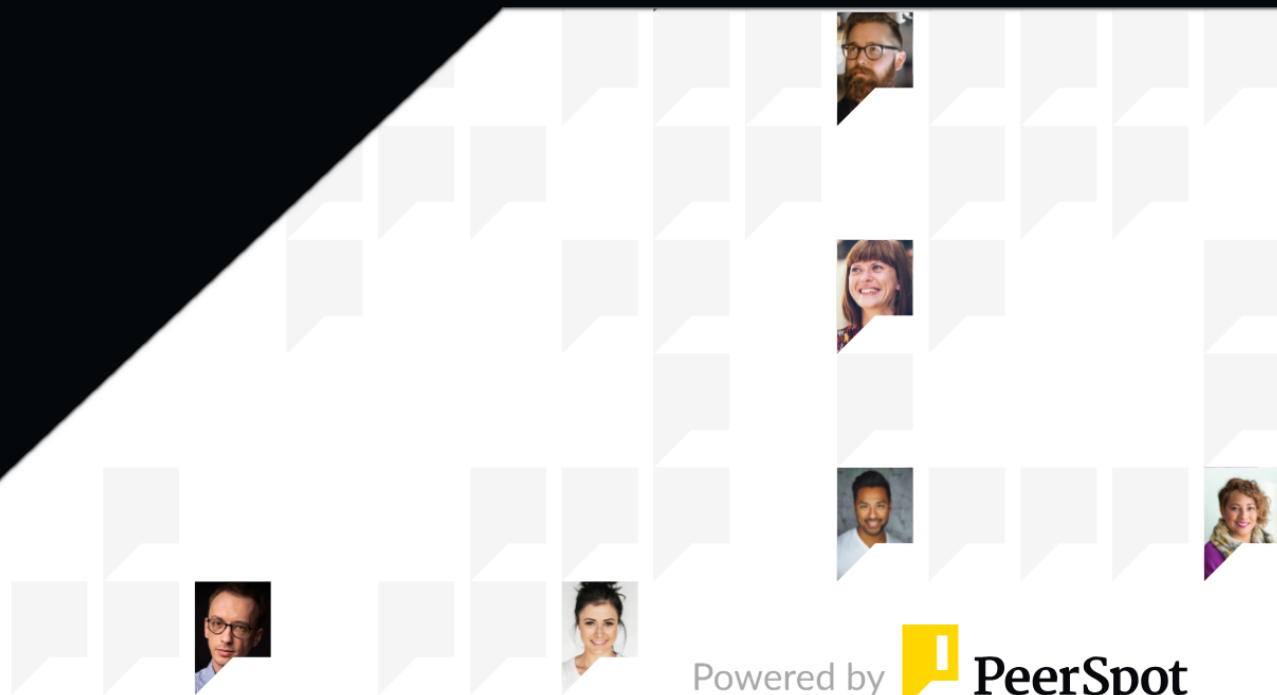


aws marketplace

Umbrella

**Reviews, tips, and
advice from real users**



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 14

ROI..... 15 - 17

Use Case..... 18 - 22

Setup..... 23 - 25

Customer Service and Support..... 26 - 27

Other Advice..... 28 - 31

Trends..... 32 - 33

About PeerSpot..... 34 - 35

Product Recap



Umbrella

Umbrella Recap

Umbrella offers a comprehensive suite designed to enhance security management across digital landscapes with precision. By effectively mitigating risks, it provides robust protection tailored to meet specific requirements.

Umbrella stands out with its potent ability to streamline risk management through advanced threat intelligence and adaptive security measures. It incorporates state-of-the-art technology that identifies and neutralizes threats before they impact critical infrastructures. Its flexibility allows easy customization, ensuring its features align with the demands of each user. Through seamless integration with existing systems, Umbrella maximizes productivity and fortifies security protocols without disrupting operations.

What features define Umbrella's effectiveness?

- **Advanced Threat Detection:** Identifies and neutralizes emerging threats efficiently
- **Real-time Analytics:** Provides insights to enhance security strategies
- **Seamless Integration:** Easily fits into existing systems for enhanced functionality
- **Scalability:** Adapts to growth and changes within an organization

What benefits and ROI should users seek in reviews?

