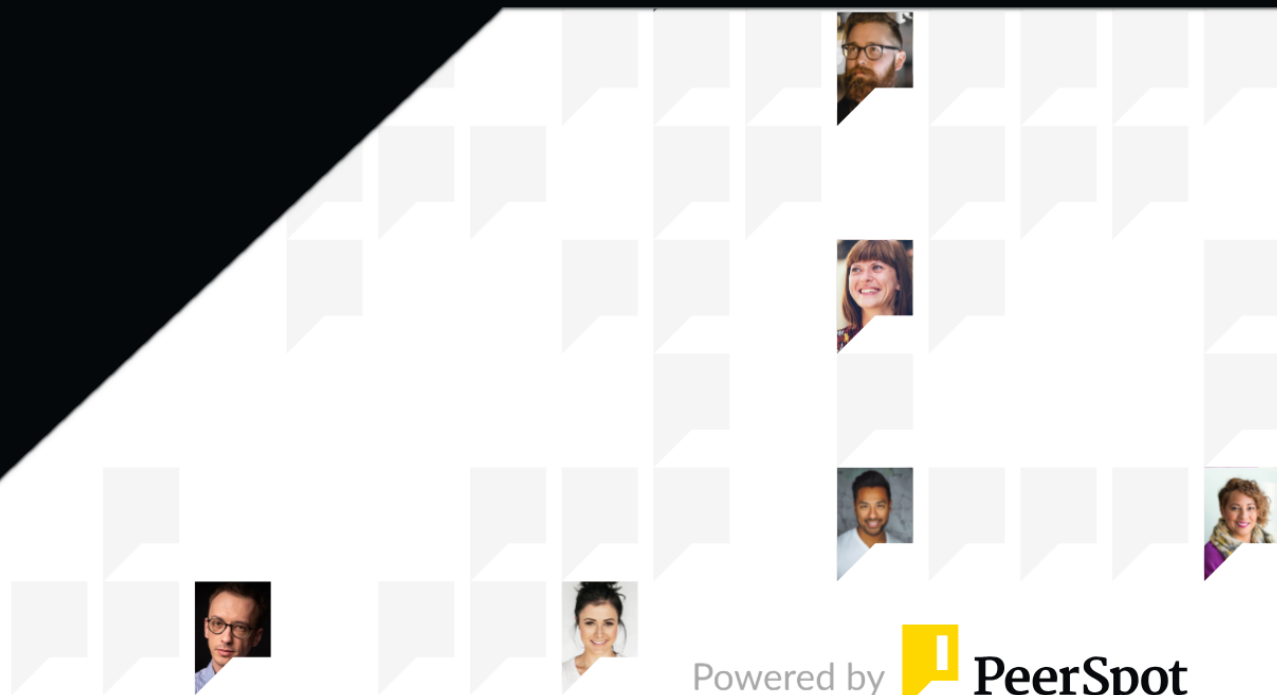




Sophos Central

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Sophos Central

Sophos Central Recap

Sophos Central provides centralized management for endpoint security, offering a cloud-based solution with intuitive controls and real-time threat detection to safeguard networks efficiently.

Sophos Central is a cloud-based management platform designed for comprehensive endpoint security, integrating valuable features like advanced AI for malware detection and synchronized security to streamline operations by linking endpoints and firewalls. With a user-friendly interface, Sophos Central enhances threat management efficiency and offers clear visibility through its dynamic dashboard. Organizations benefit from its seamless integration with other Sophos tools, ensuring consistent and automated updates for endpoint security. Despite the robust functionality, some areas for improvement include system speed with multiple devices and limited third-party integration.

What are the most important features?

- **Centralized Management:** Simplifies security operations with a unified platform.
- **Real-Time Threat Detection:** Identifies threats promptly to mitigate risks.
- **Synchronized Security:** Connects endpoints and firewalls to optimize protection.
- **Advanced AI Malware Detection:** Utilizes AI for superior identification of threats.
- **Cloud-Based Structure:** Enhances accessibility and reduces reliance on hardware.

