

Managed Backup Services

Improve Backup Success and Reduce Administration



MSP Solution

Helping businesses manage IT effectively and affordably takes hard work and focus. Your formula for managed services success is yours alone, and **Barracuda Intronis Backup – MSP** is one component. While we pride ourselves on the platform's ease of use and automation, we recognize that day-to-day management of your customers' backups may be a task that you would prefer to delegate.

Now, for select partners who prefer not to staff for routine backup management, Barracuda MSP offers **Managed Backup** and **Full-Service Backup**.

Simplify operations and boost customer satisfaction

With Managed Backup, our Partner Service engineers work closely with your technicians to monitor all of your backups to bring error levels to a minimum and customer satisfaction to a maximum. Managed Backup Service lets you offload the bulk of backup monitoring and management to experienced Barracuda MSP engineers and better focus your team.

Reclaim valuable time

Managed Backup helps optimize the Barracuda Intronis Backup – MSP experience. Managing backup and recovery operations no longer involves daily monitoring of your customers' backup sets and activities on the portal.

Set yourself up for success

- Create your initial backup sets with help from Barracuda MSP
- Designate your primary and secondary technician liaisons for Barracuda MSP communications
- Benefit from daily check-in sessions between your liaisons and your dedicated Barracuda MSP Partner Service Engineer

With Managed Backup Services, you can:

- Liberate your smart, hard-working professionals from backup management workloads to pursue more strategic or high-margin projects
- Expedite issue resolution and cut time spent on support calls
- Focus on what really matters: delivering excellent service and growing your business

Partner Service engineers provide the highest level of customized support:

- Daily reports that include an active list of issues, relevant descriptions, and potential resolutions
- Weekly activity summaries that recap recently closed cases, those that remain open, recurring cases, and other tips
- Direct management of software updates and backup agents
- Regular best practices audits of backup sets

Full-Service Backup

Your team can save even more time by empowering Partner Service engineers to monitor your backups and do all of the work for you, with **Full-Service Backup**.

In this **expanded Managed Backup service**, you can provide our team remote access to monitor machines and proactively make any necessary adjustments on your behalf.

Through transparent reporting, you will gain visibility into each error and corrective action taken, without ever having to act yourself. This model takes even more of the work off of you – no need for daily check-in sessions or for you to monitor your customers' backups at all!

Ready to Learn More?

Contact your Partner Development Manager or Regional Account Director for more details. Or, email us at sales@barracudamsp.com.