aws marketplace

Radware Bot Manager

Reviews, tips, and advice from real users






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Product Recap

Radware Bot Manager

Radware Bot Manager Recap

Radware Bot Manager is a comprehensive solution designed to protect websites, mobile applications, and APIs from automated attacks. It uses advanced machine learning algorithms to detect and mitigate bot traffic in real-time, ensuring that legitimate users can access your services without interruption. With Bot Manager, you can gain visibility into your traffic patterns, identify malicious bots, and customize your security policies to meet your specific needs. Whether you're dealing with credential stuffing, content scraping, or other types of bot attacks, Bot Manager has the tools you need to stay ahead of the curve. With its easy-to-use interface and flexible deployment options, Bot Manager is the ideal solution for businesses of all sizes looking to safeguard their online assets.

Radware Bot Manager Pros:

- Effectively detects and blocks bots
- User-friendly interface
- Customizable settings
- Improves website performance and user experience
- Strong customer support
- Integrates with other security solutions

Radware Bot Manager Cons:

- False positives
- Cost
- Complexity
- Limited customization
- Incomplete protection

Radware Bot Manager is primarily used to protect websites and mobile apps from bot attacks, particularly those attempting to brute force passwords. It is preferred over other tools as it is better at understanding and stopping bot traffic. It is used to authenticate users and can be integrated with Google Authenticator, Facebook, Instagram, and security IDs. It is used by a loyalty program for several companies in Latin America, including retail companies and airlines.

Radware Bot Manager's most Valuable Features:

- Ability to rate the sophistication of bot attacks and provide information on the public IP and region of the attack
- Helpful in displaying daily attack occurrences dashboard
- User-friendly, intuitive, and aesthetically pleasing interface
- Easy integration with Radware Cloud WAF

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "The support from Radware is excellent."

Haris Ishaq

IT Engineer at a comms service provider with 51-200 employees

- "Radware Bot Manager has positively impacted our organization because we had masses of scans that took place against certain addresses, allowing us to identify those either good or bad."

RiaanDu Preez

Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

- "I like how Bot Manager intelligently detects automated tools. If it allows some requests through, identifies them quickly, and contains them effectively. It has an advantage over other solutions because it understands much more quickly that it is an automated process and begins to mitigate it a little more quickly."

ARMANDO CARRETO CASTRO

Monitoring specialist at SCitum

"The solution provides a rating of the sophistication of the bot attack."

Cristopher Torres

Cloud Engineering Lead at a aerospace/defense firm with 51-200 employees

"Bot Manager's behavioral modeling and intelligence help us distinguish between harmless and malicious bots."

Verified user

EVP, Chief Digital officer and head of Cybersecurity at a computer software company with 201-500 employees

"It's very good at categorizing the different types of bots, whether they're malicious or good. Bot is a very generic term. It could be good, it could be bad. Quite a lot of legitimate businesses are using bot-type services to just scrape the internet for information."

Verified user

Cloud Security Engineer at a financial services firm with 1,001-5,000 employees

"Bot Manager is an excellent tool for analyzing traffic to detect suspicious patterns. It uses artificial intelligence to identify malicious behavior."

Wilmer Beltran

Engineer at a transportation company with 51-200 employees

What users had to say about valuable features:

“The reporting is excellent, providing a nice overview of what's coming at us. Along with Google analytics, it helps us get an understanding of our traffic. We've also found the whitelist feature handy, which allows us to crawl our own site without being blocked..”

Verified user
Works

Read full review

“I like how Bot Manager automatically detects when a suspicious user attempts to download content from your website. The Radware solutions like DLP and AppWall work together effectively to prevent any attempted attack. The response is automated and occurs in real-time. The management and reporting features are easy to use. .”

Rajesh Tarkase
Manager at a computer software company with 201-500 employees

Read full review

“From speaking with the team, Radware Bot Manager was easy to deploy when we started using it. From my own observation, the solution is effective at detecting bot attacks and has quick learning algorithms that automatically adjust to perform necessary tasks. Since implementing Radware Bot Manager, we've seen fewer attacks and improved the ability to distinguish between bot attacks and legitimate traffic..”

