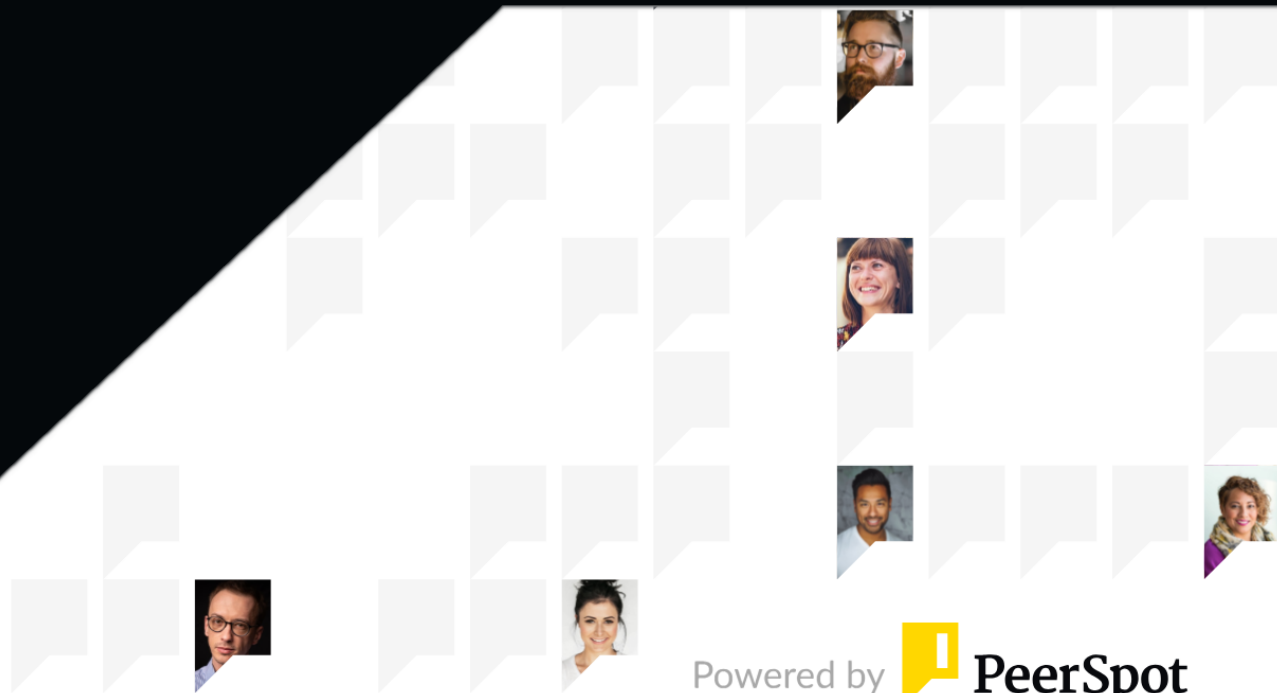




Cisco Umbrella

Reviews, tips, and advice from real users



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Product Recap



Cisco Umbrella

Cisco Umbrella Recap

Cisco Umbrella provides fast-deploying DNS-layer security with powerful threat protection capabilities. Trusted by over 30,000 entities, it ranks highly in DNS security and effectively supports secure remote work environments.

Cisco Umbrella offers comprehensive DNS security, web filtering, and ease of use, enhancing network security through robust threat protection and malware prevention. It processes over 600 billion requests daily, making it a leader in its field. The seamless integration with existing infrastructures and cloud-based nature makes it suitable for remote and distributed work environments, ensuring consistent security throughout. Management is streamlined with a single-pane interface that simplifies administration, while in-depth reporting capabilities provide valuable insights for continuous monitoring.

What are the key features of Cisco Umbrella?

