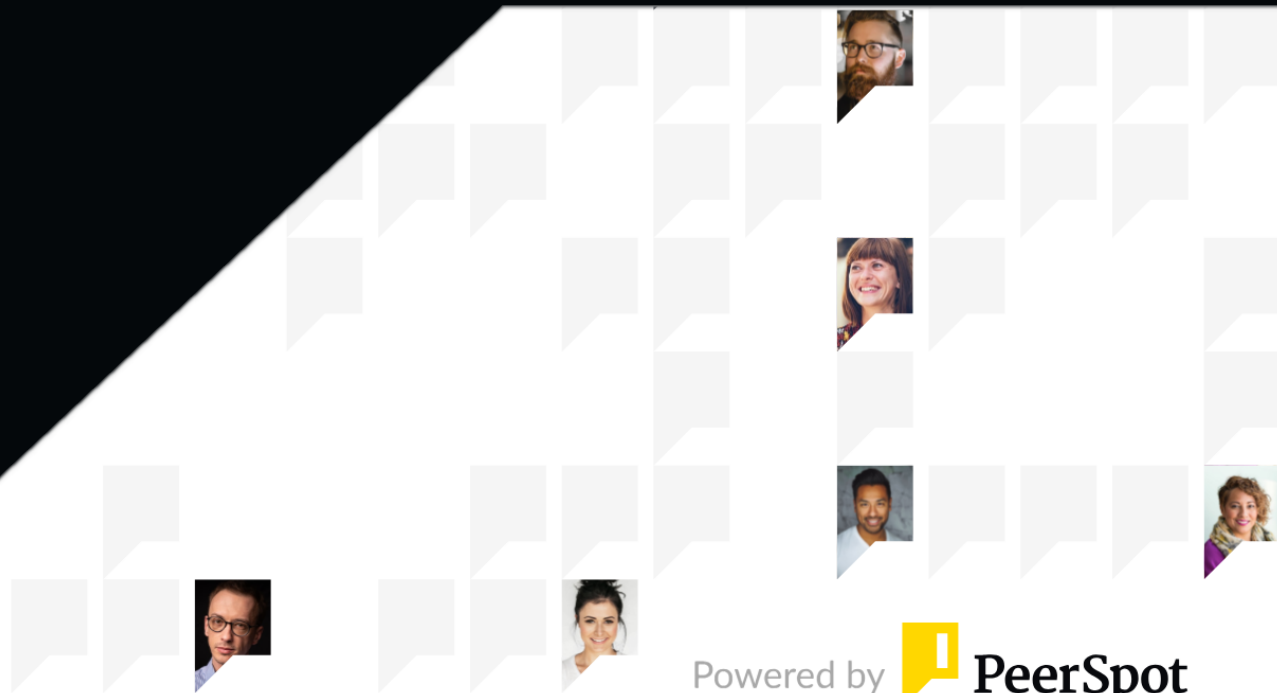


aws marketplace

Fastly

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 10

Other Solutions Considered..... 11 - 13

ROI..... 14 - 15

Use Case..... 16 - 19

Setup..... 20 - 22

Customer Service and Support..... 23 - 24

Other Advice..... 25 - 28

Trends..... 29 - 30

About PeerSpot..... 31 - 32

Product Recap



Fastly

Fastly Recap

Fastly is a leading provider of content delivery network services that enhances website performance through efficient caching and real-time architecture capabilities.

Fastly integrates CDN technology with advanced web application firewall for comprehensive security. Its global infrastructure supports performance enhancement, rapid deployment, and rollback capabilities. Utilizing the VCL language allows custom caching solutions.

Compute@Edge provides extensive architectural flexibility, aiding in HTML manipulation and script execution. Users benefit from its stability and reliability features for seamless network protection, log management, image optimization, and A/B testing. Challenges include limited support in mainland China, inadequate WebSocket protocol implementation, and complex pricing structures.

What are the key features of Fastly?

- **CDN Integration:** Delivers content quickly across global Points of Presence.
- **Signal Sciences' WAF:** Manages security threats effectively.
- **VCL Language:** Offers customizable caching solutions.
- **Compute@Edge:** Enables flexible architecture for HTML manipulation.
- **Image Optimization:** Enhances performance with dynamic image delivery.

What benefits should users consider in reviews?