What benefits and ROI should users look for?

- **Cost Efficiency:** Reduces hardware investment through cloud-based management.
- **Improved Accessibility:** Provides management flexibility from virtually anywhere.
- **Consistent Security:** Automated updates maintain high protection standards.
- **Compliant Control:** Ensures adherence to security policies across locations.

Sophos Central is implemented widely across industries, ensuring robust endpoint security for antivirus and ransomware protection. Companies leverage its centralized control for mobile and network device security, implementing secure VPNs and multi-factor authentication. The platform supports comprehensive monitoring, enforcing policies and facilitating compliance. Organizations rely on it for managing firewalls, reporting, and streamlining administration across geographic locations, enhancing both email and web security.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Having a dashboard where you can actually see every possible attack, threat, attempt, or malware attempt on the devices of your team members basically solves your security issue.”
**Akinola Makinde**
Data Analyst
- ✓ “Sophos Central has positively impacted our organization by being a desired EDR solution for our many clients.”
**Fayas Ummer**
Senior Security Analyst at a computer software company with 1,001-5,000 employees
- ✓ “The best feature of Sophos Central is that I can use all of the solutions from Sophos in a single pane of glass, which means I can manage all the services of Sophos from one console.”
**Ashutosh Jha**
Project engineer at IT Solution india private limited



“The biggest benefit in Sophos Central is the central functionality where I can have my Intercept X integrate the workstations, the servers, and the firewalls I import into Sophos Central.”



Francois Holtzhausen

Senior IT Consultant at ICTS Group of Companies



“Sophos Central has improved my organization because previously we had to manually monitor all firewalls and check logs one by one, and now I see everything in a single dashboard, which is very beneficial.”



Verified user

SR system engineer at a retailer with 11-50 employees



“The best features of Sophos Central are that it is very friendly and manageable.”



Julio Cesar Lara

Supervisor, Infraestructura Information Technology at Refineria Dominicana de Petroleo



“The AI features in Sophos Central help you with investigating any issues, as you can get it to look at the logs for you, and it gives you good feedback on a summary of what it actually has found.”



IT Enquires

IT Support Engineer at Tibbetts Group

What users had to say about valuable features:

“Intercept X technology helps with my malware detection and response. If it detects malware, it blocks it and then it sends it through to Sophos Central, which then sends me an email notification that one of the workstations picked up an infection or encountered an issue.

“Synchronization security capability contributes to threat identification in my company.

“I assess the benefit of a single pane of glass interface positively..”

Francois Holtzhauzen

Senior IT Consultant at ICTS Group of Companies

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“The best features of Sophos Central are that it is very friendly and manageable.

“Sophos Central is very user-friendly and easy to manage. A good response from support makes it easy, and it is not a heavy client on my workstation. We have had no issues with other products; we never had an issue in three years and seven months with other products.

“Regarding the Intercept X technology in Sophos Central, we have had no issues with that support..”

Julio Cesar Lara

Supervisor, Infraestructura Information Technology at Refineria Dominicana de Petroleo

[Read full review](#) 

“The best feature of Sophos Central is that I can use all of the solutions from Sophos in a single pane of glass, which means I can manage all the services of Sophos from one console.

“Having everything in one console makes my work easier because if I want to make a change on the firewall, I can simply go to the firewall management and make the changes. If I want to change anything related to Sophos wireless, I can directly change it from Sophos firewall without needing to access multiple consoles.

“Sophos Central has positively impacted my organization because it allows us to utilize Sophos products in a single pane of glass, and with its synchronized security, it helps to protect our environment more effectively by isolating infected devices from the internet..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“The best features Sophos Central offers, in my opinion, involve its excellent ability to block threats in endpoint protection. While it is not as effective in handling exclusion cases, it excels at successfully blocking almost all files that seem suspicious, which is really good and provides strong security.

