



Barracuda Email Protection

Reviews, tips, and advice from real users



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Product Recap



Barracuda Email Protection

Barracuda Email Protection Recap

Barracuda Email Protection provides advanced security with features like AI protection and cloud-based spam blocking, making it essential for managing email risks effectively.

Barracuda Email Protection stands out with its robust malware detection, ease of use, and seamless integration with Microsoft 365, serving enterprises by simplifying email threat management. Despite its efficient spam filtering and straightforward setup, users seek improvements in email encryption, third-party vendor integration, report details, and more streamlined performance. Organizations leverage its AI capabilities for phishing detection and employee training, allowing for automated operations and comprehensive threat protection. Its archiving, search, and hands-off management are crucial for companies lacking extensive security resources, ensuring persistent email access and secure practices.

What are the key features of Barracuda Email Protection?

- Cloud-Based Spam Blocking: Reduces unwanted emails effectively.
- Impersonation Detection: Identifies phishing attempts seamlessly.
- Malware Detection: Protects against malicious threats.
- AI Protection: Enhances security with intelligent analysis.
- Microsoft 365 Integration: Ensures smooth operation within existing systems.
- Customizable Rules: Allows tailored security protocols.

What are the main benefits and ROI of Barracuda Email Protection?

- Time Savings: Automates and streamlines email management processes.
- Email Security: Maintains domain reputation by reducing spam and threats.
- Comprehensive Protection: Provides a unified approach to email threats.
- Central Management: Simplifies oversight with a unified console.
- Reliable Support: Offers technical assistance and guidance.

In finance, healthcare, and large enterprises, Barracuda Email Protection is deployed for its reliable email archiving and retrieval, supporting compliance and data integrity. Industries benefit from its AI-powered phishing detection and employee training tools, enhancing operational security and reducing risk exposure.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Barracuda Email Protection has positively impacted my organization by increasing our email protection and security significantly, with our security increasing from forty percent to sixty-five percent, especially when dealing with all the threats that come through emails.”



Xavie Simons

Business Development Manager at Procter & Gamble

- ✓ “Threat Protection feature is a good tool and a very efficient tool.”



Phakedi Mphela

IT Project Manager at Brilliant telecommunications

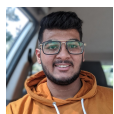
- ✓ “With Barracuda Email Protection, the features I find most valuable are spam filtering, as it is primarily used for spam protection.”



Ferrianto Suryanto

Director Of Technology at PT Exa Teknologi Indonesia

- ✓ “Barracuda Email Protection has positively impacted my client's organization by reducing almost 50 to 60 percent of phishing emails, making it more secure and allowing us to feel safe from phishing incidents.”



Karsh Trivedi

Security Engineer at Payatu

- ✓ “The investment in Barracuda Email Protection is quite good for us because we see the value of money on it, as we are saving a lot with Barracuda Email Protection, going from paying close to 300,000 to now sitting at 100,000.”



Wandile Ntshalintshali

IT Officer at MVA Fund

- ✓ “At the moment, I am working with Sophos Cloud, Sophos Intercept X; when they introduced the XDR, we used it, and then when they introduced the Optix, we used it, and then we upgraded our subscription with them to MDR, so we are now utilizing Sophos Cloud Central MDR.”



Sherif Fouad

Group ICT Manager at a mining and metals company with 501-1,000 employees



“The main benefits Barracuda Email Protection provides for us are saving time and money because we don't run into any kind of attack or disruption in the mail service that we may face, including ransomware attacks.”



HirenShah

Director at Dynamic Group

What users had to say about valuable features:

“With Barracuda Email Protection, the features I find most valuable are spam filtering, as it is primarily used for spam protection. The antivirus component uses an antivirus solution, though I am uncertain which specific antivirus they are using.

“The link protection feature has impacted my customers positively. I believe they have link protection functionality.

“Regarding the data protection features in Barracuda, I am not certain which are the most beneficial..”

Ferrianto Suryanto

Director Of Technology at PT Exa Teknologi Indonesia

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“The best features Barracuda Email Protection offers are its Advanced Threat Protection and Incident Response feature. As a SOC analyst or an incident responder, I am fond of the capability of the real-time monitoring and forensics of Barracuda Email Protection. I can quickly see what the content of the email is and receive alerts if any potential phishing emails or spam emails are detected as I want. I can also identify who interacted with those suspicious emails to limit any incidents that may occur. The bulk remediation feature is something that I am satisfied with.

“With Advanced Threat Protection, what I appreciate is the real-time scanning of attachments and the real-time spam protection system.