- **Cost Efficiency:** Reduces potential loss from security breaches
- **Enhanced Security:** Increases protection against unauthorized access
- **Improved Compliance:** Aids in meeting regulatory standards
- **Operational Continuity:** Minimizes disruptions through proactive measures

In specific industries like finance and healthcare, Umbrella is implemented to safeguard sensitive data and maintain confidentiality. Each sector benefits from tailored features that cater to its unique security challenges, ensuring reliable protection against evolving threats.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Anyone who is looking for a dedicated FinOps and AI anomaly detection and forecasting platform, which is good with transparent and clear costs and is also cheap compared to other solutions, can definitely give Umbrella a try.”



Srivathsan R.

Head Of Business Finance at Zensar Technologies



“Umbrella has positively impacted my organization because it has turned a different situation around; we see at least billions of traffic being protected and classified regarding what sort of traffic is going in and out.”



Udaykiran Mp

Senior IT II Lead at a manufacturing company with 10,001+ employees



“Umbrella has positively impacted my organization by significantly improving web security and reducing exposure.”



Deval Parmar

System Administrator at Relay Human Cloud

- ✓ “After introducing Umbrella, most of the malicious emails or malicious sites that users access have been very much secured, and most of the security threats are now blocked by Umbrella.”



Verified user

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

- ✓ “My advice is to go ahead with Umbrella; it is a very nice product with good customer support plus a return on investment, as you are investing \$1 and you are getting a value of \$10.”



AmitKumar22

Product Manager at Frontier Business systems

- ✓ “Overall, Umbrella is a great product, and I have not seen any room for improvement.”



Sanchit Makkar

Dns architect at a outsourcing company with 5,001-10,000 employees

- ✓ “Umbrella's best feature is DNS security because DNS is the most vulnerable component and can be a potential attack vector.”



Zafir Khan

Cyber Security Engineer at CNS Engineering

What users had to say about valuable features:

“Umbrella's best feature is DNS security because DNS is the most vulnerable component and can be a potential attack vector. I appreciate Umbrella's security features, particularly the URL filtering, SSL decryption, and secure web gateway feature, which I use very effectively.

Umbrella's AI capabilities are strong, particularly in interactive threat intelligence. I believe this is a good application of AI, as it can protect against phishing attempts, different vulnerabilities, and exploits. Umbrella's AI output has been consistent and reliable without raising any suspicions.

Umbrella has positively impacted our organization by improving productivity. We can control content while also maintaining the main usage benefits..”

Zafir Khan

Cyber Security Engineer at CNS Engineering

[Read full review](#) 

“The best feature Umbrella offers is web filtering, which is crucial because the user can secure their laptops. Sometimes users try to access malicious websites, but Umbrella is really helpful and suddenly blocks these websites, which is really beneficial for us.

Before using Umbrella, we had a lot of complaints about users accessing websites and malware being downloaded onto the user's device, but after using Umbrella, issues related to malware have really reduced, and we are now fully satisfied.

Complaints about malware incidents were reduced by 40 to 50% after using Umbrella..”

Zubair Nawab

Manager, Information Technology at a hospitality company with 5,001-10,000 employees

[Read full review](#) 

“Both features stand out as valuable. Umbrella is easy to set up as well as for creating a group policy or creating a proxy setup. Everything is easy in Umbrella when compared to other competitor sites or tools.

“Previously, the organization did not have any type of security tool. The network was open and there was only a firewall which used to block additional websites or safeguard the sites. After introducing Umbrella, most of the malicious emails or malicious sites that users access have been very much secured. Most of the security threats are now blocked by Umbrella. A filter layer exists where a user can request a site to be unblocked from Umbrella. Once a ticket is raised through Umbrella, and because Umbrella has been automated through the service portal, a user can request to open the site if they might have some work. This feature is very easy and very much valued..”

Verified user

[Read full review](#) 

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

“Umbrella offers an easy-to-use interface as the best feature in my experience, as we can add or upload profiles of our internal VPN server with just one click; we just go to our provided directory, and then our system will upload it after we post the XML file.

Umbrella has positively impacted my organization because of its ease of use, and with the simple UI, our internal staff just click on Umbrella icon to select from multiple VPN server profiles that we have uploaded, choosing their region and connecting; as we have set up SSO in our Microsoft organization, they just enter their official credentials in Umbrella, and after connecting and verifying, it automatically connects without any issue.

Ease of use and SSO integration have led to measurable improvements in our organization; for instance, since we have set up SSO for Umbrella, it helps connect all employees through a single portal..”

