



WatchGuard XTM [EOL]

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



System Administrator at a logistics company with 501-1,000 employees

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VALUABLE FEATURES

We are using WatchGuard's SSO feature to help us track user access. From there, we can drill down the reports, and we can the details we need such as what websites a user goes to, or which websites are accessed the most.

IMPROVEMENTS TO MY ORGANIZATION

We now have the capability to manage traffic better by putting non-business critical traffic into the small bucket, while business critical traffic gets higher priority.

ROOM FOR IMPROVEMENT

We still haven't got the Terminal Service agent to work in our Citrix environment Application Signature also doesn't work well especially in SSL traffic

USE OF SOLUTION

We have had this solution for just over one year.

DEPLOYMENT ISSUES

I believe we were one of the first companies that implemented SSO. We had continuous issues when we first implemented it, and we needed to log calls with Watchguard. They released two new firmware versions in order to resolve the issue.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

The support is not the best, but it is good enough. Not everyone has the right skills, so make sure to ask them to escalate it if it has taken too much time to resolve the issue.



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PREVIOUS SOLUTIONS

We used both Juniper SRX and TMG. We replaced Juniper because it is hard to troubleshoot as there is no real-time traffic monitoring, and we replaced TMG because it was end of life.

INITIAL SETUP

Apart from SSO, the setup was really easy and straightforward. With the firmware that they have now, SSO should not be an issue anymore.

IMPLEMENTATION TEAM

We did it ourselves, and we only asked a third party to verify our configuration.

PRICING, SETUP COST AND LICENSING

We also looked at Sophos.

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