aws marketplace

Link11

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

Link11

Link11 Recap

Link11, headquartered in Germany, maintains global locations, including in Europe, North America and Asia. Its cloud based IT security services help customers avoid business disruption and strengthen the cyber resilience of their IT networks and critical applications.

The product portfolio includes Network Security, Web Application & API Protection and Application Performance solutions with comprehensive protection for diverse industries. The services range from complete Network DDoS protection to an all-in-one WAAP solution, providing Web Application Firewall, Web DDoS Protection, Bot Management (including ATO), API Protection and Secure CDN & DNS.

The high-performance, multi-terabit global network is monitored 24/7 by the Link11 Security Operations Center.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Link11 has positively impacted my organization by helping analyze all incoming traffic continuously, functioning like an employee operating in the background."

Chandler Elmore, MBA
Community Manager at Lightsource bp

- "It is a highly resilient product that can handle significantly larger workloads and high volumes of traffic with ease."

Pablo Frejlich
Chief Architect (Consultant) at Personal Consultant

- "The best thing about Reblaze, for us, is that it has been a game changer because previously, we were using Google's Web Application Firewall, but it wasn't up to the mark."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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"The real-time monitoring and reporting are very good. There are information updates in their portal every two minutes. They also have the ability to spill it into Sumo Logic, for example. It's very easy to use."

JeffGrayson

Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

"The most valuable features were the real-time monitoring and the management. With this kind of product, you need a very good management system to allow you to see false positives in real-time; to see what's happening in real-time... The clarity stood out. It was very visible and very easy to navigate; very easy to find the data we were looking for."

YacovHabusha

Network and Security Department Manager at a comms service provider with 501-1,000 employees

"Provides mobile app security."

Validated user

Senior Security Consulting Manager at a tech vendor with 11-50 employees

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"I very much like the elastic search and reports, allowing us to have a 360-degree view of the customer's activities and enabling us to track down any suspicious bots."

Validated user

Infrastructures Security & Cyber Project Manager at El Al

What users had to say about valuable features:

"Everything is valuable. It's a WAF. The main feature is using the rules and being able to see the traffic. It helps us find malicious traffic.

We use the real-time monitoring and reporting a lot. We can see where it's disabling users.."

Validated user

VP Security at a financial services firm with 11-50 employees

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"The most significant impact came from the implementation of bot filtering and defenses against SQL injection and script injection in general. It stands out as the primary focus because, in contrast to DDoS attacks which, while devastating, are relatively infrequent, the continuous scanning of ports and persistent attempts to gain unauthorized access to the platform happen daily. This is where the solution excelled, offering finely tuned filtering capabilities for specific types of traffic and country-specific IP ranges. ."

Pablo Frejlich
Chief Architect (Consultant) at Personal Consultant

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"We have found it extremely valuable in blocking huge botnet Layer 7 attacks on our website. It has been very successful in doing so.

I very much like the elastic search and reports, allowing us to have a 360-degree view of the customer's activities and enabling us to track down any suspicious bots.

The real-time reporting is very good. The monitoring is also working very nicely and very smoothly, in almost real-time.."

Validated user
Infrastructures Security & Cyber Project Manager at El Al

Read full review

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"Link11 offers high-performing platform capabilities and automated responses. The system operates on its own cloud infrastructure without requiring my input.

"The automated responses have helped my team and my workflow by reacting to threats in real time and helping mitigate attacks within moments instead of relying on manual alerts and manual response processes.

"Link11 has positively impacted my organization by helping analyze all incoming traffic continuously, functioning like an employee operating in the background.

"This background analysis has affected my organization's security and efficiency in that I do not have to worry about it. It operates on the back end automatically, taking care of things that I do not have to worry about or think about, but I know it is working.."

Chandler Elmore, MBA
Community Manager at Lightsource bp

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“Definitely the DDoS solution is always good to have. We have actually had a few tests done against them, unannounced, to simulate a DDoS, and they reacted very quickly. In our business, it costs us $52,000 a minute if we are down. So it is very important that we are up.

