



Infoblox BloxOne Threat Defense

Reviews, tips, and advice from real users



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Product Recap



Infoblox BloxOne Threat Defense

Infoblox BloxOne Threat Defense Recap

Infoblox BloxOne Threat Defense strengthens and optimizes your security posture from the foundation up, giving you the visibility, control and automation to secure the hybrid workplace. Operating at the DNS level, BloxOne Threat Defense uncovers threats that other solutions do not and stops attacks earlier in the threat lifecycle. Through pervasive automation and ecosystem integration, it drives efficiencies in SecOps, increases the effectiveness of the existing security stack, secures digital and work-from-anywhere efforts and lowers the total cost for cybersecurity.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Overall, I would rate the Infoblox BloxOne Threat Defense as 8.5 out of 10.”



Verified user

Analyst at a educational organization with 10,001+ employees



“The stability of Infoblox BloxOne Threat Defense is near perfect at a rating of ten.”



Verified user

Systems Analyst at a logistics company with 10,001+ employees



“The most valuable feature is policy redirecting and security reports.”



Igor Van Den Ouden

Engineer at Routz



“The product is stable.”



Ahmed Hesham

Network Security Engineer at Raya Integration



“The most valuable feature is blocklisting. It's good at what I like to describe as the "silly side cases." We have this annoying security architecture that says we must do this, that, and the other, so we try to make it easier on ourselves.”



Verified user

Security Engineer at a energy/utilities company with 501-1,000 employees



“Using the reporting, we can tell that we have gained an extra layer of protection. Just by looking at it, we can see what is being blocked before it even makes it to the firewall. It is definitely working.”



Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees



“The most useful aspect of Infoblox BloxOne Threat Defense is its user-friendly interface and its powerful analytic reporting.”



Verified user

Senior Cybersecurity Presales at a university with 11-50 employees

What users had to say about valuable features:

The most valuable features include malware detection, phishing, DNS tunneling detection, DGA, and DNS firewall feeds. Our network's DNS security posture has improved because of these features. It is important for us because the tool helps us handle security issues effectively.

Verified user

Systems Analyst at a logistics company with 10,001+ employees

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“The most valuable feature is policy redirecting and security reports. It detects threats and blocks them. Also, it offers DNS handling and data extraction. It provides a centralized view of connected users and incoming data sources. It is integrated via the API to different monitoring systems that send out alerts. We haven't had any false positives due to this solution..”

Igor Van Den Ouden

Engineer at Routz

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“The most valuable feature is the blocklisting. It's good at what I like to describe as the "silly side cases." We have this annoying security architecture that says we must do this, that, and the other, so we try to make it easier on ourselves.

We install the agent somewhere and implement a policy that says you can't resolve anything unless I put it on an allow list. It's flipped instead of the average user experience that lets you go anywhere except for what's on the blocklist. When you have these silly side cases that only affect a couple of users, you can make a policy specifically for those users and then flip it. You block everything except for specific factors. That's powerful and a good use case for flexibility..”

Verified user

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Security Engineer at a energy/utilities company with 501-1,000 employees

“They offer a client, which is pretty neat, where we can go to our Threat Defense website and install this client on our mobile laptops. This client forwards all the DNS queries from those laptops to the DNS servers, no matter where somebody is the protection of their laptops is going with them.

Using the reporting, we can tell that we have gained an extra layer of protection. Just by looking at it, we can see what is being blocked before it even makes it to the firewall. It is definitely working.

The solution is “protocol-agnostic” when it comes to blocking at the DNS level. It doesn't care. This is important to us, in terms of our security environment..”

Jared Baker

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Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

“What is valuable about the Infoblox BloxOne Threat Defense is especially the monitoring and reporting, which provides valuable information. The integration with any SIEM is very valuable for getting DNS query analytics, and this is very important.

“The threat analytics tools in the Infoblox BloxOne Threat Defense improve security response through integration with another platform, allowing you to gain insights on your own data happening within your own Infoblox BloxOne..”

Verified user

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Analyst at a educational organization with 10,001+ employees

“Picking the most valuable feature is like asking what your favorite color is. It depends on what problem you're trying to solve for a customer. If a customer has a specific requirement regarding DNS security, then they would consider Infoblox BloxOne Threat Defense. If they are looking for a data lake, they might explore other options. It really depends on the exact needs of the customer. It's all dependent on the customer's requirements and the specific use case.

