aws marketplace

Cisco Web Security Appliance

Reviews, tips, and advice from real users

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Contents

Product Recap . . . . . 3 - 4

Valuable Features . . . . . 5 - 9

Other Solutions Considered . . . . . 10 - 12

ROI . . . . . 13 - 14

Use Case . . . . . 15 - 17

Setup . . . . . 18 - 20

Customer Service and Support . . . . . 21 - 24

Other Advice . . . . . 25 - 28

Trends . . . . . 29 - 30

About PeerSpot . . . . . 31 - 32

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Product Recap

Cisco Web Security Appliance

Cisco Web Security Appliance Recap

Cisco Web Security Appliance delivers robust web security, combining efficient proxy functions with strong malware protection and seamless Cisco integration. It enhances security management and is favored by enterprises for its scalability and stability.

Cisco Web Security Appliance is a comprehensive tool used for safeguarding network traffic through powerful proxy capabilities, effective URL filtering, malware protection, and identity checks. Enterprises rely on it for controlling internet browsing, compliance, and securing remote work activities. With advanced features like SSL decryption, content filtering, and real-time policy enforcement, it offers centralized management with intuitive controls. While praised for its reliability, users seek a more affordable price, better support, a simplified interface, and enhanced integration abilities. Supporting Active Directory, it provides granular security measures for efficient web access management.

What are the key features of Cisco Web Security Appliance?

- Proxy Functions: Ensures efficient traffic management and control.
- SSL Decryption: Enhances inspection of encrypted traffic.
- Bandwidth Control: Manages network resources effectively.
- Comprehensive Malware Protection: Provides advanced security measures.
- User-Friendly Management: Simplifies policy configuration and monitoring.

What benefits should users look for?

- Scalability: Supports growing enterprise needs.
- Integration: Seamlessly connects with Cisco and other technologies.
- Stability: Ensures consistent and reliable performance.
- Support: Backed by expert Cisco technical assistance.

Cisco Web Security Appliance is widely implemented across industries like finance, healthcare, education, and government. It protects sensitive data and meets regulatory compliance by controlling web access and ensuring secure remote connectivity for a diverse workforce.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "The features I like most are the DLP functionality for web security and malware protection."

Vusa Ndlovu

Security Solution Architect at a tech services company with 501-1,000 employees

- "The most valuable features of the solution are the functions of proxy for the users who use the internet and the security it offers against the not-so-secure web pages."

Stanislav Priscak

IT specialist at Východoslovenský ústav srdcových a cievnych chorôb, a.s.

- "Cisco Web Security Appliance has very good security benefits for any company and is easy to integrate."

Zaid Khan

L2 - Network Engineer at Sitel Group (previously Sykes)

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"Cisco regularly upgrades features for the customer's security requirements."

BhanuSingh

Deputy Manager Infra & Security at a manufacturing company with 1,001-5,000 employees

"What we liked best about it was the ability to apply policy to either a user ID or an IP-based network."

Rainier S.

Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

"Cisco Web Security Appliance is user-friendly and easy to manage. It protects your environment while accessing the internet."

ChrisWanyoike

Network Infrastructure Specialist at Central-Bank-Kenya

"The most valuable feature of Cisco Web Security Appliance is the provided anti-malware functionality and URL categorization. I can block access to malicious websites. 99 percent of the cases are related to a malicious website. If I cannot browse those malicious websites, then we are 99 percent protected."

Md Manirul Islam

Assistant general manager at Beximcocomputers

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What users had to say about valuable features:

"The solution offers content filtering and micro-content controls, such as regulating the types of images and their resolution. It provides granular controls over media being accessed on social platforms, ensuring that content not in the company's interest is restricted.."

Abdul Kaleem Mohammed
Credit Management Me Specialist at Westcon-Comstor

Read full review

"Cisco regularly upgrades features for the customer's security requirements. They've added new features to the product and upgraded the OS version so that users will get the latest security features. Cisco WSA's malware protection, AMP, and DNS security are valuable.."

BhanuSingh
Deputy Manager Infra & Security at a manufacturing company with 1,001-5,000 employees

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"The features I like most are the DLP functionality for web security and malware protection. The malware protection is especially impressive when it is integrated with other Cisco products like Cisco I and the firewall FTP. When I integrate these three products, it efficiently prevents malware, showing which endpoint is affected and providing a comprehensive view of the endpoint connections.."

