aws marketplace

Trellix Email Security

Reviews, tips, and advice from real users








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Product Recap

Trellix Email Security

Trellix Email Security Recap

Trellix Email Security boosts email safety with advanced attachment sandboxing and URL reputation analysis, minimizing phishing and ransomware risks while effectively blocking malicious URLs post-delivery.

Trellix Email Security offers robust email protection through efficient malware analysis and mail filtering. Its user-friendly interface and straightforward policy rules enhance usability. The dashboard aids in threat assessment and reporting, though users advocate for more intuitive and customizable interfaces. Reporting and logging improvements are desired. The platform integrates well with threat management systems, providing clear insights into email flow and supporting advanced phishing defenses.

What are the key features?

- Attachment Sandboxing: Provides a safe environment to examine attachments for malware.
- URL Reputation Analysis: Blocks access to potentially malicious URLs.
- Dynamic Threat Intelligence: Enhances security posture through real-time threat data.
- Mail Filtering: Reduces spam and improves email quality.
- Policy Rules: Simplifies email management and reduces delivery issues.

What benefits and ROI should users expect?

- Phishing Incident Reduction: Decreases potential phishing threats.
- Comprehensive Protection: Extensive safeguarding against diverse email threats.
- Usability: Simplifies troubleshooting and enhances user experience.

Industries incorporate Trellix Email Security for its capability to filter and trace email threats at the gateway level. Its features are valued in sectors requiring advanced spam and attachment detection, employing URL rewrite settings to block threats. While effective, some settings may require complex management.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Trellix Email Security has positively impacted my organization as it is user-friendly and does a good job detecting malicious attachments in email, providing complete email protection against all users and working well to stop advanced threats."



Anastasia Wairimu
Team Manager at Ford

- "Trellix Email Security is quite valuable and definitely provides a massive return on investments."



ObaseunAwoyinfa
Security Consultant at Trinexia

- "Trellix Email Security has positively impacted our organization."



Validated user
Associate Cybersecurity Analyst at a tech vendor with 10,001+ employees

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"Trellix Email Security has positively impacted my organization by providing us with a consolidated tool to manage all our email protection, and it is performing excellently."



Aosaja Osager

Senior Soc Analyst at a consultancy with 11-50 employees

"By using Trellix Email Security, we achieve reduced phishing attacks and ransomware risk from the email side, we are protected from advanced email threats and gain visibility of who is sending emails to our organization, and we achieve compliance of data protection, ensuring that we will not send sensitive data to the outside."



Manish Kumar Twinkle

Security Engineer at itsipl

"Even in my brief experience, I can clearly see how automation, AI-based analysis, and real-time monitoring improve response time and strengthen overall email security."



Daniel Watanabe

Technical Business Analyst at a financial services firm with 10,001+ employees

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"In my opinion, the most useful functions or features in Trellix Email Security include sandboxing, anti-spam, some filters, and quarantine features, which are highly sought after because of the compliance and protection around the attack vectors on email."



JoseckWekesa

Partner Account Manager at a consumer goods company with 11-50 employees

What users had to say about valuable features:

"In my opinion, the most useful functions or features in Trellix Email Security include sandboxing, anti-spam, some filters, and quarantine features, which are highly sought after because of the compliance and protection around the attack vectors on email.

The main benefits that end users receive from Trellix Email Security are largely inclined towards affordability compared to recent vendors who are pushing aggressively, such as Forcepoint and Darktrace, and other competitors, so I could say that the biggest benefit is compliance.."

JoseckWekesa

Partner Account Manager at a consumer goods company with 11-50 employees

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"The best features of Trellix Email Security are the integration, the reputation system, and the administration console. The central control console that we access for email security is the same console we use for our endpoint management and endpoint security features like antivirus. This is a main use case that helps administrators manage operational work, which is why we are using it.

"The integration with Trellix Email Security and the central administration console simplifies our daily work significantly. The dashboard of Trellix Email Security is very good, and the reporting features aid us in analyzing threat events. The graphical representation is clear, which is a key aspect of our use case.."

