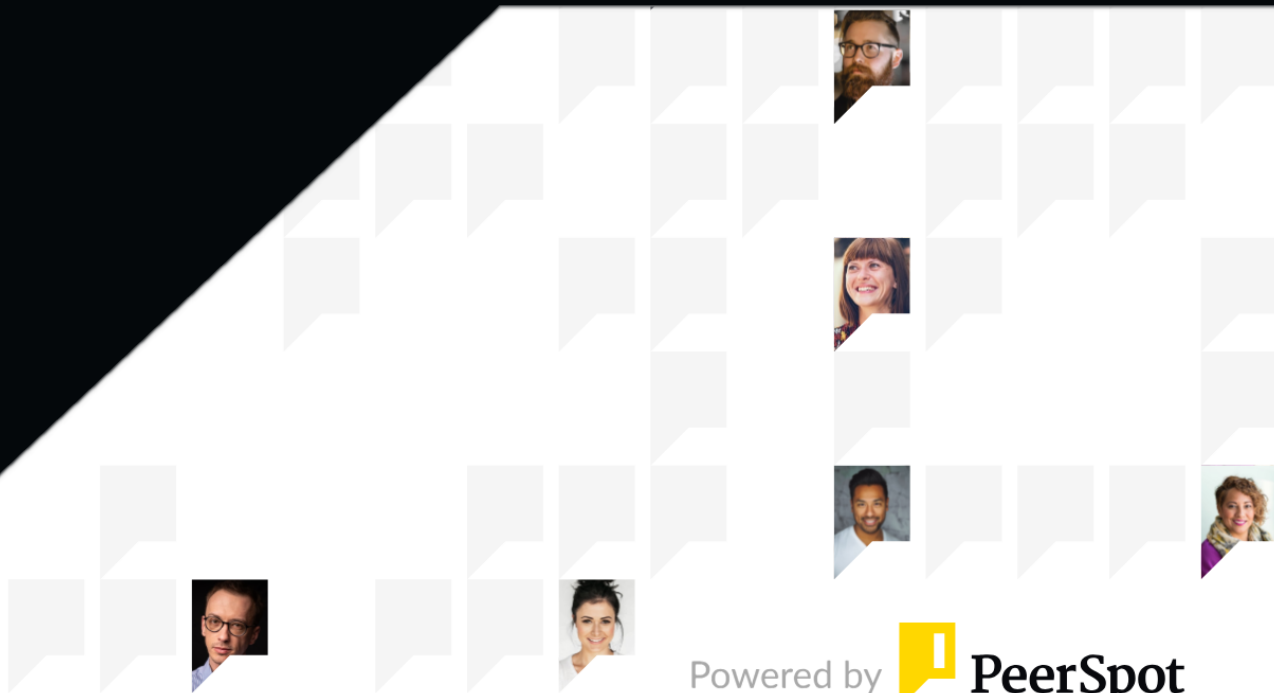




WatchGuard Firebox

Reviews, tips, and advice from real users



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Product Recap



WatchGuard Firebox

WatchGuard Firebox Recap

WatchGuard Firebox is a high-performance firewall known for its ease of setup, offering robust security with layered protection and centralized management capabilities.

WatchGuard Firebox stands out for its intuitive management and high throughput, addressing security needs with features like VPN, web filtering, and threat detection. Its centralized control and reporting abilities, along with Active Directory integration, make it popular among varied organizations. Its user-friendly interface and ongoing updates enhance usability and reliability. However, there's a call for better cloud-based administration, scalability, and improved integration with third-party vendors.

What are the key features of WatchGuard Firebox?

- **Ease of Setup:** Quick and straightforward installation process.
- **GUI:** User-friendly graphical interface for simplified navigation.
- **VPN Features:** Secure and efficient virtual private network management.
- **Web Filtering:** Advanced filtering for safer browsing experiences.
- **Threat Detection:** Proactive monitoring and detection of cyber threats.

What benefits or ROI should be evaluated?

- **Centralized Control:** Streamlined management from a single point.
- **High Throughput:** Efficient data handling and processing capacity.
- **Stable Performance:** Consistent and reliable operational functionality.
- **Active Directory Integration:** Seamless connection with user directories.
- **Customer Service:** Strong support service for customer inquiries.

WatchGuard Firebox is implemented across industries to secure internet gateways and protect data in multi-site businesses. Its applications span from Unified Threat Management (UTM) and intrusion prevention to compliance support in business environments requiring secure connectivity through VPNs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“On a scale of one to 10, I would rate the technical support of the WatchGuard Firebox a 10.”