Vusa Ndlovu
Security Solution Architect at a tech services company with 501-1,000 employees

Read full review

"The solution offers a range of security features, including Cloud-based policies and Key Security Bundles. It includes DNS certificate functionality. These features streamline security processes and provide comprehensive solutions within a single platform.The DNS security feature is the most effective when users transition to remote work, as we are currently in a hybrid mode due to the COVID-19 pandemic. This hybrid mode involves working from home and occasionally reporting to the office.."

IgnitiusMolepo
Senior IP Network Defense at MTN

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"Cisco Web Security Appliance has very good security benefits for any company and is easy to integrate. The primary use of having a proxy is to hide the actual user from the open internet. We opted for Cisco Web Security Appliance because Cisco's TAC support is outstanding. It's good to have products from Cisco. All the network equipment, like the routers and firewalls, are usually from Cisco.."

Zaid Khan
L2 - Network Engineer at Sitel Group (previously Sykes)

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"SSL decryption was one of the features we wanted to experiment with but did not get around to because of time constraints.

What we liked best about it was the ability to apply policy to either a user ID or an IP-based network. Your customers are either people or machines. We chose not to create a service account for the server/machine, we had to have an IP address, based on a subnet and then applied policy to that.."

Rainier S.
Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

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Other Solutions Considered

"We tried using Cisco but faced issues, especially with DDoS attacks. There were delays, and our website started to crash because of the overload on their servers. ."

IgnitiusMolepo
Senior IP Network Defense at MTN

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"I have experience with GFI KerioControl. I also have experience with other devices from Cisco. I have done some integration of the Cisco Web Security Appliance with other systems.."

Stanislav Priscak
IT specialist at Východoslovenský ústav srdcových a cievnych chorôb, a.s.

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"We did look at other solutions. We conducted a comparison of options and did a POC. In the end, we found this product very helpful. We looked at, for example, Fortigate, among others. ."

Muhammad Hussain
Unit Head System Administration & Automation at MCB Islamic Bank Ltd

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"We evaluated several products but because we were already using Cisco, it was easy for us to get discounts on this appliance. It also integrated well with our existing environment.."

Usman Rasool
VP - Head Enterprise Technology Infrastructure at MCB Islamic Bank Ltd.

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"I can provide it with BlueCards. BlueCards is where ReliVista plays a role. In terms of functionality, BlueCards is slightly off, however, I've heard good things about WSA. While comparing it with FTP and the firewall, it is improving and becoming more competitive in the market.."

Vusa Ndlovu
Security Solution Architect at a tech services company with 501-1,000 employees

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"We used to use Websense, but it was more political. The support model for Websense revolved primarily around two individuals. That person, or two people, did not want to share the responsibilities for whatever reason, so that's part of it.

When WSA was rolled out, it was given to a support team of about 20 people; the way we implemented it went beyond that. It also provided, the flexibility to apply those various policies, which was definitely beneficial.

It made use of the Cisco ecosystem. We were a large Cisco shop, like most companies, with our routers, like firewalls, not today, because we are moving, but it was good back then.."

Rainier S.

Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

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ROI

Real user quotes about their ROI:

"The general investment in Cisco Web Security Appliance is relatively minimal. When considering its utility, the primary purpose is to enhance the layers of protection. If our endpoints are already secured, the justification for investment may seem less apparent. However, the significance of Web Security Appliance becomes evident in scenarios where breaches occur or security threats escalate. In such instances, the importance of investing in additional security measures becomes clear.."

IgnitiusMolepo
Senior IP Network Defense at MTN

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“If it wasn't parked in the ELA, which obviously has other things baked into it, such as support, NOS engineers, TAC, ECS, high-touch for example. Our ELA cost was in the multi-millions, so if it was separate, I could break down the costs, and based on that, I believe the return on investment would have been easier.

It's well worth the money.

Based on my experience with Cisco WSA, I believe it was well worth the investment. The problem is that I don't know how much it cost.

I'm sure there was a breakdown somewhere, but we only saw one ELA cost..”

Rainier S.

Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

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Use Case

"The user interface that I usually provide for the web app includes malware protection, URL filtering, data loss prevention (DLP), and advanced threat analytics. This is how I typically implement user cases for my client with the codec.."

Vusa Ndlovu
Security Solution Architect at a tech services company with 501-1,000 employees

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"Cisco Web Security Appliance is used for security, proxying, and obviously proxy caching to save circuit bandwidth, but it is also used for security features because it is integrated into our ecosystem.."

Rainier S.
Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

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"Cisco Web Security Appliance is used to secure users from malicious threats across the internet and applications they access on different cloud platforms. It is a dedicated solution for protecting users from various internet threats and provides a centralized dashboard for visibility and control over accessed apps.."

Abdul Kaleem Mohammed
Credit Management Me Specialist at Westcon-Comstor

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"I am a reseller and work with clients to set up web and email security. Most of my clients focus on web security where they connect with proxy servers to view security items that relate to antivirus, threat defense, and anti-malware.

The solution is used to enforce security when accessing the web and as a transparent proxy for smartphones and tablets. ."

DanutAgache
Business Architect at Letris

Read full review

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"Cisco Web Security Appliance can be used as a proxy for sending all traffic to the internet. In that case, I can apply security policies and provide anti-malware, protection, and attack prevention with this security appliance. Additionally, there is some advanced functionality, such as security orchestration and security incident management appliance integration. You are able to have full protection and incident management.

This solution can be deployed in the cloud or on-premise.

I am using a virtual infrastructure which is the easiest infrastructure.."

Md Manirul Islam
Assistant general manager at Beximcocomputers

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"We use the solution for web security. We have Netskope for DLP. We opted for the Cisco solution for its cost-effectiveness. We use all its features effectively to prevent unnecessary expenses.

We implemented Cisco Web Security Appliance to address the challenge of ensuring security for remote workers. Employees working from home operate outside the company's network, potentially exposing the organization to various risks as they access the internet directly. Without enforcing company policies, there's a heightened vulnerability to data breaches. We can extend protection to remote users by deploying Cisco Web Security Appliance, even when not connected to the company's network. This ensures that corporate data remains secure regardless of the user's location.."

IgnitiusMolepo
Senior IP Network Defense at MTN

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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 installation requires a skilled resource who understands the product technology and its features. Deployment is not straightforward due to the complexity of the functions and considerations involved.."

Abdul Kaleem Mohammed

Credit Management Me Specialist at Westcon-Comstor

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"The initial setup is dependent on your knowledge of how to deploy proxy. Back when I was an engineer, I was the one who actually deployed it. I'm now a director, so my role is different, but I carried over my knowledge from my previous engagement. For me, it was easy based on what I knew.."

Rainier S.

Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

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"The setup is simple and quick. The web is already an appliance on standby. The only challenge is when I bring policies to the appliance and integrate it with my next solution and FTD. It can be tricky initially, but as I become more familiar, it becomes easier. However, it depends on the environment. Simpler environments make the setup very straightforward.."

Vusa Ndlovu

Security Solution Architect at a tech services company with 501-1,000 employees

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"Cisco manages the solution's setup. We purchased their managed services, so they continue to handle its management.The complexity arises when deploying various web security solutions, such as Kaspersky, with Cisco Web Security Appliance. Sometimes, transitioning from one solution to another, like Kaspersky to Cisco, can bring certificate installation complexities.

If we opt for the Cloud version, implementation takes two months. On the other hand, deploying the on-premises solution usually takes three to four months. ."

IgnitiusMolepo

Senior IP Network Defense at MTN

Read full review

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"I rate the initial setup an eight out of ten because it is straightforward.

When deploying the product, first of all, you need to understand the requirement for the security concerns before deploying it in an organization, which will take some time. After that, you install the software and create the policies to ensure your client is using a secure channel to access the Internet. You will need to refine policies based on the client's requirements. The process will take time to stabilize things for a new deployment. If the policies match the organization's, deploying the solution will take a couple of hours, not much more. We needed just one person for deployment and one person for maintenance and management.."

BhanuSingh

Read full review

Deputy Manager Infra & Security at a manufacturing company with 1,001-5,000 employees

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"I rate the product's initial setup phase a seven on a scale of one to ten, where one is a difficult setup phase, and ten is an easy setup phase.

