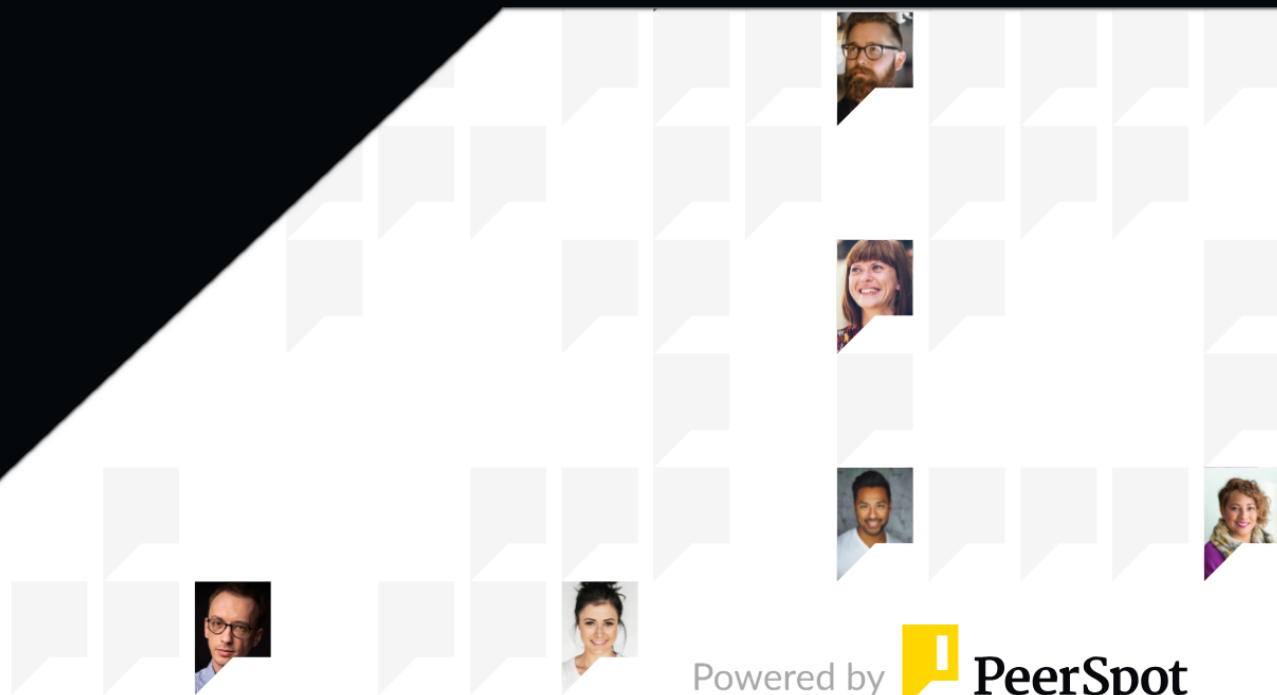




Sophos Cybersecurity as a Service

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Sophos Cybersecurity as a Service

Sophos Cybersecurity as a Service

Recap

Sophos Cybersecurity as a Service delivers comprehensive protection seamlessly integrated into existing systems, ensuring robust security measures tailored to specific organizational requirements.

As an advanced cybersecurity solution, Sophos Cybersecurity as a Service leverages cutting-edge technology to offer proactive threat detection and response. Its intuitive interface simplifies management, while its scalability ensures it meets diverse business needs, making it an ideal choice for enterprises seeking reliable cybersecurity.

What are the key features of Sophos Cybersecurity as a Service?

- **Threat Detection:** Uses real-time analytics to identify potential threats swiftly.
- **Scalable Solutions:** Adapts to the company's growth by offering flexible configurations.
- **User-Friendly Interface:** Simplifies cybersecurity management for all users.

Why consider Sophos Cybersecurity as a Service for your business?

- **Cost Efficiency:** Offers competitive pricing models to reduce security expenses.
- **Comprehensive Coverage:** Protects against a wide range of cyber threats for enhanced safety.
- **Expert Support:** Provides access to cybersecurity experts to guide through complex issues.

This service finds applications across many industries such as finance, healthcare, and retail. In finance, it ensures compliance and data integrity; in healthcare, it protects sensitive patient data; while in retail, it safeguards online transactions, ensuring companies stay resilient against cyber threats.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Sophos Cybersecurity as a Service has positively impacted my organization by simplifying cybersecurity operations while improving our ability to detect and respond to threats.”