Haris Ishaq
IT Engineer at a comms service provider with 51-200 employees

Read full review

“I like how Bot Manager intelligently detects automated tools. It allows some requests through, identifies them quickly, and contains them effectively. It has an advantage over other solutions because it understands much quicker that it is an automated process and begins to mitigate it a little more quickly.

Almost all of our clients use the crypto mitigation algorithm. It is much more efficient because it’s very flat and plain when not encrypted. When we implemented it, the algorithm helped reduce the number of attacks on our clients' applications. With this type of solution, the attacker typically gives up after attempting because it doesn't affect the application. It has reduced the number of attempts by 30 to 40 percent. .”

ARMANDO CARRETO CASTRO
Monitoring specialist at SCitum

Read full review

“Bot Manager's behavioral modeling and intelligence help us distinguish between harmless and malicious bots. Bot Manager provides comprehensive coverage of websites, mobile applications, and APIs. It also enables us to automate and customize policies. With Radware, we can deliver a better user experience and drive more ROI from application-specific protection.

The solution's management portal was a little difficult initially, but I could learn it in a few weeks. It's fine once everything is streamlined and configured. It's effective at detecting and mitigating bots in real time.

We've used the solution's crypto-mitigation algorithm a few times but not frequently. It has helped us prevent some attacks. The user experience improved significantly since we implemented the solution. Our users are happy with it..”

Verified user

EVP, Chief Digital officer and head of Cybersecurity at a computer software company with 201-500 employees

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"The best features of Radware Bot Manager, as a client, include the reporting because it is easy to understand, easy to read, and easy to get developers or system engineers to understand what they need to implement to secure either a web form or an API, anything similar to that.

"Radware Bot Manager has positively impacted our organization because we had masses of scans that took place against certain addresses, allowing us to identify those either good or bad. For instance, when the marketing team contacted a scraping company to get more clicks to the website without informing the technical team, we were able to block the source IP address and the marketing team then started collaborating with the development and operational teams to ensure that the correct information is passed on to engineers to get it.."

RiaanDu Preez

Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

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Other Solutions Considered

"As service providers, we have several solutions. We put a range of WAF products on the client's table and tell each client that those are the options, and they make decisions based on costs and other information. ."

ARMANDO CARRETO CASTRO
Monitoring specialist at SCitum

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"We did evaluate several other solutions, but I was not part of that project. I know the others were far more expensive, and we picked Radware because it seemed like the best buy, and we still believe that.."

Verified user
Team Lead at a media company with 51-200 employees

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"Azure has some built-in native capabilities, but they're not great. It's called Azure Application Gateway, but it's not nearly as good as what Radware offers.

The protection capabilities against attacks are very good inside of Radware. It can definitely categorize an attack and determine the attack type. I can easily see what the attack is. It can tell me a little bit about the client that's trying to connect, whereas none of that was available in Azure Application Gateway. I t was even hard to get a user agent type. That's a basic capability.."

Verified user

Cloud Security Engineer at a financial services firm with 1,001-5,000 employees

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"Before choosing Radware Bot Manager, we evaluated other solutions including Netskope, Palo Alto, and Radware.

"The main differences between these solutions are from our side, ease of deployment and not having to reinvent the wheel. We had a lot of pains over the last couple of years with both Palo Alto and Netskope. At that stage, it was easier to make use of Radware Bot Manager than them because they were so mature and had improved their technical onboarding process, simplifying it.."

RiaanDu Preez

Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

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“The company also manages an Incapsula product, but I don't remember the name of it. We handle several WAF solutions. Incapsula is the only competitor that is more or less at Radware's level that we manage. I like RadWare better because everything is included in the same solution. Incapsula requires you to buy different modules to add those functionalities, so I don't feel comfortable with Incapsula in that aspect.