You wouldn't sell it to a customer who only has five to ten users. It's meant for customers with a large IP base and a strong cybersecurity posture. Infoblox BloxOne Threat Defense furthers the existing security posture rather than replacing or trying to replace any existing products. It supplements what you already have. You can't supplement something that you don't have in the first place. It's going to integrate with your existing systems, such as your security tools, data sources, and firewalls..”

DonovanOlsen

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Channel Account Manager at Exclusive Networks

Other Solutions Considered

We previously used solutions from Spamhaus and others. We switched to increase our security maturity, as many attacks are related to DNS, and we needed to detect such issues.

Verified user

Systems Analyst at a logistics company with 10,001+ employees

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“Previously, we were just using Palo Alto Firewalls, but we weren't doing any DNS filtering, scanning, or protection with it.

We got BloxOne Threat Defense because we really wanted the layer that Infoblox offered and integrated. We were already using Infoblox DNS, so adding Infoblox DNS Security was simple..”

Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

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“The main differences between BlueCat and Infoblox BloxOne depend on your licensing, and there are various aspects to consider.

“I think the pricing for the Infoblox BloxOne Threat Defense is very expensive. I believe the competitor, BlueCat, offers better prices..”

Verified user

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Analyst at a educational organization with 10,001+ employees

“We used something else that does almost the same thing. It provided us with the ability to block DNS. We have been doing this for the past 20 years or so. We switched to BloxOne because it's cloud-based. Logging is easier. With all of the previous systems that we had, we had to sacrifice on the logging feature, reduce the logging, because we couldn't maintain that size of a log. With BloxOne, logging is in the cloud and it's not limited. Also, somebody else is maintaining it, which we like..”

Verified user

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Senior Network Architect at a university with 10,001+ employees

“We wanted to go with BloxOne Threat Defense because it was a simple integration. Instead of an installation, it was just something that we turned on.

At this point, we haven't really utilized the integrations with security systems, such as vulnerability scanners, ITSM, SIEM/SOAR, NAC, and next-gen endpoint security. We don't use a lot of the vulnerability scanners because we have in-house products for that, like Carbon Black..”

Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

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“We've briefly looked at some of the solutions. It was integrated with our existing system, so it really didn't make sense to change.

We may look at alternatives in a few years, but it won't probably happen for two to three years at this point. We would like to keep an eye on what's out there. We have had some issues with not necessarily the support, but the customer service team from Infoblox has been frustrating to deal with a few times. So, we would like to keep our options open..”

Verified user

Network Engineer at a recruiting/HR firm with 10,001+ employees

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ROI

Real user quotes about their ROI:

“To my knowledge, our company hasn't done a return on investment for BloxOne. We don't plan to do one at this point. It is just not the highest priority because of a few other projects that are going on..”

Verified user

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Network Engineer at a recruiting/HR firm with 10,001+ employees

“We have seen a return on our investment in that it prevents malware and data exfiltration. We have some high-value information that we don't want leaking out, and we know from the reports that there have been events that we were protected against by using BloxOne..”

Laura Ling

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DNS Guru at a healthcare company with 10,001+ employees

“We have seen ROI based on speed, management, and protection.

The solution has absolutely reduced the amount of effort involved for our SecOps teams when investigating events. It has definitely given us another tool and helped. It is another layer that we are able to see, so I'm sure it saves time and money.

It has definitely made us more aware of our environment. We have a much better response time on threats..”

Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

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“Threat Defense has helped protect data from being stolen or lost. Since I have been managing this, there has not been any kind of outages where we have lost data because of threats from a DNS perspective. So, our return on investment has been very good because we have been protected.

The solution has reduced the amount of effort involved for our SecOps teams when investigating events. Obviously, there are other solutions, as a company, that we use, but Infoblox has probably helped clean up about 35% to 40% of the time that our SecOps team has to spend tracking down bad actors since the system will automatically take care of it for them..”

Verified user

Principal Engineer at T-Mobile

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Use Case

We use Infoblox BloxOne Threat Defense for protecting against DNS tunneling, malware detection, DGA, and other threats. All our requests in the direction to the internet go through Infoblox BloxOne Threat Defense.