Sudarsan Rajamani

Director at a outsourcing company with 1,001-5,000 employees



“This solution helps them to maintain their uptime and ensure business continuity 100%, which is a very good thing.”



Saad Qaiser

Regional Head Of Technical And Sales Team at Comstar - Information Systems Associates Ltd.



“Since the day we started using Sophos Cybersecurity as a Service MDR, there has not been a single incident.”



Vikas-Gupta

Director at Eon Networks



“Sophos Heartbeat and the Sophos AI-driven ransomware protection for Sophos Cybersecurity as a Service are significant benefits.”



JUNAID ABID KHAN

Security Engineer at Super Secure



“I personally know hundreds of customers, and I can say they are very satisfied with Sophos Cybersecurity as a Service.”



Abhinav Varshney

Owner at GrassRoot Secure



“Sophos Cybersecurity as a Service has positively impacted our organization by being very beneficial for our business and serving as a valuable income source.”



Tonmoy Roy

Technical Support Engineer at Ensure Support Services Limited



“There is definitely a return on investment when using Sophos products; it all comes down to how deployment is managed, as policy is crucial.”



Mansukh Bhesania

Md And CEO at Aster Networks

What users had to say about valuable features:

“The best feature of Sophos Cybersecurity as a Service is the XDR, along with remote management, which is particularly beneficial for small and medium environments.

We and our customers use the automated threat response feature, which is included but requires a license. For example, one of the banks using XDR provided by Sophos is very happy, and we conduct remote sessions with XDR, ensuring our involvement is minimal, leading to customer satisfaction.

I assess the value of deep visibility into network activities provided by Sophos Cybersecurity as a Service as good enough, especially regarding firewall and wireless aspects, with new switching features introduced that are acceptable..”

Mansukh Bhesania

Md And CEO at Aster Networks

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“The best features in Sophos Cybersecurity as a Service for me personally are the MDR service they are offering nowadays, which is also very helpful. Managed Detection and Response for endpoints helps customers manage their threats on several endpoints, so that was beneficial.

“I assess the value of deep visibility into my network activities provided by Sophos Cybersecurity as a Service as quite good. Deep visibility on endpoints through EDR means we get good insight from the EDR dashboard regarding where the threats are, what changes are happening, and how it is preventing attacks. The visibility shows how the attacker is trying to target files if they want to exploit them, so that was valuable.

“Enhanced Threat Hunting and Forensics help my organization address cyberattacks. I found several scripts that were running and which were blocked by the EDR services and the rules we had set. This helped us find out and reach the root cause or try to find the infected part, which helped us significantly because of the visibility aspect, allowing us to track it when otherwise it would have been impossible to do so in an antivirus scenario..”

Vishal Khedekar

Technical Lead at Orient Technologies Pvt. Ltd.

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“Sophos Heartbeat and the Sophos AI-driven ransomware protection for Sophos Cybersecurity as a Service are significant benefits. These are good add-ons for Sophos. The company performs well with Zero Trust Network Access, zero-day attack protection, and adaptive attack protection.

“Automated Threat Response is quite beneficial in real time for Sophos Cybersecurity as a Service. It also stops the active threat response, which we call ATR. This is in sync with Sophos Managed Detection and Response, which is MDR. There is another extension feature called Security Heartbeat.

“The main key feature of Sophos Cybersecurity as a Service is Sophos Heartbeat. The deep visibility provided by Sophos refers to their comprehensive real-time data collection and correlation across the organization's entire footprint, which includes Sophos EDR and Sophos Heartbeat features that enable central analysis and monitoring. This is quite easy, and Sophos MDR is also part of it, including Network Detection and Response..”

JUNAID ABID KHAN

Security Engineer at Super Secure

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“Sophos Cybersecurity as a Service offers very tight security and compliance. If anybody applies Sophos at their premises, the environment is completely secure and sound.

“The biggest advantage I achieved with Sophos Cybersecurity as a Service is the upload block. I never achieved it with other products, and Sophos completely delivered on this. We completely block uploads from any website and anywhere in the environment. No one can upload without our permission.

“There are many reasons why Sophos is better in comparison with other solutions, but our focus was blocking uploads. The most important thing in our environment is blocking uploads, and we achieved this target with Sophos. Sophos Cybersecurity as a Service also protects against malicious websites and performs antivirus scanning and blocks all threats that any XG firewall is supposed to achieve.