Validated user

Deputy Manager System Infrastructure Engineer at a non-profit with 201-500 employees

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“The best features Trellix Email Security offers include excellent AI and ML capabilities that detect all phishing attacks and handle security concerns, so we do not have to worry about viruses in email.

“The AI and ML features of Trellix Email Security make a difference in my day-to-day work because we previously had to manually check for viruses and had the fear that a virus could be present. Now the system creates a report identifying phishing emails and all related concerns. We review one report daily, and if it is approved, it will deliver to the user; if it is not approved, then it will be blocked.

“Trellix Email Security has positively impacted my organization because we previously experienced a data leak due to an email virus, but now we are secure and not experiencing any of these issues, which is beneficial for the company's important data that we can now protect from threats..”

Validated user

SR system engineer at a retailer with 11-50 employees

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“The best features that Trellix Email Security offers in my experience are a wide range of options from basic to advanced levels, including simple protections against anonymous emails and suspicious emails, and advanced capabilities to prevent them and perform actions against them.

“In terms of specific valuable features in Trellix Email Security, all the rules are in their domains and are important in every way. The DLP rules are performing excellently and offer good security regarding the data leakage of confidential data or confidential company information. The threat intelligence rules help us capture feeds from IOC buckets and Intel platforms. The phishing detection is also excellent, as it targets the main attack patterns that attackers use in different environments.

“Trellix Email Security's accuracy and reliability of output is demonstrated by the reduction in our team's accuracy needs and time consumption. More than 90% of detections and threats have been detected and prevented, proving the solution is accurate and reliable..”

Aosaja Osager
Senior Soc Analyst at a consultancy with 11-50 employees

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"There are a few modules that we use. Advanced Threat Protection detects malicious URLs or attachments with the help of advanced machine learning, artificial intelligence, sandboxing, or behavior analytics. When we talk about phishing or BEC, it identifies credential harvesting, CEO fraud, and similar threats. When we talk about incident response, it removes malicious URLs and malicious emails. We also create a policy for DLP, Data Loss Prevention.

"Basically, we do not know who our outsiders are. When outsiders mail us or our team, the user will receive a filtered mail. If a sender sends malicious code, malicious URLs, or malicious files, Trellix filters them with the help of machine learning, sandboxing, and behavior analytics, as well as real-time URL inspection. When they send URLs, Trellix will inspect them first with Trellix analytics, and after that, it will filter them before we receive the email. In incident response, Trellix automatically removes malicious emails, blocks them, or quarantines them. It will give us an alert that we are receiving this type of mail from this user to our company insider so we can investigate.

"By using Trellix Email Security, we achieve reduced phishing attacks and ransomware risk from the email side. We are also protected from advanced email threats and gain visibility of who is sending emails to our organization. Additionally, we achieve compliance of data protection, ensuring that we will not send sensitive data to the outside.."

Manish Kumar Twinkle
Security Engineer at itsipl

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"Trellix Email Security has the best-in-class detection accuracy for emails. I have worked with Proofpoint, Microsoft Defender, and Palo Alto, and out of them, I definitely think this one has the best accuracy percentage. The signature-less sandboxing engine, which uses the Fish Vision and Kraken dual AI phishing engines, is also very good, and it uses the signature-less multi-vector virtual execution engine to identify threats. Additionally, it has URL rewriting and post-delivery sandboxing, which continuously checks the emails in case the attacker modifies them, and it also has automated post-delivery clawback. Moreover, there are flexible deployment models, and it is integrated with cloud email security and API-based solutions such as Microsoft 365 and Google Workspace.

Trellix Email Security has positively impacted our organization. Before using Proofpoint and Defender, we used to get around 300 to 400 emails per day flagged. Since we switched to Trellix Email Security, we had it cut down by almost 50%, reporting only about 150 to 180 flagged emails. This represents significantly less noise.