Verified user

Systems Analyst at a logistics company with 10,001+ employees

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“I can describe some of the use cases for the product in general. I'm working with the Infoblox BloxOne Threat Defense for the government, but I'm not sure if I can provide much information about that because it's secret-related..”

Verified user

Analyst at a educational organization with 10,001+ employees

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“From an Infoblox perspective, it's interesting because it is pretty much about dedicated security-focused customers who are looking for advanced technology. It wouldn't be suitable for a customer who hasn't addressed their web security or firewall needs.

So it's mainly targeted toward larger enterprise customers, and there are only a handful of the customers who are for Infoblox in New Zealand..”

DonovanOlsen


Channel Account Manager at Exclusive Networks

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“BloxOne is the first layer of the onion. The first layer is DNS, which is the easiest place to block something. That's what the CSP does. We have a couple of block lists with domains to screen out. The simplest way to stop a TLS tunnel from your organization is to prevent them from resolving the IP address. If they honestly try to make a TLS connection to an IP address, it's going to get bucked straight away. It's a cloud service. We don't have an agent. Our on-prem DNS servers reach out to the CSP..”

Verified user

Security Engineer at a energy/utilities company with 501-1,000 employees

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“It looks at all our DNS queries and activity going out of the company. Anytime that someone is looking up CNN or something like that, this cloud solution looks at it and decides if it's a known spam, malware, virus, or phishing site. If it is any of those things, it will just simply not allow the DNS query. So, it is a great addition to our firewall and network security. It is just another layer.

Why let the PC go to the bad website or access the bad IP address when it can just block it right there in the DNS? That is basically what it is doing. What makes it fancy is its updates and live algorithm. It can continually stop all our DNS queries that we don't want.

We do everything in the cloud. We send all our information to their cloud solution, then it does all our filtering and protection..”

Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

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“We were already an Infoblox customer for IP address management, DNS, and DHCP and we decided to beef up our security in another avenue as far as the company and its network. So this is one area we got into with Infoblox because of their DNS security. I previously worked for another company in Boston that was an Infoblox customer, and on DNS security originally you had to set up a connection with Infoblox. The threat feeds that analyze the traffic, the customer had to receive those feeds. This is some years back when they first got into this. So now, with Pegasystems we're doing the same thing, however, Infoblox is doing this in the cloud, which is infinitely better for a customer like us, meaning that they take in all the threat information and analyze our traffic. All we have to do is set up normal connections to the internet. It's like talking to another website. There's firewall security involved, but that's the most important thing for analyzing Infoblox, the fact that they provide this service out on the internet, in the cloud, is huge for us because they have the ability to synthesize a number of different sources for DNS security, put it in their secret sauce in their portal, and all we have to do is communicate with it and then they inspect our traffic. That is the most important thing for us as a customer. I realize that other companies do that as well, but because Infoblox is an important part of our network infrastructure it makes a lot of sense to do our DNS security with Infoblox. We're also a Palo Alto Firewall customer, and we have traffic that goes out to the internet. All of our traffic going out to the internet gets inspected by Palo Alto firewalls. They have a similar service, but we chose to partner with Infoblox because they're already in the DNS arena and have been for a number of years..”

Tom Noone

Principal Network Engineer at Pegasystems

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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 initial setup was fairly straightforward. It took us a day to deploy because we have 18 hospitals, each with their own setup. Each setup probably took around 30 to 45 minutes..”

Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

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“The initial setup is not a simple "click-click-next" installation. It requires some level of experience and technical know-how. So the installation process is quite challenging.

The time taken to install the solution could be days because it is a project-based installation. So it's not like a firewall where you can simply set it up and start monitoring. It would involve several days or even professional services consulting, depending on the specific requirements of the customer..”

DonovanOlsen

Channel Account Manager at Exclusive Networks

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“The setup was horrible. About a year ago, Infoblox made us re-enroll all our on-prem DNS servers by a set date to a specific version, or it would stop working. I told my colleague, "Oh, here, we have to upgrade the servers and reconnect them to the CSP." That did not go well at all.