- **Performance Enhancement:** Boosts website speed and response time.
- **Rapid Deployment:** Allows for swift implementation and rollback.
- **Real-Time Visibility:** Provides insights into cached content management.
- **Security and Stability:** Ensures reliability against DDoS attacks and other threats.
- **Flexibility:** Offers diverse network protection and infrastructure capabilities.

Fastly is widely implemented in industries needing robust content delivery and security capabilities. Companies use it as a reverse proxy for media delivery, ensuring availability and optimized performance. Its rapid deployment and rollback features are particularly beneficial in technology sectors requiring agile responses to demand shifts.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Initially, we faced load time issues, but after deploying Fastly and optimizing our queries, we achieved a response time cut to less than 1 millisecond from an initial 3 to 4 seconds.”



Pranay Jain

Senior software engineer at Simplify vms



“Fastly provides CDN, WAF, image optimization, and IP restriction.”



Patel Parth

Technical support engineer at Adobe



“Fastly has positively impacted my organization by helping to obtain better solutions in less time and in a much more traceable way.”



Verified user

Cloud architect at a tech vendor with 10,001+ employees

- ✓ “Fastly combines both the CDN side and the Signal Sciences next-generation WAF, which is closely integrated with the CDN, allowing us to use both products seamlessly.”



Verified user

Staff Engineer at a retailer with 1,001-5,000 employees

- ✓ “The product's initial setup phase is straightforward.”



Verified user

Senior Consultant CDN at a comms service provider with 10,001+ employees

- ✓ “Compute@Edge features are valuable to me.”



Nick Wilsdon

CEO at Torque

- ✓ “Rate limiting is a good feature that protects from volumetric attacks.”



Archana Heeralal

Security Engineer at Amazon

What users had to say about valuable features:

“Its VCL is very powerful, and the fact that we can interface with a deployed pipeline for the configuration as code is really great. So we don't have to do things with their web interface. Everything can be done programmatically as opposed to by hand.

Fastly is very stable, reliable, and fast. And when Fastly does its technology upgrades, it does a good job..”

Verified user

Information Technology Consultant at a tech services company with 51-200 employees

[Read full review](#) 

“I am using Fastly in the Adobe Commerce Cloud project. In this project, it is working as a reverse proxy for CDN and WAF, web application firewall, additionally image optimization.

“For the e-commerce domain, many images are present and we require images to be in the best optimized manner to get optimized performance of the application. Additionally, protecting against bot rules, bot and miscellaneous IP for that, IP restriction..”

Patel Parth

Technical support engineer at Adobe

[Read full review](#) 

“It combines both the CDN side and the Signal Sciences next-generation WAF. Fastly has a WAF which they bought from Signal Sciences, and that's closely integrated with the CDN. We use both products: the Fastly CDN and the Signal Sciences WAF.

“The VCL language is a distinguishing feature, and unlike other CDNs, it's a programmatic language with which we can write all the rules and configurations. That's the best part. VCL is a programming language for managing the cache..”

Verified user

[Read full review](#) 

Staff Engineer at a retailer with 1,001-5,000 employees

“We are using Akamai, Cloudflare, and Fastly. In order to be a hybrid reseller, we want to be an agnostic vendor. We have all three in our portfolio, and they offer quite the same solutions, like edge security, security on the edge, and delivery acceleration of websites. There are also zero-trust solutions, like Cloudflare and Akamai. Fastly is not as much of a zero-trust solution. There is no such feature that is special. I am in this market, and I want to be an agnostic reseller, giving advice to my customers in their use cases..”

Verified user

[Read full review](#) 

Senior Consultant CDN at a comms service provider with 10,001+ employees

“I consider the best features that Fastly offers to be cost and the ability to have it integrated into the code development flow.

“I have noticed a significant difference in cost compared to other similar solutions.

“Fastly has a wide number of configuration features that can be performed, and I emphasize that they can be done from code, which makes it much more traceable.

“Fastly has positively impacted my organization by helping to obtain better solutions in less time and in a much more traceable way. A specific example that reflects that impact is that we have improvements in traceability by having the changes integrated into the Git repositories and having the possibility of doing a rollback in the event of any problem in a very simple way..”