“The automated response is excellent because the portal handles almost everything on a single dashboard, and we can manage and control everything automatically. This is really systematic and automated. It is absolutely highly scalable..”

Rizwan Ikram

Owner at Computer Services Professionals

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“Sophos Cybersecurity as a Service includes antivirus, firewall, anti-spam, encryption, and multiple other features.

“The best part about Sophos Cybersecurity as a Service is that customers do not have to purchase servers because it is offered as a service, allowing them to pay according to usage. They do not need to invest in infrastructure.

“Sophos provides very good visibility into the network because they use XDR. Additionally, they also offer MDR services.

“When any hash value is identified on any machine or is globally available, I can search for any malicious hash value across the entire network. Using the threat investigation or XDR feature of Sophos Cybersecurity as a Service, I can investigate inactive threats that may cause problems in the future and neutralize them.

“This is very important because after COVID, many companies began offering work from home arrangements. In hybrid environments where users may be sitting in different office locations or at home, machines need to be protected. With the centralized cloud-based solution from Sophos Cybersecurity as a Service, users are protected in real time..”

Abhinav Varshney

Owner at GrassRoot Secure

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“We started working with Sophos Cybersecurity as a Service last year and we have some customers for Sophos in the resolution which is Cybersecurity as a Service. Sophos teams work with these customers to secure them and integrate them in case of any issues, and they are really satisfied with the product; it is a good one.

“Customers basically use Sophos Cybersecurity as a Service against ransomware attacks, especially when they are not in their operational hours such as during the night, on weekends, or holidays when their team is not directly available in the premises to secure something. In that case, they need these services so that someone reliable is watching their network to avoid any ransomware attacks.

“There are multiple benefits of Sophos Cybersecurity as a Service. The biggest one is that it will save any stoppage of services; for example, if there is a hospital environment that faces any ransomware attack, it may stop their operations. This solution helps them to maintain their uptime and ensure business continuity 100%, which is a very good thing. Secondly, it helps avoid financial losses; once the data of the company is encrypted due to a ransomware attack, they obviously face financial losses and may be asked for bigger ransom amounts. Sometimes a company has to pay them; to avoid these issues, there is no surety of getting data back even after paying the ransom. Additionally, there are various kinds of attacks nowadays, such as CNC attacks, where someone may be using their resources for bad purposes; these services stop any unethical behavior, ultimately helping the customer to increase their productivity and financial growth.

“The automated threat response feature of Sophos Cybersecurity as a Service is definitely very helpful.

“Most of the companies do not have cybersecurity experts, particularly mid-level or small enterprises; they cannot afford cybersecurity experts or SOC teams. With this product, they do not need to go through extensive learning in cybersecurity; the automatic mitigation helps them to focus on their work and avoid problematic behaviors. There are some IT staff who do not have any security background, which means they do not need to get involved when reliable products are handling this.

“Network visibility with Sophos Cybersecurity as a Service is positive and brings benefits; they are connected with your network, providing a larger view and a

dedicated team who understands all the ins and outs. For instance, some equipment such as PBX systems or CCTV cameras in the network typically are not viewed as potential threats, but these services help monitor even those, ensuring protection.

“Features such as threat hunting and forensics are definitely effective for cybersecurity; for example, we might not know if our management team addresses, such as our CFO or CEO email addresses, are being misused on the dark web for phishing attacks. These solutions help us to see any misuse of our resources, effectively preventing such issues..”

Saad Qaiser

Regional Head Of Technical And Sales Team at Comstar - Information Systems Associates Ltd.

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Other Solutions Considered

“There are many alternative products available, including CrowdStrike, SentinelOne, and Palo Alto. Most of these products are coming as Cybersecurity as a Service offerings..”

Abhinav Varshney

Owner at GrassRoot Secure

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“I never bought any service of Sophos Cybersecurity as a Service from anywhere else because we bought it from a reseller located in Canada who handles everything for us..”

Rizwan Ikram

Owner at Computer Services Professionals

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“Sophos Cybersecurity as a Service utilizes its own cloud, which may have integrations with other services, but they provide their cloud for customer console access..”

Saad Qaiser

Regional Head Of Technical And Sales Team at Comstar - Information Systems Associates Ltd.