“Barracuda Email Protection has positively impacted my client's organization by reducing almost 50 to 60 percent of phishing emails, making it more secure and allowing us to feel safe from phishing incidents. Overall, the spam protection is also working great and has reduced a large number of spam emails being received by the organization. The phishing protection also works exceptionally well..”

Karsh Trivedi

Security Engineer at Payatu

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“The best features Barracuda Email Protection offers include its ability to stop and identify impersonations and business email compromise protection. This is one of the features.

The second feature I find valuable is the advanced threat protection module, which includes attachment scanning and is very good on this product.

Regarding the features, we have a reporting module that is very good, and we also have an incident response and automatic remediation feature. This is powerful, and I think this is the most beneficial on Barracuda Email Protection.

Barracuda Email Protection has positively impacted our organization because we rely on it to stop spear-phishing and phishing overall, enabling us to conduct our business securely. We are safe from attackers on email systems, allowing us to conduct our business safely. I see that Barracuda Email Protection has great and capable features we can rely on.

We have seen specific outcomes since using Barracuda Email Protection, such as a reduction in phishing incidents by 20 percent. We are also maintaining our business, which enables us to receive normal emails without any delays while integrating well with our existing Microsoft Office 365. Additionally, Barracuda Email Protection supports many compliance options, helping us run and meet compliance requirements..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“I'm using Barracuda Email Protection for backup and email protection for two purposes. There are also impersonation features and other capabilities, and most of it is acceptable, but the only thing I think that's missing is the WAF and some other features. Domain fraud protection is there, and it's quite comprehensive.

“The biggest advantage for me in Barracuda Email Protection is that it's user-friendly, easy to navigate anytime, and the reporting is fine. Unfortunately, you can see all the message logs, which includes the inbound and outbound messages, and that puts it in a way that we feel like we can see emails that are too sensitive for management. That was one of the downfalls. If we could hide that feature, probably we could adjust the admin so we know one is accountable. But for now, once you give anyone rights, they have all the access to see the message logs and everything.

“Regarding the threat protection feature in Barracuda Email Protection, it does not help to manage threats or sophisticated threats.

“The reporting in Barracuda Email Protection is very good. You can do a weekly or monthly report, and it's excellent.

“I find data protection in Barracuda Email Protection is adequate for us..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“Threat Protection feature is a good tool and a very efficient tool. I tried competitors' solutions.

“The link protection feature is good and it impacts our organization's email safety by detecting links that other security solutions would let pass through. It locks them, blocks them, and quarantines them sometimes.

“I assess Barracuda Email Protection's ability to prevent accidental data leaks as good because they are using RDL and scoring. If it finds something with a low score, it is quarantined or blocked on our end.

“What I use to evaluate the effectiveness of Barracuda Email Protection's email security features are metrics depending on the scoring. Barracuda Email Protection has scoring to indicate if something is spam or a phishing link, and the scoring is at 100%. If we see that it is a false positive from our end, we release it so that machine learning could improve for next time.

“I think the automatic security updates are good and very effective. These updates have helped my customers counter emerging threats by allowing them to notice if there is a new interface. We started with an old Barracuda Email Protection interface, and now you can click to get to the new interface, which I found very good and helpful.

“The real-time attack detection feature has improved their threat response strategies significantly..”

Phakedi Mphela

IT Project Manager at Brilliant telecommunications

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“The functions in Barracuda Email Protection that I find the most valuable are the way it is reported and the way the solution is given for a threat if it has found one. The way it has protected malicious mails from being delivered makes a huge impact.

“Threat Protection is a feature we use, which only gives us an advanced warning or an alert on any kind of malicious code coming in as an email.

“Link Protection for email security is very important and very useful. We do use Link Protection extensively.

“We do use Barracuda Data Protection functions, and the advantage we have is that the backed up data is protected from any possible attack that can come or any kind of hijack or data being misused. The Data Protection feature helps us ensure that the data is safe.

“Barracuda Email Protection helps us prevent accidental data leaks because it gives Link Protection, so you don't click a link by oversight or mistake thinking it is genuine. This ensures that your chances of being vulnerable are gone, and the data used for protection is also safe, so we don't see any kind of data leak coming through this.

“The main benefits Barracuda Email Protection provides for us are saving time and money because we don't run into any kind of attack or disruption in the mail service that we may face, including ransomware attacks. That is definitely important for us; the workflow is there but it is not that critical at this point. However, it is important to be protected and save money..”