This reduction in flagged emails has greatly increased our efficiency, allowing us to focus on other parts and other tools of Trellix, specifically malware alerts and malware detections, not just the email detections. It cleared up a lot of load from our shoulders and led to less fatigue within the team because we used to manually check the links on Defender, manually sandbox them, provide a verdict, and then close it. This process became very fluid and efficient with Trellix.."

Validated user

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Associate Cybersecurity Analyst at a tech vendor with 10,001+ employees

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Other Solutions Considered

"I have previously used multiple solutions in different environments and found Trellix Email Security to be far superior to those solutions, although I will not name any of them.."

Aosaja Osager
Senior Soc Analyst at a consultancy with 11-50 employees

Read full review

"Before choosing Trellix Email Security, I evaluated other options based on my experience with different email security solutions, but I will not name any of them in this conversation.."

Aosaja Osager
Senior Soc Analyst at a consultancy with 11-50 employees

Read full review

"I can compare Trellix Email Security with Mimecast and it is much cheaper than Mimecast. The only other thing I can compare it with is the old McAfee email gateways, and it is much better than those.."

Ben Payne
Senior Infrastructure Engineer at a tech company with 501-1,000 employees

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"Before we started selling Trellix Email Security, our company had two other email security solutions. I do not work directly on those products. Other engineers at our distribution company focused on those products, and they did sell a couple of those solutions until we decided to discontinue selling them and then started selling Trellix Email Security.."

ObaseunAwoyinfa
Security Consultant at Trinexia

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"I previously used Proofpoint Email Protection before switching.

"I switched from Proofpoint to Trellix Email Security because Trellix Email Security provides better email protection than Proofpoint. For example, you would think blocking HTML attachments would be trivial, but Trellix Email Security can be configured to do it, while Proofpoint cannot. If you try to configure it, HTML gets stripped from the email content, which has a major impact on the business. On the other hand, Proofpoint has a number of additional features that Trellix Email Security does not have.."

Anastasia Wairimu
Team Manager at Ford

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ROI

Real user quotes about their ROI:

"I have seen a return on investment with Trellix Email Security, as we are now secured and working accurately with 90% or more accuracy. The money has been saved, the time has been saved, and fewer employees are needed to manage email security.."

Aosaja Osager
Senior Soc Analyst at a consultancy with 11-50 employees

Read full review

"By using Trellix Email Security, money is saved and time is also saved because only one person will handle that. A good quality engineer will resolve all the issues independently, and the support is very good, so issues will be resolved in one to two hours.."

Manish Kumar Twinkle
Security Engineer at itsipl

Read full review

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"We do not rely on a return on investment for Trellix Email Security. Our primary focus is protecting our users from threats and ensuring security. We operate under government regulations, which is why we do not prioritize ROI.."

Validated user

Deputy Manager System Infrastructure Engineer at a non-profit with 201-500 employees

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"My advice to others looking into using Trellix Email Security is to be ready to upgrade your platform right away. Your email system has to be very organized and up-to-date in whatever you use.."

Emorales Morales

Sr. Service Delivery Consultant at a recruiting/HR firm with 11-50 employees

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"One of the main positive impacts of Trellix Email Security is its ability to detect and respond to phishing and suspicious email activity much faster. From an operational perspective, the platform helps reduce the number of malicious emails and automate filtering. This reduces the risk of credential compromise, malware infections, and user exposure to phishing attacks.

"In terms of malicious emails reaching users, I would estimate there is a noticeable reduction, potentially around fifty percent or more for common phishing and spam attempts.."

Daniel Watanabe

Technical Business Analyst at a financial services firm with 10,001+ employees

Read full review

"Security should be evaluated from a value perspective. As long as an organization is getting value, there will definitely be a return on investment. The question is what would happen if an organization did not have this security measure in place and got hit by ransomware. How much information would be lost? How much credibility would be lost? How much business time would be lost?

"When considering everything that could have been prevented by installing Trellix Email Security, the return on investment becomes clear. Trellix Email Security is quite valuable and definitely provides a massive return on investments.."