Verified user

Cloud architect at a tech vendor with 10,001+ employees

[Read full review](#) 

“The best feature that Fastly offers is the Edge location, which reduces latency, making our applications work smoother because we do not have to constantly call the backend. Real-time Edge Caching is crucial for us as it enables efficient data retrieval without constant queries, while instant cache purging and powerful Edge computing capabilities instantly update data across all Edge nodes, reflecting changes globally in seconds.

“Edge computing is excellent because it runs code closer to the user, utilizing WebAssembly for fast execution, and stands out with microsecond startup time, eliminating the need to hit backend APIs for logic execution. The key point is the secure, fast execution within microseconds.

“Fastly positively impacts our organization by enhancing our application's performance through observability and Edge computing capability, as we needed to get data quickly, reducing latency for millions of users in European regions. We observed a 30 to 50% reduction in response time and a significant reduction in backend load of 40 to 60%, improving visibility through a real-time dashboard for monitoring traffic, errors, and performance.

“We measure the 50% reduction in response time by checking the P95, where we assess how quickly 95% of APIs respond, after implementing Edge locations and caching data closer to users. Initially, we faced load time issues, but after deploying Fastly and optimizing our queries, we achieved a response time cut to less than 1 millisecond from an initial 3 to 4 seconds. We utilized a tool starting with S, specifically Sentry, to track API response times..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

Other Solutions Considered

“Before choosing Fastly, we evaluated Cloudflare, valuing its all-in-one solution for global coverage and security, but as we scaled, we found Fastly better suited our needs for more control over caching logic..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“That's the only downside I see, and I have experience with Akamai and Fastly. We have also had Cloudflare in the past, but Fastly seems to be more modern compared to the other providers..”

Verified user

Staff Engineer at a retailer with 1,001-5,000 employees

[Read full review](#) 

“We offer two kinds of teams. We have predefined Fastly for Adobe Commerce Cloud and on-premises merchant, and multiple times we use Cloudflare.

“We use Cloudflare for cost considerations for some customers..”

Patel Parth

Technical support engineer at Adobe

[Read full review](#) 

“Previously, we used Cloudflare, which provided similar CDN and security features but lacked the Edge computing capabilities we needed. Fastly offers the performance and control we want over caching logic, whereas Cloudflare simplified setups but did not meet our growing performance requirements..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“We also use Akamai and Cloudflare. We often run dual CDN. We have expertise across all CDN platforms, including CloudFront. We have to understand all the available CDNs. We have to work in lots of those environments, but we do really like the development Fastly has made in Compute@Edge and the stability and performance of their platform. The big advantages of Fastly are the level of support, Compute@Edge functionality, innovation, and cost..”

Nick Wilsdon

CEO at Torque

[Read full review](#) 

ROI

Real user quotes about their ROI:

“We have definitely seen a return on investment. The important thing is that we’re able to use the platform to meet marketing demand and requests from other teams around the business. We're already increasing the return on investment by using the platform more widely across the business to meet our goals..”

Nick Wilsdon

CEO at Torque

[Read full review](#) 

“We see a clear return on investment with Fastly, mainly through improved performance, reduced infrastructure cost, and better user experience, realizing a 30 to 50% reduction in latency and page load time, ensuring users experience a seamless workflow, while reducing infrastructure costs by 40 to 60% because Edge Caching minimizes backend traffic, resulting in lower computing costs..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“In our company, we like Fastly technology, and at the same time, we want to be an agnostic solution provider for multi-service edge providers, which is the reason why we offer Akamai and Fastly. As I am involved in Fastly's technology, I can basically tell my customers to look at different solutions. I can recommend a tool, depending on your use case, and which one would be the best for you. If you want Cloudflare or Fastly, we help you integrate it. As a neutral vendor, I don't stick to just one product, and that is my advantage. Fastly's interest is to win every customer they talk to, so it goes very often directly to the customer because its reseller is selling more than one product and not just Fastly exclusively. I know a couple of customers who do direct business with Fastly, but that doesn't involve me..”

Verified user

[Read full review](#) 

Senior Consultant CDN at a comms service provider with 10,001+ employees

Use Case

“We're using it as the primary content delivery network for a large number of websites that we're responsible for, and we're using it in a configuration of an edge and a shield in front of our organization.

And we use it in our deployed pipeline. So everything is configuration, is code. We use their VCL technology quite extensively for the functionality of the Edge behavior..”

