issues. They have multiple products that work in tandem to perform these checks, which is beneficial because it automates security updates. This is the primary reason I recommend it to my customers.”



**Carlo Bertini**

IT consultant and Project Manager/ CTO technology officer at Cabar at Cabar SRL

- ✓ “The stability of the product is good. Stability-wise, I rate the solution a ten out of ten.”



**Anuraj Nair**

Presales Engineer at SNSIN

## What users had to say about valuable features:

“The most helpful feature is rate limiting, which acts as a security layer against DDoS attacks. Additionally, data leak prevention is very important and ensures protection against attacks..”

### **Rimon Morcos**

Network Security and Infrastructure Engineer at a tech services company with 201-500 employees

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The most valuable feature of Barracuda Web Application Firewall is managing bot traffic. During a presentation by Barracuda, it was demonstrated that the traffic on Coolblue, a Dutch platform similar to Amazon, was significantly reduced with Barracuda's intervention. Half of the traffic was identified as bots searching for the cheapest price. This traffic analysis and bot management were used as unique selling points for other customers.

### **Anne-Aimee Wollerich**

Cyber Security Consultant at Axle iT

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“The most valuable features of Barracuda Web Application Firewall include advanced bot protection, DDoS protection, and addressing the top ten vulnerabilities. The solution provides robust support, which I particularly appreciate for its ability to address my inquiries and technical challenges effectively..”

**Anand K R**

Technical Lead at cmsit services

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“The most valuable feature is the rule set, the ability to specify IP addresses that are excluded. Having the ability therefore to build rules, and exclude specific domains or websites, is very helpful. And when I compare it with some technologies I have used prior to that, which is Signal Science WAF and such. So how the rule set is handled is actually quite nice..”

**Verified user**

Technical Program Manager, Security - Mergers at a tech vendor with 10,001+ employees

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“Barracuda WAF is very good product. It is very responsive, and, feature-wise, it's very good and easy to use.

You can easily deploy any kind of service.

The technical support is also good. I'm very satisfied.

It is stable and the performance is good.


The product is scalable.

It's easy to install.

They offer good reporting..”

**VijayKumar8**

Network Security Engineer at Progressive Infotech Pvt. Ltd.

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“For example, if we consider a company that has an application with a payment gateway configured, which provides services including money transactions, we deploy Barracuda Web Application Firewall for that application. We host the service in Barracuda Web Application Firewall. When a client requests access to the application, the request goes to Barracuda Web Application Firewall first, which will verify the request contents and create a separate TCP connection to the backend server if the request is legitimate. This process protects against attacks including SQL injection or cross-site scripting, where Barracuda Web Application Firewall will block any request that matches attack signatures.

The reporting features are quite good as they have reporting charts and dashboards that provide lists of attacks and real-time verification of those attacks, helping in better reporting by tracking requests based on time and unique endpoints.

I believe URL Profiles and Website Profiles are the most unique features offered. They create separate endpoints for each request integrated with the application, providing different security profiles based on the requirements. Moreover, the learning feature is very comprehensive, allowing us to monitor the applications before switching to protect mode, creating automatic profiles based on learned traffic, which helps to fine-tune security policy.

Barracuda Web Application Firewall's user interface automates the blocking of malicious IP addresses, reducing the manual burden. Additionally, enabling the learning feature allows for quick preparation of security profiles, creating URL profiles automatically, which significantly reduces manual intervention and false positives..”

**Verified user**

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Senior Security Systems Engineer at a tech services company with 11-50 employees

# Other Solutions Considered

“We did use a different solution before switching to Barracuda. Typically, we run a POC first before moving onto anything new, which is what happened in this case..”

**Verified user**

Chief Information Security Officer at a insurance company with 10,001+ employees

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“We evaluated other solutions like FortiWeb but chose this platform due to its comprehensive feature set and scalability options that suited our needs better..”

**Ferrianto Suryanto**

Director Of Technology at PT Exa Teknologi Indonesia

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“Before Barracuda, I worked with other web application firewalls such as FortiWeb and F5, and I also explored a few demo versions of additional products. Compared to those, Barracuda is a very good product..”