ObaseunAwoyinfa

Security Consultant at Trinexia

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Use Case

"My main use case for Trellix Email Security is related to email security monitoring and threat analysis, as I use the tool to help identify suspicious emails, analyze phishing, and monitor security alerts while also supporting incident investigations.."

Daniel Watanabe

Technical Business Analyst at a financial services firm with 10,001+ employees

Read full review

"Trellix Email Security protects our clients from phishing, malware, and spam emails by analyzing incoming and outgoing email traffic to identify and block malicious attachments, links, or suspicious content before it reaches the machines and mailboxes of our clients. We use it to filter out the mailboxes effectively.."

Validated user

Associate Cybersecurity Analyst at a tech vendor with 10,001+ employees

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"My main use case for Trellix Email Security is to secure my email environment from phishing and virus attacks.

"Trellix Email Security is used to secure my environment from viruses and phishing because there are numerous attacks in the current scenario. Cyberattacks are unlimited now, so security is the main priority that we must implement.."

Validated user
SR system engineer at a retailer with 11-50 employees

Read full review

"My main use case for Trellix Email Security is for external communication, where we use the IOCs that we already have for phishing domains to capture phishing emails. For internal emails and outbound emails, we also implement DLP-related rules, such as when there is a PDF file attached or when an email is sent to an external domain.

"Regarding my primary use case for Trellix Email Security, we rely on it to secure all of our Exchange servers and all email communication regarding phishing attacks, email-related attacks, or any type of confidential leakage and data leakage.."

Aosaja Osager
Senior Soc Analyst at a consultancy with 11-50 employees

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"I have been working in my current field for the last four years and have been using Trellix Email Security for two to three years. The main use case of Trellix Email Security is preventing our users from phishing and spam. We have configured Advanced Threat Protection along with phishing and BEC protection in the policy configuration. When a spam mail comes to a targeted user, such as my colleague Komal, she receives a spam mail that appears to be from Komal's own email. When we create a case to check why it is quarantined, the Trellix support engineer explains that if you check the header, Komal's email is not actually the sender—it is just a masked mail ID. It is a blocked mail address that is sending to the active email, so Trellix blocks it. In my case, Trellix Email Security helps us reduce the spam threat. If any user sends data containing a virus or any injected URLs, it will detect and prevent it. Basically, we are using Trellix Email Security for preventing our users.."

Manish Kumar Twinkle
Security Engineer at itsipl

Read full review

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“Trellix Email Security's main use case is to protect our users from phishing emails and any type of unknown or spam emails. We are protecting our users from spam emails and unknown links, and we have integrated Trellix Email Security with our emails. We have protected our email security with our endpoint security, which is also Trellix. We are using TI-reputation for our email security system, and it is working fine.

“A specific example of how Trellix Email Security helped protect our users from phishing or spam emails occurred when, on weekends, users received multiple spam emails. Trellix protected us by recognizing the spam links, scanning them with anti-malware engines, and then quarantining the emails for our users. A notification is also sent to users if they know the sender, allowing them to request the admin to release the email. Multiple users requested us to analyze the email sender, and we found that this sender was a spam source using a phishing campaign against our company. Trellix protected us from that spam campaign, and I appreciate this.

“One of our use cases for Trellix Email Security is to protect users from spam emails. If any user accidentally receives a spam email and clicks on a link within the email body, Trellix scans the link with anti-malware and sandboxing. If the link is safe, users will be able to access it. If the link is deemed malicious or unknown, Trellix blocks it for all users..”

Validated user

Deputy Manager System Infrastructure Engineer at a non-profit with 201-500 employees

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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.

"For licensing, my understanding is that Trellix Email Security offers modular and scalable license models depending on the organization's size. The setup process requires coordination between security, infrastructure, and the email administration teams.."

Daniel Watanabe

Technical Business Analyst at a financial services firm with 10,001+ employees

Read full review

"As for the initial setup for email security, I would say it is both simple and complex, depending on whether the implementation is skill-based. Not many channel partners possess the skills to implement it. This becomes a challenge as there are not a lot of people skilled in the product, and relying largely on Trellix engineers means it would be more expensive and not very competitive for the market. Therefore, I believe enabling the channel, such as reseller partners and distributors, to have more skills would be a big gain for Trellix.."