Verified user

Consultant at a tech services company with 51-200 employees



“We have received a good return on investment.”



Manish Nalawade

Owner at It logic



“The basic functionality is fantastic. It has been performing well. I generated a report on one machine, using that as the deployment machine. When scanning the network, it discovered machines on the network and deployed the same endpoint protection from that one machine I have on my network.”



Michael-Angelo Francis

Senior IT Tech at PCSL



“The most valuable feature of the solution is its ease of use.”



Verified user

Chief Information Technology Officer / Head Emel at a government with 1-10 employees



“It does its job very well, and it is quite easy to put to use.”



Petri Alhainen

Administrator at Sulbana Oy



“Their centralized console simplifies management for organizations with multiple Fireboxes.”



IrfanPanhwar

Country Head at LS Systems Philippines



“The Firebox offers valuable features such as network security, URL filtering, UTM features, intrusion prevention and detection, and authentication.”



Victor Massey

Solution Architect at Simvicitsolutions

What users had to say about valuable features:

“The most valuable features include the ability to raise alarms when there are issues, easier configuration compared to other vendors, centralized update management, and keeping the product updated efficiently..”

Petri Alhainen

Administrator at Sulbana Oy

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“Some of the most valuable features of the Firebox include web blocking, application control, protection against brute force attacks, load balancing, SD-WAN, and VPN support. These features help us manage and secure our network efficiently..”

Rajesh Makwana

Regional Pre-Sales Engineer at Roundrobin Tech

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“WatchGuard Firebox offers DNS protection along with geofencing features. Additionally, the SSL VPN combined with multifactor authentication is excellent and a standout feature. .”

Gert Vr

Systems integrator at It- Consulting

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“The centralized visibility and control of endpoints in WatchGuard Threat Detection and Response helps coordinate cybersecurity, but this is managed by another tool that is installed in our PCs. It is installed and configured, but we don't use it because the main feature is with the EDR. It is configured but not used as a model per se..”

PedroSoteras

Digital Solution Designer at Accenture

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“The Firebox offers valuable features such as network security, URL filtering, UTM features, intrusion prevention and detection, and authentication. It also supports VPN, IPsec, and point-to-point communication. I did not encounter any problems after configuring threat detection and protection, intrusion prevention systems, and intrusion detection systems..”

Victor Massey

Solution Architect at Simvicitsolutions

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WatchGuard Firebox technical support is very easy for us to contact, and we also have presales engineers such as Jeremy Schramm, who is French and provides excellent technical help; he visits our office one day a month to assist us in trying some solutions. I utilize AI within the WatchGuard Firebox, as we use the interconnection with threat syncs, and AI is implemented; we try to sell our customers XDR or IDR, so there is AI in the product. I have a good impression of the efficiency for threat detection provided by the WatchGuard Firebox, as we have cybersecurity teams and sell security about the product, so we think it is a good product to protect our clients.

Verified user

[Read full review](#) 

Consultant at a tech services company with 51-200 employees

Other Solutions Considered

The only problem we have with the WatchGuard Firebox is about the price or the options that are very expensive for customers, as other firewalls such as FortiGate offer free MFA authentication, so the main trouble is the price of the product.

Verified user

Consultant at a tech services company with 51-200 employees

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“Two years after the deployment, we have found that WatchGuard Threat Detection and Response is more difficult to manage than Palo Alto and Fortinet. Our biggest concern is not about price but about management..”

PedroSoteras

Digital Solution Designer at Accenture

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“I have previously used various solutions including CyberRooms, Sophos, Fortinet, SonicWall, and other competitors. We largely switched to WatchGuard to integrate their UTM solutions and later their acquired endpoint security portfolios..”

Rajesh Makwana

Regional Pre-Sales Engineer at Roundrobin Tech

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The main differences between WatchGuard Firebox and other solutions such as FortiGate or Sophos are that I find the product heartbeat in the Sophos product very good; however, in WatchGuard Firebox, there is a similar set of products as firewalls, showing no major difference.

Verified user

[Read full review](#) 

Consultant at a tech services company with 51-200 employees

“Before choosing WatchGuard Firebox, we evaluated other options. Some of the alternatives we considered included Norton and Barracuda. However, Barracuda was ultimately deemed to be out of our price range. Norton was also considered but not chosen, partly due to pricing concerns. Ultimately, a partner highly recommended WatchGuard, which influenced our decision to select it as our security solution..”