We also use their WAF extensively, with their automated blocking mechanisms and some of the heuristics that they have internally. They are the ones who monitor the vast majority of it. We use them as an MSSP so they are the first line of defense.

The real-time monitoring and reporting are very good. There are information updates in their portal every two minutes. They also have the ability to spill it into Sumo Logic, for example. It's very easy to use.

We have the VPC feature inserted in front of our casino product and they are deployed in a hybrid fashion. They are deployed to protect our casino product in AWS and in Google. And then the actual infrastructure is sitting in the data center.

We use the geo-blocking feature to block out areas that we're not authorized to have people betting from, or other geographies that are hostile like China, Russia, etc..”

JeffGrayson

Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

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“The best thing about Reblaze, for us, is that it has been a game changer because previously, we were using Google's Web Application Firewall, but it wasn't up to the mark.

First things first, it's pretty easy to look at the current state of affairs when it comes to the attack scenario and the attack surface of our website and applications.

Second, the ease of writing rules is pretty standard because the Reblaze GUI helps us in creating and testing tools and even changing their hierarchy. For example, if we want to test a particular payload for a development service first and then for a SQL injection, we can easily change the priority of the rules in Reblaze.

Third, the support we have received from the staff has been really, really good. I do not wish to name them, but yes, there are a few people who have supported us a lot because they have a Slack channel and dedicated personnel within that channel. If anything goes wrong and if Reblaze is the cause, they troubleshoot for us.

So not just the technical bells and whistles within Reblaze, but the support from the staff has been really, really good..”

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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Other Solutions Considered

"At the time, there was no real DDoS and anti-bot system online and available for commercial use for heavy traffic botnet attacks. The service, which was brand new on the market, was able to block the attackers and block the attack.

At the time, Reblaze was the only provider that agreed to take the challenge with the budget that we had, and they were successful.."

Validated user
Infrastructures Security & Cyber Project Manager at El Al

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"My company chose Reblaze over AWS because we are on the Google Cloud Platform (GCP), not AWS. We cannot use AWS unless we migrate everything to AWS, which is not feasible for us.

We opted for Reblaze since it was compatible with the Google Cloud Platform.."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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"We did have a previous solution. We were in a physical data center, so we had an appliance deployed which came from our vendor. It was part of UltraDNS. I don't remember the name, but the appliance could handle about 2 GBs of traffic and if it got beyond that, where it couldn't handle it, then it would have to throw up the GRE tunnels, which were always problematic. That usually resulted in an interruption of between five and 15 minutes and, for every minute we're down, it costs us about $52,000.

We are trying to get away from the older methods where you would put a sensor network in front of your application and then, if you are getting DDoS'ed, you have to create GRE tunnels and a number of things. We wanted to try to find a different way to do it.

Reblaze was recommended to us by Google.."

JeffGrayson

Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

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"We also looked into Imperva and F5 ASM. Reblaze stood out because of the support. We had a very complicated environment. We needed somebody that would help us configure and help us to implement our websites into the system. There were also budget issues. And it was very helpful for us because we wanted a local installation, not a cloud installation.

Another factor was that we were one of their first customers, so we knew we had an opportunity to impact the product. If we wanted a feature, we knew that somebody would at least listen to us. Of course they would think about whether that would be beneficial for other customers or not, but at least there was someone who would listen to us, feature-wise.

The security-to-cost ratio, when compared with competitors, is much better. Today, I'm working for an integration company and we are selling F5. I see the complexity. I see how much manpower I need and how many hours a month I'm selling to my customers for Professional Services to support their ASM. F5 is not the easiest product ever. I totally see the benefit of Reblaze.."

YacovHabusha

Network and Security Department Manager at a comms service provider with 501-1,000 employees

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"We tested them against competitors such as Imperva, which is also a cloud solution, Cloudflare, and F5, but Reblaze had the best features and the best price as well.