“What I appreciate most about the blocking features in Sophos Central is its real-time detection and the variety of threat types it can catch. Many other endpoints miss files that don't have a bad reputation, but Sophos finds a way to catch those malicious files, and if there's even a small suspicion, it blocks them. The real-time detection is really great in Sophos Central.

“Sophos Central has positively impacted our organization by being a desired EDR solution for our many clients. As an MSSP, we have a significant number of clients utilizing Sophos Central, and it provides excellent service as an EDR. Even when we use it as an email gateway, it continues to perform well, making it beneficial for our organization with a wide client base..”

Fayas Ummer

Senior Security Analyst at a computer software company with 1,001-5,000 employees

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“The best feature Sophos Central offers is the ability to manage multiple firewalls from a single dashboard.

“Besides the single dashboard, I find it invaluable that I can create and apply policies through Sophos Central easily to all firewalls, which would not be possible if I had to connect each firewall one by one.

“I can manage more than 50 devices from a single dashboard, which is the best feature currently.

“Sophos Central has improved my organization because previously we had to manually monitor all firewalls and check logs one by one. Now I see everything in a single dashboard, which is very beneficial.

“Using Sophos Central saves me so much time because checking logs for all firewalls one by one is very difficult. Here I check all logs on a single dashboard, which is very useful..”

Verified user

SR system engineer at a retailer with 11-50 employees

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“Sophos Central has been really helpful over time. A specific example of how it has helped me is that there have been cases where a particular team member tried to install software from a compromised site. Sophos immediately sends a high alert to my email, mentioning that this particular user with this particular device is trying to download software from a particular compromised website. The software will not allow the person to download it, and I can reach out to the person to inform them that I can see they are trying to download this and ask them to stop downloading it.

I think the best features Sophos Central offers are the parts where users cannot uninstall Sophos themselves unless they reach out to me as the IT administrator. I appreciate this because ordinarily a user could decide to do something, uninstall the software, do whatever they want to do, and come back and install the software again. However, that is not the case for Sophos Central. Before you can uninstall Sophos Central, you have to reach out to the IT administrator. This is a very good feature.

This aspect impacts my daily work positively because it has helped prevent issues with users trying to bypass security. It has helped in many ways, especially when a user wants to view inappropriate content on their work device. Sophos immediately sends a high alert and will not even allow the user to open the site. This is helpful because I do not know what could have come into the work device by visiting those sites. It is something I have enjoyed personally.

Another feature I appreciate is the email alerts. When Sophos sends an email alert to me, I can easily see that something is going on and needs my attention, and I can immediately take action. This helps with monitoring, especially regarding security. When anything is flagged, I immediately log on to Sophos Central and take action..”

Akinola Makinde

Data Analyst

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Other Solutions Considered

“Before choosing Sophos Central, we wanted to pursue ISO 27001 certification at that time, and that was when they told us that we needed to start using a security software..”

Akinola Makinde

Data Analyst

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“I evaluated CrowdStrike as well, but I found that CrowdStrike does not provide the same level of protection with site management and application control as Sophos Central does..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“I did not use a different solution before Sophos Central; we were manually checking all firewalls without any other solution. Now we are using Sophos Central after receiving updates about it and implementing it..”

Verified user

SR system engineer at a retailer with 11-50 employees

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“Before using Sophos Central, we had utilized CrowdStrike; however, due to an outbreak, some clients wanted to switch away from CrowdStrike. We provided clients with options, including Sophos Central and SentinelOne, with SentinelOne being fairly costly. Ultimately, most clients preferred Sophos Central, leading us to switch a few clients from CrowdStrike to Sophos Central..”

Fayas Ummer

Senior Security Analyst at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“I have worked with other products. For instance, Symantec from Broadcom was a nightmare because having to install a separate server module for the management of workstations is not centrally accessible. If something happens, I have to either use TeamViewer to connect to the server to see what is going on or use VPN or another method. The biggest advantage for me is that I can log in from anywhere and see what is going on on the central dashboard with my customer's networks..”