Samson Huynh

[Read full review](#) 

IT Support at a retailer with 1,001-5,000 employees

“We evaluated Fortinet and Cisco. We chose WatchGuard because we wanted our engineers to be able to learn and work with the product in a very short amount of time.

When comparing Fortinet and WatchGuard, in the past, Fortinet was before WatchGuard in providing the features for directly resolving DNS names and hostnames and making additions to the rules. A few months later, WatchGuard also implemented these features. Nowadays, it goes both ways. .”

Verified user

Manager

[Read full review](#) 

ROI

Real user quotes about their ROI:

“It's challenging to put a monetary value on the return of investment for this product as it primarily enhances security. Its effectiveness in preventing breaches significantly impacts overall cost savings..”

Petri Alhainen

Administrator at Sulbana Oy

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“There is an ROI for some time. However, after the first year, it becomes less straightforward to see a return on investment when equipment needs to be changed or licenses need to be renewed..”

Horacio L. Mille

Founding Partner at Innovadvice

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“From the budgetary perspective, I believe the proposed price for WatchGuard Firebox was certainly much better than the other model that had been promoted to us before because the concerned department in our company procured the tool. I don't have any specific information on it..”

Verified user

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Chief Information Technology Officer / Head Emel at a government with 1-10 employees

“In terms of ROI from WatchGuard Firebox, from a data perspective, I couldn't share only because my company doesn't have any metrics on ROI. However, I can say that the threat management and prevention features such as IPS and IDS caught several malicious files coming in through the firewall or WatchGuard Firebox, so I suppose that alone makes it worth its weight in gold..”

Zachary Russ

[Read full review](#) 

Lead IT Systems Engineer/Solutions Architect at Queensland Aboriginal and Islander Health Council

“I have seen a return on investment, especially for the client. They have less problems in the bandwidth because the users are not going to unnecessary sites. So productivity should be better. Clients would not be tempted to browse unnecessary sites, games, download movies, because there is a firewall with restrictions in the policies. So therefore, the users would be performing at their best..”

Verified user

Technical Support at a tech vendor with 11-50 employees

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“I have definitely seen a return on investment. To be exact, you cannot really value the return of investment on this kind of product because an IT product usually delivers services that cannot really be measured in money. Rather, it can be measure in things that we can do and things that we cannot do. So, money-wise, you cannot really measure it, but if I'm measuring it on things that I wanted to achieve with a device, there was a 100% return back. .”

Verified user

ICT Manager at a maritime company with 11-50 employees

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Use Case

“I'm using it in the banking sector only. Basically, I'm using it for security and other purposes, including data loss prevention. Security is the main purpose in banks..”

Manish Nalawade

Owner at It logic

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“We have all kinds of customers, including schools, colleges, institutes, and organizations. We do not work in a specific area, and we have a wide range of customers in various sectors..”

Victor Massey

Solution Architect at Simvicitsolutions

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“WatchGuard Threat Detection and Response is used to monitor traffic and give alarms to the administration if something goes wrong. It reacts when services protected by it are attacked and sends notifications that something is amiss..”

Petri Alhainen

Administrator at Sulbana Oy

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The main use cases for the WatchGuard Firebox are to protect our customers' network, VPN connection or IPsec, or SSL VPN, as by default, it's a protection of the network and the users, and servers.

Verified user

[Read full review](#) 

Consultant at a tech services company with 51-200 employees

“The primary use case of the Firebox mainly revolves around bandwidth management, unnecessary web blocking, application control, and protection against brute force attacks. It is also implemented for load balancing, SD-WAN, and branch-to-branch connectivity from one location to another. We also use it for securing access through VPN and enforcing network security policies..”

Rajesh Makwana

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Regional Pre-Sales Engineer at Roundrobin Tech

“I actually use the host ransomware prevention feature of WatchGuard Threat Detection and Response, and we haven't had issues with that. This is currently maintained by our partner in the WatchGuard management. We are a town hall, but there is an enterprise provider that is currently managing all the WatchGuard Threat Detection and Response installation.

“I am not familiar with the automated remediation tools in WatchGuard Threat Detection and Response and how they help in reducing manual intervention because this is managed by our provider.

“I have not yet utilized the cloud sandboxing feature in WatchGuard Threat Detection and Response..”

PedroSoteras

Digital Solution Designer at Accenture

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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.

I find that we have no trouble with the WatchGuard Firebox, as it is very simple to install because we have certified engineer installation, so it's very easy for us.

Verified user

[Read full review](#) 

Consultant at a tech services company with 51-200 employees

“It depends on the company, however, it usually takes about two hours, not more than that. I have a team of specialists for this, consisting of three people..”