- **DNS Security:** Provides leading protection by managing DNS queries and blocking malicious sites.
- **Web Filtering:** Offers granular control over web content to safeguard internet usage.
- **Ease of Integration:** Fits well into existing infrastructures, simplifying deployment and use.
- **Intuitive Management:** Single-pane management streamlines administration and enhances usability.
- **Cloud-Based Flexibility:** Supports secure remote work environments.

What benefits can users expect from using Cisco Umbrella?

- **Superior Threat Protection:** Reduces risk by effectively detecting and preventing cyber threats.
- **Consistent Security:** Provides uniform protection across network environments.
- **Efficiency and Visibility:** Leverages comprehensive reporting for better security insights.
- **Easy Deployment:** Quick and straightforward setup with minimal disruption.

Cisco Umbrella is widely adopted in industries requiring advanced DNS-level security to counteract malware, phishing, and cyber threats. Its ability to monitor and protect remote and roaming employees makes it an attractive option for sectors highly dependent on cloud services. By managing DNS queries and blocking harmful sites, Cisco Umbrella enhances cybersecurity across networks, providing an added layer of protection for businesses worldwide.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Cisco Umbrella is the first layer of security that protects me while surfing the net, identifying untrusted websites to prevent access.”



Suresh-Sharma

Sr. Technical Executive at a computer software company with 11-50 employees



“Cisco Umbrella is specifically designed for DNS protection, with features including a user-friendly console and the easiest installation, and it offers very prominent threat feeding from different Talos sources, securing multiple platforms while helping protect from malware and unsafe sites and mitigating DNS attacks to ensure secure browsing for end users.”



KamranJameel

Head Of IT at a financial services firm with 51-200 employees



“The biggest return on investment when using Cisco Umbrella for me is the ease of use of the fact that we've deployed this with our Cisco VPN Secure Client, so every computer has the Umbrella module in it.”



Bryan Bettencourt

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.



“With the Experience Insights feature of Cisco Secure Access, we've seen impacts on the management of user connectivity by allowing us to deliver safe connectivity.”



Emilio Montoya

CTO at PROA



“Cisco Umbrella scales incredibly with the growing needs of my organization.”



Nicholas Carroll

Network Engineer at a construction company with 1,001-5,000 employees



“Cisco Umbrella has definitely helped improve some aspects of our security posture, contributing to overall organizational security posture management.”



Verified user

D GM (Information Technology) at a manufacturing company with 201-500 employees



“I would describe the experience deploying Cisco Umbrella overall as super easy. It was awesome. It was lovely to deploy it.”



Gonzalo Medina

Cisco Presales Engineer at a tech services company with 201-500 employees

What users had to say about valuable features:

“I don't know that there's a specific feature of Cisco Umbrella that I prefer most; I appreciate everything about the package. It's a secure source for DNS, and the way it does the proxy is very efficient for segmenting internal DNS results versus external. .”

Andrew Cerio

Senior Network Engineer at Boys Town

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“Cisco Umbrella provides main benefits by not being too costly compared to other products, making it accessible for all clients, and I think it is essential for those who want complete safety.

The Intelligent Proxy feature of Cisco Umbrella is useful, though we do not elaborate much on this proxy feature.

The reporting and analytics capabilities in Cisco Umbrella are helpful, but since we have many clients, we cannot fully analyze everything. If any client objects to a website being protected, we analyze it and suggest whether they should proceed or not..”

Suresh-Sharma

Sr. Technical Executive at a computer software company with 11-50 employees

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“My favorite feature of Cisco Umbrella is probably just the DNS and the fact that when a security threat happens, all of that gets logged in their Umbrella portal, and it's very easy to find who's been accessing the site and how many people have accessed it, so that we can go to them and make sure they're not compromised.

The features of Cisco Umbrella benefit my company by providing less time to search for things through logs, to look for what we need. It's just one place to go, and we just search for it, and we find it really fast. The fact that there's a virtual database that has all that information is great on our portal..”

