



LogRhythm NextGen SIEM

Review From A Customer



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Review by a Real User

Verified by IT Central Station



Senior Manager, Distributed Systems at a insurance company with 501-1,000 employees

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VALUABLE FEATURES

SIEM File Integrity Monitoring Danned compliance reports (PCI, GLBA, HIPAA).

IMPROVEMENTS TO MY ORGANIZATION

The solution has significantly reduced the time and effort necessary to manage and review logs and produce reports for regulatory compliance.

ROOM FOR IMPROVEMENT

No current suggestions.

USE OF SOLUTION

I've used it for six years.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered.

SCALABILITY ISSUES

No issues encountered.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 8/10 Technical Support: 10/10

PREVIOUS SOLUTIONS

No previous solution was in place.

INITIAL SETUP

Our entire implementation was completed in one day.

IMPLEMENTATION TEAM

The vendor team was one of the best we have ever worked with. They were able to work through issues not covered in their implementation manuals quickly, and without further support.

ROI

No **ROI**. The solution is in place to meet PCI compliance and improve our overall security posture.

PRICING, SETUP COST AND LICENSING

While LogRhythm's professional services are one of the best we have ever worked with, their hourly rate is generally quoted at a much higher rate than the industry standard. Additionally, the hours necessary for an engagement are also regularly over estimated.

OTHER SOLUTIONS CONSIDERED

Several other solutions were considered including Q1 Labs (now IBM), EMC, and HP.

OTHER ADVICE

There were two primary reasons we selected LogRhythm. First was the ease of implementation, which was extremely simple and straight forward. Second, was the integration of file integrity monitoring. LogRhythm at the time, and I believe still today, was the only vendor that provided a solution that included integrated SIEM and FIM.

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