Hassan Zaib

Global IT service Desk Analyst at Menzies Aviation

[Read full review](#) 

“The best feature that I have found useful in Umbrella is blocking website access to users, which significantly reduces our cybersecurity incidents, prevents computers from being attacked by malware, and stops users from accessing unproductive applications such as Netflix on their work laptops.

Umbrella positively impacts my organization by not allowing users to connect to suspicious or phishing emails, thus reducing incidents where users accidentally click on unsafe links and potentially get infected. This improvement in productivity results from preventing such incidents, which previously required us to clean up malware, saving valuable time for both users and IT support.

Before using Umbrella, we experienced around ten to twelve daily incidents at our company, which has more than seventy thousand employees. Each incident required us to reach out to the user, isolate their device, and check for malware, which wasted both the user's and the IT support's time. Since deploying Umbrella, it has significantly reduced the ability for users to access harmful websites..”

Hamza Sadaat

[Read full review](#) 

IT Analyst at a transportation company with 10,001+ employees

“The best features Umbrella offers, in my opinion, are its ability to sort down by matching its signature or pattern, possibly using their internal database AI server. It gives me things such as the optimization of a particular server as well as which branches' domain adware they will reach. If any adverse site is blocked from their site or anything our internal user is trying to reach, it is very helpful to our system.

“The optimization and blocking features of Umbrella have helped my team significantly. For example, a normal user might search a site domain that seems very clear, but there could be something adverse on their site that is not recognizable from our site manually. The app can be a part of detecting that site.

“Umbrella has positively impacted our organization by being tool-based and user card driven. We have minimal paper dependency for any slight things concerning particular NDX. By minimal paper dependency, I mean it has reduced the manual work or reliance on my team for detecting threats. I can say both time is saved, obviously, because we cannot search when one appears..”

Sayantica Ganguly

Sr Security Engineer at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

Other Solutions Considered

“I previously used Infoblox Threat Defense, specifically BloxOne Threat Defense, which lacked features compared to Umbrella. The transition occurred six to seven years ago due to major drawbacks in protection accuracy and management features..”

Udaykiran Mp

Senior IT II Lead at a manufacturing company with 10,001+ employees

[Read full review](#) 

“I have not used any other solution; Umbrella is the only one I am using.

“Before choosing Umbrella, we did not evaluate other options. Our client chose only Umbrella, and it has been the best option so far..”

Keerthi Sankranthi

Data Security Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“We did evaluate other options which included Ternary, Anops, Cloudability, and Finout. These are some of the platforms which we evaluated. But we felt that Umbrella is better than them. That is why we chose Umbrella over them..”

Srivathsan R.

[Read full review](#) 

Head Of Business Finance at Zensar Technologies

“Previously, the organization did not have any type of security tool. The network was open and there was only a firewall which used to block additional websites or safeguard the sites.

“Sophos and Sophos Endpoint were used previously. Since Umbrella is very much a cloud-based solution and the move to Cisco products was necessary, the transition to Cisco Umbrella was made..”

Verified user

[Read full review](#) 

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

ROI

Real user quotes about their ROI:

“I cannot calculate it based on specific metrics, but from a security perspective, it is the best investment and a good investment, probably what we need for our organization..”

Verified user

[Read full review](#) 

Lead Engineer at a renewables & environment company with 10,001+ employees

“I have mostly seen time saved as a return on investment. I am not investing more than 30 minutes of time every day, so you can analyze how much time we are saving..”

AmitKumar22

[Read full review](#) 

Product Manager at Frontier Business systems

“I have not seen a return on investment since I do not get involved with business aspects, so I have no idea regarding saving money, time, or needing fewer employees because of Umbrella..”

Md Mujahiduzzaman

[Read full review](#) 

Senior Engineer at a computer software company with 51-200 employees

“I have not seen a significant return on investment as the management perspective requires minimal administrators; once devices are deployed, they function largely on their own, protecting against threats at the DNS level..”

Udaykiran Mp

[Read full review](#) 

Senior IT II Lead at a manufacturing company with 10,001+ employees

“A recent attack on the organization resulted in some data being leaked because of phishing attempts where a user clicked on a malicious link. After introducing Umbrella security and many other security features, these incidents have been decreased. A return on investment has been achieved by the company..”

Verified user

[Read full review](#) 

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

“We have seen a positive return on the investment from Umbrella. The platform has helped reduce security risk by proactively blocking malicious websites, phishing attempts, and other threats at the DNS layer before they reach the end users. This has resulted in fewer security incidents, reduced time spent on remediation, and lower operational overhead for our IT team. Additionally, its cloud-based deployment model has eliminated significant infrastructure requirements..”

