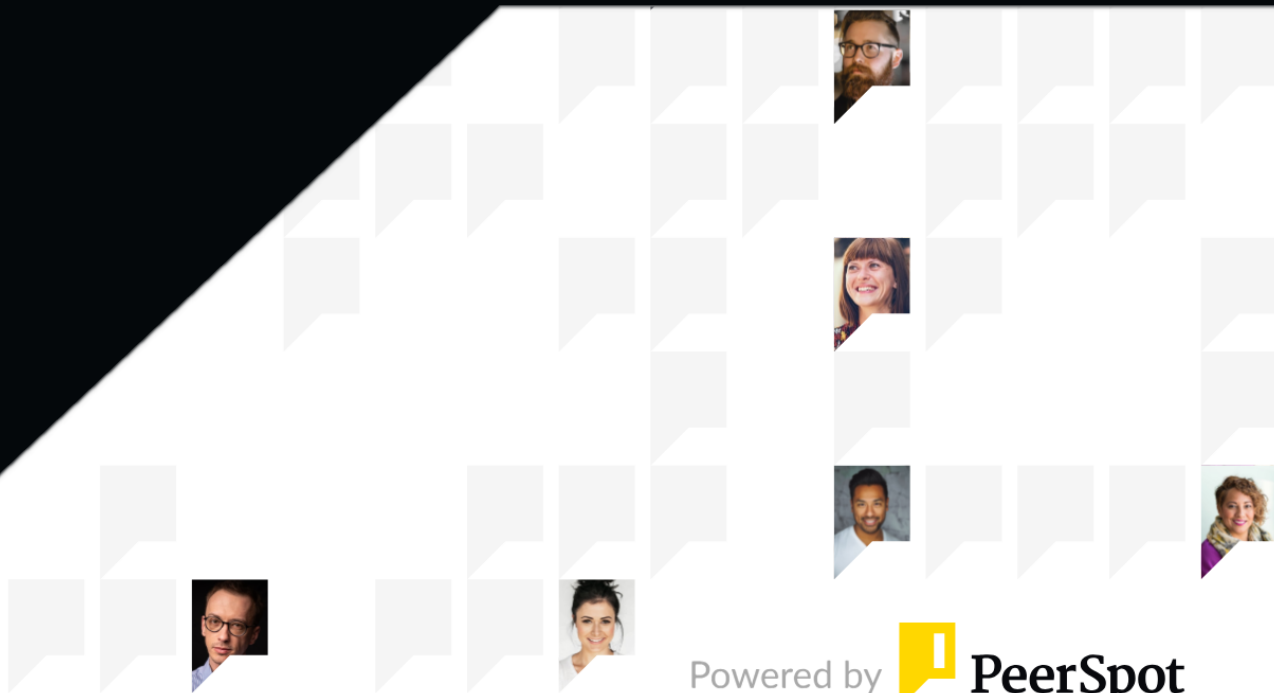


aws marketplace

WSO2 API Manager

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



WSO2 API Manager

WSO2 API Manager Recap

WSO2 API Manager provides a flexible, open-source platform for API management, focusing on scalability, containerization, and ease of use in API publication, management, and lifecycle processes.

With robust security and strong integration capabilities, WSO2 API Manager supports microservices and API orchestration. Its advanced features include OAuth2 and identity access management, enhancing deployment, development, and operational efficiency. While praised for adaptability, users suggest improvements in installation, user interface simplicity, third-party integration, and documentation. Enhanced support, security, and expanded monitoring are also recommended alongside better module coordination and navigation. Performance optimization and refined caching mechanisms are valuable areas for growth.

What are the key features of WSO2 API Manager?

- **Flexibility and Open-Source Customization:** Tailored API management for diverse business needs.
- **Scalability:** Efficiently handles growing API demand and workloads.
- **Containerization:** Simplifies deployment in cloud environments.
- **Robust Security:** Protects API calls and ensures safe data exchange.
- **Real-Time Monitoring:** Provides insights into API performance and usage.

What benefits should users expect in reviews?

- **Efficient API Management:** Streamlines API lifecycle from publication to retirement.
- **Improved Integration:** Works seamlessly with microservices and identity services.
- **Operational Efficiency:** Enhances development and deployment processes.
- **Data Security:** Secures sensitive information through advanced protocols.

