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Peer Review for The ThreatX Platform

Vendor Overview	Evaluation & Contracting	Integration & Deployment	Service & Support	Product Capabilities	Additional Context

"Awesome WAF And Support"

Submitted: Dec 12, 2019

⭐⭐⭐⭐⭐ **Overall User Rating**

Report Inappropriate Content

Product(s): The ThreatX Platform

Overall Comment: "We have been using the Threatx WAF exclusively at my company for a little less than a year. The implementation of the solution was fast and painless. WHat took other vendors weeks and months to implement took Threatx days. The support organization at Threatx has been awesome. When we have questions or need assistance they are fast to help us no matter what time of the day or evening. They have provided other options to help our business making this a good partnership. "

⦾⦾⦾⦾⦾ **Evaluation & Contracting**

Lessons Learned

Please rate your overall experience with this vendor   ⦾⦾⦾⦾⦾

Create a headline summary of your review.

Awesome WAF and Support

Please explain the business problems or needs that prompted the purchase of this product or service.

We have an application that we offer to business. We were always being probed and attacked by DoS and DDoS attacks. We need a solution to provide better security around our offering.

What do you like most about the product or service?

The flexibility of the Threatx team in helping us configure the solution for our application and the willingness to help troubleshoot any issues that arise as part of the configurations.

Reviewer Profile

👤 **Director Information Security**

Industry:
IT Services

Role:
Other CxO

Firm Size:
50M - 250M USD

👥 **Deployment Architecture:**
Cloud (SaaS or PaaS or IaaS)

👥 **Go-Live Date:**
2019

👥 **Implementation Strategy:**
Worked with just the vendor

Review Source

Invited by Vendor (direct, user community)

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❯ Next Review

What do you dislike most about the product or service?

The reporting could be better. We have to send log data to amazon so that we can get better reporting.

If you could start over, what would your organization do differently?

We looked at many vendors. Threax was not on our radar but through some contacts I had we looked at them. We should have done more so that we would have found Threatx sooner.

What one piece of advice would you give other prospective customers?

Understand your application. It is critical that you have your dev and support teams involved in the implnetation. This way they can understand how and what the WAF is doing to protect the business.

How satisfied is your organization with the value the product provides for the money spent? ◉◉◉◉◉

Deployment architecture

Cloud (SaaS or PaaS or IaaS)

Evaluation & Contracting ◉◉◉◉◉

Why did you purchase this product or service?

- Reduce time to market
- Cost management

What were the key factors that drove your decision?

- Pre-existing relationships
- Product functionality and performance
- Strong customer focus

Ability to understand your organization's needs ◉◉◉◉○

Timely and complete response to product questions ◉◉◉◉◉

Pricing and contract flexibility (pricing and terms) ◉◉◉◉◉

Integration & Deployment

When was this product or service deployed at your organization?

2019

What was your implementation strategy?

Worked with just the vendor

How long did your deployment take?

0 - 3 months (<3)

Availability of quality 3rd-party resources (integrators, service providers, etc.)

Ease of integration using standard APIs and tools	●●●●○
Quality and availability of end-user training	●●●●○
Ease of deployment	●●●●●

Service & Support

Timeliness of vendor's response	●●●●●
Quality of technical support	●●●●●
Quality of peer user community	

Did your organization purchase a support package from the vendor?

Yes

Product Capabilities

Overall rating of product capabilities	●●●●●

Additional Context

How extensively is this product or service being used in your organization?
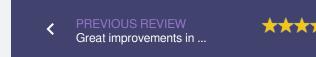
Company-wide

Which of the following describes your company's relationship with this vendor?

- MSP/ISV: My company embeds this product as part of a platform solution that we provide to our clients

In which country(s) did your deployment take place?

United States|Australia|Canada|United Kingdom

Feedback

PREVIOUS REVIEW
Great improvements in ...
★★★★★

NEXT REVIEW
Have been pleased with ...
★★★★☆

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