Imperva, for the amount of protection we are getting out of Reblaze, would have been an additional $500,000 or more. Imperva had the capability but they license use for every piece of the product. If you want WAF, it costs you this much. If you want DDoS protection from 500 MB to a gigabyte, it is this much. There is a continuous amount of money required.

Cloudflare is basically a repackaged, open-source WAF solution. It is a repackaged version of a product whose name I do not remember off the top of my head. The reporting was very bad, and it actually failed our testing twice. We did initial testing across each of the products I mentioned above. Cloudflare tests literally failed. We then let them know and we retested them two weeks later and they still failed.

Because we are in the gambling business, one of the problems with F5 is that the state they are based in does not allow them to support a gambling company.

Reblaze was the best one for us. It doesn't have all the complexities of having an appliance in our environment and then seeing the DDoS traffic and having to spin up GRE tunnels and redirect our traffic.."

JeffGrayson

Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

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ROI

Real user quotes about their ROI:

"I have seen a return on investment in that there are definitely fewer employees needed. There is no need to have redundant people when we have a system like Link11 set up in the background.."

Chandler Elmore, MBA
Community Manager at Lightsource bp

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"Reblaze is worth the money. You will see a hundred percent return on investment. We were using Google's web application firewall, but it wasn't effective at all. We had no other option but to look for alternatives, and Reblaze has proven to be a good choice for us.."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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"We have definitely seen a return on investment with the cost savings compared to the other solutions we looked at. It was pretty much a no-brainer.

You get very good coverage and capability for what it costs. Most other companies have legacy models where, for every different feature, they require more licensing.."

JeffGrayson
Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

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"By having our e-commerce sites up 100 percent of the time, we are selling 100 percent of the time. And we are reducing competitors' bot-scraping when it comes to pricing, reducing the opportunity for competing companies to scrape our prices and give concurrence to their pricing. In addition, since producing pricing adds costs to our back-end system, it helps us to reduce expenses on our internal systems. So we definitely have ROI from the product.."

Validated user
Infrastructures Security & Cyber Project Manager at El Al

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“I don't know if "saved us money" is the right description because if I did it by myself I would save money. But then again, we would need a person who would operate all these systems. This saves money by eliminating the need for another person to manage the WAF or manage cyber risk..”

Validated user
CTO & Product at a financial services firm with 11-50 employees

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“It's a bit hard to speak about ROI when you are speaking about our security. You don't know what you are blocking. You only know if something happens to your network. We had no penetration into our network ever. That was the main issue.

Because we were dealing with students' data, in Israel we have regulations, like GDPR, but a bit different. It helped us to pass all the tests we needed to pass, and we were able to file all the legal documents with the government because we had this system. The system answered something like 25 different security chapters in the regulations..”

YacovHabusha
Network and Security Department Manager at a comms service provider with 501-1,000 employees

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Use Case

"All of the organizations where I implemented this product had a primary objective to safeguard the platform against undesirable traffic, including protection against DDoS attacks, filtering out phishing attempts, preventing SQL injection, and other types of intrusions.."

Pablo Frejlich
Chief Architect (Consultant) at Personal Consultant

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"We use it for blocking Layer 7 DDoS attacks. We also use it for managing box cracking and all activities; as a basic method for watching things. It's one of our tools for monitoring the activities on our website.."

Validated user
Infrastructures Security & Cyber Project Manager at El Al

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"The organization that I worked for is a very old organization. We had 30 years of experience with a lot of websites on many of different technologies, so we looked for a product that could handle the ten different technologies we had to support. We used it as a WAF, a web application firewall for all of our websites.."

YacovHabusha
Network and Security Department Manager at a comms service provider with 501-1,000 employees

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"We are using it for Web Application Firewall, Layer 7 Firewall. It protects us from denial-of-service attacks, cross-site scripting, as well as injection attacks.

It also has a good bot management system that informs us in advance about IP addresses that are not good for us, so we do not cater to their requests. It's like a Layer 7 defense for us.."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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"My main use case for Link11 is to employ artificial intelligence to detect bot-driven attacks cybersecurity-wise, effectively.