**Shahzad Abid**

Director Information Technology at College of Physicians & Surgeons Pakistan

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“I've worked with many other vendors. Currently, we also use WatchGuard firewall and systems for protection. But I've also worked with vendors from various regions. For the WAF (Web Application Firewall)..”

**Carlo Bertini**

It consultant and Project Manager/ CTO technology officer at Cabar at Cabar SRL

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“I do not think it is the best one on the market. I have seen other products offering additional features as next-generation firewalls, but as a dedicated web application firewall, Barracuda performs well among the basic features. However, I know there are more advanced products available, though I have not seen those to make a direct comparison. Therefore, I can't fully evaluate against them, but Barracuda has been a good product for me so far..”

**Shahzad Abid**

Director Information Technology at College of Physicians & Surgeons Pakistan

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“I'm also aware of F5 and Imperva, and they both have very good feature sets.

I've never worked with F5, however, I've heard F5 has more features than Barracuda WAF.

Some customers are using AWS WAF and Azure WAF..”

**VijayKumar8**

Network Security Engineer at Progressive Infotech Pvt. Ltd.

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# ROI

Real user quotes about their ROI:

“We have seen a return on investment as the manual work for monitoring attacks and generating reports is reduced significantly, saving money. Barracuda Web Application Firewall's features fulfill our requirements well, preventing us from needing to switch to more expensive vendors while still meeting our needs effectively..”

**Verified user**

Senior Security Systems Engineer at a tech services company with 11-50 employees

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“The customers are using it and see an ROI. The biggest benefit is the increased security in the internal environment. It automatically enhances their security posture for the applications that should be protected by the WAF..”

**Carlo Bertini**

It consultant and Project Manager/ CTO technology officer at Cabar at Cabar SRL

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“I have seen a return on investment because my application behind Barracuda Web Application Firewall is becoming obsolete technology-wise. My development team is working on the latest language tools or applications, so until then, this web application firewall is essential in my network to protect my existing online assets or software. It is definitely a good choice, providing a good ROI. I can imagine the consequences if I did not have it. During the COVID pandemic, we received plenty of attacks on our application, and at that time, I didn't have a web application firewall. Since implementing Barracuda, I sleep smoothly knowing I have protection..”

**Shahzad Abid**

Director Information Technology at College of Physicians & Surgeons  
Pakistan

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# Use Case

Our primary use case was to track the traffic on websites or webshops to identify potential malicious actors, such as bots. This involved analyzing the type of data being collected through websites to detect possible DDoS attacks.

**Anne-Aimee Wollerich**

Cyber Security Consultant at Axle iT

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“I'm using Barracuda as a web application firewall for any application. It is too smart and user-friendly, making it easy to restrict applications and utilize many features..”

**Rimon Morcos**

Network Security and Infrastructure Engineer at a tech services company with 201-500 employees

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“Our clients primarily use Barracuda Web Application Firewall to filter their web traffic and ensure they are secure enough to protect their cybersecurity workloads..”

**Syed MajedHussain**

Senior sales manager at World Future Company

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“I use Barracuda Web Application Firewall mainly for web application protection. I have worked with Barracuda for six years, focusing on this specific product, which aligns with my company's and clients' security needs..”

**Anand K R**

Technical Lead at cmsit services

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“I am not using the API protection feature right now because I don't host any APIs through Barracuda Web Application Firewall. I use a second procedure for API, which is point-to-point VPN connectivity with the banks. I'm using their API, and they are using my APIs, so our connectivity is over point-to-point VPN. Therefore, that traffic does not go through Barracuda Web Application Firewall, which is why I'm not using API protection at this moment..”

**Shahzad Abid**

Director Information Technology at College of Physicians & Surgeons  
Pakistan

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“I have been working with Barracuda Web Application Firewall for more than almost three and a half years.

Its main use case is to provide security to applications, to strengthen their security policies, to protect the applications from cyber attacks and to make them compliant against OWASP Top 10. Moreover, it allows only legitimate traffic, reduces false positives, makes application access easy, filters out non-legitimate traffic, verifies what exactly comes within the payload of the request, inspects everything that comes with a request, and fine-tunes according to the application logic based on the contents the application serves to their clients.