Francois Holtzhausen

Senior IT Consultant at ICTS Group of Companies

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“Currently, we are using Fortinet for firewall and Cisco Firepower, and we are implementing some products from Cisco at this time including Cisco Secure Access, Cisco Webex, Cisco Duo, and Meraki. We are now implementing about six products from security from Cisco..”

Julio Cesar Lara

Supervisor, Infraestructura Information Technology at Refineria Dominicana de Petroleo

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ROI

Real user quotes about their ROI:

“We have seen a return on investment with Sophos Central because its threat-hunting detection is very good. The solution has saved around 60% of our organization’s money..”

Nagendra-Nekkala

Service Delivery Lead (General Manager)-IT Operations at WAISL Limited

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“We see a return on investment with Sophos Central because it saves manpower and time. Previously we needed one employee for log management, but currently we manage everything on a single platform, making it very easy for us..”

Verified user

SR system engineer at a retailer with 11-50 employees

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“In terms of ROI, the tool pays off within a few months. The tool has big clients with good businesses that are maintained on the tool, so the firewalls are not that much for them..”

Marcelino Mongcal

Senior Systems Tech/Admin at Samco Software Inc.

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“I have seen a return on investment with Sophos Central in terms of needing fewer employees because Sophos Central is handling many tasks itself. Previously, we had to monitor other endpoints and faced issues integrating with ServiceNow, requiring separate monitoring. After adopting Sophos Central, we can easily integrate with ServiceNow, which means fewer employees, and that translates to money saved..”

Fayas Ummer

Senior Security Analyst at a computer software company with 1,001-5,000 employees

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“There is a return on investment with Sophos Central. I cannot say exactly how much time is saved, but time is definitely saved because you are assured that you do not have to worry about checking for security. We have been worried about cyber theft and cyber attacks. For fewer employees, in fact, we have not had cause to employ any cyber analyst. We did not even employ any cybersecurity analyst. That is actually saving us the overhead cost of having that additional employment..”

Akinola Makinde

Data Analyst

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“It's very difficult for us to see an ROI because our customers don't see it as an investment. It's like insurance. They pay for good work, but for them, having no security issues isn't the main concern.

Our customers don't have any IT personnel and they don't care about security.

Most of our clients don't want to be interested in security because it's too difficult for them..”

Serge GROLLIER

CEO at Linfogereur

[Read full review](#) 

Use Case

“The main use cases for Sophos Central involve monitoring my client, viewing the events, and seeing reports of the detections and events. I will probably integrate with an XDR application before the end of this year, and I will likely integrate Sophos Central with Cisco's Splunk for some projects from Cisco Splunk..”

Julio Cesar Lara

Supervisor, Infraestructura Information Technology at Refineria Dominicana de Petroleo

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“My main use case for Sophos Central is to manage multiple firewall devices. We have multiple branches and each branch has a Sophos firewall, which I can manage centrally through Sophos Central. It helps us to create a rule and send it to all the firewalls at once.

“Currently, I am using Sophos Central for monitoring purposes. I can monitor all firewalls in a single dashboard, which is the greatest thing in Sophos Central..”

Verified user

SR system engineer at a retailer with 11-50 employees

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“I am still using Sophos Central for everything. I am a reseller of Sophos Central products.

“For end-customer workstations, I use Sophos Central for antivirus through the central administration console and installation. I also import all of my firewalls into Sophos Central for remote management and those functions.

“I do work with Intercept X technology..”

Francois Holtzhausen

Senior IT Consultant at ICTS Group of Companies

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“My main use case for Sophos Central is to help protect our endpoints, especially as we have different team members across different countries. We have team members in Africa, and we have team members in the UK. In Africa, we have team members in Lagos, Nigeria, Uganda, South Africa, and Kenya because these are where our markets are. This helps us protect our endpoints, especially as these team members have their work to do.

