Gartner peerinsights™

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Peer Review for The ThreatX Platform

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

"Great Improvements In WAF Protection And Service, Eliminating False Positives"

Submitted: Dec 11, 2019

👍 1 of 1 found this review helpful.

⭐⭐⭐⭐⭐ **Overall User Rating**

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Product(s): The ThreatX Platform

Overall Comment: "ThreatX made significant improvements in their infrastructure and company operations this year, resulting in better availability and performance of the WAF, and improved customer service. False positives have essentially been eliminated in our WAF protection. We receive a lot more detail in the alerts of suspicious activity, and their web console provides more rich detail. Overall, a very good and positive experience in 2019."

ⓞⓞⓞⓞⓞ **Evaluation & Contracting**

Lessons Learned

Please rate your overall experience with this vendor

ⓞⓞⓞⓞⓞ

Create a headline summary of your review.

Great improvements in WAF protection and service, eliminating false positives

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

GHX is a provider of SaaS applications for the healthcare industry, so it is necessary for us to protect our applications and customer data from ever evolving application layer attacks.

What do you like most about the product or service?

Reviewer Profile

👤 **Director, Information Security**

Industry:
Provider

Role:
Security and Risk Management

Firm Size:
50M - 250M USD

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

👥 **Go-Live Date:**
2016

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

Review Source

Invited by Vendor (direct, user community)

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Feedback

The product is technically advanced and constantly improved to protect against new threats. Customer service is very knowledgeable about the product and service, and is able to provide quality information on alerts and suspicious activity.

What do you dislike most about the product or service?

A lot of my dislikes were fixed this year, particularly the near elimination of false positives. The sensor upgrades this year have drastically reduced false positives; we have gone months with no false positives or blocks that impacted our applications and customers.

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

We were an initial customer with ThreatX during their early phase of startup, so starting over now would be an entirely different experience.

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

It is a reverse proxy solution that provides protection for web applications, and should be considered as one piece of a defense in depth solution for your enterprise.

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?

- Drive innovation
- Create internal/operational efficiencies
- Improve business process agility

What were the key factors that drove your decision?

- Product roadmap and future vision
- Product functionality and performance

What product or service did this solution replace?

Feedback

Imperva

What new capabilities did you gain from switching to this new product?

ThreatX monitors the web attacks and adjusts their sensors to defend against the attack. GHX no longer needs to constantly tune the WAF, it is part of the ThreatX service.

What existing capabilities did you lose from switching to this new product?

None

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?

2016

What were the main technologies, platforms or products with which this product was integrated?

SaaS applications

What was your implementation strategy?

Worked with just the vendor

How long did your deployment take?

3 - 6 months (<6)

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

Version number(s) currently in use in your organization

3.6

How long have you used this product or service?

2-5 years

How frequently do you use this product or service?

Daily

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

Company-wide

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

United States|United Kingdom

Feedback