Bryan Bettencourt

[Read full review](#) 

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

“From my experience using Cisco Umbrella, one of the best features is that it provides protection for the endpoints even while off the network, which means that if you are working from home, your DNS queries are protected well enough, with the caveat that it only protects DNS queries but does not work well when accessing something via IP address.

“Cisco Umbrella has definitely helped improve some aspects of our security posture, contributing to overall organizational security posture management. I have seen improvements in that it cut down on malicious traffic; if there is a new domain registered by a malicious actor or hacker, it is quickly detected by Cisco Umbrella. For instance, there was a phishing link we discovered, and we blocked it in Cisco Umbrella, ensuring anyone trying to access that domain would be blocked, which is a critical feature even when off the network..”

Verified user

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D GM (Information Technology) at a manufacturing company with 201-500 employees

“My impression of Cisco Umbrella's Secure Internet Gateway is that it's awesome. I understand that my company got a Secure Internet Gateway a couple of months ago. When we first deployed it, we didn't have a Secure Web Gateway, however, it's excellent. Our traffic now goes to the Umbrella Cloud. It's checked there, so it's fantastic.

We are based in Argentina with a data center in Brazil, so the latency is really low, which is fantastic.

Secure Internet Gateway is a super powerful feature. There's definitely something rewarding about using Cisco Umbrella at the end of the day. For example, I saw it stop a ransomware attack right in front of me. I was extremely nervous when I saw the ransomware attack. Cisco protected us.

It's a really powerful solution that's really easy to deploy..”

Gonzalo Medina

Cisco Presales Engineer at a tech services company with 201-500 employees

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“The features of Cisco Umbrella I prefer most are DNS protection and traffic redirect.

With Cisco Talos's threat intelligence, we reduce the impact of malware traffic in our network, and we currently see the behavior of equipment and choose the correct sites.

Cisco Talos has helped us reduce the impact of malware traffic. We can see the behavior and choose the correct sites.

We're currently testing secure access with Umbrella in order to secure access to core applications.

It's a product that the user doesn't even know is there, even though it is protecting them. It's not hard on the equipment. And, for us, it centralizes everything, which improves productivity.

With the Experience Insights feature of Cisco Secure Access, we've seen impacts on the management of user connectivity by allowing us to deliver safe connectivity. We are testing the Secure Access product with Cisco Umbrella to improve our connectivity with our users in order to secure access to the corporate applications.

Cisco Umbrella is in the cloud, which is nice. .”

Emilio Montoya

CTO at PROA

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Other Solutions Considered

“Before adopting Cisco Umbrella, we did not have any tool and only used the firewall as a prevention tool, mostly relying on next-generation antivirus focused on behavioral analytics..”

Verified user

D GM (Information Technology) at a manufacturing company with 201-500 employees

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“We have considered other solutions while using Cisco Umbrella. Ultimately, Cisco Umbrella is the one that benefits us the most. The main differences between the solutions we considered and Cisco Umbrella are the ease of use and deployment..”

Raul Moran

Security Analyst at a educational organization with 1,001-5,000 employees

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“I still have not found a main competitor for Cisco Umbrella.

Once I find a better solution among prices, I may switch over, but I currently do not think its price is too much..”

Suresh-Sharma

Sr. Technical Executive at a computer software company with 11-50 employees

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“We did not really consider other solutions before choosing Cisco Umbrella. We are super Cisco-focused in my company. Before Cisco Umbrella, we didn't have anything. We got hit with a ransomware attack and then we deployed Secure Endpoint. We deployed Cisco Umbrella. We deployed Duo, so we are super Cisco-focused..”

Gonzalo Medina

Cisco Presales Engineer at a tech services company with 201-500 employees

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“We are moving away from Palo Alto to Cisco, and we have to do a one-to-one swap first to get new firewalls in before licensing runs out on the old firewalls.

Once that is complete, we will move to our SIG rollout. The main differences between Palo Alto and Cisco Umbrella are that many features Palo offered were always purchased separately, whereas Cisco includes all of those features at less cost compared to purchasing them individually from Palo..”

