



Sophos UTM

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



Support Engineer at a tech services company
with 51-200 employees

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VALUABLE FEATURES

I think the RED appliances and APs make a difference, and add value to Sophos. Also, it is easy to configure, robust and is a stable appliance. The licensing is great, because you don't have to pay the same license fee for a standby appliance.

IMPROVEMENTS TO MY ORGANIZATION

Actually, we were not used to firewalls in our organization, but I was working at a distributor previously so I had a chance to do many demos. The customers like its GUI because it's easy to manage and RED takes attention of the customer which has distributed locations like shops, cafes, fast food stores etc.

ROOM FOR IMPROVEMENT

They should have more powerful appliances. The appliances throughput and performance is suffering under high traffic usage. Also, I think they need better appliances for enterprise and high end customers.

USE OF SOLUTION

I've used it for one year.

DEPLOYMENT ISSUES

Because we have local laws about logging, we had to get permission to develop a logging mechanism. Also, we had lots of requests to improve URL filtering categories.

STABILITY ISSUES

I had an issue with transparent mode in a demo, but mostly it is a very stable appliance and software.



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SCALABILITY ISSUES

Sophos has a sizing guide which is a great during the planning phase in ensuring you are getting the sizing right. I have used it many times when I preparing customer demands. I haven't had any problems yet.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: I was working with Sophos' Germany office, and they always supported me. It was really great working with them. Technical Support: They're 6/10. I had many cases, but they don't like to do a remote session immediately. To be honest, I have worked with better support teams from other vendors,.

INITIAL SETUP

It is very easy.

IMPLEMENTATION TEAM

I implemented it but got help from the vendor when I got stuck wit something. They are great.

OTHER ADVICE

It is great solution for customers who have small, branch offices. I would advise you get Sophos for distributed locations (with RED and APs).

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