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“We previously used Fortinet before switching to Sophos Cybersecurity as a Service. The reasons for the switch include Fortinet's increase in costs and the complexity involved in licensing and additional storage required for features that Sophos offers..”

Nicholas Da Costa

Cybersecurity and Networking Regional Manager at Digi-Data Systems Limited

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“Before using Sophos Cybersecurity as a Service, we tried Cisco and other firewalls, but when we experienced Sophos, it really did what we wanted to achieve.

“Previously we were using AWS, but recently we have moved to a hosting service. Both are compatible with using Sophos Cybersecurity as a Service..”

Rizwan Ikram

Owner at Computer Services Professionals

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“CoSoSys Endpoint Protector and Netwrix Endpoint Protector are the same product, as CoSoSys Endpoint Protector was acquired by Netwrix. I am not currently using this product. Earlier, I was using it when I worked at a company called Platinum Infotech, where we were selling and using it. However, now that I am running my own company, I am not using this product anymore..”

Abhinav Varshney

Owner at GrassRoot Secure

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ROI

Real user quotes about their ROI:

“There is definitely a return on investment when using Sophos products; it all comes down to how deployment is managed, as policy is crucial. Initiating a deny everything approach before gradually allowing access is the best way to ensure security..”

Mansukh Bhesania

Md And CEO at Aster Networks

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“I believe it is more than 30% ROI. While it is hard to quantify exactly, when you consider data theft and customers protecting billion-dollar data assets, the price of the solution is only about \$4,000 to \$5,000 per year. The ROI provided by these solutions is more than 100%, making it a very economical choice, thus worth buying..”

Saad Qaiser

Regional Head Of Technical And Sales Team at Comstar - Information Systems Associates Ltd.

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“I have seen a return on investment primarily through time saved. My team can focus on core functions rather than monitoring reports or alerts that come into the Sophos Central portal daily..”

Nicholas Da Costa

Cybersecurity and Networking Regional Manager at Digi-Data Systems Limited

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“I think the return on investment with Sophos Cybersecurity as a Service is primarily about the time saved for my team.

“Since using Sophos Cybersecurity as a Service, I have seen measurable improvements such as faster incident response, fewer successful attacks, and significant efficiency gains for IT teams, with independent evaluations showing near-perfect detection rates and response times under two minutes, translating directly into saved hours and reduced risk..”

Leo Diaz

Cloud Support at a tech company with 1-10 employees

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“When it comes to the return on investment with the vulnerability solution, it is nice to have in the organization. However, when it comes to compliance, a third-party assessor is required. If I buy or if I am an organization who subscribes to or buys a solution like a vulnerability assessment tool, this is just a tool for the organization. It is better to buy it, but I do not think it can be used to submit to some compliance because a third-party assessor for vulnerability and penetration testing is needed. Huge organizations can have that so they have their own assessment on their own, but services to other or third parties must be done to comply with the requirement or the regulation for security..”

Ligor Medina

Technology Solutions Head at a tech services company with 11-50 employees

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“I have seen a positive return on investment, primarily through improved operational efficiency and faster incident response rather than reducing headcount. Sophos centralized management, automation, and MDR capabilities allow my security team to spend less time on repetitive tasks and more time on higher-value security activities. One example was a phishing incident that resulted in malware execution on a user laptop. Sophos detected the suspicious behavior, isolated the endpoint automatically, and prevented lateral movement. Because the investigation data was already correlated in Sophos Central, the analyst completed the investigation in 20 minutes, whereas previously, it could have taken close to an hour by manually reviewing multiple security tools. The incident was contained to a single endpoint, and the user experienced minimal disruption..”

SudarsanRajamani

Director at a outsourcing company with 1,001-5,000 employees

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Use Case

“Sophos Cybersecurity as a Service is a product from Sophos that I sell to end customers. There is a cloud platform where they offer their product. I started my career with Sophos and have been working exclusively with Sophos from the beginning..”

Abhinav Varshney

Owner at GrassRoot Secure

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I am working with on-premises versions and hardware of Sophos Cybersecurity as a Service. I purchased Sophos Cybersecurity as a Service from the vendor and distribution. I work as a pre-sales engineer, so I participate in the implementation of Sophos Cybersecurity as a Service.

JUNAID ABID KHAN

Security Engineer at Super Secure

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“I spent a couple of hours deploying Sophos Cybersecurity as a Service. Since we were already working on several firewall technologies and the platform is user friendly, I managed to complete the implementation quickly. I took part in the deployment with my team, as I was performing implementation work in earlier days..”

