



# AT&T AlienVault USM

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



IT Supervisor at a energy/utilities company

**Brett Carson**

### **HOW HAS IT HELPED MY ORGANIZATION?**

This has helped improve our overall IT security by allowing us to implement a full suite of security tools that allows us to roll out log management on clients and servers, host-based IDS, and network-based IDS. It also provides vulnerability scanning; however, we use a separate product for that.

### **WHAT IS MOST VALUABLE?**

The best feature of this product is the ease of use. It is extremely easy to set up and get going. This is a very useful tool for a small organization.

### **WHAT NEEDS IMPROVEMENT?**

I feel that some areas of improvement would be vulnerability scanning. We use a separate product that seems to do a much better job.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

We have not encountered any stability issues.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

We have not encountered any scalability issues; the product scales very easy.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service:

I would rate customer service an 8/10. I've received calls from customer service a few times a month and it gets a little overbearing, especially when you are busy, as IT professionals are. Technical Support:

I would rate technical support a 9/10.



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### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

This was our first solution for HIDS, NIDS, and log management.

### **HOW WAS THE INITIAL SETUP?**

The initial setup was straightforward. I simply followed the steps in the setup wizard and the steps provided by technical support, and I had a trial version (later converted to paid version with additional steps) set up in about an hour or less.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

This was set up in-house.

### **WHAT WAS OUR ROI?**

It is really hard to put a number on ROI but I will say that AlienVault has allowed us to close the gap on security alert timing and we can respond to incidents in a much more timely fashion which, to me, is much more valuable than a number.

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

AlienVault is flexible on their pricing for unlimited licenses.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We evaluated Splunk as well. AlienVault was a much cheaper solution and required less time to be rolled out. Splunk is a much more difficult product to work with and almost requires a dedicated employee to manage.

### **WHAT OTHER ADVICE DO I HAVE?**

I highly recommend AlienVault USM for anybody that is seeking a SIEM solution that is easy to implement and easy to manage. It works very well for small- and medium-size businesses.

Learn more: [Read 35 reviews of AT&T AlienVault USM](#)