



Sophos Cyberoam UTM

Review From A Customer



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Review by a Real User

Verified by IT Central Station



Director Of Information Technology at a hospitality company with 1,001-5,000 employees

Ersin Bostanci

WHAT IS OUR PRIMARY USE CASE?

I use it for security, web management, content management, VPN, and site-to-site VPN. I use many features of the firewalls, like intrusion prevention system, antivirus, anti-spam, etc. I use almost every aspect of the firewalls. It has performed perfectly fine, so far.

HOW HAS IT HELPED MY ORGANIZATION?

The benefits are the firewall.

WHAT IS MOST VALUABLE?

The performance and security are the best features. The security options are great. We never had an attack, which is pretty good. We use it from a standard location, and they are connected to each other.

WHAT NEEDS IMPROVEMENT?

I am not sure there will be a another release of Cyberoam because it will be Sophos going forward. What could be included going forward though? I would like to see a better content management pack and also the website searching should be better.

FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have never had to restart a firewall. The firewalls have all worked perfectly fine.



WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability is good, if you get good models. I have never had a problem with scalability.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The technical support from Turkey is very good. I would rate them a 10 out of 10. Cyberoam still supports their old product. Though, the NG theories are not supported anymore.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

We started with Cyberoam. We did not switch from anything else. Before it was Linux machines, but for the service, we switched over to Cyberoam for performance purposes.

HOW WAS THE INITIAL SETUP?

The initial setup was done before my time.

WHAT ABOUT THE IMPLEMENTATION TEAM?

After I started at the company, I have continue doing set ups with my assistants. Sometimes, we get external help. Mostly, we do the setup that we want, because previously it was straightforward and easy to use.

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

Prices are very high.

WHICH OTHER SOLUTIONS DID I EVALUATE?

There were quite a number of vendors in our original shortlist. We chose Cyberoam because it was the leading firewall brand in the world. It still is. We chose it because of its worldwide usage and wide knowledge base on the Internet, and also the positive reviews of its users. Now, we are trying to evaluate the different brands because Cyberoam was acquired by Sophos, and we are not sure how Cyberoam will evolve in the next few years. Usually in five years, the acquiring company completely acquires their technology and adapts their technology into their own brand and keep on with their brand. So, it seems like Sophos will keep on providing the firewall solution instead of Cyberoam and the Cyberoam brand will eventually disappear. This is why we are trying to find a proactive solution to get the most support, upgrades, product improvements, etc. This is why we are evaluating whether to migrate over to Sophos or Fortigate, and I have been having a hard time choosing whether to replace all of my Cyberoam products with Sophos or move them over to FortiGate.

WHAT OTHER ADVICE DO I HAVE?

I am rating it a 10 out of 10 because it has never failed us. Talk to people who are actually using it. Actual experience always differs from the product advertisement. Most important criteria when selecting a vendor: Market share Ease of use Best practices Comments of different users from different companies of the product. Before I purchase anything, I go onto web and do thorough research about: What the product can offer. What are the challenges. What are the properties of that product that makes our IT people's lives easier. What happens if something goes wrong. How fast I can get support. What are its internet support options? Sometimes, if a product is used widely, you do not even have to call anyone in support. The answers are all over the Internet. For example, if you are using a Microsoft product, you don't even have to call Microsoft, because the Internet is growing with Microsoft articles about how to do and what to do when there are issues. If you are using a very limited operating system, like a Mac operating system, Mac OS. It's not very common, so you need to get professional help.