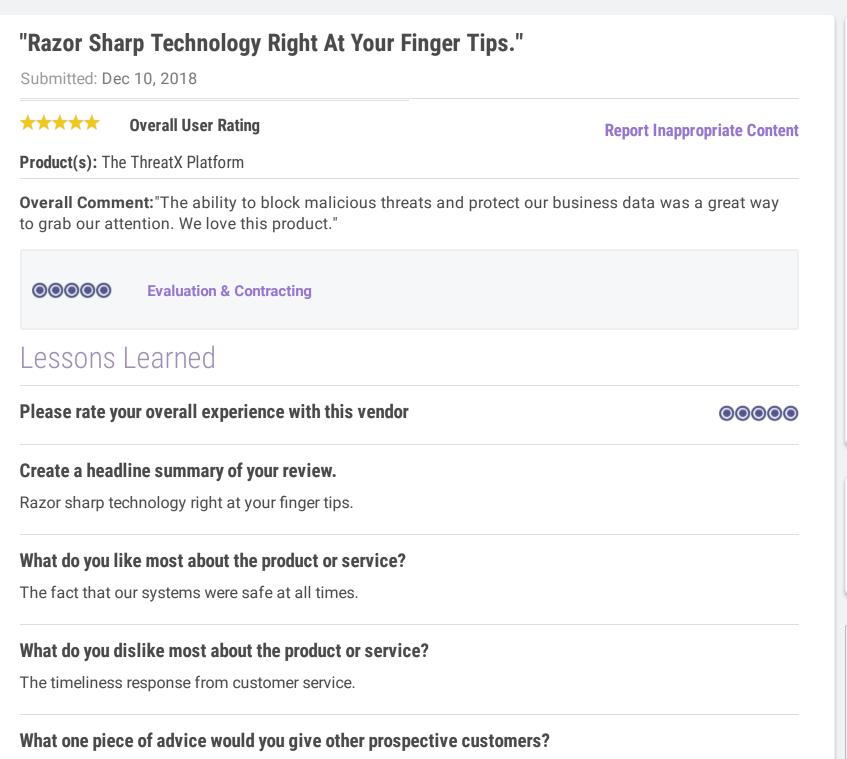# Peer Review for The ThreatX Platform

Vendor Overview | Evaluation & Contracting | Integration & Deployment | Service & Support | Product Capabilities | Additional Context
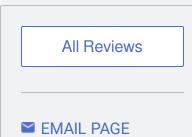
"Razor Sharp Technology Right At Your Finger Tips."

Submitted: Dec 10, 2018

★★★★★ **Overall User Rating**

Report Inappropriate Content

Product(s): The ThreatX Platform

Overall Comment: "The ability to block malicious threats and protect our business data was a great way to grab our attention. We love this product."

⦿⦿⦿⦿⦿ **Evaluation & Contracting**

Lessons Learned

Please rate your overall experience with this vendor

⦿⦿⦿⦿⦿

Create a headline summary of your review.

Razor sharp technology right at your finger tips.

What do you like most about the product or service?

The fact that our systems were safe at all times.

What do you dislike most about the product or service?

The timeliness response from customer service.

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

This product is great to use for your business n order to prevent malicious threats.

Reviewer Profile

Human Resource Manager

Industry:
Provider

Role:
Customer Experience Leader

Firm Size:
1B - 3B USD

Deployment Architecture:
On-premises

Go-Live Date:
2016

Implementation Strategy:
Completely internal

Review Source

Invited by Gartner (email, event, account rep)

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All Reviews

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Feedback

Deployment architecture

On-premises

Go-live Year

2016

Evaluation & Contracting

⬤⬤⬤⬤⬤

Why did you purchase this product or service?

- Cost management
- Drive innovation
- Enhance decision making
- Improve customer relations/service
- Improve business process outcomes
- Improve business process agility
- Reduce time to market

Which other vendors did you consider in your evaluation?

- Array Networks
- Barracuda Networks
- A10 Networks
- Microsoft
- Alert Logic
- Citrix
- Amazon Web Services (AWS)
- Positive Technologies
- Grey Wizard

What were the key factors that drove your decision?

- Strong services expertise

Overall rating of evaluation and contract negotiation with the vendor

⬤⬤⬤⬤⬤

Ability to understand your organization's needs

⬤⬤⬤⬤⬤

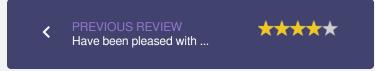**Timely and complete response to product questions**

⬤⬤⬤◯◯

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

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

Integration & Deployment

What was your implementation strategy?

Completely internal

How long did your deployment take?

0 - 3 months (<3)

Overall rating of integration and deployment ●●●●●

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

Overall rating of service and 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?

I'm unsure

Product Capabilities

Overall rating of product capabilities	◉◉◉◉○
Advanced security	◉◉◉◉◉
Protection against known threats	◉◉◉◉◉
Alert and reporting	◉◉◉◉○
Ease of use - maintenance workload:	◉◉◉◉○
Scalability - Performance	◉◉◉◉◉
Integration	◉◉◉◉◉
Bot mitigation	◉◉◉◉◉
API security	◉◉◉◉◉

Version number(s) currently in use in your organization

1.0

Additional Context

How frequently do you use this product or service?

Daily

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

Departmental

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

- North America

Gartner.

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Feedback