JoseckWekesa

Partner Account Manager at a consumer goods company with 11-50 employees

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"When we talk about phishing attack reduction, with the help of Trellix data, they already have a large data size of blocked domains. If a domain comes to us or is a fake, it will first check and analyze it, and then it will send it to us. Basically, it filters the email first. When anyone sends our organization an email, it first comes to the MX where it is hosted, then it is sent to Trellix. After Trellix filters it, it sends it to Exchange, and Exchange spreads that mail to the user.

"By using that, money is also saved and time is also saved because only one person will handle that. A good quality engineer will resolve all the issues independently, and the support is very good, so issues will be resolved in one to two hours.."

Manish Kumar Twinkle

Security Engineer at itsipl

Read full review

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"The installation process for Trellix Email Security is not straightforward. The few deployments we have completed were performed by Trellix, and I was unable to follow the deployments through completely. However, I observed that the installation was not straightforward.

"I believe this is partly because the documentation is not readily available. The current Trellix Email Security was a FireEye product, and in terms of product documentation, Trellix needs to improve this for all FireEye products, including HX and other similar offerings. There is little to no documentation available. On the McAfee side, there is clear documentation that walks users through the deployment phase and everything else. Even with minimal interaction with McAfee solutions, an engineer can follow the deployment guide and achieve a successful deployment. With the FireEye products, it is nearly impossible without documentation. This is something that needs improvement.."

ObaseunAwoyinfa

Security Consultant at Trinexia

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Customer Service and Support

"I remember I had an issue with Trellix Email Security and tried to contact user support, and there might be some areas of improvement in response times.."

Emorales Morales
Sr. Service Delivery Consultant at a recruiting/HR firm with 11-50 employees

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"Regarding technical support from Trellix, I would rate it a four because there is a lot of work that has to be done in terms of the support that is provided. Trellix should have a dedicated center for the African market due to the unique dynamics and challenges within this region.."

JoseckWekesa
Partner Account Manager at a consumer goods company with 11-50 employees

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"The customer support has been inconsistent with Trellix lately because there is a whole loopback hierarchy that you have to reach the customer service first, and then the engineer will respond, and then the customer service will feed you back again. Solutions take three to four weeks maximum if you want something fixed.."

Validated user
Associate Cybersecurity Analyst at a tech vendor with 10,001+ employees

Read full review

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"I struggle to answer this question because I have not ever had to deal with support specifically for Trellix Email Security, so I cannot speak definitively about how the support team responds. If I speak about Trellix support generally, I think support has improved and is much better than it used to be. Obviously, there is always room for improvement. Based on the general support I have received from Trellix, I would rate it at a seven.."

ObaseunAwoyinfa
Security Consultant at Trinexia

Read full review

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Other Advice

“My advice to others looking into using Trellix Email Security is to evaluate and test it against their current solutions. I believe it will prove to be very efficient and enhance their company's security.

“I do not have any additional thoughts about Trellix Email Security as I consider it a recommended product. I would rate this product an 8 out of 10..”

Validated user
Deputy Manager System Infrastructure Engineer at a non-profit with 201-500 employees

Read full review

“I suggest to others that if you want a secure email gateway and to secure your environment from phishing, viruses, and related threats, then you should get Trellix Email Security, as this will save you a lot of time and protect a lot of data. Data security is very important because all the data comes through your mail, so if any virus comes through your mail, all your data could be leaked. Therefore, please secure your email environment first, and then you can proceed to the next step. I have rated this product a 10 out of 10 based on my experience..”

Validated user
SR system engineer at a retailer with 11-50 employees

Read full review

“Trellix Email Security is deployed in a hybrid manner, with some customers needing it to be just on-premises, while others prefer a hybrid setup where they have some workloads on the cloud. Additionally, there are also customers who

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want it to be purely on the cloud to minimize any resource over-usage.