Andrew Cerio

Senior Network Engineer at Boys Town

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“Before selecting Cisco Umbrella, I considered other solutions such as Palo Alto and Check Point.

What stood out to me in the evaluation process, both positive and negative when comparing options, was the charging or performance impact on the computer with the agent, which was a concern, but also the simplicity of installation without impacting the final user, along with the strong brand support from Cisco and Talos, which ensured that the inspection of URLs was very good..”

Emilio Montoya

CTO at PROA

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ROI

Real user quotes about their ROI:

“I have seen a return on investment when using Cisco Umbrella. Since we are Cisco distributors, we got it for zero dollars, so we didn't pay anything for it..”

Gonzalo Medina

Cisco Presales Engineer at a tech services company with 201-500 employees

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“The biggest return on investment when using Cisco Umbrella is to keep us compliant with our regulations. We're not a non-profit company, it's more about being compliant with our regulations to ensure the students are safe..”

Raul Moran

Security Analyst at a educational organization with 1,001-5,000 employees

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“From my point of view, the biggest return on investment when using Cisco Umbrella is that it helps simplify multiple verticals. We don't have a direct impact on DNS, however, it helps simplify the other teams' external DNS resolution, which makes their job easier, so they don't have to seek assistance from me, making my job easier as well..”

Andrew Cerio

Senior Network Engineer at Boys Town

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“I have not seen a return on investment with Cisco Umbrella, as I didn't calculate it in practice. I know that having Cisco Umbrella is better than not having it, especially since I have few people to administer, meaning without it, I would need more employees to help me apply policies and review the laptops of the employees..”

Emilio Montoya

CTO at PROA

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“From my point of view, the biggest return on investment when using the solution is that it makes it a lot easier to delegate some of the tasks that were traditionally used, such as building policies on the firewalls and doing it through Cisco Umbrella. This aspect cuts a lot of time, resulting in significant time savings..”

Omar Mohammed

[Read full review](#) 

Network Engineer at a tech consulting company with 501-1,000 employees

“The biggest return on investment when using Cisco Umbrella for me is the ease of use of the fact that we've deployed this with our Cisco VPN Secure Client, so every computer has the Umbrella module in it. Each of our devices has that module in it that makes it connect automatically, and we're really happy with how easy it is to deploy and send it out to our firm..”

Bryan Bettencourt

[Read full review](#) 

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

Use Case

“My use cases for Cisco Umbrella in my company are basically to allow and block URLs, to block websites, mostly external websites, and to allow or block accordingly..”

Omar Mohammed

Network Engineer at a tech consulting company with 501-1,000 employees

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“My main use cases for Cisco Umbrella at this company are DNS security and preventing users from getting to websites that we deem not safe for their consumption and system protection..”

Andrew Cerio

Senior Network Engineer at Boys Town

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“The primary use of Cisco Umbrella is to monitor our off-network devices, especially as a school district, to track what students are doing. We ensure they don't access any inappropriate sites. We leverage the DNS security when they take devices off our network..”

Raul Moran

Security Analyst at a educational organization with 1,001-5,000 employees

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“My main use cases for Cisco Umbrella are mostly for DNS security, ensuring we have policies in place to block anyone going to bad sites, as well as anything that comes up that we're not always watching to make sure they get blocked..”

Bryan Bettencourt

[Read full review](#) 

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

“My main use case for Cisco Umbrella is to protect DNS queries that are going outside to the internet. When I open Cisco Umbrella, the first thing I do is watch the dashboard to analyze what the traffic looks like in the last 24 hours, how many malicious queries have been blocked, what the valid usages are, and how many blacklisted URLs have hits.

“The scope of monitoring Cisco Umbrella involves two or three people or some people in the SOC team doing the monitoring. Cisco Umbrella is used company-wide..”

