



# Sophos XG

## Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Operations Manager at iBound

**Ezekiel Dhlamini**

### **WHAT IS MOST VALUABLE?**

The endpoint protection plan is the most valuable feature of the solution. The filtering is very easy to do. You can segment and create profiles for usage very easily.

### **WHAT NEEDS IMPROVEMENT?**

The UTM itself needs improvement. When you're navigating it seems like it takes forever to load anything. The hardware is okay. It's just the software that could be more responsive.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I've been using the solution for four years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

We do updates periodically, but the solution is very stable. We haven't had to go back to the site to reconfigure it or anything like that.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

At the moment, we haven't had a reason to contact technical support.

### **HOW WAS THE INITIAL SETUP?**

The initial setup is very straightforward.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We implemented the solution ourselves.



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

We tend to go for the bundle because its pricing is competitive. If a unit comes out and they bundle the hardware with the software, it seems to work for us. I've seen that with future upgrades coming up, that features like this will be taken away. The option to get a combo with hardware means the software portion is mostly free, and then you pay upfront for the three-year license for everything. However, with the changes, I don't think that's going to be available anymore. It might sway our clients away from Sophos. Maybe there's something that can be worked out. Other than that, we've been happy with the price. It's competitive if you compare it to the competition, from a price point of view.

#### **WHAT OTHER ADVICE DO I HAVE?**

We use a variety of deployment models, including public cloud, private cloud, and on-premises. For what we are using the solution for, its practically perfect. We don't need other features added. The solution offers exactly what we need. I would rate the solution seven out of ten.

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