Enterprises utilize WSO2 API Manager for managing APIs in sectors such as banking, telecom, and SmartCity projects. Serving as a digital hub, it enables efficient API publication for internal and external users, ensuring effective API documentation and version control. Its flexibility in API management supports digital integration and service orchestration.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“WSO2 API Manager has everything that any API Manager product could have.”



Merna Muawad

Manager, Integration Technical Delivery at United Delta



“The capability to define processes and seamless integration with APIs enhances our operations.”



AnilKumar40

Senior Principal Architect at a computer software company with 501-1,000 employees



“The most beneficial feature of WSO2 API Manager is its capability to use Swagger to define and then populate the API.”



Daryl Libut

Head Of ITG Shared Applications Division at PSBank

- ✓ “We could easily deploy APIs on WSO2 API Manager, and CORS configuration was easy to manage.”



VishalSingh14

IT Engineer at Reliance Industries Ltd

- ✓ “Functionality-wise, I like WSO2 API Manager – Publisher API and WSO2 Enterprise Service Bus.”



Ahmed_Eid

Director at Java Riyadh

- ✓ “WSO2 API Manager provides strong internal API security, including token-based authentication and HTTPS support for various formats like REST. However, the newer API security features that are emerging are not available yet. They might be in development, but for now, internal API security is well-covered.”



Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

- ✓ “It is a scalable solution because it can be scaled horizontally and vertically.”



Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

What users had to say about valuable features:

“We could easily deploy APIs on WSO2 API Manager, and CORS configuration was easy to manage. The solution's analytics capabilities were good. It had a robust mechanism and was easy to use. It was also easier to change anything from the back end..”

VishalSingh14

IT Engineer at Reliance Industries Ltd

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“WSO2 API Manager provides OAuth2 token capabilities that our customers use to interact, onboard new customers, and provide approvals whenever a customer is onboarded..”

Vijaya KumarMaddela

Founder at EAIESB

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The product's capabilities for integrating with REST APIs are valuable. We use API key-based security integration, where API keys are exchanged between the REST APIs. This ensures security. In the future, we might also use OAuth-based integration. Internally, the business process manager allows us to define the process and integrate with it. Additionally, the capability to define processes and seamless integration with APIs enhances our operations.

AnilKumar40

Senior Principal Architect at a computer software company with 501-1,000 employees

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“The most beneficial feature of WSO2 API Manager is its capability to use Swagger to define and then populate the API. The security features are also valuable, allowing customization of encryption, decryption, and identity authentication. Additionally, being able to create one API for multiple channels and eliminating duplicate codes provides significant development and deployment cost savings..”

Daryl Libut

Head Of ITG Shared Applications Division at PSBank

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“With regards to WSO2 API Manager, I think it may be a bit difficult to speak about the features because security has its own standards, and those standards have to be met by the product. The security standards include encryption and supporting things like acceleration of tokens, single sign-on, the generic tech tokens used to authenticate the API Manager, and integration with other tools. The important thing is that it should support users from a security point of view..”

Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

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“WSO2 API Manager has everything that any API Manager product could have. This is the best thing to say about WSO2 API Manager, as it has everything I needed.

“The Lifecycle Management feature helps me manage my APIs when I'm using it. Additionally, it has a scoping feature that not every API Manager product has. This is a feature that can be considered an add-on or something extra that WSO2 API Manager has, and other products might not have because it is not a mandatory feature..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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Other Solutions Considered

“We reviewed Apigee alongside other API management solutions, however, we chose WSO2 API Manager as it is open-source, mainly due to cost considerations..”

Daryl Libut

Head Of ITG Shared Applications Division at PSBank

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“Most of the solutions similar to WSO2 API Manager have small differences, because of how it fits in their environment. The features that WSO2 API Manager has most of the vendors have too..”

Validated user

Open Bannking,API and SOA Technical Architect at a computer software company with 10,001+ employees

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“Maybe I lack the curiosity to push me to check other platforms. Even when I try checking them, I've not actually checked other competitors because the major competitor got acquired by another platform..”