For example, if we consider a company that has an application with a payment gateway configured, which provides services including money transactions, we deploy Barracuda Web Application Firewall for that application. We host the service in Barracuda Web Application Firewall. When a client requests access to the application, the request goes to Barracuda Web Application Firewall first, which will verify the request contents and create a separate TCP connection to the backend server if the request is legitimate. This process protects against attacks including SQL injection or cross-site scripting, where Barracuda Web Application Firewall will block any request that matches attack signatures..”

**Verified user**

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Senior Security Systems Engineer at a tech services company with 11-50 employees

# 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.

The initial setup was very easy. For someone unfamiliar with IT, Barracuda Campus provides excellent resources and guidance, making it accessible even to those not specialized in IT.

**Anne-Aimee Wollerich**

Cyber Security Consultant at Axle iT

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“The initial setup is not a big task and is easy. You need to have the IP addresses and other required aspects after which you can configure the solution. The general configuration without any instability issues takes about 30-45 minutes which includes any type of scaling as well..”

**UmeshKumar2**

Senior System Administrator at a tech vendor with 10,001+ employees

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“The initial setup isn't too complex, we have a master plan when we implement it for our customers and deployment usually takes around three months. We have several people on our team involved with maintenance; usually, our customers also have maintenance staff. .”

**Porleng Phatt**

Pre-Sales Engineer at eCam Solution Co., Ltd

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“The product's initial setup phase was very straightforward and easy.

The product's deployment process was pretty simple since you just select the instance, after which it can be deployed in ten minutes.

Barracuda Web Application Firewall is deployed on the cloud.

With all the prerequisites in place, one application can be deployed or onboarded in an hour..”

**Anuraj Nair**

Presales Engineer at SNSIN

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“The product's initial setup phase is easy, but one needs some background knowledge. In terms of security products, one needs some background knowledge of the security practices. Nobody cannot configure the tool. Some certifications and technical knowledge is required to use the tool.

Depending on the person's knowledge of security, I can rate the setup phase as an eight on a one to ten scale, where ten means it is a very easy process.

The solution is deployed on the hybrid cloud.

The time required to deploy the solution depends on how many servers you want to set up in the hybrid environment. There are different components underneath it. There is no common time frame for the deployment. It all varies on a case-to-case basis, depending on how many deployments you are running in a hybrid environment and what services are offered to the user in the hybrid environment. We can't tell you the specific time for the deployment..”

**Verified user**

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IT Systems & Security Administrator at a maritime company with 501-1,000 employees

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“I would rate the initial setup a ten out of ten for its ease.

Usually, deployment takes three to four weeks because it depends on the customer and what we can observe from their side. What SLA or scope of work have they shared with the partner? In essence, we are not a direct partner of Barracuda; instead, we serve as the brand custodian for multiple brands such as Sophos and Barracuda. During the deployment phase, we are not directly involved with the customers. Sometimes, the queries pertain to deployment issues or technical problems. For such cases, we typically respond within two to four hours, or at most, one to two days, depending on our schedule. Since we cater to multiple brands and settings, we are not exclusively focused on one particular brand. Our role involves supporting multiple brands and setting up various solution abilities or designs.

For instance, if a customer approaches us for web services, we can offer Sophos Firewall web services. However, if they require a dedicated web solution, we provide them with a Barracuda solution. In cases where the customer has budget constraints, we try to migrate them to cloud-based solutions. Consequently, we refer to them as end customers or partners as per the situation.

In most cases, we are not directly involved in the deployment phase, the configuration process, or the setup. However, we usually gather feedback from our partners or new partners, and based on that, I can estimate that the deployment will take around two to three weeks. The timeline depends on the specific requirements or wishlist of the end customer..”

**Kanwar Arsalan**

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Sophos Certified Product Architect at Softech Microsystems

# Customer Service and Support

“The customer service and support from Barracuda have been excellent. I have a very supportive team that addresses my concerns. I have premium support as well..”

**Anand K R**

Technical Lead at cmsit services

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“The solution's technical support is good. There is a delay in the response time when it comes to the support part. I rate the technical support a seven out of ten..”

