



Arbor DDoS

Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Cloud Security Specialist at a tech services company with 11-50 employees

CloudSece7fe

WHAT IS OUR PRIMARY USE CASE?

The main focus was DDoS protection.

HOW HAS IT HELPED MY ORGANIZATION?

Some months ago, in Mexico, we had presidential elections. At that time it was very important to deny DDoS attacks, especially on the platform for counting votes in the election. This solution was good for our customers.

WHAT IS MOST VALUABLE?

AIF Cloud Signalling - In my previous environment, we worked with Arbor as a carrier but in my current company some of our customers have the solution on-premise and we have to synchronize the solution with the Arbor solution that our customers have in their enterprises. The ability to work with the Arbor solution on the carrier side and on-premise provides solutions for both types of customers.

WHAT NEEDS IMPROVEMENT?

The look and feel of the management console is a little old, excessively simple. If you compare it with other solutions, the look and feel of the console is like you're using technology from five or six years ago. It doesn't show all the technology that is actually behind it. It looks like an older solution, even though it is not. The first impression needs to be more mature. It needs to be something that you would be proud to show someone. If you have a visitor to your SOC and you show him your installation, you need something more impressive. The look and feel of other brands is really nice, while Arbor is really simple. It's a good solution but not as spectacular as others. It's a matter of marketing, not performance.

FOR HOW LONG HAVE I USED THE SOLUTION?

Three to five years.



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WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The product is very stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

The scalability is really amazing. That was part of the equation for one particular customer. When they understood how the bandwidth can be shared between different branches of their backbone, that they could really grow by correctly re-routing traffic, they were really happy with the solution.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

My interaction with tech support was really nice. I used to be part of HPE some time ago and I understand how those kinds of companies work. You have to have all the requirements before you make an appointment with the engineers. When we followed up with all the requirements that Arbor needed, the process was very straightforward. In terms of submitting a ticket, they are responsive and knowledgeable. They are very experienced people.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

My former company didn't have a previous solution. The company was new in Mexico and there were many considerations regarding government involvement in the industry, so security considerations were not there at that time. Arbor is the official solution for my former company, worldwide. Also, Arbor was sold as OEM as part of Cisco, and Cisco has a very strong position in that company. Both of those facts helped push the Arbor solution there.

HOW WAS THE INITIAL SETUP?

The setup is very straightforward, once the final architecture is decided. However, the decision regarding the final architecture was not very simple because the carrier environment is very complex. In addition, at the time, the carrier I was working for bought another small carrier and was doing the integration between both their installations and backbones. That was very complex. But once all those details were decided, the placement of the Arbor solution was very straightforward. The setup work and testing of the Arbor solution took about three to four weeks, not including all the pre-planning and architecture discussions.

WHAT ABOUT THE IMPLEMENTATION TEAM?

I played a part, but Arbor engineers do the whole installation process. I helped as much as I could but Arbor wants the implementation done by Arbor techs. I helped with some minor activities. For the deployment, there was one senior engineer and one junior engineer. On our side, there were a number of people, me and a couple of other engineers. And when we tested the mitigation between different branches, there were three Arbor engineers with us.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Because the solutions from competitors are very different, it's not easy to compare. However, the licensing from Arbor is clear and understandable and the pricing is reasonable when looking at the market, in general.



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WHAT OTHER ADVICE DO I HAVE?

Don't worry that it is complex because, out-of-the-box, it protects you from the basics. Just open it and connect, that's all you have to do. But if you are making an investment of this type because you have to be protected against all scenarios, you have two options: close support from Arbor or a specialized engineer. If you have those resources, all the rest is very straightforward. It becomes a simple solution that can give you good results. I give the solution a nine out of ten. I try to put myself in the shoes of our company's owner. If a solution is simple to operate and gives good results, it's good for me. The solution needs to do what it's supposed to do and be simple to manage.

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