"A specific example of how I have used Link11 to detect bot-driven attacks is that it has been particularly beneficial for my business because it is a regulated sector, and it helps provide the necessary tools to my team to maintain security and compliance in an increasingly complex digital landscape.."

Chandler Elmore, MBA
Community Manager at Lightsource bp

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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.

"My experience with pricing, setup cost, and licensing is that it was already discussed before I started with the company. The rollout was very easy and the price was appropriate for our needs. I have no concerns or issues with the setup process.."

Chandler Elmore, MBA

Community Manager at Lightsource bp

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"We were the very first commercial customer of Reblaze in the world. The initial setup was extremely easy. It took an hour to set it up and get it to the point that it was active and blocking malicious traffic.."

Validated user

Infrastructures Security & Cyber Project Manager at El Al

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"The initial setup was very simple. All we had to do is tell them our main risks and what we are aiming for and they provided the solution and built everything from scratch. We told them about the architecture of our service, our application architecture — that we need to get traffic from here to there — and please provide us with the right solution.

The deployment took one day. The implementation strategy was really up to them.."

Validated user

Read full review

CTO & Product at a financial services firm with 11-50 employees

"The initial setup was fairly straightforward. Instead of advertising our DNS names, we advertise Reblaze's with our DNS provider, so it all goes directly to Reblaze. We have had to do a little bit of troubleshooting here and there for SEO and a few other things, but that was fairly minor — things like tweaking headers slightly with some code.

It took us two to three months to get it running. It usually does take a little bit to get used to how the product reacts and works.."

JeffGrayson

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Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

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"The initial setup was pretty straightforward, to be honest. We had a test environment where we conducted the Proof of Concept (POC). We shared our DNS IP addresses, and the resolution IP addresses of our systems with the Reblaze team. This directed all traffic to Reblaze first, which performed traffic scanning before allowing it to reach our network.

So we simply had to change the IP addresses. We did need to purchase some certificates because most of our traffic was encrypted, and Reblaze acted as a man-in-the-middle. We obtained the certificates from LicenseScript, which is free for the test environment. After that, everything started working smoothly.."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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"The initial setup process is quite straightforward. Its complexity largely depends on the intricacies of your platform. If your platform spans multiple sites across the globe, requiring configuration of multiple instances and traffic routing, it can become more intricate. From our experience, even in companies with extensive platforms, the configuration process remains relatively simple. Once the instances are spun up and the initial configurations are in place, you can use their console application to set up your site or sites for traffic management. This involves configuring the sites and uploading SSL certificates. Even for those not well-versed in the intricacies of networking layers and rules, the out-of-the-box configurations already provide solid protection.."

Pablo Frejlich
Chief Architect (Consultant) at Personal Consultant

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Customer Service and Support

"The technical support is quite good. As soon as you have an issue, you call or send an email and they respond very quickly. They also provide you with contact details of the CEO.."

Validated user
Senior Security Consulting Manager at a tech vendor with 11-50 employees

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"Every time that you call, you get an answer from an expert, not a level-one, or level-two, or level-three. You are getting answers from an expert in the system. It's someone who knows a bit of coding, knows what to do, what to recommend, and who helps you in real-time. That was their standard support, unless they have changed it since I last used it.."

YacovHabusha
Network and Security Department Manager at a comms service provider with 501-1,000 employees

Read full review

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"Technical support is very good. They are always there when we need them. They are more of a partner. We have the telephone number of the CTO, the CEO, the COO, if needed, to escalate. But generally we just log a case or call their support line and they're on with us within a few minutes. They are very responsive. They are a valued partner and we're glad to be working with them.."

JeffGrayson
Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

Read full review

"Technical support is a group of supportive people. They want to help 24 hours a day. It doesn't matter if it's a weekend or a holiday. They are always helping and give us the best support we can have. They are really technical. There is on person in particular who is super-technical, he knows exactly what's happening with Reblaze. He understands and has a lot of experience. Tech support has really helped us.."