Verified user

Information Technology Consultant at a tech services company with 51-200 employees

[Read full review](#) 

“I am using Fastly in the Adobe Commerce Cloud project. In this project, it is working as a reverse proxy for CDN and WAF, web application firewall, additionally image optimization..”

Patel Parth

Technical support engineer at Adobe

[Read full review](#) 

“My primary use case for Fastly is using it as a CDN to speed up my customers' access to the applications.

“A specific example of how Fastly has helped improve my customers' access to the application is that it caches static content and makes it more quickly accessible to users. Additionally, internally it allows me to evolve through code and not go through configuration with many clicks as I had to do with other alternative products. Here it allows me to integrate it directly into the code..”

Verified user

[Read full review](#) 

Cloud architect at a tech vendor with 10,001+ employees

“The main use case for Fastly is the primary use case of the CDN, the content delivery network, where our primary website caches all the static content in the nearest POPs, which they call Points of Presence. We use it for the web application firewall to control any malicious traffic.

“We utilize the real-time visibility and control over cached content. We monitor how much is cached and how much is offloaded to the servers. We do this extensively to understand what content can be cached versus what content should be dynamic, using the real-time stats..”

Verified user

[Read full review](#) 

Staff Engineer at a retailer with 1,001-5,000 employees

“I use the product mostly for its Compute@Edge capabilities. Fastly is a content delivery network with various functions inside CDN. It has a functionality around security. It also has a content delivery functionality, which is a more standard function within CDN. If you are accessing a website locally from Mumbai, and these servers are based in California, you get a more localized version of the content. Content delivery is something that all CDNs do.

As technology has improved, we're able to do far more than just serve content at the CDN level. We're able to manipulate the HTML requests, rewrite those requests, redirect them, and do forward rewrites. We can carry out a lot of functions, run scripts, and even store data. It is an area that Fastly is very active in..”

Nick Wilsdon

CEO at Torque

[Read full review](#) 

“Fastly serves as an Edge Cloud platform and CDN that we use for real-time Edge Caching and instant caching purging, allowing us to update data globally within seconds. It sits between our enterprise users and backend servers, caching content, specifically candidate data, so we do not need to load that data every time.

“Fastly's caching and purging significantly improve our application performance and security by caching and delivering content from Edge locations closer to users, optimizing performance for our high traffic web app by caching static assets like candidate data and API responses at the Edge locations. When we call an API from the backend while requesting a page with candidate data, we initially store it in the Edge location after the first call, and subsequent calls use the cached content, blocking malicious traffic and filtering requests before they reach our servers.

“We also use Fastly for cache purging to instantly update content across all Edge nodes, significantly reducing page load time, backend traffic, and improving the experience for our global users, especially in the European regions..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

Setup

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

“The initial setup is easy. The end-to-end implementation is quite good. The solution is deployed on the cloud. Support for end-to-end implementation is pretty much good..”

Archana Heeralal

Security Engineer at Amazon

[Read full review](#) 

“It was absolutely easy, and I would rate it between eight and nine because it was seamless for our use case. Some other companies might have a more complex setup, but for ours, it was easy..”

Verified user

Staff Engineer at a retailer with 1,001-5,000 employees

[Read full review](#) 

“The solution's initial setup process is straightforward. It takes half an hour to complete. It doesn't require any code for image optimization. We have to tick boxes for the necessary features. Also, it requires two executives for deployment and maintenance..”

Dale Ellwood

[Read full review](#) 

IT Infrastructure Architect at GoSee Travel

“The product's initial setup phase is straightforward. I would say that the setup is more like using Fastly, which is an embedded local firewall application, which is something I don't look into because I don't want to have a SaaS solution. I want to have a dashboard and configure it. I don't want to run virtual machines or look after a network. I don't want to install anything on AWS or anywhere. I haven't used WAF from Fastly so far because it is one of the two hundred WAFs out there. AWS has its own WAF, and it may not be as sophisticated as Fastly. If you need any integration in Fastly, it is probably good if you use one of the products, like Adobe Experience Manager, or if you are a customer of Adobe. You can also be a user of Magento, which is an Adobe product and has Fastly built-in. Fastly tool is part of some products. The customer already gets part of Fastly as it is built into those applications. It is wise for customers to use Fastly within their products and then additionally buy some extra features from Fastly that aren't standard within the product. Fastly is a company that is aiming for a lot of very big customers. Fastly was a supplier for TikTok, but they are not anymore as it is a very competitive market, and it lost the contract..”