Verified user

[Read full review](#) 

D GM (Information Technology) at a manufacturing company with 201-500 employees

“The main use case for Cisco Umbrella is to protect our clients from various threats as it works on the DNS layer while firewalls and other security appliances work differently. We trust that no client should access any unverified website since it protects on the DNS layer to ensure their safety from malware and unknown sites. The Cisco Umbrella denies requests to untrusted websites, ensuring our clients are protected; we use it along with Hunters and firewalls for three layers of protection.

Cisco Umbrella is the first layer of security that protects me while surfing the net, identifying untrusted websites to prevent access. It guards against inside threats, while firewalls provide broader protection; Cisco Umbrella is especially useful for non-technical users who may not understand the risks..”

Suresh-Sharma

Sr. Technical Executive at a computer software company with 11-50 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.

“Cisco Umbrella is specifically designed for DNS protection, and the features they have include a user-friendly console and probably the easiest installation..”

KamranJameel

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Head Of IT at a financial services firm with 51-200 employees

“At the beginning, as with everything in life, it was a bit hard. It's hard when you don't know the solution. Now, it's very soft, very easy. Any changes are easy to make..”

Emilio Montoya

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CTO at PROA

“We're currently migrating to Cisco from Palo Alto. Overall, the deployment has been good. It's simple, and there are a lot of white papers out there. There's not a lot of mystery. It just works..”

Andrew Cerio

Senior Network Engineer at Boys Town

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“I would describe my experience with the deployment of Cisco Umbrella as very straightforward. It's easy to launch; the policies are really easy to set up. You just go to one dashboard, set everything up, and it's done with one click..”

Bryan Bettencourt

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

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“The deployment is easy to automate. The API is wonderful. We just spin up a script and then it makes deployment provisioning as simple as that. On top of that, the cloud deployment's easy as well. We're just pushing copying configurations, pushing profiles..”

NicholasCarroll

Network Engineer at a construction company with 1,001-5,000 employees

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“The initial setup of Cisco Umbrella is not very complex. Certified resources trained for two to three days can easily implement the solution. On a scale from one to ten, I would rate the setup experience as a six..”

Sabbir Ahmed

Director at Infosonik Systems Ltd

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Customer Service and Support

“I evaluate customer service and technical support as excellent, as I have technical support from our partner, who helps us incredibly. On a scale of one to ten, I would rate it a ten..”

Emilio Montoya

CTO at PROA

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“The customer service and technical support of Cisco Umbrella are great. I would rate the customer service and technical support a seven out of ten. To make it a ten, it would come down to improving the support..”

Raul Moran

Security Analyst at a educational organization with 1,001-5,000 employees

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“Their customer service and technical support have been great. When we open up tickets and get that in place, they are very responsive and come up with solutions that work for us..”

Bryan Bettencourt

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

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“My experience with customer service and technical support for Cisco Umbrella has been minimal, which indicates that's a good thing. If I don't need to go to support all the time, that means the product is working fine, so I'm very happy with them..”

Omar Mohammed

[Read full review](#) 

Network Engineer at a tech consulting company with 501-1,000 employees

“We never had to contact the TAC for any kind of issues with Cisco Umbrella. We haven't had any issues with Cisco Umbrella yet. When I did need to contact the technical assistance team, they were extremely quick. It's an awesome service. From my experience with the support, I would rate them a nine out of ten..”

Gonzalo Medina

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Cisco Presales Engineer at a tech services company with 201-500 employees

“I would evaluate the customer service and technical support as about a nine. My biggest concern, and I'm sure everyone's biggest gripe with TAC, is just turnaround time. If you open a case in the evening, you might get an agent in another region, and then your ticket cycle only goes from 5:00 PM to 10:00 PM when you're out of work. Now I know to open cases the next morning unless it's pressing..”