Manish Nalawade

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Owner at It logic

“The initial setup involves configuring many elements, which can be a bit challenging. However, with detailed knowledge and preparation, the setup process can be completed in a day or two..”

Petri Alhainen

Administrator at Sulbana Oy

[Read full review](#) 

“The initial setup of the WatchGuard Firebox is straightforward and time-saving. It is designed to be user-friendly even for those with basic IT knowledge, making it easy to deploy and manage..”

Rajesh Makwana

Regional Pre-Sales Engineer at Roundrobin Tech

[Read full review](#) 

“During the product's installation phase, you just put the tool in the right place, and it works.

The solution is deployed on an on-premises model.

The solution can be deployed in a couple of minutes. The installation process is so basic that I don't even remember what you need to do. You just put the tick marks in the tool and ask the tool to use them. In the rules, where you see the files go through is where you can think over what to do with the files. With the tool, you just need to put it on, and then the default rules make sure that there is some indication that something is wrong..”

Petri Alhainen

Administrator at Sulbana Oy

[Read full review](#) 

“Setting up Firebox is not an easy task for everyone. To set up Firebox, one should have at least professional knowledge. Not everyone can do a Firebox setup because it is executed based on protocols.

One cannot simply pick up Firebox and go through a basic configuration. For Firebox setup, having knowledge equivalent to Cisco CCNA associate level plus professional level is essential.

Additionally, understanding basic routing and switching is necessary. Having knowledge of IPs and professional skills is crucial. Unlike Sophos, which is easy with a 'next' approach, configuring Firebox requires deep knowledge about protocols and how they work..”

Victor Massey

Solution Architect at Simvicitolutions

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Customer Service and Support

“The technical support is good. Their distributor is in Mumbai, and they arrange everything about support. In case we need the same development PeerSpot or engineers on-site..”

Manish Nalawade

Owner at It logic

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“The customer service and support from WatchGuard are excellent. In Finland, the technical support team has always provided outstanding service whenever required. I would rate the technical support team ten out of ten..”

Petri Alhainen

Administrator at Sulbana Oy

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“I don't think I need any technical support from the website, as it is a basic product. You just plug it in where you need it and then use it. I went through some basic training, and after that, I don't think I ever had to ask someone something. You just put it on and make sure that it can connect to the outlet server..”

Petri Alhainen

Administrator at Sulbana Oy

[Read full review](#) 

WatchGuard Firebox technical support is very easy for us to contact, and we also have presales engineers such as Jeremy Schramm, who is French and provides excellent technical help; he visits our office one day a month to assist us in trying some solutions. On a scale of one to 10, I would rate the technical support of the WatchGuard Firebox a 10. I would recommend the WatchGuard Firebox to other businesses, as it is very easy to communicate with them for support and the presales engineers, who are very easy to work with.

Verified user

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Consultant at a tech services company with 51-200 employees

“The support system is similar to EPDR and EPP. They will register my case and either call me back, email me, or send me an article or key bulletin if things are sorted out.

Otherwise, they will take a remote session to resolve the issue. They have a centralized portal where I can get support for EPP and EPDR..”

Victor Massey

[Read full review](#) 

Solution Architect at Simvicitsolutions

“The technical support of WatchGuard Threat Detection and Response is generally helpful. We have had two issues related to the VPN, and we experienced 24/7 activity from their team. Their support was very powerful as they responded very quickly and stayed online with us for two days.

“However, when we find something strange in the firewall, such as access issues or configuration changes, the WatchGuard team has to recompile some new features or make a new deployment to our installation to solve the problem. This was not the case with Palo Alto. They are very powerful in this sector, but they have some issues in the way they manage the firewall system..”

PedroSoteras

Digital Solution Designer at Accenture

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Other Advice

“I have not seen any positive impact or benefits for my company from using WatchGuard Threat Detection and Response. On a scale of 1–10, I rate this solution a 7..”

PedroSoteras

Digital Solution Designer at Accenture

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My advice for users looking to start working with the WatchGuard Firebox is that the easiest solution is to realize a POC to test the product, so we can watch and review reports with customers. On a scale of one to 10, I would overall rate the WatchGuard Firebox as a solution a nine.

Verified user

Consultant at a tech services company with 51-200 employees

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“To maintain the efficacy of the Firebox, it is crucial to renew the subscription to get security updates and additional support features. Ensuring the subscription is up-to-date is necessary for ongoing product support..”