Verified user

[Read full review](#) 

Senior Consultant CDN at a comms service provider with 10,001+ employees

“The GUI is easy enough if you're a small company; the initial setup would be fine. It took us a little while to get our deploy pipeline the way we wanted it to be automatic so that individuals don't have to do the configuration. It comes along with our application deployment.

So, if we're small, it's fine. The GUI is adequate and intuitive enough, and then as you grow and expand and evolve, you obviously wanna go towards using their API to deliver your configuration changes.

In our case, we deployed both on the prem version as well as the cloud. At one time, we did an on-prem version. We got rid of it because the value proposition wasn't there for the cost. We've now gone completely with their hosted infrastructure. Like, we don't do anything on-prem anymore.

We were like, we were very few companies that did the on-prem. But it was last year; we got rid of it because it wasn't something we needed to continue with.

The deployment process was a while back. It was fine. Fastly was very good at what it did.

Deploying something like that is nontrivial because you gotta coordinate hardware installs and circuits when things like that. .”

Verified user

[Read full review](#) 

Information Technology Consultant at a tech services company with 51-200 employees

Customer Service and Support

“I believe that Fastly service has a few gaps. We are not getting quick responses from Fastly technical support engineers. Sometimes they depend on their D3 developers. There should be transparency..”

Patel Parth

Technical support engineer at Adobe

[Read full review](#) 

“Something really good about Fastly is the level of support that they offer, which is exceptional. They have active Slack channels and give you a lot of support from their team to onboard. I was very impressed with that..”

Nick Wilsdon

CEO at Torque

[Read full review](#) 

“We have not needed customer support so far, but the 24/7 helpline is excellent for addressing critical issues, demonstrating the team's technical expertise in CDN and Edge architecture..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“Support is good; the product works as advertised. We have a Slack connection with them. So we can basically ask for help, live, engage, and ring when they respond. Very quickly.

From the acknowledgment point of view, sometimes it takes a little while to get it to the right place. But a lot of time, just for the nature of the types of things we're asking for, we generally don't ask for Trivial support.

So a lot of the times when we ask for something, it's not hitting tier one or tier two anyway because it's inappropriate for them. So, a lot of times, when we ask something, it ends up needing to be escalated regardless because it'll be of a significant technical nature.

So sometimes you take a little while to get to it. But it's not that it would be unexpected; I have to wait to get it sent to the proper owner.

Moreover, the responses and they answer their questions with good answers, and they don't, like, we don't get that typical BS right around where they just ask us stupid question questions that could make us wait.

They're gonna put that clear up in and ask relevant questions, and they're actually really good..”

Verified user

[Read full review](#) 

Information Technology Consultant at a tech services company with 51-200 employees

Other Advice

“My advice to others who are considering using Fastly is that they evaluate it and not always think of using the native [CDN](#) of the cloud they work in. I rate this review as a seven out of ten..”

Verified user

Cloud architect at a tech vendor with 10,001+ employees

[Read full review](#) 

“I advise others considering Fastly that if their application plans to grow significantly without increasing backend servers, this structure is very appropriate, making it ideal for startups building applications to enhance bandwidth over the years. I gave this product a rating of 8 out of 10..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“I rate Fastly an eight out of ten. I advise others to go for [Cloudflare](#) if their application is hosted on [AWS](#). They should evaluate [Akamai](#) as well. They must decide which product to choose based on price and use cases..”

Shubham Chakraworty

Infrastructure Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“I would recommend reading up on the core functionality of the product and then mapping that to your business use case. And, particularly, cache keys are things you wanna look at. Your cache keys are well thought out so that you don't have something too specific, and you also don't want something too general.

We've had that problem in the past where our cache keys aren't specific enough or are too general, so we go to clear cache, and we're clearing more things than we should.

Overall, I would rate the solution a nine out of ten because I like this product. .”

Verified user

Information Technology Consultant at a tech services company with 51-200 employees

[Read full review](#) 

“My name is Parth Pandya and my job title is Technical Support Engineer at Adobe.

“Fastly provides CDN, WAF, image optimization, and IP restriction.

“I am a technical person, not working in sales, so I don't have specific metrics.