I also like how Radware's learning model is more efficient and generates fewer false positives than Incapsula. Radware's protection is better than Incapsula's. Incapsula can also protect but only if you have all the licensing. I am also unhappy with Incapsula's support. For example, when I have an incident, I can't get support as quickly from Incapsula as I can with Radware. With Radware, I can call them on the phone, and they start assisting me. Incapsula requires a more elaborate process. I have to write an email and do a little more.

The other competitor we handle is Akamai. I haven't had as much experience with them..”

ARMANDO CARRETO CASTRO
Monitoring specialist at SCitum

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ROI

Real user quotes about their ROI:

"Bot Manager is affordable, and it's something we need, so it's a good investment. We saw the benefits immediately. We can integrate almost any web application through Radware's API. ."

Rajesh Tarkase
Manager at a computer software company with 201-500 employees

Read full review

"We didn't see value instantly because we had many false positives in the first two weeks, so we had to adjust the configuration. We contacted support to create some custom rules and allow some types of traffic. ."

Wilmer Beltran
Engineer at a transportation company with 51-200 employees

Read full review

"Its time-to-value was immediate. Once we enabled those services, it definitely cleared out all of the attacks where the traffic was not customer based or that didn't need to be there and served us no value.."

Verified user
Cloud Security Engineer at a financial services firm with 1,001-5,000 employees

Read full review

"While ROI is not something I take care of, our return on investment is that 20 to 30 percent of our time saved, freeing us up to do something better.

Our time to value with Bot Manager was pretty fast, about two weeks in total.."

Verified user
Team Lead at a media company with 51-200 employees

Read full review

"We have seen an ROI from Radware Bot Manager. For us as the enterprise, it literally shows the impact on technical resources and also the egress data from Cloud services such as AWS and Azure has come down significantly, which definitely impacts the investment budget. We can see that there's a decline in costs for very specific environments.."

RiaanDu Preez
Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

Read full review

"We see an ROI regarding service uptime. Each failure of service at Telmex or Telcel implies a loss of money, contracts, perception of bad service, etc. However, I could not give you the exact information because it is not my area of expertise.

It depends on the number of attacks the client sees, but the time to value is generally fast with Bot Manager. In three months, the client already realizes the number of events that have been mitigated and sees an improvement in the teams' performance. They receive fewer requests, so I'd say that in three months, the client is already aware of the benefits of implementing Bot Manager.."

ARMANDO CARRETO CASTRO
Monitoring specialist at SCitum

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Use Case

“Radware Bot Manager helps us detect and manage bot traffic. We also use Radware's AppWall as well as their DDoS and DLP solutions. Bot Manager is deployed at branch offices and our corporate headquarters. The solution covers around 1,000 users. .”

Rajesh Tarkase
Manager at a computer software company with 201-500 employees

Read full review

“Before we had the Radware services, we used another tool. It was not very good at understanding the bot traffic, and it couldn't really stop it. So, we had to utilize Radware for that..”

Verified user
Cloud Security Engineer at a financial services firm with 1,001-5,000 employees

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"The typical use cases for Radware Bot Manager involve ensuring that web scraping and data exfiltration is not that easy, and also identifying source IP addresses or which users are doing the scraping.."

RiaanDu Preez
Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

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"We are a company that serves clients like Telmex and Telcel. We use Bot Manager to defend their sites from threats that focus their attack on automated processes that try to achieve denial of service or consume platform resources. Our use case is to protect these sites and ensure the services are continuously working and available to real users.."

ARMANDO CARRETO CASTRO
Monitoring specialist at SCitum

Read full review

"We have several web applications, mobile apps, and APIs. Bot Manager helps us protect against automated threats. The solution protects us in a few ways. It uses Collective Bot Intelligence to protect us against critical risks like DDoS attacks, payment fraud, web scraping, etc. Bot Manager is part of a suite of Radware products we use, including DDoS, Layer-7 DDoS, and API protection. ."

Verified user
EVP, Chief Digital officer and head of Cybersecurity at a computer software company with 201-500 employees

Read full review

“ We use Bot Manager to protect our company's core application, website, and mobile app. The company uses Radware Application Protection with Bot Manager. The website uses Bot Manager to authenticate users. You can do manual authentication with the Google Authenticator application. Users can also log in using Facebook, Instagram, or a security ID..”

