



# 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



Information Technology Security  
Administrator at a healthcare company with  
1,001-5,000 employees

**it\_user673467**

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

Policies have been very valuable. We use them as alerts on many compliance requirements and concerns.

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

Identifying the sending of clear text account information Identifying and fixing vulnerabilities that we were not aware of

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

We have been using AlienvVault for the past two years.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

There was an issue in setting up the log storage location.

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

I did not encounter any issues with stability.

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

I did not encounter any issues with scalability.

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

Customer Service: There is excellent customer service and we have never had a complaint. Technical Support: Technical support has a very knowledgeable support staff. Everyone we have worked with has really displayed great knowledge of this product.



## **AT&T AlienVault USM**

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

We used different solutions. Pricing was an issue and support was limited.

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

We had the installation done by support when we purchased the solution.

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

The implementation was through the vendor and they were great to work with. They were able to answer any questions that we had.

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

The pricing was great and we were not disappointed.

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

We did not evaluate other solutions.

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

Thank you for the great solution that you provided for us.

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