



ShieldSquare Bot Mitigation and Bot Management

Review From A Customer



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User

reviewer949635

WHAT IS OUR PRIMARY USE CASE?

Bot mitigation. We run a dedicated server to manage a high-traffic website that draws a lot of attention from bots.

HOW HAS IT HELPED MY ORGANIZATION?

Bots have become more prevalent and insidious over the years. We use ShieldSquare as a gateway to filter traffic, letting the good bots and real users in while keeping the bad bots out. There are webmasters who do this manually, but we don't want to spend our time doing that kind of whack-a-mole. The other big upside is in preventing scappers. We publish a lot of original content, and without this protection, there is a feeding frenzy on it that could result in search engines listing the scrapper sites higher with our own content.

WHAT IS MOST VALUABLE?

The reporting is excellent, providing a nice overview of what's coming at us. Along with Google analytics, it helps us get an understanding of our traffic. We've also found the whitelist feature handy, which allows us to crawl our own site without being blocked.

WHAT NEEDS IMPROVEMENT?

This is always evolving, but somehow quarenteening bots or sticking them in a honeypot so the can't pound the API would be helpful. The bots, of course, are always evolving.

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?

Haven't had a problem with any downtime.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We've had to scale it up, and it was not a problem.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

It's been excellent. Recent support was very helpful.

IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?

We did this ourselves using firewalls and other tools, but it proved a losing battle.

HOW WAS THE INITIAL SETUP?

Initial setup for us was a long time ago. I remember it requiring a bit of effort, but getting the help we needed.

WHAT ABOUT THE IMPLEMENTATION TEAM?

In-house.

WHAT WAS OUR ROI?

Can't provide a solid number, but for what we save in resources and what we get from listing protection, it is certainly worth it.

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

We didn't hit any traps. This company has been very honest and helpful. I'd suggest letting them make recommendations.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Yeah, it was a while ago, but I think we looked into Incapsula and a few others.

WHAT OTHER ADVICE DO I HAVE?

Just that they've been great during transitions, like when we've had to move servers. Excellent support. They're very tenacious about getting problems solved, even when it means digging deep.

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