Modupe Aladeojebi

Chief Technology Officer at Swifta Systems and Services

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“When we started looking into it, we compared WSO2 products with a few other products including MuleSoft, Tyk, Kong, Nginx, and Express Gateway. Obviously each product has some pros and cons, but out of those products, we liked WSO2 and KONG. Again, both have their limitations, but as an enterprise business we found WSO2 more easy to adopt. .”

PrashansaShukla

Software Engineer at Jio Platforms Limited

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“I have used WSO2 Store and WSO2 API Manager at the architecture level. I worked on two versions, namely WSO2 API Manager 2.6.0 and 5.7.0. I have also worked with WSO2 Identity Server versions 5.7 and 5.11.

There are certain things that Apigee handles better than WSO2 API Manager. The user interface of WSO2 API Manager is much easier than that of Apigee. The scope of flexibility was much greater in Apigee. In WSO2 API Manager, we had little flexibility and were restricted to a specific software or tool. On the other hand, we had the scope of customization in Apigee..”

VishalSingh14

IT Engineer at Reliance Industries Ltd

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“I have dealt with TIBCO Mashery before, but it is now sold out to Boomi, and its name is now Cam. I explored it but did not work deeply using it. It is good, and I do not have any concerns. I also worked with Software AG API Manager product. I believe it is sold out now to IBM, though I am not certain if this information is correct. They were good, and I did not have critical comments when I explored them, but I did not work deeply with them.

“Regarding TIBCO Mashery, there were a lot of concerns, but since it is sold out now, there is no need to mention the pros and cons because the support will end in October 2026. It was missing a lot of features. Regarding Software AG's API Manager product and Boomi, I believe the only difference is about the design and how to deal with it, but they are not missing main features..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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ROI

Real user quotes about their ROI:

“The use of WSO2 API Manager has significantly improved operational efficiency and reduced costs. By creating one API for multiple channels and eliminating duplicated code across systems, we have achieved substantial cost savings..”

Daryl Libut

Head Of ITG Shared Applications Division at PSBank

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“We had a good technical support team that helped us whenever we were stuck. We had real-time support for migration and real-time fraud issues. We used to get the support even late at night. The best return on investment we got was the human support rather than the technical support..”

VishalSingh14

IT Engineer at Reliance Industries Ltd

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“I believe WSO2 API Manager is able to save time or money for the client in terms of ROI. I believe this point is applicable for all the middleware or integration products as they are all saving a lot of time. I cannot give a specific rate, but there is definitely saving in time and efforts since you have a middleware layer using integration products. Since you can scale it and maintain your work, it is effective..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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“The tool's ROI is quite high because if you compare it with other products in the market, you would pay quite a high licensing fee. If you get a WSO2 two product, you don't pay a high licensing fee. As the product is robust, it is quite an effective tool from an ROI point of view. To get a product that gives me good value, my ROI would be quite high because I am not investing a lot..”

Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

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Use Case

“My major use cases for WSO2 API Manager are mainly for system integration between multiple layers because we are working on the middleware layer between the systems..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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We use WSO2 API Manager to integrate our telecom products with third-party REST APIs. We are orchestrating services where our business process defines the integration of multiple REST APIs. For example, we invoke REST API one and, based on certain conditions, invoke REST API two. This entire process is built within our process flows.

AnilKumar40

Senior Principal Architect at a computer software company with 501-1,000 employees

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“WSO2 API Manager serves as a central hub for integrating sensors across SmartCity projects. We provide support for developers, enabling them to build applications using our platform. Our use cases include features like spotlighting, forecasting, and environmental monitoring. We also offer security management through WFO protocols for responsible and secure environment for our users..”

Validated user

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Director of Software Development at a tech vendor with 10,001+ employees

“I use the solution in my company as an enterprise application that will be placed in more than 175 places across the world, which would be in different countries. As an API management tool, it will be placed across different regions on Azure Cloud and WSO2's cloud..”

Sachin Deorah

[Read full review](#) 

Technical Architect at BORN Group

“I first implemented WSO2 API Manager with Wipro, which then implemented it for some banks, Telcos, and now two major government customers in India, along with one fintech. They primarily use it for the API gateway to create an API marketplace for exposing APIs. Before this, none of our customers had a full-fledged API gateway, so creating APIs was time-consuming. With WSO2 API Manager, they now have an API marketplace where new users can easily access and use APIs. As for API monetization, although one customer has considered it, no one has implemented it yet. The APIs are mainly used internally within the organization across different channels like web, mobile, and third-party connections..”

Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

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“I use the solution in my company from our customers to expose APIs built for being exposed. The tool is also helpful for managing security in the area of APIs and making sure that only those people can access the process of developing and managing APIs. Managing the versions of the APIs and their functionality and all the documentation around the APIs is also possible with the tool. In a nutshell, WSO2 API Manager deals with API orchestration and to try using APIs together. For example, suppose you make claims in management and insurance. In such cases, you touch a few when you do the claiming process, and it is where the APIs are a basic part of the process and are involved in the orchestration process to call for different APIs. It all basically gets managed by WSO2 API Manager..”

Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

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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.

“The solution's initial setup is easy when you go through the user manual. Although we faced some challenges and made numerous rollbacks, the installation process was normal overall. It took around four and a half hours to deploy the solution. One to two people with good insights are enough to deploy the tool..”

VishalSingh14

IT Engineer at Reliance Industries Ltd

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“WSO2 API Manager is really easy to install and deploy. This is the main thing that anyone can install and use WSO2 API Manager. In other products, it is much more complex and needs experts. WSO2 API Manager was open source from the beginning, so the documentation was everywhere, and it was easy to install, deploy, and do everything else. For other products, they require expertise..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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“The product's initial setup phase is straightforward. When I used it, there were two options for installing it, and both were quite straightforward. The tool itself is quite simple. There are two options that we have to install the tool, one of which is a managed service. Basically, you just go to the cloud and configure it because you have to configure it to your requirements. You can either go on AWS or an on-premises version, but even then, it is a simple process to handle since it is an open-source company. You are able to download the product and follow the instructions, which are well-documented and quite easy to follow..”

Xolisa_Vuza

[Read full review](#) 

Co-Founder and Chief Technology Officer at Asante Digital Group

“

A standalone setup can be deployed in one or two days, while a distributed setup may take a bit longer, around one to two weeks. I recommend it for both small and large companies. Most of the time, we’ve used the on-premise setup, although WSO2 is promoting their SaaS-based Choreo platform. We usually recommend the on-prem setup so customers can manage it on their own.

Deploying WSO2 API Manager is easy and not complicated. With someone experienced, the full implementation, including a database setup, can be completed within a week. .”

Ritesh_Shah

[Read full review](#) 

Senior Solution Architect at Hewlett Packard Enterprise

“There is a separate team in our company to take care of the tool's setup phase. I work as an architect and have experience with the setup phase of Apigee. I mostly focus on the front-end applications in our company.

My company has to operate in different regions, which are spread out in 175 places across the globe. My company soon plans to set up the product on the cloud platform for different regions, primarily with the services from Azure Cloud for regions like the USA, India, the Gulf, and China. For every region, my company needs to deploy the product separately. The DevOps team has set up the product in various regions for my company.

The solution is deployed on the cloud..”

Sachin Deorah

Technical Architect at BORN Group

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“The setup was a bit complex because we initially started with enterprise professional services, but later transitioned to the open-source version which required more effort to set up.

We didn't encounter many challenges while integrating WSO2 API Manager with other systems as we primarily focused on setting up our own solution. We mainly relied on the solution itself for updates and upgrades.

Our deployment involved setting up two rings in the cluster and transitioning from testing to production. It took some time to learn the deployment process, especially with the enterprise version.

.”

Validated user

Director of Software Development at a tech vendor with 10,001+ employees

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Customer Service and Support

The support is good, with well-defined documentation and helpful blogs. Documentation has improved over the years, and support was adequate for the limited use case we are applying.

AnilKumar40

Senior Principal Architect at a computer software company with 501-1,000 employees

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“I have interacted with technical support in the past, and they have assisted us with our queries. They were helpful overall, although some complex issues took longer to resolve..”

Validated user

Director of Software Development at a tech vendor with 10,001+ employees

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“I haven't contacted the technical support directly. My technical team contacts them and finds them responsive. We have not got any concerns or negative feedbacks thus far..”

Eric-Winston

Senior Manager at Wavenet International Pvt Ltd

[Read full review](#) 

“The solution's technical support is fast. You need to buy a subscription to get support. There is obviously free support, but it is limited. If you need very quick and effective support, you obviously need to buy a subscription for that because the product is an open-source tool. If you need support and extensions and things like that, you obviously need to work with WSO2..”

Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

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“I have contacted the product's support team, and my company gets support on time since we have enterprise-level support from WSO2 since we are involved in a big project. My company raises our concerns about the product with the support team through an available ticketing system. My company can also call the product support team directly.

I rate the technical support an eight out of ten..”

Sachin Deorah

Technical Architect at BORN Group

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“I believe the technical support from WSO2 is better than other support. They are good in their support.

“The support is an important thing because not every company or every middleware product company or integration product company has advantages in this point. If a company has an advantage in support, it would be exceptional. I believe the support is a significant strength for WSO2..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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Other Advice

While I am not personally involved in the pricing aspects, I am aware of WSO2's competitive nature. I rate WSO2 API Manager an eight out of ten. Some AI integration opportunities in the future could be promising.

AnilKumar40

Senior Principal Architect at a computer software company with 501-1,000 employees

[Read full review](#) 

“The WSO2 team from Sri Lanka helped us with everything. We used to reach out to them via the WSO2 dashboard for maintenance. We used to raise tickets and have maintenance expertise and guidance on this dashboard.

Overall, I rate the solution an eight out of ten..”

VishalSingh14

IT Engineer at Reliance Industries Ltd

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“I suggest others to just use the tool. It is a good product. I think you just need to have some skills to use it. If you want to use the product, try to understand programming languages.

I have not used AI in the tool.

I rate the tool an eight out of ten..”

Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

[Read full review](#) 

“Overall, I’d give the product a ten out of ten. For future improvements, I’d like to see external API security features added, as security is becoming a big issue. It would be great if WSO2 API Manager could provide an API security dashboard, showing details like API discovery and highlighting any unsecured APIs, public tokens, or other vulnerabilities. This would help in identifying and securing any exposed APIs.

.”

Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

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“The thing that I hoped WSO2 had in their integration products, not WSO2 API Manager, was AI agents, and now they have this. I believe at this stage, they have the things that the market is going through. I did not use the analytics capabilities on WSO2 API Manager. I only used it to publish APIs and to develop and publish APIs, but I did not use any analytics features.

“I did not use the fine-grained access control feature. From their marketplace, I did not explore it before, so I did not explore it. My overall rating for this review is 8..”

Merna Muawad

Manager, Integration Technical Delivery at United Delta

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“Recommending WSO2 API Manager to customers depends on their use cases. It's the customer's choice rather than our choice. WSO2 API Manager provides good support for API lifecycle management. We are satisfied with the solution and implemented it with one of the government organizations in India to deploy and manage their APIs. The solution's developer portal feature has improved the developer experience.

We charge our customers based on their IDs, secrets, the services they use, and how frequently they use them. We use WSO2 API Manager only for API management. We recommend the solution to customers based on their budget and whether they want an open-source solution or an open-source tool with technical support and minimal licensing cost.

The solution provides good documentation.

Overall, I rate the solution a seven out of ten..”

Vijaya KumarMaddela

Founder at EAIESB

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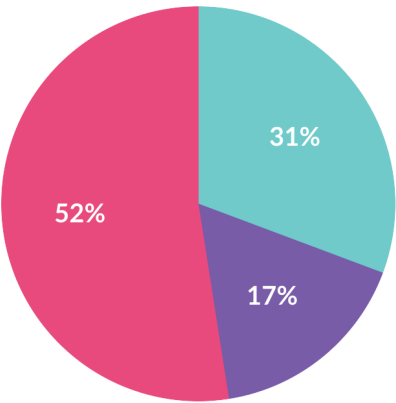
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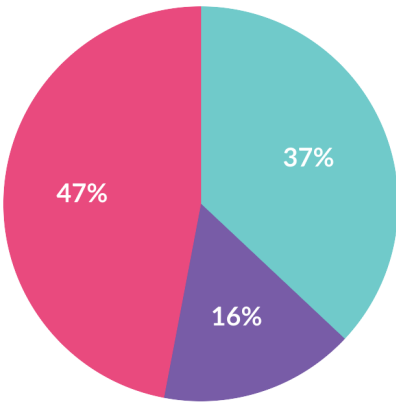


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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