

Barracuda MSP Managed Workplace - Network Operations Center and Help Desk

Enhance your service offering with Barracuda MSP's around the clock Network Operations Center (NOC) and Help Desk. When coupled with Managed Workplace, these operational accelerators enable MSPs to generate more recurring revenue, without incurring additional expenses.

Create a better customer experience

Acting as an extension of your team, Barracuda MSP Network Operations Center and Help Desk offers 24 x 7 support to your customers. We provide the technical expertise that is needed to ensure customer satisfaction and timely resolutions.

Deliver integrated NOC and Help Desk services

Seamlessly monitor, manage, and support your customers based on the policies you have applied with Barracuda Managed Workplace. NOC services include monitoring, alert diagnosis, and patch management. Help Desk services include chat, email, and phone support services.

Demonstrate your value to customers

Illustrate your value with our comprehensive weekly and monthly reports based on work completed per customer. These additional reports included with the NOC and Help Desk service feature activity summaries with open tickets, closed tickets, automated activities performed, and remote sessions conducted to provide remediations.

Key features

Custom onboarding — Our team works with you to onboard new customers according to best practices. This includes configuration of alerts, notification rules, site groups, service groups, and policy modules.

Synchronized ticketing — Any tickets worked on by our NOC and Help Desk team can be synchronized with your PSA tool to provide complete transparency. This allows you to efficiently track and resolve issues for accurate billing.

Centralized management — All tickets are conveniently located in your Managed Workplace dashboard for easy access.

Comprehensive reporting — We deliver weekly and monthly reports that highlight any NOC and Help Desk activity including the time spent on each ticket, the response time, and resolution.

What is Managed Workplace?

Managed Workplace is a security-centric remote monitoring and management platform that enables MSPs to quickly assess customers' networks, deliver multi-layered security service offerings, monitor anomalies, and more.

For more information visit: barracudamsp.com/rmm

Service Plans

	PRIMARY PLUS		PREMIUM	
	LEVEL 1 RESPOND	LEVEL 2 REMEDIATE	LEVEL 1 RESPOND	LEVEL 2 REMEDIATE
Network Operations Center (NOC)				
Alert Notification	✓	✓	✓	✓
Scheduled Maintenance Windows		✓	✓	✓
Weekly/Monthly Service Summary Reporting	✓	✓	✓	✓
Real-Time Analytics			✓	✓
One-Time Patch Management Setup	✓			
Ongoing Patch Management Setup		✓		✓
Basic Patch Management (Automated)	✓	✓	✓	✓
Patch Management (Service Packs)		✓		✓
Patch Management (Ownership)	Escalate to MSP	✓	Escalate to MSP	✓
New User Setup		✓		✓
Escalate Issues to MSP	✓		✓	
Issue Coordination (Help Desk / NOC)	Triage desk		Integrated systems	
Monitoring, Response, Remediation	✓	✓	✓	✓
ITIL® Certified Agents, ITIL® Aligned Processes			✓	✓
PMI® Aligned Processes for Onboarding			✓	✓
HDI Aligned Processes for Help Desk			✓	✓
Location of Agent: Business Hours	North America		North America	
Location of Agent: After Hours	Offshore		North America	
Disk Maintenance (Health Audit, Cleanup, Defragment)		✓	✓	✓
Install Antivirus		✓	✓	✓
Remote Intervention for Resolution		✓	✓	✓
Monitor File System Usage		✓	✓	✓
Help Desk				
Help Desk Service Channel	Phone and email		Phone, email, and chat	
Response Times for Phone	80% within 60 seconds		90% within 30 seconds	
Response Times for Chat			90% within 30 seconds	
Response Times for Emails	80% within 60 seconds		90% within 30 seconds	
Toll-Free Telephone Access	UK and North America		North America only	



About Barracuda MSP

As the MSP-dedicated business unit of Barracuda Networks, Barracuda MSP enables IT managed service providers to offer multi-layered security and data protection services to their customers through our award-winning products and purpose-built MSP management platforms. Barracuda MSP's partners-first approach focuses on providing enablement resources, channel expertise, and robust, scalable MSP solutions designed around the way managed service providers create solutions and do business. Visit barracudamsp.com for additional information. [@BarracudaMSP](https://twitter.com/BarracudaMSP) | [LinkedIn: BarracudaMSP](https://www.linkedin.com/company/barracudamsp/) | blog.barracudamsp.com

617.948.5300 | 800.569.0155 | sales@barracudamsp.com