Validated user
VP Security at a financial services firm with 11-50 employees

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"My overall experience was highly satisfying. In the particular incident when we faced a major attack on our platform, which happened several years ago, we spent several hours on the phone with them until they effectively neutralized the attack and filtered out all the traffic originating from a very specific geographic location. Also, in every other instance where we needed support, whether it was for configuring roles or for immediate assistance during an attack, their response has consistently been rapid and highly effective. ."

Pablo Frejlich
Chief Architect (Consultant) at Personal Consultant

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"In terms of support only, I would rate them around eight out of ten. They are doing well. The reason I deducted two points is that they don't provide 24/7 support yet, and most of their team members are based in Israel, where Reblaze originates from. This creates a time gap, and we had to communicate with them asynchronously. We used Slack as a common group to exchange messages, and they would respond accordingly.

Initially, we had calls scheduled, sometimes even on weekends because one of their working days falls on Sunday. So we had calls on Sundays as well when they were available. These factors influenced my rating of eight out of ten, considering the time aspect.."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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Other Advice

“They provide a solution for something that I have no time to do. Reblaze provides us with a solution we can count on. It is a company that will provide you with the solution you need, and you can count on them to do the right thing.

We don't need anyone for deployment and maintenance of the solution. It runs by itself.

I would rate Reblaze at nine out of ten because it needs a little bit of improvement, such as the interface and alerts on-the-fly..”

Validated user
CTO & Product at a financial services firm with 11-50 employees

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“Just do it. Try it first, but do it. It's very easy to implement and very easy to understand. If you are a simple site it will be very easy to implement and if you have very complex sites, including web applications and mobile applications, with the SDK they provide for iOS and Android, there is 100 percent coverage of requirements.

The biggest lesson we have learned from using this solution is that sometimes, when you have an entrepreneurial company with fire in its eyes and one that is willing to push and give you the best, you can trust it and grow with it, especially when they are very responsive to your needs and ready to change and add features very fast.

We have three internal administrators working on the product and there are five or six viewers, who have different roles and who monitor the activities. We have one full-time employee who works on the product and monitors and improves rules, as needed. He is a cyber security administrator..”

Validated user
Infrastructures Security & Cyber Project Manager at El Al

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"The suitability of this product depends on the specific circumstances of the business. If you're a small business owner running a simple operation I wouldn't recommend opting for it, as it might be a tad pricey for an entry-level scenario. To the best of my knowledge, they didn't offer a free tier the last time I checked, so the initial cost for even the most basic configuration might be a bit steep for a small-scale setup. There are alternative products available, some of which offer free or very affordable options. These alternatives often come with reduced functionality compared to what this product offers, but they can serve as cost-effective replacements. For instance, Amazon provides a basic Web Application Firewall (WAF) as part of their services, which, while not as robust as what this product offers, provides a level of protection for your online services. For medium to large businesses seeking robust support and a comprehensive product to safeguard their platform, this product is a solid choice as it generally offers above-average satisfaction and a comprehensive range of features that can effectively protect your online assets. It ultimately depends on your unique needs. I would rate it nine out of ten.."

Pablo Frejlich
Chief Architect (Consultant) at Personal Consultant

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“Try it on your real production data and try it for more than just one week. You need to sit with a person who knows how to operate it. It's really simple to operate, but you need to learn it.

Reblaze has taught me a lot about how to use my web application; how to think about my users and what they need. The biggest lesson I've learned is that, in security testing, you need to maintain things all the time. It will sound a little bit cliché, but it's a cat-and-mouse game. Reblaze helps with this game because it's effective and you can change it all the time and you can see what is changing in real-time. In the game of cat-and-mouse it's a good solution.

I rate Reblaze at eight out of ten. Nothing is perfect. Producing security products is really hard and there is a lot more to do. Compared to other products in the category, it's really different. It's a little bit more convenient, simpler. The people behind Reblaze have learned a lot by participating in security games. You need a lot of knowledge when you're dealing with web applications..”