Wilmer Beltran

Engineer at a transportation company with 51-200 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"Implementing and integrating Bot Manager is easy compared to other solutions. It's a cloud-based solution. Deployment took a week to deploy, and I spent about two or three days configuring the policies. You have to do some integration mostly on the client side. One person is enough to install it. ."

Rajesh Tarkase

Read full review

Manager at a computer software company with 201-500 employees

"Bot Manager is a cloud solution. We use AWS as our cloud provider. Our company has only one location in Europe, and we have one application serving as the front end of all our infrastructure. Only two people have access to the Bot Manager console, but we have a few million end-users. The solution requires no maintenance on our side. ."

Wilmer Beltran

Read full review

Engineer at a transportation company with 51-200 employees

"We utilize the customizable rules engine feature.

"This feature has helped us significantly; as a client, implementer, or reporter, it made sure that we understood not just what it is but also the context.."

RiaanDu Preez

Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

Read full review

"Deploying Bot Manager isn't complex if you follow the process. It took around two months to deploy the solution fully. We deployed the solution with the help of a partner. Our deployment team comprised about six to eight people, including members of our staff and our partner's team.

After deployment, Bot Manager doesn't require maintenance. Patches and updates are deployed automatically because it's a cloud-based system. ."

Verified user

EVP, Chief Digital officer and head of Cybersecurity at a computer software company with 201-500 employees

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"I am only in charge of the security event monitoring. I do not administer or manage the implementations. I work on services that are already implemented, and my job is to monitor, detect, and notify.

After deployment, Bot Manager requires some maintenance. Since they are live applications, you constantly change the applications and adjust the parameters. You need people to update. Because you changed your application, the solution may take it as something invalid. Then you have to change the policies so that the solution learns what you changed within the application. For that, you do need a group of people or a person, depending on the size of your company. We have several monitoring and management staff who do that work.."

ARMANDO CARRETO CASTRO

Monitoring specialist at SCitum

Read full review

“It's not installed on our premises completely. It's on their infrastructure. We have integrated with it via a script and the data from our side is being sent to them.

I wasn't involved in the initial deployment, at the time, but I am familiar with it. It's not complex and it's not so simple that I could do it from my own computer. It does take several teams to coordinate things. However, it was pretty easy, with their support, and we got it done in a few days, from testing to production.

It is implemented on servers where we host our application, and the tool protects our users who are visiting our Classifieds area, and their content. Tool usage is handled by one person with assistance from developers and IT, when needed.

Bot Manager does not require any maintenance on our side..”

Verified user

Team Lead at a media company with 51-200 employees

Read full review

Customer Service and Support

"The support from Radware is excellent. I rate it ten out of ten because of their prompt availability and assistance whenever issues arise, especially in relation to false positives and other adjustments.."

Haris Ishaq
IT Engineer at a comms service provider with 51-200 employees

Read full review

"I rate Radware support a nine out of ten. I have contacted Radware support a couple of times. We have the highest level of support called Radware Emergency Response Team (ERT), so Radware responds in minutes.."

Verified user
EVP, Chief Digital officer and head of Cybersecurity at a computer software company with 201-500 employees

Read full review

"Their support is excellent.

There were several things that we asked them to integrate into the portal, and they did that in a reasonable amount of time. We can see that that portal is expanding and developing.."

Verified user

Team Lead at a media company with 51-200 employees

Read full review

"The technical support from Radware was good overall. We got the resolution we needed when we requested a call. Other IT providers usually only offer support through contact, but Radware made the call. Initially, the response time was slow, taking about six to eight hours to get a response. We gave Radware feedback and the response time improved. Now, when we open a case, we get better resolution times. However, the response time could still be improved, especially when dealing with urgent issues such as false positives. Nonetheless, the response time improved significantly.."