**Verified user**

IT Systems & Security Administrator at a maritime company with 501-1,000 employees

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“The technical support offered by Barracuda is marvelous. When it comes to the technical support of the product, areas like responsiveness, resolutions, and reachability are unmatched with any of the other products in the market..”

**Anuraj Nair**

Presales Engineer at SNSIN

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“I am not satisfied with the technical support from Barracuda. I am somewhat disappointed with the technical support that I have received so far. Whenever I generate a ticket for my problem, it goes to the Indian support team, and they all the time start with the most junior team member, consuming all my precious time. At the end, I have to close that ticket without any satisfactory solution. I have complained that they should shift my support to any other region because I don't need Indian support; they are simply pathetic and not up to mark.

“I would rate the technical support a two out of ten..”

**Shahzad Abid**

Director Information Technology at College of Physicians & Surgeons  
Pakistan

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“The support is excellent. However, regarding integrations, there are limitations with AWS, where bugs occur during integration that need fixing in order to enhance overall sales.

I believe the customer support for Barracuda Web Application Firewall is excellent, with knowledgeable and experienced technical assistance that surpasses other vendors including F5, Imperva, and Cloudflare.

I would rate customer support a solid ten, as they are consistently on top of every issue, addressing them without delays and providing excellent support twenty-four hours a day, seven days a week..”

**Verified user**

Senior Security Systems Engineer at a tech services company with 11-50  
employees

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“The Barracuda support depends. Sometimes, they solve the issue promptly, but normally, they are not so fast and are not entirely focused on the problem. For example, sometimes I write many requests on the tickets, asking for one, two, three, or four steps and asking for one to three resolutions. Often, they respond with only one or two. So, I need to push again and again.


In other cases, I ask questions and get positive feedback immediately, depending on who the technician is. Barracuda has engineers in the USA, UK, and other countries, so it depends on the technician's location and expertise. So, I am not completely satisfied, but sometimes it is okay, and sometimes it is not okay.

So, depending on the region and depending on the person who actually receives these tickets, the technical support could be more knowledgeable. So they may need some training or education for the entire staff to respond immediately without any delays.

Often, it happens that they respond because they need to, not because they understand the technology I'm using. So they respond just because it's required by the service level agreement, which specifies a response time within four hours. But this is just a response, not a resolution of the case. Sometimes, the response is within the agreed time, but the solution takes much longer..”

**Carlo Bertini**

It consultant and Project Manager/ CTO technology officer at Cabar at Cabar SRL

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# Other Advice

“I would rate Barracuda Web Application Firewall at nine out of ten overall. I can recommend it to other users. Barracuda is one of the remarkable vendors in web security and is too smart..”

**Rimon Morcos**

Network Security and Infrastructure Engineer at a tech services company with 201-500 employees

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For those new to cybersecurity, Barracuda Web Application Firewall offers an affordable and easy-to-deploy solution. Its accessible nature makes it a great choice for mid-segment use. The shift towards cybersecurity awareness has created a growing market, and Barracuda fits well with this trend with its non-technical usability and corresponding price point. I would rate the overall solution as eight out of ten.

**Anne-Aimee Wollerich**

Cyber Security Consultant at Axle iT

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“I would rate the overall solution as a seven out of ten, primarily due to issues with false positives.

I recommend Barracuda because of the strong support team I have..”

**Anand K R**

Technical Lead at cmsit services

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“The platform has been a reliable choice for securing our web applications. I recommend exploring their support and training offerings to maximize their effectiveness.

I rate it a seven out of ten. .”

**Ferrianto Suryanto**

Director Of Technology at PT Exa Teknologi Indonesia

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“If budget is a constraint and security is a priority, I advise others to consider Barracuda Web Application Firewall without hesitation. They would get the best return on investment by starting with Barracuda Web Application Firewall instead of jumping to higher-end vendors. I have provided this review with an overall rating of eight..”

**Verified user**

Senior Security Systems Engineer at a tech services company with 11-50 employees

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“I rate Barracuda Web Application Firewall as a seven out of ten overall.