Deval Parmar

System Administrator at Relay Human Cloud

[Read full review](#) 

Use Case

“I use Umbrella for DNS security because our network experiences tunnel-based DNS tunneling attacks. On a daily basis with Umbrella, we create policies to block 18 plus content..”

Zafir Khan

Cyber Security Engineer at CNS Engineering

[Read full review](#) 

“Our main use cases for Cisco Umbrella are like Blocking malicious websites and phishing attacks ,Securing users when they are outside the office and protecting against malware at the DNS level

Zubair Nawab

Manager, Information Technology at a hospitality company with 5,001-10,000 employees

[Read full review](#) 

“My main use case for Umbrella is for VPN purposes, and we are also using Cisco Meraki for our network.

One specific example of how I use Umbrella for VPN purposes in my daily work is that we have restricted some applications to our employees, so once they want to access our Menzies applications, they have to connect Umbrella VPN to their computer, and after that, they can access everything.

Uploading VPN profiles in Umbrella has greatly helped my team; for example, it is very easy to upload Umbrella VPN profile, as we just upload the XML file in Umbrella, and it automatically fetches the details and connects to our VPN server without any issue..”

Hassan Zaib

Global IT service Desk Analyst at Menzies Aviation

[Read full review](#) 

“Umbrella is used mainly to track websites, block some sites, and malicious sites to safeguard the organization. Certain group policies are in place where for some applications, such as Google Drive, data loss prevention must be implemented and data should not be shared with other people or other cloud services. Google Drive and any cloud-based services which are not safe are blocked, along with file transfers to other cloud-based tools. All of this is blocked, and AI-related websites which may be malicious and critical for the organization are also blocked.

“Umbrella is used for many things beyond AI. Various other content types are blocked as well..”

Verified user

[Read full review](#) 

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

“My main use case for Umbrella is to safeguard all our servers, IPs, and devices from going into malicious IPs or domains that could manipulate our system. The main purpose is protection, but one of the uses I have observed is that some internal users have been going through a particular IP, which I bring down more. It was a particular domain from MS Rubber that is quite malicious. When I searched the root cause from this app, I found that it is making a frozen domain and creating EC2 communication to our internal server, which is quite risky to our environment. When I searched the domain in Virus Total, one of the malware antivirus checking sites, I did not find anything, but from this tool, I can see how the forensics from this application show that the IP is inserted into our internal system. Therefore, it is a very good tool to use.

“There are almost one thousand servers, so we cannot manually monitor all of them..”

Sayantica Ganguly

Sr Security Engineer at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“The primary use case for Umbrella at Menzies Aviation is blocking malicious and unwanted websites at the DNS level. Whenever a user tries to access a website, Umbrella checks the domain before the connection is made, and if the domain is malicious, phishing-related, or against our company policies, it blocks it instantly. From a service desk analyst perspective, Umbrella protects us from phishing and malware that can come from websites, which reduces our security incidents related to our cybersecurity team. Every user is expected to follow best practices, and failing to do so means they won't be able to access specific websites, allowing access only to business-approved websites while working alongside Cisco VPN and Secure Client to maintain protection.

Recently, I encountered a user who received a suspicious email with a link that seemed to come from me.sharepoint. When the user was unsure about the email and attempted to click the link, Umbrella immediately blocked the domain access, identifying the site as potentially unsafe. The user received a prompt stating that the website was blocked by Menzies IT, and they could reach out to IT if they needed it unblocked. This represents the best recent use case I have encountered.

A unique aspect of Umbrella at Menzies Aviation is its ability to block websites combined with Cisco Secure Client and VPN, providing global workforce protection and enforcing strong policies. This means that regardless of the user, access to unsafe websites is blocked while allowing all compliant and business applications on the laptop..”

Hamza Sadaat

IT Analyst at a transportation company with 10,001+ employees

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Both features stand out as valuable. Umbrella is easy to set up as well as for creating a group policy or creating a proxy setup. Everything is easy in Umbrella when compared to other competitor sites or tools..”

Verified user[Read full review](#) 

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

“I cannot remember clearly because it is not very recent, but I think we had to provide licenses to users. Basically, we were using a security group to ensure that end users were allowed and had a license assigned to them..”