Regarding how I use Sophos Central day-to-day, it helps with malware detection. Each day, I can come to the dashboard and see threats and alerts. I can see the compromised level and the level of threats, whether they are high, medium, or low, and then I take the necessary action. Sophos has been especially helpful for malware on endpoints. I have not had any cause for concern, especially regarding malware attacks..”

Akinola Makinde

Data Analyst

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“As I am from a service-based company, my main use case for Sophos Central is that I am taking care of all of our security needs.

“I use Sophos Central to block any website or application. For example, if I want to block WhatsApp, I simply call that specific application through Sophos Central.

“I can manage Sophos firewall from Sophos Central, along with managing ZTNA, encryption, mobile MDM, and Sophos MDM..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“My main use case for Sophos Central involves utilizing it as an endpoint, EDR, and email gateway.

“In my day-to-day work, I use Sophos Central by installing the agent on our clients. We have around 40 to 50 clients that are using Sophos as their EDR. We have created the alerting system in our ServiceNow, which is integrated with Sophos Central, so we get tickets in ServiceNow whenever something is triggered. I log into Sophos to investigate the alert, reviewing the alerts on that device from Sophos, and if required, I manually log into the device to check the alert and take actions accordingly.

“Regarding my main use case or how I use Sophos Central day to day, the most useful feature is that Sophos blocks threats. As a senior engineer, my main work involving Sophos is handling situations when it blocks something that is legitimate, such as a ServiceNow MID Server. Every time this happens, Sophos blocks it as a malicious file, so we dive into Sophos and create exclusions, especially path exclusions, and if necessary, we also create hash exclusions to ensure that the legitimate file can be accessed and run by the user without any issues..”

Fayas Ummer

Senior Security Analyst at a computer software company with 1,001-5,000 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.

“The setup was not easy to set up Sophos Central for us personally because we had a third party who worked with Sophos quite a lot, so they set it up. We just maintain and use it..”

IT Enquires

IT Support Engineer at Tibbetts Group

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“The experience with pricing, setup cost, and licensing for Sophos Central has been very good. Additionally, there is no license required for Linux EDR machines, and if Sophos were to add Linux EDR licensing, it would be very helpful for my organization and others..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“As Sophos Central is a SaaS-based tool, we don't have to deploy it. We just have to onboard the devices on it and start monitoring it. Get the right link configured, onboard the devices, and then we are good to go..”

Rajender Bhandari

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Chief Technology Officer at Binary Global Limited

“The initial setup with Sophos Central, encompassing deployment for firewalls, AV, and other products, has been straightforward. It involves a two-step deployment process. We have to add a firewall to the route. Further, we have to deploy the configuration, and it starts working. It takes around 15 minutes to complete..”

Jayden Beard

[Read full review](#) 

Support Engineer at a comms service provider with 201-500 employees

“My experience with pricing, setup cost, and licensing for Sophos Central shows that it is expensive. However, when you look at it holistically, I think it is still fair. We got licenses at first for fifteen team members, and that was about 1.8 million Naira. We then got additional licenses for ten more team members, which brought us to twenty-five team members, and that was about 1.3 million Naira as well. The pricing is not cheap, especially for a startup like ours. However, I think that for the cost-saving, especially around security, the value as against the cost is fair. I think the value outweighs the cost..”

Akinola Makinde

Data Analyst

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“The product's initial setup phase is straightforward. If ten were the easiest, I would rate the setup phase as a ten on a scale of one to ten.

Once you have the endpoint software through Splashtop SOS on the client's desktop, install and download the program. In less than five minutes, it can be installed and protected.

Only one person is required to deploy the product through Splashtop SOS.

The product does not require maintenance since it is not an automatically managed process.

The solution is deployed using the cloud services offered by Sophos..”

Marcelino Mongcal

Senior Systems Tech/Admin at Samco Software Inc.

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Customer Service and Support

“The customer support for Sophos Central is very good. If I call support at any time, they will assign a new engineer according to SLA immediately or within one to three hours..”