Vishal Khedekar

Technical Lead at Orient Technologies Pvt. Ltd.

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“We work with Sophos XG Firewall including Sophos Agent for Servers. Most of my customers are maintaining developer environments and want to secure their developer environments by preventing uploading and use of phishing websites and outbound emails to public email services like Hotmail and Gmail. They want to secure their environment to block users from sending emails to public email addresses and prevent uploads with this security measure..”

Rizwan Ikram

Owner at Computer Services Professionals

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“Sophos Cybersecurity as a Service is an on-premise solution. This is the first implementation of Sophos Cybersecurity as a Service with Citrix, and otherwise we are going with the Sophos XDR solution instead of a third party, as we are currently using Trend Micro, which is not working properly with Sophos.

The thin client is not compatible with the Sophos firewall, and we found the fault in the Sophos solution. They have now released a light version of the XDR, and that type of activity is what we are coordinating in the backend..”

Mansukh Bhesania

Md And CEO at Aster Networks

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“I want to discuss the experience with Sophos Cybersecurity as a Service products. I have familiarity with the service in general, but I do not have specific experience with Sophos.

“Sophos Cybersecurity as a Service on endpoint security is a standalone solution installed on the PC that can be left to customers to manage themselves. When it comes to as a service, this is something different where we subscribe to the service from the provider and then let them handle the administration of the security on the customer's end.

“We do not have that service ourselves, but we resell and provide bundled solutions. This type of software allows customers with IT teams to handle the deployment themselves. Endpoint security is not complicated when it comes to deployment, and the IT team can do it on their own. The issue is that I am mentioning the need for more education because customers are using the solution, but I do not think they are maximizing the use or the functionalities of the solution..”

Ligor Medina

Technology Solutions Head at a tech services 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.

“I found the installation is very simple. I just need to run the installer and it completes in one go by itself. There is no complex installation required..”

Rizwan Ikram

Owner at Computer Services Professionals

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“There are no difficulties or challenges with the implementation of Sophos Cybersecurity as a Service. It is very easy, and the GUI is also very user friendly..”

Vishal Khedekar

Technical Lead at Orient Technologies Pvt. Ltd.

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“Sophos Cybersecurity as a Service is very easy to set up. It can be installed with simple next, next, next steps, or it can be deployed using Active Directory or third-party software deployment tools. The installation is very straightforward..”

Abhinav Varshney

Owner at GrassRoot Secure

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“Sophos Cybersecurity as a Service is mostly user-friendly with a GUI. I think it was not complex, and it was quite easy to pursue Sophos integration with the system.

“I think it depends on the complexity and the scope of work with Sophos Cybersecurity as a Service. If I am working on a firewall and I just have to route the internet and basic policies, then it could take hours. If I have to implement some complex topology, then it could take days. The test is quite complex..”

JUNAID ABID KHAN

Security Engineer at Super Secure

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“Overall, my experience with pricing, setup cost, and licensing has been positive. I would rate the pricing setup to be 8 out of 10. Sophos offers competitive pricing, especially for organizations looking for an integrated security platform rather than purchasing multiple standalone products. The licensing model is generally straightforward, with flexible subscription options based on the organization's requirements. The initial setup costs are reasonable, particularly for cloud-managed deployments through Sophos Central. Overall total cost of ownership can be lowered because endpoint, firewall, email security, and MDR services are managed through a unified platform..”

SudarsanRajamani

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Director at a outsourcing company with 1,001-5,000 employees

Customer Service and Support

“When I told you that I want to talk about it, it was because I want to know more about discussing Sophos Cybersecurity as a Service that Sophos is providing..”

Ligor Medina

Technology Solutions Head at a tech services company with 11-50 employees

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“Customer support is fantastic, and we have never had any issues. When we create a ticket in the Sophos portal, they respond quickly based on the tier of urgency..”

Nicholas Da Costa

Cybersecurity and Networking Regional Manager at Digi-Data Systems Limited

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“I can say that customer support for Sophos Cybersecurity as a Service is good eighty percent of the time. Twenty percent of the time, support gets delayed as it progresses from L1 to L2 to GES. However, eighty percent of the time they are responsive..”