Verified user[Read full review](#) 

Field on-site engineer at a manufacturing company with 10,001+ employees

“Integrating Umbrella with our existing systems was easy; it involved integrating directly with NAT exits and external-facing IPs on Cisco SaaS without difficulty. We were in monitoring mode for a while before switching to protection mode, but redesigning the architecture would not be as straightforward..”

Udaykiran Mp

[Read full review](#) 

Senior IT II Lead at a manufacturing company with 10,001+ employees

“My experience with pricing, setup cost, and licensing has been good.

“I have not found any challenges regarding pricing, setup cost, or licensing; everything is good..”

Verified user

[Read full review](#) 

Lead Engineer at a renewables & environment company with 10,001+ employees

“Our experience with Umbrella's pricing, setup cost, and licensing has been positive overall. The setup cost with the initial deployment was straightforward and did not require significant infrastructure investment due to its cloud-based architecture. The licenses are simple to manage and scale well with organizational growth. User-based licenses provide flexibility and are subscription-based. Although Umbrella may be priced higher, the security features, centralized management, threat protection, and ease of deployment provide good value for the investment..”

Deval Parmar

[Read full review](#) 

System Administrator at Relay Human Cloud

“The initial deployment was really good. Umbrella's technical support and product specialist team handled it really well. They completed the initial deployment within just a day in our organization.

“It is a streamlined experience by the AWS marketplace. It was done with a five-click integration with minimal IAM permissions. We have connected accounts, and it has given us a good connection to AWS billing. Data ingestion was done within 24 hours. It has also given us customized dashboards within a day..”

Srivathsan R.

[Read full review](#) 

Head Of Business Finance at Zensar Technologies

Customer Service and Support

We have not experienced customer support for Umbrella. We are with Cisco, so we do not need any customer support for any Cisco product. I rate the customer support of Umbrella 10 out of 10.

AmitKumar22

Product Manager at Frontier Business systems

[Read full review](#) 

“Umbrella's customer support is impressive. Cisco Umbrella's customer support is very good, and the product itself is supported by strong customer service..”

Zafir Khan

Cyber Security Engineer at CNS Engineering

[Read full review](#) 

“The customer support of Cisco is awesome. I can reach them anytime for any problem I am having in my environment, and they provide great support with minimum downtime for any problem I may have. I rate the customer support a ten out of ten..”

Sanchit Makkar

Dns architect at a outsourcing company with 5,001-10,000 employees

[Read full review](#) 

“We had contact with them just three weeks back regarding technical deployment within the cloud. They resolved the concern within an hour. That was a great thing, so I would rate that as 10 out of 10..”

Srivathsan R.

Head Of Business Finance at Zensar Technologies

[Read full review](#) 

Other Advice

“My advice to others looking into using Umbrella is that I would definitely recommend Umbrella if any IT professional is seeking a VPN solution, as Cisco is a large organization that provides more support compared to others in the market..”

Hassan Zaib

Global IT service Desk Analyst at Menzies Aviation

[Read full review](#) 

“I definitely advise others to consider Umbrella, as we have deployed this tool and found it easy to manage, with significantly good benefits and advantages. I have given this review a rating of eight out of ten..”

Hamza Sadaat

IT Analyst at a transportation company with 10,001+ employees

[Read full review](#) 

“We do not use Umbrella uniquely but rather use it for network-based security purposes. We also capture various scenarios with the product. The experience with pricing, setup cost, and licensing for Umbrella is positive, and I think the licensing is good with competitive pricing. I would rate this review a 7 out of 10..”

Zafir Khan

Cyber Security Engineer at CNS Engineering

[Read full review](#) 

“Cisco Umbrella is a strong and reliable security solution, especially for cloud and remote users. I would recommend it to organizations looking for easy deployment, good protection, and low maintenance. Start with proper policy planning to get the best results..”

The cloud provider I use for Umbrella is [Amazon Web Services](#) ([AWS](#)).

I did not purchase Umbrella through the [AWS Marketplace](#); We purchased it from our global team.

There are no additional improvements needed for Umbrella that I haven't already mentioned.

My review rating for this product is 9..”

Zubair Nawab

Manager, Information Technology at a hospitality company with 5,001-10,000 employees

[Read full review](#) 

“Both features stand out as valuable. Umbrella is easy to set up as well as for creating a group policy or creating a proxy setup. Everything is easy in Umbrella

when compared to other competitor sites or tools.

“[Governance](#) and security completely depend upon the policies that are created by the security team. This mostly goes to the security team. The governance management from the Cisco side is unclear, but it completely depends upon the deployment from the security end.