“Interestingly, I received a local quotation from a partner, and then, because we have an office in the UK, I requested a quote from Barracuda's UK team, which was half the price I was quoted in Pakistan. Thus, I renewed through the UK office, making it definitely 50% cheaper than the Pakistan offer, so the price is good.

“I have only been working with Barracuda Web Application Firewall. No local partner has introduced me to any other product lines. It was purely by chance that Barracuda Web Application Firewall came to me through a local partner; otherwise, local partners rarely bother introducing other products to customers..”

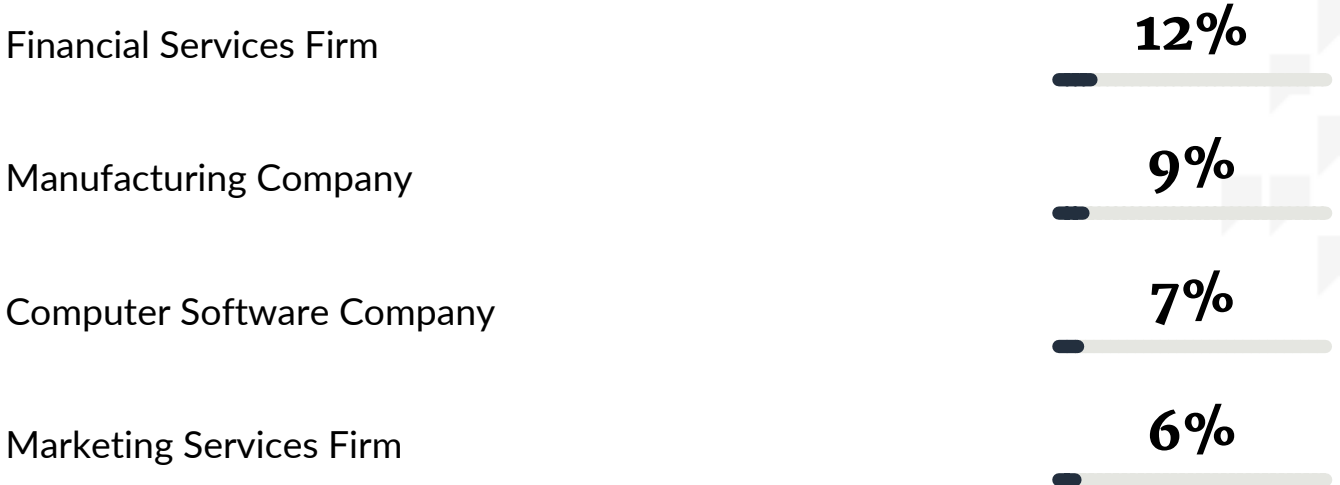
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Director Information Technology at College of Physicians & Surgeons  
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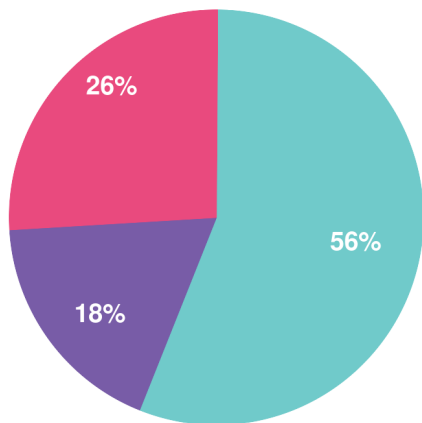
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by visitors reading reviews

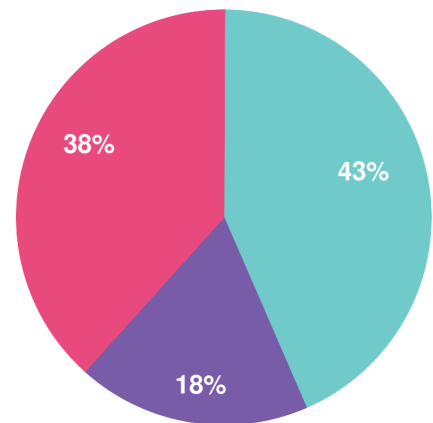


# Company Size

by reviewers



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Large Enterprise      Midsize Enterprise      Small Business

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