HirenShah

Director at Dynamic Group

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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

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“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

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“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

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“I see a lot of differences between Barracuda Email Protection and other products. Darktrace is quite amazing, but the only factor I think you are much better with is the pricing, which is quite good. However, Darktrace is exceptional..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“We did compare Barracuda Email Protection with other products, specifically Check Point Harmony. We chose Barracuda Email Protection over Harmony because we found Barracuda Email Protection's strike rate on identifying detection was much higher. Second, we found Barracuda Email Protection's pricing to be far more comparable and reasonable than Harmony. Additionally, I found the speed of Harmony was not as good as Barracuda Email Protection..”

HirenShah

Director at Dynamic Group

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“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

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ROI

Real user quotes about their ROI:

“I am not sure about the financial part, as I was not the one who deployed or participated in licensing discussions. However, preventing incidents or seeing a reduction in the volume of incidents is something that reflects a good return on investment..”

Karsh Trivedi

Security Engineer at Payatu

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“The investment in Barracuda Email Protection is quite good for us because we see the value of money on it. We are saving a lot with Barracuda Email Protection. In an estimate, we were paying close to 300,000, but now we are sitting with Barracuda Email Protection at 100,000..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“I have seen a return on investment because I have saved the end-user heartache, especially since they are very secure and have peace of mind. The IT department has saved time and cost, as they do not have to run up and down fighting with malicious spam or malicious attacks. They are at peace..”

Xavie Simons

Business Development Manager at Procter & Gamble

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Use Case

“Barracuda Email Protection is deployed on one of my clients, serving as the main email web gateway to deliver and receive emails. It has been set up as a DNS record method and is used to scan for potentially spam or phishing emails and harmful emails to block them. It is also used to protect unauthorized disclosure of data from my clients to the outside world..”

Karsh Trivedi

Security Engineer at Payatu

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“We are still working with Barracuda Email Protection. The requirement for Barracuda Email Protection is to ensure security over all emails that come into the office, so it protects us from all malicious code, phishing, and ransomware attacks. It saves us from all of them, and it also tells us if there is a vulnerability in any user..”

HirenShah

Director at Dynamic Group

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“I work with Barracuda Email Protection as a customer. My major use case for using Barracuda Email Protection is at 100% because we get the whole thing, but unfortunately, it doesn't do backup for us on-premises. It only backs up wherever it's stored. We have that kind of problem, but nonetheless, so far we can keep it because we haven't been hacked. It's blocking all malware, trojans, and all these things. It's doing well for us. We haven't had any attack on Barracuda Email Protection's side.

“Before Barracuda Email Protection, we did use another product for backup internally until we found another solution for internal..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“Our main use case for Barracuda Email Protection is as a mid-size company running Microsoft 365, and we want one platform to handle phishing, business email compromise, malicious attachments, links, post-delivery cleanup, outbound data protection, and email resilience during an outage. Barracuda Email Protection is built exactly for this kind of layered email security workflow with gateway filtering, also providing our company with API-based inboxing defense, automation remediation, and many excellent features.

A specific example of how we use Barracuda Email Protection in our daily workflow is that we used it to stop most spam and phishing emails that arrived to the CFO. We have many domains working and sending us payments, and we experience phishing and spear-phishing attacks. We have many competitors, and we are targeted by these competitors. We have a lot of attacks, so we rely on Barracuda Email Protection to stop these attacks and protect our business continuity on email systems..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“I no longer deal with Barracuda Email Protection. We only deal with the firewall, specifically Barracuda Firewall, as the product was changed to another solution.

“I stopped working with Barracuda WAF and Barracuda Email Protection last year.

“With Barracuda Email Protection, the features I find most valuable are spam filtering, as it is primarily used for spam protection. The antivirus component uses an antivirus solution, though I am uncertain which specific antivirus they are using.

“The customers who used Barracuda Email Protection were from the finance and banking sectors..”

Ferrianto Suryanto

Director Of Technology at PT Exa Teknologi Indonesia

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“We are using Barracuda Email Protection, which is an email defense solution. We utilize the Threat Protection feature, including declination, cloud features, backup, and archiving.

“We do use Barracuda Email Protection's data protection features. Barracuda Email Protection's data protection feature is effective because we are using the archiving and all emails have been archived with Barracuda Email Protection archiving.

“I have found value in the actionable analytics provided. The benefits my customers have seen from the actionable analytics include pulling out more data and analyzing real-time threats.

“I assess the impact of Barracuda Email Protection on compliance efforts regarding security events as good. There are two issues that I can think of in terms of compliance, such as local data storage, which they do not have. We are storing the data in another foreign country, which is not how it is supposed to be. Our data must be within the South African borders. I think that compliance part is the one that is lacking there..”