“For accuracy, 60 to 70 percent accuracy is being achieved.

“The brand name from Cisco is a main reason to advise for other companies or other colleagues, because Cisco has a good reputation with all organizations. The overall review rating for this product is 9 out of 10..”

Verified user

IT Service Administrator at a manufacturing company with 1,001-5,000 employees

[Read full review](#) 

“Regarding Umbrella's AI capabilities, I think it is a privacy and confidentiality-focused app that proceeds with their certification from media sites to protect data.

“Regarding Umbrella's AI capabilities, I think its accuracy and reliability of output are at ninety percent, and ten percent we have to evaluate very well.

“The advice I would give to others looking into using Umbrella is that if they do not have the sufficient signatures or database to look up their [AdWords](#), PIVAIR site internals, they have to do that manually. Additionally, their license could be too costly for particular thousand servers or maybe a hundred servers.

“I think Umbrella is a good tool, but it needs to be improved, especially because of the most recent scenario of AI-driven attacks. I would rate this product a seven out of ten..”

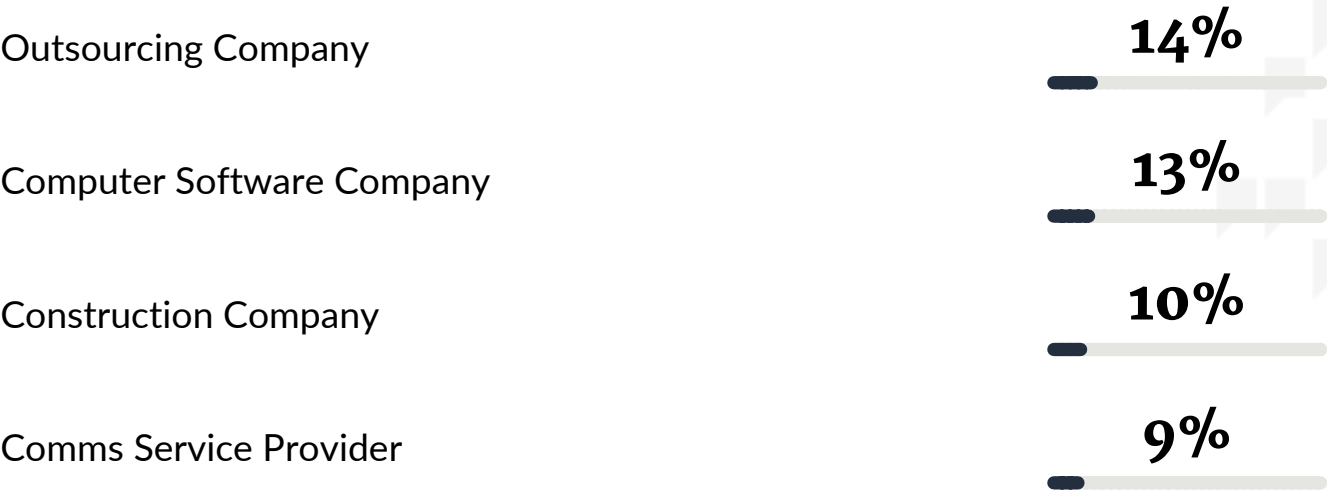
Sayantica Ganguly

Sr Security Engineer at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

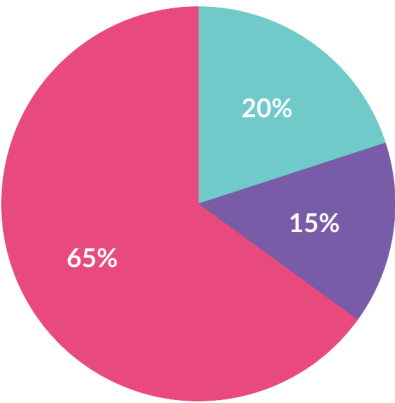
Top Industries

by visitors reading reviews

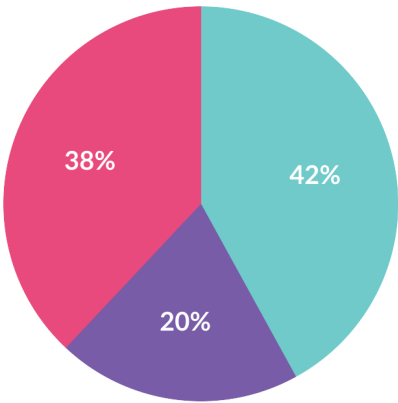


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944