Validated user
VP Security at a financial services firm with 11-50 employees

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“The biggest thing we've learned from using this solution is that "it doesn't always have to be hard."

Know what your site's profile is and listen to Reblaze. They will put you into a learning mode to identify what they are seeing and what your normal traffic looks like and what traffic is suspicious. Work with them. As long as you work well with Reblaze, you will get a good solution out of it.

Reblaze has just made things simpler for us. We have them in fairly complex setups with the hybrid solution, which is in Google and AWS. They deployed it, they maintain it. All we do is make sure that it is operating as expected. We scan it

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weekly, just to be sure, but they are a trusted resource.

We've got system engineers, security engineers, and some network engineers all using this system and all of the different instances. We also have a third-party on the casino product, which is helping us to support that instance.

We will have to do some maintenance about once every three to six months, in general, for major upgrades. That would usually involve a system engineer and a security engineer. Beyond that, the rules and the other methods that they are using for DDoS protection are fairly automated. We may tweak the rules here and there if we see a specific issue that we are sensing, but it is fairly low maintenance.."

JeffGrayson
Principal Security Engineer at a leisure / travel company with 1,001-5,000 employees

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"My first question would be if you are currently using any Web Application Firewall (WAF).

Let's say, for example, you are using AWS as well. If you are already using AWS, I would advise against switching to Reblaze. Not because Reblaze is not good but because AWS WAF provides more comprehensive protection for your assets. Reblaze is catching up, and they are nearly there, but AWS WAF is currently more advanced. However, if you are using Google's WAF or any other vendor, then I would recommend considering Reblaze as the second-best option.

In my opinion, AWS is the number one choice, and Reblaze ranks as the second-best among all the vendors I have tested so far. Reblaze stands out due to its ease of use and the flexibility it offers in customizing rule sets.

Ten being the best, I would rate Reblaze somewhere between seven and a half and

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eight. They are still evolving as a product. I have previous experience using AWS WAF in another company, and I know how good it is. If you are in an AWS environment, I would recommend AWS WAF.

However, if you are not in an AWS environment or have the freedom to choose, Reblaze is a viable option. You cannot use AWS WAF on platforms like GCP or Azure, for example. That's why I say Reblaze is still developing. Their bot management capabilities are not yet at the same level, and their support is not fully refined either. We had to schedule calls on Sundays and sometimes late at night. But when it comes to value for money, Reblaze is a great choice. It is more cost-effective than AWS WAF and performs better than the other options available to us.."

Shivendra S.
Senior Director of Engineering - Information Security at Apna

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by visitors reading reviews

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Comms Service Provider	12%
Construction Company	11%
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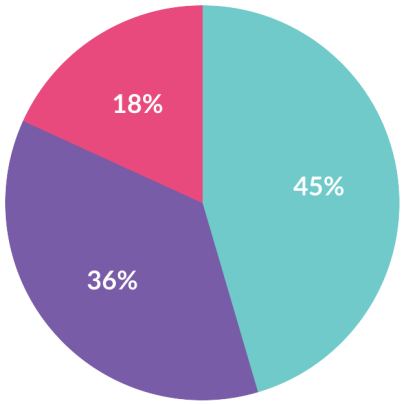
Company Size

by reviewers



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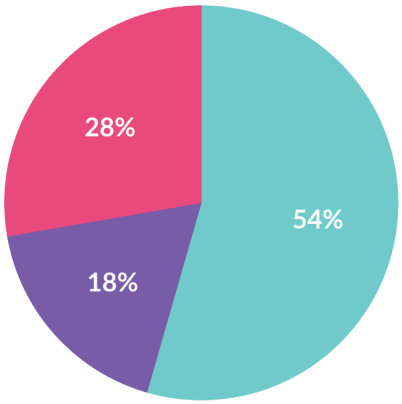

Large Enterprise Midsize Enterprise Small Business

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