Rajesh Makwana

Regional Pre-Sales Engineer at Roundrobin Tech

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“The major problem is pricing and licensing loss. In India, the cost for renewal after three years is 75% of the hardware cost, which is a significant problem. Your review may be available to third parties and on third-party websites.

I'd rate the solution eight out of ten..”

Manish Nalawade

Owner at It logic

[Read full review](#) 

“In selecting security solutions, it's essential to consider the overall support and long-term ease of use. WatchGuard products, including firewalls, tend to be easier to configure and use compared to some cheaper alternatives.

I'd rate the solution eight out of ten..”

Petri Alhainen

Administrator at Sulbana Oy

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“My only issue with Firebox is the grouping issue. I recommend Firebox since this device will not let anyone down. If someone drives a Volkswagen, they may find it challenging to switch to another car. It is the same with WatchGuard; once someone adopts this device, they will likely not buy another.

I rate the overall solution a nine out of ten..”

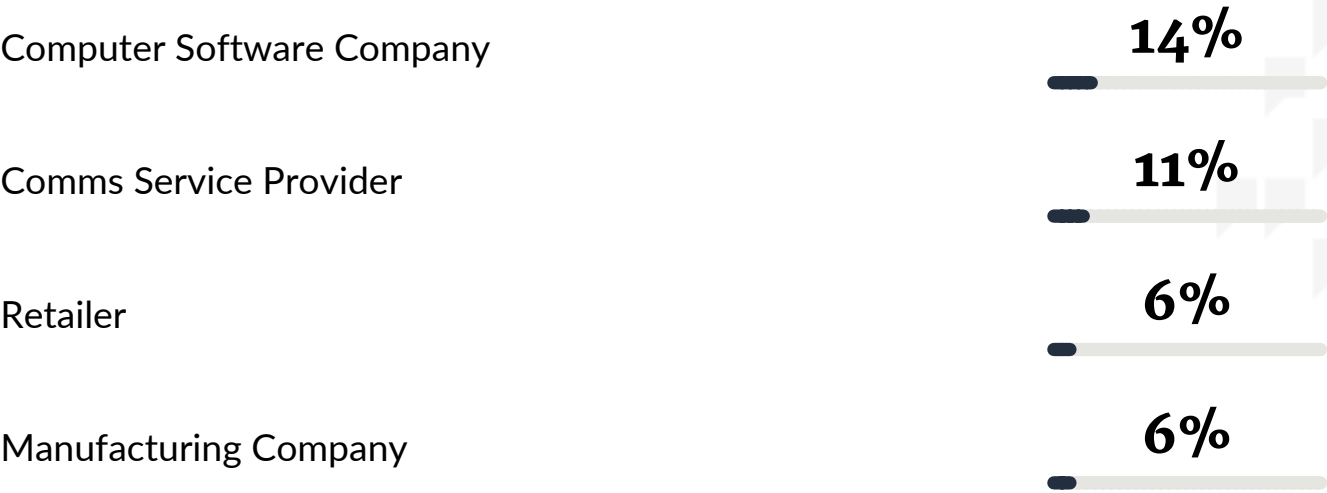
Victor Massey

Solution Architect at Simvicsolutions

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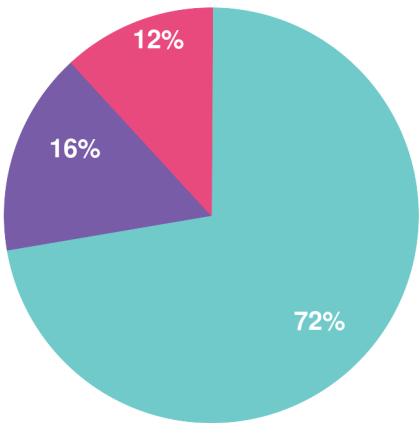
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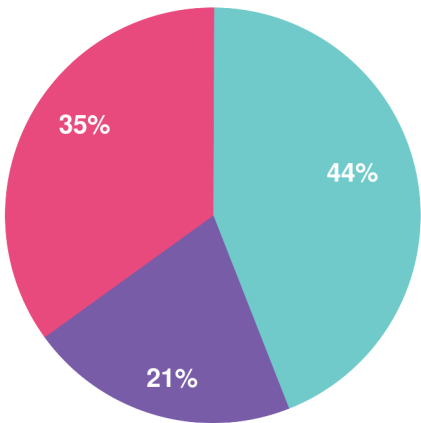
Company Size

by reviewers



Company Size

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Large Enterprise Midsize Enterprise Small Business

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