NicholasCarroll

[Read full review](#) 

Network Engineer at a construction company with 1,001-5,000 employees

Other Advice

“I have not utilized the Experience Insights feature of [Cisco Secure Access](#). I don't really see it on a daily basis. I just configured the solutions now to sell to our customers, so I don't know what could be enhanced. My customers actually only give me good feedback about Cisco Umbrella, which is great.

I would rate Cisco Umbrella a ten out of ten overall..”

Gonzalo Medina

Cisco Presales Engineer at a tech services company with 201-500 employees

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“Cisco Umbrella is a supportive solution I provide separately, depending on the requirements of the customer, and we ask them what they require first.

Cisco is continuously improving Cisco Umbrella, experimenting with better versions while keeping us informed about changes and upgrades at no cost.

Cisco Umbrella should be available on desktop or laptop to ensure trust and security for non-technical users.

I rate Cisco Umbrella nine out of ten..”

Suresh-Sharma

Sr. Technical Executive at a computer software company with 11-50 employees

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“I have not utilized the experience insights feature of [Cisco Secure Access](#). At the moment, we're not using [Cisco Secure Access](#). It's something we would want to explore at some point.

I have not yet visited the Cisco [Insider](#) Lab.

Overall, I would rate Cisco Umbrella a nine out of ten..”

Raul Moran

Security Analyst at a educational organization with 1,001-5,000 employees

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“When evaluating options, I was not involved in the POC of Cisco Umbrella; I was a part of the engineering team that deployed it.

“My team did need a small interaction with team members to explain the use cases implemented in Cisco Umbrella, which was important, and the knowledge base articles available on the Cisco website were good and useful to have handy.

“My advice for someone considering Cisco Umbrella, based on my experience over the past year, is to understand your clear business requirements, check all the required features, and note that Cisco Umbrella provides good DNS security, though there are other competitive tools, such as Zscaler, which address the challenges I noticed in Cisco Umbrella. Based on your requirements and budget, analyze the tool during the POC and finalize your choice. I would rate my overall experience with Cisco Umbrella as a seven out of ten..”

Verified user

D GM (Information Technology) at a manufacturing company with 201-500 employees

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“I have not yet utilized the experience insights feature of [Cisco Secure Access](#).

[Cisco Talos](#) threat intelligence significantly influences my company's ability to act against emerging threats, giving us the chance to patch our side or take precautions when zero-day vulnerabilities emerge. Talos has been around forever; it's the largest non-governmental source of data on exploits available.

We're not at zero-trust yet. [Cisco Secure Access](#) will be playing a big part. Secure Access will play a big part in our identity, and it will tie in with ICE and posturing, feed our firewall information, and integrate with Splunk.

I own Cisco Umbrella's Secure Internet Gateway, however, we have not rolled it out yet. I'm looking forward to Cisco Umbrella working with the Canvas that we just saw at the Keynote this afternoon; if it starts feeding those results into that AI Canvas, that would be fantastic.

I saw the Cisco [Insider](#), however, I am not familiar with what it is.

I'd rate the solution ten out of ten..”

Andrew Cerio

Senior Network Engineer at Boys Town

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“There are a couple of products we are working on. We use Cisco EDR and [XDR](#), for [DLP](#) we have Forcepoint, and for cyber threat intelligence, we have EPP.

“We focus on [DLP](#) and the classification tool, which is for data visibility and DLP. It is kind of data protection that is used for classification.

“For Cisco, we use FTDs. It is the [Cisco Secure Endpoint](#), which is known as Cisco EDR, Endpoint Detection and Response.

“We use Cisco Umbrella for DNS protection. In the current environment, cyber

security resolves your addresses securely and protects from threats from outside. Most attacks happen over DNS, so those DNS queries can be mitigated if you have a secure way for browsing for your end users.

“We are not using Cisco Umbrella for the proxy. We are using it from our DNS perspective. As a strategy, we are using it for outside communication through the DNS resolver. However, Cisco Umbrella has now combined with Secure Access, which comes with different features. Previously, Cisco had WSA for the proxy. Now they have come up with a proxy solution that gives Cisco Umbrella protection with remote proxy and cloud proxy solution, which is known as Secure Access.

