



McAfee Enterprise Security Manager (McAfee ESM)

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



Information Security Analyst at a tech services company with 501-1,000 employees

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WHAT IS MOST VALUABLE?

The easy interface is the most valuable feature.

HOW HAS IT HELPED MY ORGANIZATION?

Through correlation rules, it finds malware that compromised the computer that anti-virus and other security solutions do not find.

WHAT NEEDS IMPROVEMENT?

I had a couple of problems collecting Windows events. The local plugin should be easier to use, because when ESM is collecting through the manager, many performance issues occur.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have been using McAfee for over three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We did have stability issues, but they were resolved by McAfee support.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have not had scalability issues.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

I would give technical support a rating of 8/10.



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

I used different solutions, but for different clients.

HOW WAS THE INITIAL SETUP?

This was the easiest initial setup that I have made.

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

The product is worth the price. There are other cheaper tools in the market, but it is harder to work with them.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at HPE ArcSight, Splunk, RSA Analytics, and IBM QRadar.

WHAT OTHER ADVICE DO I HAVE?

Stay focused, read the documentation, plan it well, and the project will be a success.

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