“Overall, Fastly is good for performance, good for CDN, good for WAF, and average for services.

“We are partners in Adobe Commerce Cloud.

“I have rated Fastly 9 out of 10..”

Patel Parth

Technical support engineer at Adobe

[Read full review](#) 

“In terms of security features, Cloudflare came into the security game very late. Cloudflare has a WAF solution, which it sort of purchased, so it is not native to its portfolio. It kind of becomes native now because they integrate it, and you can have the WAF deployed either locally in your network or upon points of presence with Fastly, which is a legit web application firewall.

It is a good solution. It is a very developer-focused tool. Fastly has an easy setup process. It is a solution that is based on Varnish. Varnish is a caching language. Fastly Varnish Configuration Language (VCL) is a programming language that has already been around since the 1980s. Varnish is very native to developers who run Apache servers, which is also the concept of Fastly. We are using the skills of developers who know the configuration of the web servers, and we accelerate traffic using this special programming language. Fastly competes against Varnish itself because it is not a company. Varnish is an open-source product.

The users should be very strong, especially in order to facilitate quickly; everyone should have a strong knowledge of Varnish Configuration Language, which is VCL. If they just need to locally use the solutions and if they don't need worldwide

distribution, they can do it via Varnish without Fastly being only used if you are a big corporation and you need to compute in lots of regions, and you don't want to run all the compute by yourself. If you are a big company and you want to have a global footprint in computing, you can deploy your own servers everywhere, like [Azure](#), AWS, or any computing platform, but then you would run into a lot of costs. Fastly offers a platform, but I don't know how many POPs. Fastly is offering to compute functionality on its platform based on how an oil company sells you oil.

Fastly has a big computing platform, and if it is able to run computing on edge, it can also run AI on the edge because AI is nothing but computing in order to accelerate algorithms on edge, which is where you connect to the internet. If your computer is in London, you probably get connected with a British telecom company, and your first connection out of your house or office is to some sort of server related to a British telecom company, and it is what is known as the edge. If your computer comes from AI, media, or video, you are basically close to the British Telecom network, and the experience will be faster as you won't be able to connect to anything in Zurich, Tokyo, or Moscow. You connect directly to your local provider. Bring computing to the edge so you can accelerate your experience, so it will accelerate AI, video, and anything else because it is closer to you. If you make a request in ChatGPT, the request goes to some server, and that is at the speed of light. If you are connected to a server in Australia, that could take up to 200 milliseconds, which is, like, two-tenths of a second, and if you do that quite often and if the request goes, like, 20 to 30 times, you end up waiting maybe three to four seconds for the answer of your request. If the British telecom, it has gone half a second because it is closer.

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

Verified user

Senior Consultant CDN at a comms service provider with 10,001+ employees

[Read full review](#) 

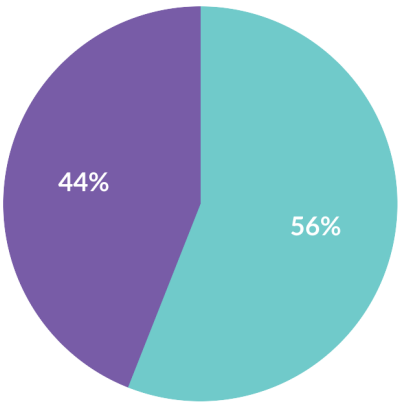
Top Industries

by visitors reading reviews

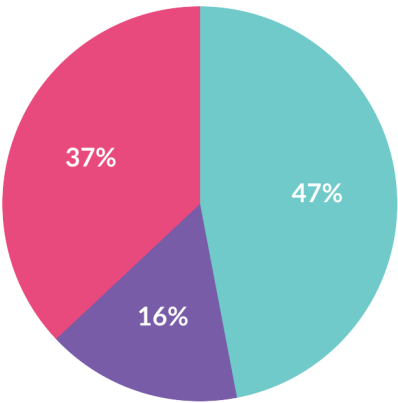


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

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

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

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

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

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

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

[Get your personalized report here](#)

About PeerSpot

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

PeerSpot helps tech professionals by providing:

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

Use PeerSpot to:

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

Join PeerSpot to connect with peers to help you:

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

Visit PeerSpot: www.peerspot.com

PeerSpot

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

reports@peerspot.com

+1 646.328.1944