Abhinav Varshney

Owner at GrassRoot Secure

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“The support I experienced is extremely good. I always found the support persons very friendly and helpful, and they always try to fix the service at any cost and are available anytime..”

Rizwan Ikram

Owner at Computer Services Professionals

[Read full review](#) 

“I rate the technical support of Sophos Cybersecurity as a Service an eight compared to Juniper, also an eight, but primarily due to timing issues. They are technically strong, but their resources are problematic, and timing is also an issue as nowadays people require solutions on-demand..”

Mansukh Bhesania

Md And CEO at Aster Networks

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“The customer support from Sophos is great; they are very supportive and available 24/7. It depends upon the region, but they are accessible whenever we approach them, and they engage their development team and a global escalation team when needed, providing an exceptionally strong support system..”

Saad Qaiser

Regional Head Of Technical And Sales Team at Comstar - Information Systems Associates Ltd.

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Other Advice

“I personally know hundreds of customers, and I can say they are very satisfied with Sophos Cybersecurity as a Service. I gave this review a rating of nine..”

Abhinav Varshney

Owner at GrassRoot Secure

[Read full review](#) 

“To measure the effectiveness of Sophos threat intelligence capabilities, I rate it a nine. My overall review rating for Sophos Cybersecurity as a Service is nine..”

Vishal Khedekar

Technical Lead at Orient Technologies Pvt. Ltd.

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“Sophos Cybersecurity as a Service is a quite decent product for a basic level or initial level assessment. I think it is not more appropriate, but it is good. My overall rating for this product is 7.5..”

JUNAID ABID KHAN

Security Engineer at Super Secure

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“Users never prefer to be blocked from performing activities. If you block users

from doing activities, they do not prefer it. That is a security requirement, but as a technical provider, I understand this is important to do. We are using a product that offers EDR as well. I rate this review as a 10 out of 10..”

Rizwan Ikram

Owner at Computer Services Professionals

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“Most of our customers are very cautious about the data that they are keeping, so they prefer buying Sophos Cybersecurity as a Service directly from Sophos or third-party vendors to building their infrastructure on their premises.

“This is based on experience with not so huge customers. Our distributor is very supportive, and from their end, if we do not know how to escalate the problem to the support, they extend their help by doing so for us. If they can solve it on their own, then they help solve it. Support comes not only on problems in terms of security, but also on other matters such as concerns, questions, or inquiries about the license and inquiries about the best way to deploy it. The perspective comes from our distributor, and I would rate the overall review as an eight..”

Ligor Medina

Technology Solutions Head at a tech services company with 11-50 employees

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“This is the first implementation of Sophos Cybersecurity as a Service with Citrix, and otherwise we are going with the Sophos XDR solution instead of a third party, as we are currently using Trend Micro, which is not working properly with Sophos. The thin client is not compatible with the Sophos firewall, and we found the fault in the Sophos solution. They have now released a light version of the XDR, and that type of activity is what we are coordinating in the backend.

I do not fully understand the metric used to measure the effectiveness of Sophos threat intelligence capabilities. However, we do have one scheme, which involves dedicating manpower for customer support. For larger customers, we assign dedicated personnel who understand the ins and outs of their needs, which helps streamline processes without needing repeated explanations..”

Mansukh Bhesania

Md And CEO at Aster Networks

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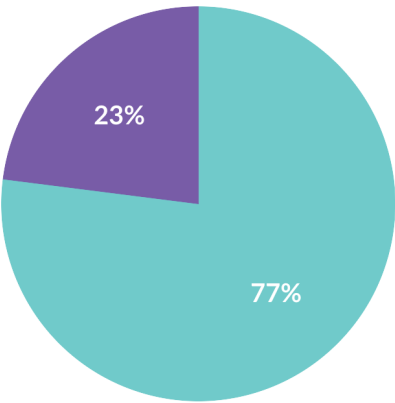
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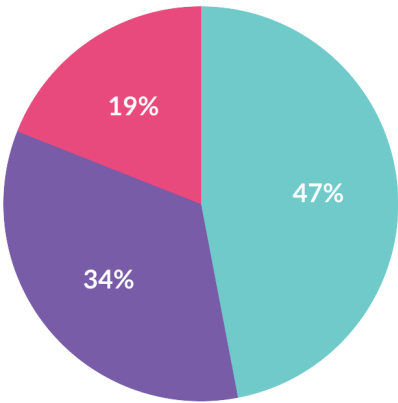


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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