That went so horribly wrong that we had to have three sessions with Infoblox support and start again. The overall upgrade experience was awful. That problem took us about a week or two to fix..”

Verified user

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Security Engineer at a energy/utilities company with 501-1,000 employees

“The initial setup was straightforward. The options for the appliances were clearly documented. The onsite logging is actually a virtual host in our network. The setup for that was pretty straightforward as well. There was good documentation.

It took basically one day to start communicating with the portal and verify that all the appliances were actually, in fact, sending data to the portal and their traffic was being inspected. It didn't take a whole day to set that up, most of the time was just, it was a few hours of setup and several hours of monitoring, just learning what to look for. But it was pretty straightforward..”

Tom Noone

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Principal Network Engineer at Pegasystems

“The initial setup is very straightforward. It is a SaaS solution designed for cloud security. The on-premises part is easily implemented. It facilitates a complete migration for comprehensive use cases. It takes about a month to get everything migrated, with fine-tuning and thorough testing.

Deployment involves planning, testing scenarios, defining acceptance policies, and then gradually migrating small network parts to utilize them effectively.

I rate the initial setup a nine out of ten, where one is difficult and ten is easy..”

Igor Van Den Ouden

Engineer at Routz

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“We did have to do implementation on our side. We did it with professional services assistance. It was a bit complex. There was some back and forth on it. We had to get some network information, and we had to work around some unusual configurations on our Infoblox setup to integrate properly. There is basically an easy setting that probably works for over half of customers, but we were not able to use that, so we had to go through a more complex alternative procedure.

The primary deployment took about six to eight hours, which wasn't bad. For adding additional devices, we have a worked-out procedure, and it literally takes 10 to 20 minutes a device.

We implemented it as part of an overall system upgrade. So, it was basically an add-on to where we were upgrading hardware appliances and VMs onsite, and we did BloxOne as part of that.

For its maintenance, it is pretty much just me, and it requires very little active maintenance. Once it is set up, it pretty much runs on its own. It is very maintenance-free. It is essentially a web application, so it is run by Infoblox. They basically just check it every now and then. .”

Verified user

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Network Engineer at a recruiting/HR firm with 10,001+ employees

Customer Service and Support

“I'd rate Infoblox support five out of 10 because I can't remember my support experience well. It was good that they fixed the problem with the upgrade. I haven't had to interact with the support that much, which is a good thing..”

Verified user

Security Engineer at a energy/utilities company with 501-1,000 employees

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“I would rate their customer service or technical support as not always good. You can be fortunate if you meet someone knowledgeable because most people try and get you to a certain point. It depends on your level of technical expertise. From my perspective, I would say it's not good. From my experience, it seems to vary, and it's less relevant from an objective perspective..”

Verified user

Analyst at a educational organization with 10,001+ employees

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“The technical support is responsive to our needs when there are issues with the help desk. They are good when it comes to getting problems resolved and implementing improvements.

Essentially, they are good to start with, and they're responsive to any of the complaints that we've raised..”

Laura Ling

DNS Guru at a healthcare company with 10,001+ employees

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“We found the technical support through our Infoblox Support Portal. They are very good. They have been able to resolve almost every issue that we have had when we have had to call them.

We have worked through several bugs that needed to be remediated, but Infoblox does a great job of listening to us and then taking that back to the company to come up with ways to fix some of the things that we see as issues and/or bugs..”

Verified user

Principal Engineer at T-Mobile

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“The technical support used to be better. When it comes to day-to-day work, they are very fast and reliable. Within the past two years, we discovered certain bugs in their products. The resolution of these bugs took a little too much time, especially if our production environment is down for a certain amount of time, then we are losing money. That is hard to convey to Infoblox support, e.g., we actually need the system up and running again within two or three hours. The awareness of these so-called production down incidents is not really easy to convey..”

Verified user

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IT Infrastructure Specialist Infrastructure Applications at a transportation company with 10,001+ employees

“The only time we contacted them for support was during the initial setup, and that's how we got our SE to help us with the categories. On a scale of one to 10, their support is a 12.

We have been using InfoBlox as a company for more than 10 years. Their support team is well-versed in their products. They know their stuff. And if they don't know something, or there is something they haven't worked with, they are very quick to bring in somebody who knows the environment better. They don't drag you along while they're trying to learn, and that is something I really like..”