The solution is deployed on an on-premises model.

It took quite a long time to implement the solution, maybe seven to eight months. The deployment phase took a few weeks.

Two or three specialists who are network administrators in my company were involved in the deployment and maintenance phases of the product.."

Stanislav Priscak

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IT specialist at Východoslovenský ústav srdcových a cievnych chorôb, a.s.

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Customer Service and Support

"I think I will give them a seven out of ten for WSA. The support is good but slow. Generally, the response time for resolving issues is getting slower. This applies to all products, including firewalls and next solutions. It is not what it used to be.."

Vusa Ndlovu
Security Solution Architect at a tech services company with 501-1,000 employees

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"Customer support is very effective. They follow up to resolve any issues. They continuously inquire if there are any outstanding concerns. Their comprehensive approach, covering many solutions, including a 360-degree block-wise strategy, is excellent.."

IgnitiusMolepo
Senior IP Network Defense at MTN

Read full review

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"We have contacted Cisco support for other products. I am satisfied with their support. It depends on the level of the technician you get. If you are an end-user you start with level one help which isn't so easy. If you request escalation to the next level you get a good level of support. ."

DanutAgache
Business Architect at Letris

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"We have been in contact with Cisco technical support and they are good. I would not say that they are the best, or highly recommended, but they are good.

"The problem we experienced had to do with the ownership of the ticket. When we engage one engineer and explain everything, they continue to work on it until their shift ends. At that point, we have to explain everything to the next engineer, from scratch, and they continue to work on it. I think that one engineer should take ownership of the problem until it is complete.."

Usman Rasool
VP - Head Enterprise Technology Infrastructure at MCB Islamic Bank Ltd.

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"Cisco is the best in giving technical support. There is no doubt about that. I am working with Cisco on a range of products since 2004.

I have dealt with all their technical related support. I used to be in deployment. Then I used a lot of their super technical support. But once I migrated from the implementation team to the solution designing team, I did not require that kind of technical support from them in terms of their technical assistance. But yes, I still have discussions with my implementation team and they keep telling me that one of the best features is the technical support we get from Cisco. So as far as technical support is concerned, I don't think that there is a match for Cisco.."

Dipmalya Dasgupta

Solution Architect- Network Infrastructure at a tech services company with 201-500 employees

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"When it comes to this technical support, sometimes it is not good. If you open a case with the local region here in the Middle East, sometimes also from the outside, the tech support takes a long time getting you logged in and troubleshooting files and screenshots.

They are not quick to respond or in the analysis, they don't even let you know what the current status is with my issue or a plan of resolving it.

I have been impacted often with issues regarding our integration from Cisco with this solution.

The technical support takes a lot of time without any feedback or any answers. They never even let you know if they are working on fixing it.

After some time, I end up fixing it myself.

And after a long time, I troubleshoot this issue and fix it myself. And notification would be cleared.."

Mohamed-Farrag

Network Security Engineer & Systems Engineer at a comms service provider with 10,001+ employees

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Other Advice

"I wouldn't recommend the solution to other users because Cisco has already announced the end of the light for the Cisco Web Security Appliance proxy. Cisco is no longer going to support it.

Overall, I rate Cisco Web Security Appliance a six out of ten.."

Zaid Khan
L2 - Network Engineer at Sitel Group (previously Sykes)

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"It is important to be confident in the solution even though it is new because any challenges are minor.

The solution is one of the best enterprise-based products in the market and is not expensive compared to others.

The solution is not perfect because it has transparent proxy issues so I rate it a nine out of ten. ."

DanutAgache
Business Architect at Letris

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"Cisco is already launching a new product with the latest features. We will migrate to that solution once they upgrade it. We plan to migrate to a SaaS solution because everything is on the cloud.

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Price is a concern because everyone wants to make money for services and might change the licensing model.

Cisco WSA is an ancient solution. Cisco is upgrading the solution on a cloud that will have old and new technology features. Cisco WSA's new name is Cisco Umbrella.

I rate the product an eight out of ten.."