Phakedi Mphela

IT Project Manager at Brilliant telecommunications

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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 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

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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

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

“The initial setup for Barracuda Email Protection is straightforward because we had been working with this customer for years already. We never had a problem with the initial setup. Everything, when troubleshooting occurred, was handled appropriately. However, during the last year, I felt the support from Barracuda was unsatisfactory..”

Ferrianto Suryanto

Director Of Technology at PT Exa Teknologi Indonesia

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“In terms of installation and deployment of Barracuda Email Protection, I would say installation is quite easy. It's not complicated. It's just that it's tedious because a lot of things are involved, but immediately in an hour or two, you get to complete it. It's much easier if you are using the cloud one, but if you are using the on-premises component, that's one factor I feel is tedious. The cloud one is more maneuverable to deploy..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“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 less than 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.

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“The initial setup for Barracuda Email Protection is straightforward and simple. The only challenge is that Barracuda Email Protection always supports cloud. We tried to implement it on-premises, but it was struggling and we had to maneuver through and resolve some conflicts so that it could accommodate on-premises Microsoft. However, Exchange Online comes through very well with Exchange Online and Microsoft 365..”

Phakedi Mphela

IT Project Manager at Brilliant telecommunications

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Customer Service and Support

“I have not reached out to Barracuda Email Protection's customer support directly, but my colleagues have, and they say it was a very good or very pleasant experience..”

Karsh Trivedi

Security Engineer at Payatu

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“The support for Barracuda Email Protection is very good, and the integration is also very good. The customer support for Barracuda Email Protection is very professional..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“The technical support from Barracuda Email Protection is helpful; you just need to know what you want from them. I would give eight points for support from Barracuda Email Protection..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“The customer support is very good, and the times that I have reached out to the support team, I noticed they are very responsive. They are quick to find a solution, and they are available twenty-four seven, so overall, it is a great customer support team..”

Xavie Simons

Business Development Manager at Procter & Gamble

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“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

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“I would rate the technical support from Barracuda as three out of ten. The technical support is poor. For email security specifically, the support is inadequate. For other products such as WAF and network solutions, the support is acceptable. However, for email, the support is insufficient. You need six months to solve a problem. Every one to two months, the email system restarts. This is particularly problematic for a financial institution and banking customer..”

Ferrianto Suryanto

Director Of Technology at PT Exa Teknologi Indonesia

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Other Advice

“I am not using threat protection in Barracuda Email Protection. I am not using link protection; it's only looking at the M365 ones. Even though I mention some problems like the message logs or the absence of WAF, I would still give Barracuda Email Protection the maximum score. I give this review a rating of 10..”

Wandile Ntshalintshali

IT Officer at MVA Fund

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“You can purchase Barracuda Email Protection directly from Barracuda. We deal with Barracuda Email Protection as a Service. I have been working with Barracuda Email Protection as a Service for about five years as well. I usually recommend Barracuda Email Protection for private and government companies. I rate this review an 8..”

Phakedi Mphela

IT Project Manager at Brilliant telecommunications

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“To measure that 50 to 60 percent reduction, there was no baseline created, but that is a behavior I observed on Barracuda Email Protection's dashboard and from the users. I was able to see the number of emails being blocked as phishing or spam, and also some emails that were getting allowed, probably due to some configuration issue. That is how I derived the number. My review rating for Barracuda Email Protection is 10..”

Karsh Trivedi

Security Engineer at Payatu

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“I would rate Barracuda Email Protection a 10 out of 10. I give it a 10 because I think it is the most suitable product for [Office 365](#) and has capable features to stop phishing attacks and maintain business operations. My advice to others considering Barracuda Email Protection is that before you run it, you should first identify that you already have Microsoft 365 to protect and have mailboxes. Do not use an email gateway from Barracuda Email Protection because it has many modules. Barracuda Email Protection is a good fit with Office 365. I rate this product a 10 overall..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“Regarding the impact of machine learning algorithms on threat prediction accuracy, I have been newly using Vulnerability Manager, so I won't be able to give proper feedback about this.

I am working with Barracuda Forensics and [Incident Response](#); but then I think

they changed. Barracuda Forensics and Incident Response is not Forensics any longer. I think this is the one that got named Incident Response.

I would assess the effectiveness of Barracuda's AI-driven threat detection as seven out of 10.

I would rate Barracuda Forensics and Incident Response as a seven from 1 to 10 as a product.