Regarding cloud deployment, actual options include AWS, Azure, and GCP, along with recent demands for private cloud and Huawei Cloud, which is also becoming a requirement.

I would rate this review a six out of ten overall..”

JoseckWekesa
Partner Account Manager at a consumer goods company with 11-50 employees

Read full review

“By using Trellix Email Security, we achieve reduced phishing attacks and ransomware risk from the email side. We are also protected from advanced email threats and gain visibility of who is sending emails to our organization. Additionally, we achieve compliance of data protection, ensuring that we will not send sensitive data to the outside.

“When we talk about security, Trellix Email Security console is very complex. We are using multiple products, and many products are consolidated into a single console, though they are all on another console. A single console would be helpful.

“Before using Trellix Email Security, we evaluated Trellix with Sophos Email Security.

“I would rate this product a 10 out of 10..”

Manish Kumar Twinkle
Security Engineer at itsipl

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“I believe I have covered the features of Trellix Email Security thoroughly.

“I have addressed the needed improvements for Trellix Email Security.

“I do not have anything else in mind regarding changes or additions for Trellix Email Security at this time.

“The AI capabilities of Trellix Email Security have impressive governance and security, as the integration with AI assists greatly in the analysis and capturing of behavioral detections. It is working excellently with the governance and security, fulfilling compliance requirements and providing every security measure that could be possible.

“My review rating for Trellix Email Security is 7..”

Aosaja Osager
Senior Soc Analyst at a consultancy with 11-50 employees

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"I remember a scenario that happened with us where a client got an email containing a clean PDF with an embedded URL that returned a benign page at the delivery time. However, after some time, the attacker flipped the destination page to a credential harvesting portal, and Trellix Email Security was continuously monitoring the URL post-delivery. It detected the page transition and then flagged it, enabling the email to be automatically clawed back from the mailbox before the client opened it. This was very proactive from the whole system of Trellix Email Security, and our analysts also got an alert for the same, closing the whole incident in 15 to 20 minutes. It was all centralized, very swift, and a good prevention of what could have been a credential harvesting incident.

The signature-less capability especially helps us a lot in the case of zero-day attacks because there are basically no signatures. The deep learning engine that it has, along with the signature-less sandboxing engine, performs really good behavioral analytics and helps us prevent zero-day threats as they come, which is really useful.

The only advice I would give to others looking into using Trellix Email Security is to be cautious about the pricing and the customer support experience. Additionally, the pricing is a bit on the higher end, making it not recommended for small enterprises. I would rate this product an 8 out of 10.."

Validated user
Associate Cybersecurity Analyst at a tech vendor with 10,001+ employees

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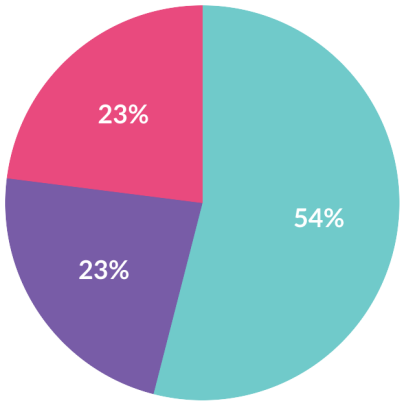
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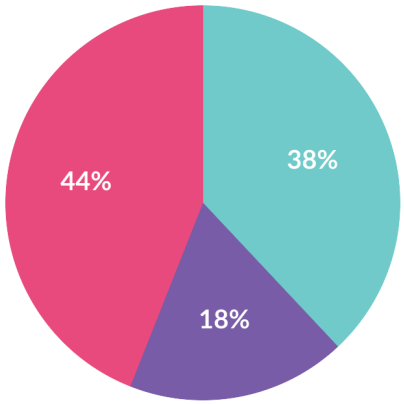
Outsourcing Company	13%
Construction Company	11%
Computer Software Company	9%
Healthcare Company	9%

Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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

reports@peerspot.com

+1 646.328.1944

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