BhanuSingh
Deputy Manager Infra & Security at a manufacturing company with 1,001-5,000 employees

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"I have customers that have thousands of users of Cisco Web Security Appliance, for example, five thousand users. I manage the migration for multiple customers.

My advice to anyone who wants to use Cisco Web Security Appliance is that it's a product that's easy to grasp if you know about proxy or any other firewall solution because it's pretty similar to other network security products in the market. If you have zero knowledge of network and security, it'll be difficult for you to understand Cisco Web Security Appliance.

My rating for Cisco Web Security Appliance is seven out of ten. It's a stable solution. It's not the best product, but it's a good product, and because it's on-premise and its visibility or availability on the cloud is minimal, many customers or companies prefer using it.."

Validated user
Technical Lead at a tech vendor with 10,001+ employees

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"The Cisco Web Security Appliance provides DLP to organizations. It helps prevent the unauthorized transmission of sensitive information by blocking such attempts. Additionally, it safeguards against malware attacks, particularly on websites not authorized by our company. Its role in protecting us from malware is pivotal.

The organization itself handles the configuration and management of Cisco Web Security Appliance. Cisco assists in deploying and configuring the appliance and managing all associated services.

Integrating the Cisco Web Security Appliance with other solutions is quite challenging. For instance, when we tried to integrate Netscape KSP, we encountered difficulties retrieving logs. Additionally, our solution failed to interact with the Web Security Appliance. Overall, the integration process remains problematic, hindering the effectiveness of our security infrastructure.

We have both the cloud version and the on-premises version. For clients who require data sovereignty, we offer the on-premises version, which includes a data sovereignty tool. This allows them to enforce policies that prevent the transfer of logs to third-party data centres, ensuring compliance with their country's regulations.

Overall, I rate the solution a nine out of ten.."

IgnitiusMolepo
Senior IP Network Defense at MTN

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"To be honest, nobody should consider on-premises anymore. It's a different world. There is now a cloud presence, and if Cisco WSA cloud presence matches what I know of Zscaler, you can basically go anywhere in the world and your laptop is forced to use it. Then you have coverage and monitoring.

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If it meets your requirements, the person who is interested should use it. If it does not meet your personal criteria, they should look for a different solution; today is a different world, and I believe everyone works from home.

We are no longer working on-premises. If you work from home, you have two options: force people to connect to the network via VPN.

If you force people to use the VPN, you can force them to use a WSA in Cisco on-premises. I'm not familiar with the WSA cloud, but if you could force them to go directly to the cloud from your home, it's well worth considering. That's fantastic, in my opinion. Cloud definitely alters the dynamic here. It's borderless nowadays, with thoughts on everyone flowing through the inside. They need to be more open about borderless, and it appears that they are.

I would rate Cisco Web Security Appliance an eight out of ten, because, for one thing, we had issues with the reporting and didn't like the stripped-down version of the reporter. The other is that they were not in the cloud at the time, but I believe they are now.."

Rainier S.
Head of Integration Engineering / Enterprise Technology & Innovation at a healthcare company with 10,001+ employees

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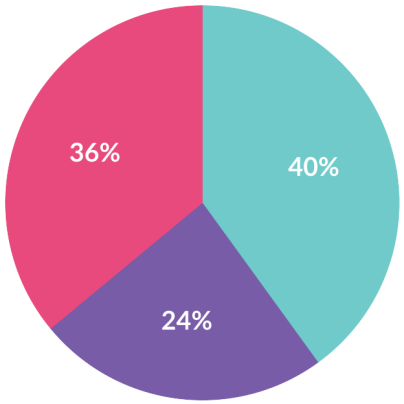
Company Size

by reviewers



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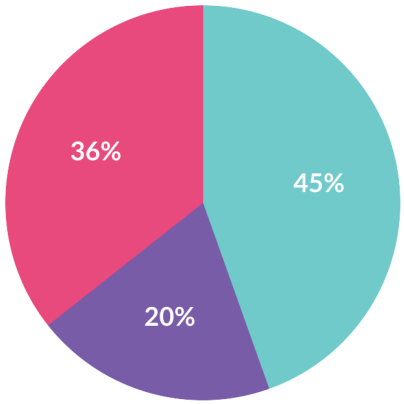

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PeerSpot

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

reports@peerspot.com

+1 646.328.1944

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