Ashutosh Jha

Project engineer at IT Solution india private limited

[Read full review](#) 

“I reached out to customer support for Sophos Central and I had a very good support experience. I received instant support and remote assistance, and the Sophos team is very cooperative and helped me a lot..”

Verified user

SR system engineer at a retailer with 11-50 employees

[Read full review](#) 

“I have not contacted Sophos support for any issues regarding Sophos Central, as we usually get notifications when Sophos Central is going to go down, so we know when it is not available..”

IT Enquires

IT Support Engineer at Tibbetts Group

[Read full review](#) 

“The technical support for the solution is good, and they responded pretty quickly since our company has a good relationship with Sophos. At times, whenever we need some urgent support, we can push it to our own local contacts. I rate the technical support an eight out of ten..”

Rajender Bhandari

Chief Technology Officer at Binary Global Limited

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“We have been contacting our third-party vendor's customer support, and they have been very responsive. Recently, they mentioned an upgrade plan for Sophos Central. We have not explored it yet, but it is something we might be willing to explore in the near future. Their customer support has been wonderful. I would give the customer support a ten out of ten. They have been excellent. In fact, there are times when they would visit us in the office to help with any technicalities. So they have been good..”

Akinola Makinde

Data Analyst

[Read full review](#) 

“Customer support for Sophos Central is a bit slow. When I create a support ticket, it takes a while for them to respond. In my recent experience with a support ticket, the engineer was not very effective and took longer than I expected. When we reach out to the support team, we anticipate quick answers, especially since the client is waiting for a resolution. The vendor seems to take time contacting other teams, so I feel the support team could improve their response times..”

Fayas Ummer

Senior Security Analyst at a computer software company with 1,001-5,000 employees

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Other Advice

“My advice to others looking into using Sophos Central is that it is beneficial in terms of cost efficiency and time efficiency. I recommend using Sophos Central and digging into the logs more thoroughly, and if possible, incorporating syslogs or other kinds of logs. I would rate this product a 7 out of 10..”

Fayas Ummer

Senior Security Analyst at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“My advice for others looking into using Sophos Central is that if you are a startup and you do not have the cost to build a cybersecurity team, I think Sophos Central is your best option. Having a dashboard where you can actually see every possible attack, threat, attempt, or malware attempt on the devices of your team members basically solves your security issue. I would rate this review a nine out of ten..”

Akinola Makinde

Data Analyst

[Read full review](#) 

“I would advise others to use Sophos Central because of its performance and customer support. It works in real-time, making it beneficial for many organizations. I can add that we can manage Sophos firewall from Sophos Central, along with managing [ZTNA](#), encryption, mobile MDM, and Sophos MDM. My review rating for Sophos Central is 10..”

Ashutosh Jha

Project engineer at IT Solution india private limited

[Read full review](#) 

“I advise those with multiple firewalls to use Sophos Central, as it is the best solution to manage all firewalls from a single dashboard, allowing you to check all logs easily.

“Currently I am managing Sophos Central after receiving updates about it and implementing it. I would rate this solution an 8 out of 10..”

Verified user

SR system engineer at a retailer with 11-50 employees

[Read full review](#) 

“Sophos Central gains efficiency because everything is all in one screen that we need to observe.

“It is easier to customize Sophos Central to our needs, so it shows us what we need to know when we need it.

“I recommend Sophos Central to anybody who is trying to manage anything with diverse security.

“The biggest benefit of Sophos Central for me is that it works.

“I rate Sophos Central nine out of ten..”

IT Enquires

IT Support Engineer at Tibbetts Group

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“I have so many workstations and, as a reseller, I am not only working on one Sophos Central. I probably have about 35 to 40 different customers that are on Sophos Central. Each one is set up differently according to customer needs.

“I would say Sophos Central is a good solution for all customers, from small to enterprise.

“I have not integrated Sophos Central with any third-party applications, so I do not have experience with that functionality.

“The machine learning features are enabled. We have picked up a false positive now and again, but then I report it to Sophos and they rectify the issue in upcoming release builds.