Cristopher Torres

Cloud Engineering Lead at a aerospace/defense firm with 51-200 employees

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“We have contacted them a lot. When tools are new to us, there are a lot of questions. While we were doing the implementation, the bot service used to be a separate portal, and then they rolled it into the Cloud WAF portal. It's a unified portal. During that time frame, there were a lot of issues where something was no longer available in the portal and moved somewhere else. We had questions about their migration to the new portal, and then we just had questions about any issues that we had with the service or the way they implemented the application, such as what was your intent or what am I supposed to do in the situation. They were good. I'd rate them an 8 out of 10..”

Verified user

Cloud Security Engineer at a financial services firm with 1,001-5,000 employees

Read full review

Other Advice

“The scalability of the solution is good. I would rate Radware Bot Manager an eight out of ten because things have changed and there are other companies now..”

RiaanDu Preez
Senior Cyber Security Specialist Architect at a tech consulting company with 11-50 employees

Read full review

“I rate Radware Bot Manager an eight out of ten. I recommend buying the complete Radware suite, which is a one-stop shop for all your application needs. .”

Verified user
EVP, Chief Digital officer and head of Cybersecurity at a computer software company with 201-500 employees

Read full review

“They've been great during transitions, like when we've had to move servers. Thye provided excellent support. They're very tenacious about getting problems solved, even when it means digging deep..”

Verified user
Works

Read full review

“I would recommend Radware Bot Manager because it's a premium product with

excellent support from Radware. They are continuously innovating their products. However, the price could be a reason not to recommend it. Overall, I would rate Radware Bot Manager eight out of ten.."

Haris Ishaq
IT Engineer at a comms service provider with 51-200 employees

Read full review

"What I would say to someone who wants an anti-fraud solution but isn't considering Bot Manager is that I don't think there is a valuable solution other than Bot Manager available. I would definitely recommend it, and Radware would be the first one I would recommend them to look at.."

Verified user
Team Lead at a media company with 51-200 employees

Read full review

“I rate Radware Bot Manager eight out of 10. It's essential to prevent anyone from obtaining information from your company in an automated way. If an attacker creates an automatic engine and you do not contain it, this can allow them to extract information from your site. With that, they can modify your information. Bot Manager covers this very well. At the same time, Bot Manager needs to shorten the time to detect attacks, and the SDK needs to be improved.

My main advice is to conduct a thorough learning process. This process is critical to making the tool more efficient and maintaining close contact with the development team to find and detect valid requests.

While using this solution, I've learned that the use of automated processes is increasing and changing. While all of these engines help contain automated processes, they may not have malicious activity in the code injection aspect, as the WAF does. All these automatic processes have a lot of potential to affect your site, and Bot Manager can handle them easily. It is crucial to maintain a tool that has an updated intelligence engine that detects new events and contains them efficiently..”

ARMANDO CARRETO CASTRO
Monitoring specialist at SCitum

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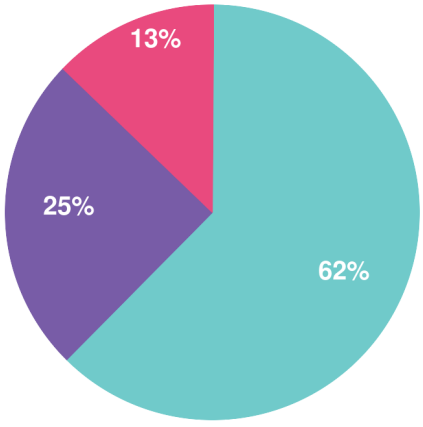
Company Size

by reviewers



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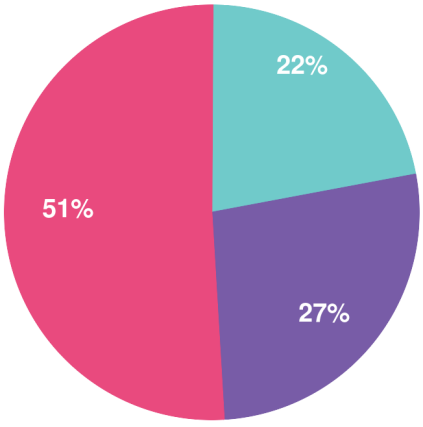

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