I have been a customer of Barracuda.

My overall review rating for this solution is 7 out of 10..”

Sherif Fouad

Group ICT Manager at a mining and metals company with 501-1,000 employees

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“My advice to others looking into using Barracuda Email Protection is that we are using Barracuda Essentials across the organization to protect users from malicious email attacks and to secure data in the cloud backups. It solves issues in one solution: backup, protection, and reporting. All data is backed up to the cloud, including [Office 365](#), [SharePoint](#), and OneDrive for all users. It protects the user inbox with a myriad of content filtering and black and whitelisting. It is simple for the IT department and other departments to find quarantined emails and release them. It has increased my organization's security posture, especially when dealing with threats from emails, making it a very recommendable tool that is cost-effective and easy to use.

“Our users feel more comfortable since they receive a lot less spam and phishing emails, and they love how easy it is to send encrypted emails. Barracuda Email Protection is very easy to use since it really does not take any effort from the user other than clicking one button to send outgoing encrypted emails when needed. Management is also very easy, and there is not much to do other than add or remove email addresses and add or remove domains from the spam filtering list. Overall, it is a great tool. I would rate this review an eight..”

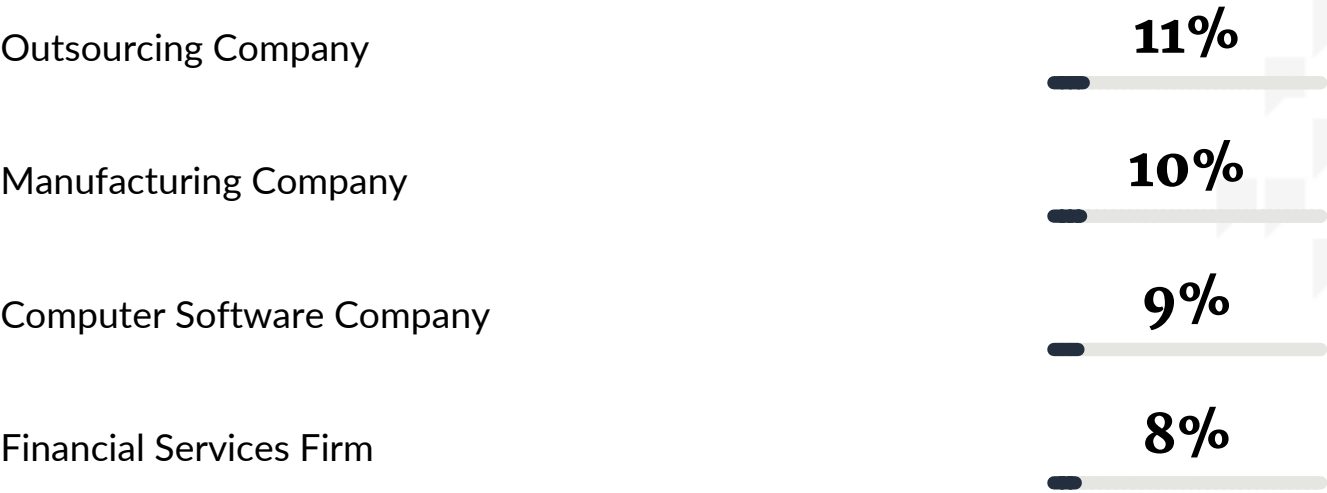
Xavie Simons

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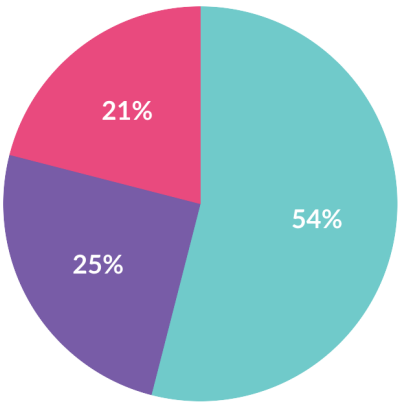
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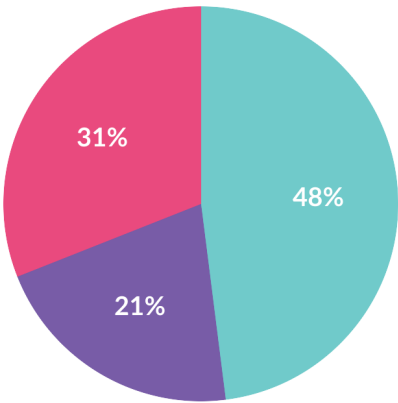


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsized Enterprise  Small Business

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