Verified user

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Senior Network Architect at a university with 10,001+ employees

Other Advice

I rate Infoblox BloxOne Threat Defense as an eight overall. While the tool offers valuable features and stability, the unexpected subscription price increases remain a concern.

Verified user

Systems Analyst at a logistics company with 10,001+ employees


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“I know that the Infoblox BloxOne Threat Defense supposedly has AI integrated according to suppliers, but personally, I don't use any AI tool to work with it. That being said, it's a black box, and it's not a Linux machine that you can add features to at will.

“Overall, I would rate the Infoblox BloxOne Threat Defense as 8.5 out of 10..”

Verified user

Analyst at a educational organization with 10,001+ employees

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“We love BloxOne Threat Defense.

Working with your in-house firewall can be challenging. You need to make sure you have all your ports and rules open. So, you need to be fully prepared for that.

If someone says that they don't need a DNS-specific security solution, then they would need to have something equivalent to it, and it would have to be just as good. Saying you don't need it is absolutely untrue. DNS filtering is a no-brainer. If you don't have DNS protection, you are allowing anybody to look up whatever they want, hoping the firewall will get it.

I would rate this product as a solid nine out of 10..”

Jared Baker

Virtualization/Datacenter Engineer at a healthcare company with 10,001+ employees

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“I rate BloxOne four out of 10. We have problems with the agents, and they randomly blocked me from Google and Frankfurt. There's also the upgrade problem.

My advice is to be careful. I tried to install the agent remotely on my laptop about a year and a half ago. It didn't play well with our other products on our company laptops, and it almost broke my computer. I would've bricked my laptop and had to come into the office. I also tried to implement BloxOne on the MDM mobiles. That was horrendous. They're planning to touch the agent again and see if it'll have another go at it.

Half the reason could be Apple's forcing them in one direction or the other, but it's pathetic. I gave up. I tried to do a whole task with the MDM phones and use Infoblox as the first layer, but it absolutely would not work to save its life..”

Verified user

Security Engineer at a energy/utilities company with 501-1,000 employees

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“Our on-sight Infoblox DNS DHCP appliances, which there are about 30 of them around the world, there's one screen of information where you put in the Infoblox cloud IP address, answer a few questions, then that triggers DNS forwarding to the Infoblox cloud portal. So when we send our DNS traffic out to the internet it goes to Infoblox first in order to get inspected. If for some reason a particular office or a particular appliance is unable to communicate with Infoblox at a particular time at that cloud IP, they're still able to forward DNS traffic directly to the internet as a backup. That can happen for normal communication disruption. It doesn't happen a lot, but at least our DNS queries don't stop completely if there's an interruption somewhere out on the internet. Which, again, doesn't happen often, but it's good to have available. We do some configuration on our Infoblox appliances. On the user side of the portal, there are options for reporting and monitoring that get set up by the customer, but Infoblox sets up sessions with us whenever we ask.

Initially, when we became a portal customer we received training from Infoblox, and if we want a refresher or we have somebody new who we want to go through the training they'll assist. What they usually do is have the local Infoblox team in Boston assist with that kind of training as well.

It's not protocol agnostic. It's specifically analyzing DNS traffic. Now, if there's data inside the DNS traffic that is being used for non-DNS purposes, that's different. They are not analyzing other protocols, they are just analyzing DNS. So we use other tools to analyze other protocols, primarily firewalls.

I would rate Infoblox an eight out of ten. .”

Tom Noone

Principal Network Engineer at Pegasystems

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“With the assistance of professional services, it is very simple to install. It is mainly time-consuming. I would advise getting a good, clear view of how your network works before implementing anything.

We are not heavily using it to detect DNS threats such as data exfiltration, Domain Generation Algorithms (DGAs), Fast Flux, lookalike domains, and fileless malware. We may use these features in the future. We have also not yet integrated it with security systems such as vulnerability scanners, ITSM, SIEM/SOAR, NAC, and next-gen endpoint security. Similarly, we don't use BloxOne DDI for policy settings based on IPAM and DNS data.