“The biggest benefit in Sophos Central is the central functionality where I can have my Intercept X integrate the workstations, the servers, and the firewalls I import into Sophos Central. I always enable the RED functionality so that if a machine picks up an issue, it notifies the firewall immediately, and then the two combined rectify the issue if there are any threats or something picked up.

“I would say Sophos Central is an affordable product.

“They are using Sophos cloud instead of cloud providers like [AWS](#), [Azure](#), or GCP.

“I buy the product directly from Sophos.

“I am a Senior IT Consultant here in the company. My overall review rating for this product is ten..”

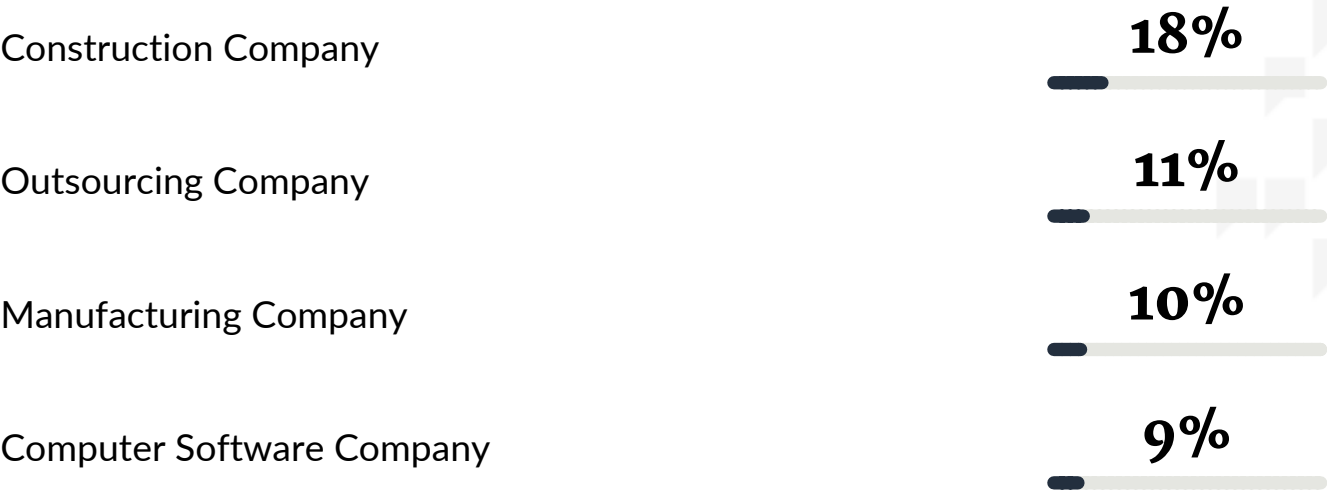
Francois Holtzhausen

Senior IT Consultant at ICTS Group of Companies

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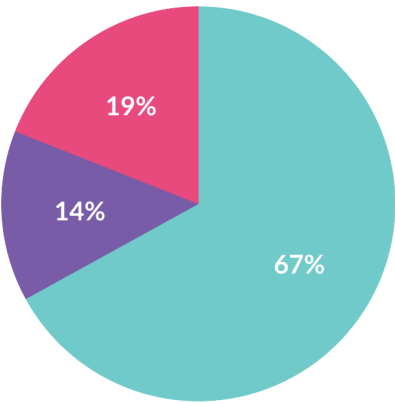
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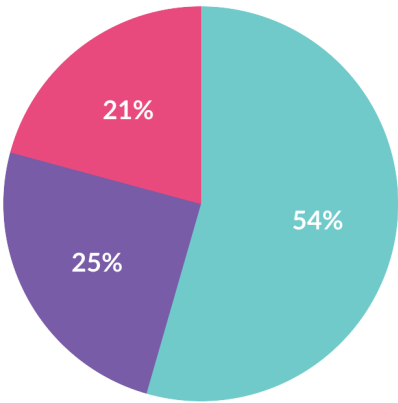


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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