“As I mentioned earlier, they have very prominent threat feeding from different Talos sources, securing us on multiple platforms where, as an enterprise, you might not have those features and the feed to protect yourself. Cisco Umbrella is definitely a good product from that perspective and is going to help you protect from malware and from sites which are reputedly not marked as safe for the user. I would rate this review an eight out of ten..”

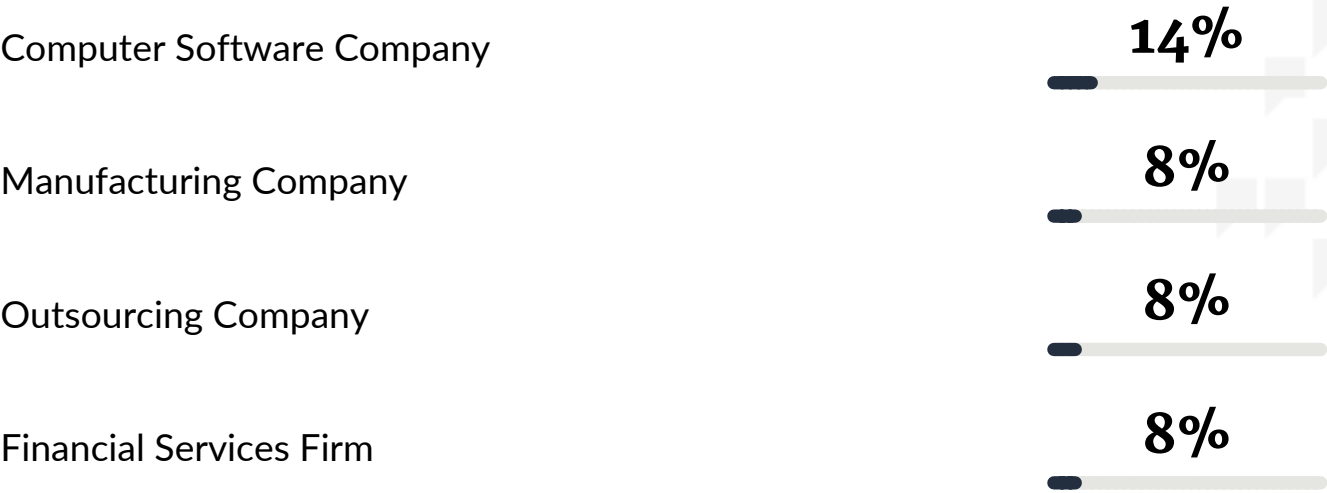
KamranJameel

Head Of IT at a financial services firm with 51-200 employees

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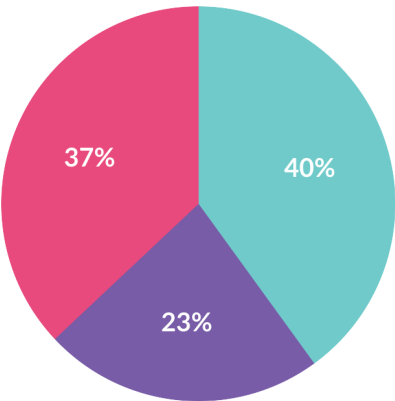
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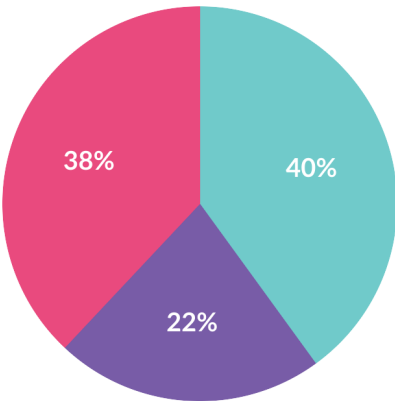


Company Size

by reviewers



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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