It hasn't substantially reduced the amount of effort involved for our SecOps teams when investigating events. It has given us another tool to look at, but it hasn't been a major change. It has also not detected threats that cannot be detected by other security tools. Sometimes, there are faster options.

To a colleague who says that their next-gen firewall and other security tools mean that they don't need a DNS-specific security solution, I would probably advise looking at some of the DNS-related issues where firewalls aren't going to be that helpful, such as data exfiltration.

The biggest lesson that I have learned from using this solution is to keep an eye on what your devices are actually doing. We've seen a lot of traffic issues with Infoblox where the root cause of an issue is actually the underlying hardware it is on, and there is nothing you can really do about that, unfortunately.

I would rate BloxOne a seven out of 10..”

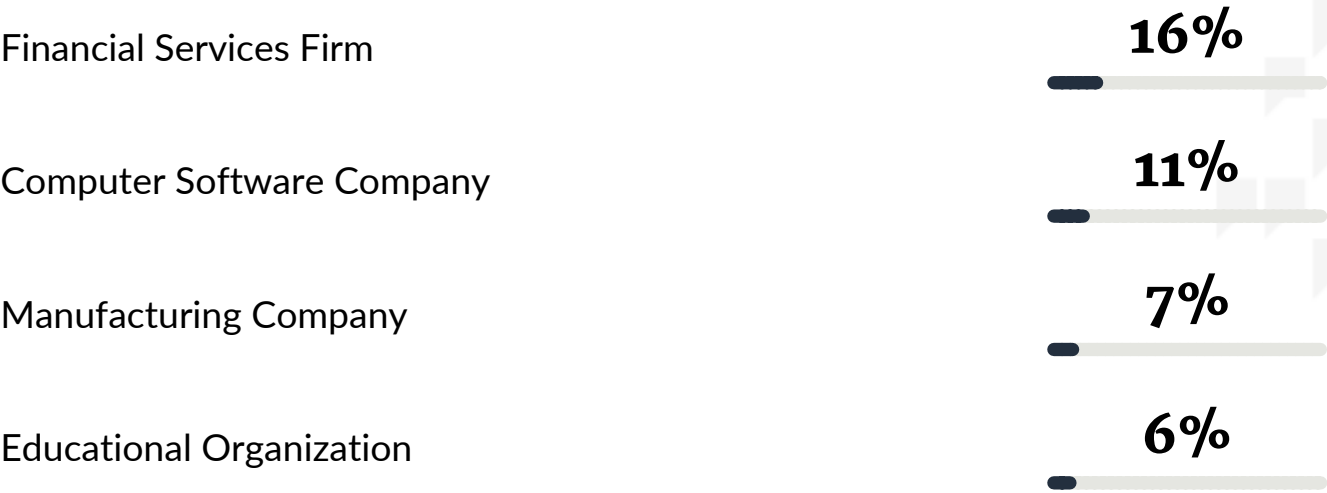
Verified user

Network Engineer at a recruiting/HR firm with 10,001+ employees

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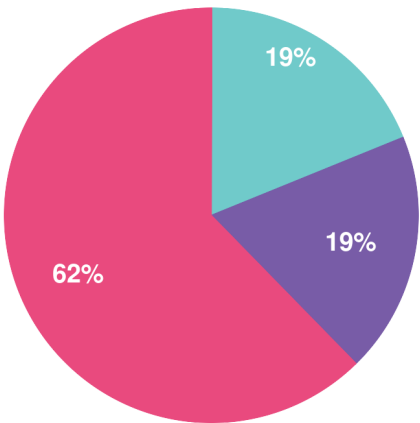
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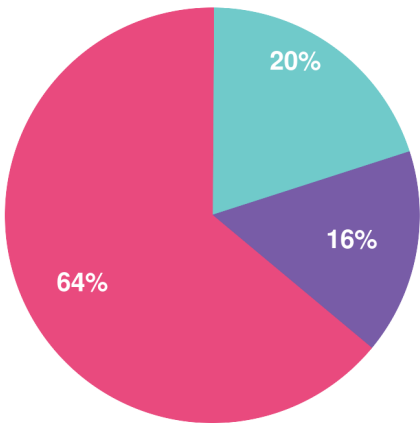




Company Size

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 Large Enterprise  Midsized Enterprise  Small Business

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