aws marketplace

Darktrace

# Reviews, tips, and advice from real users






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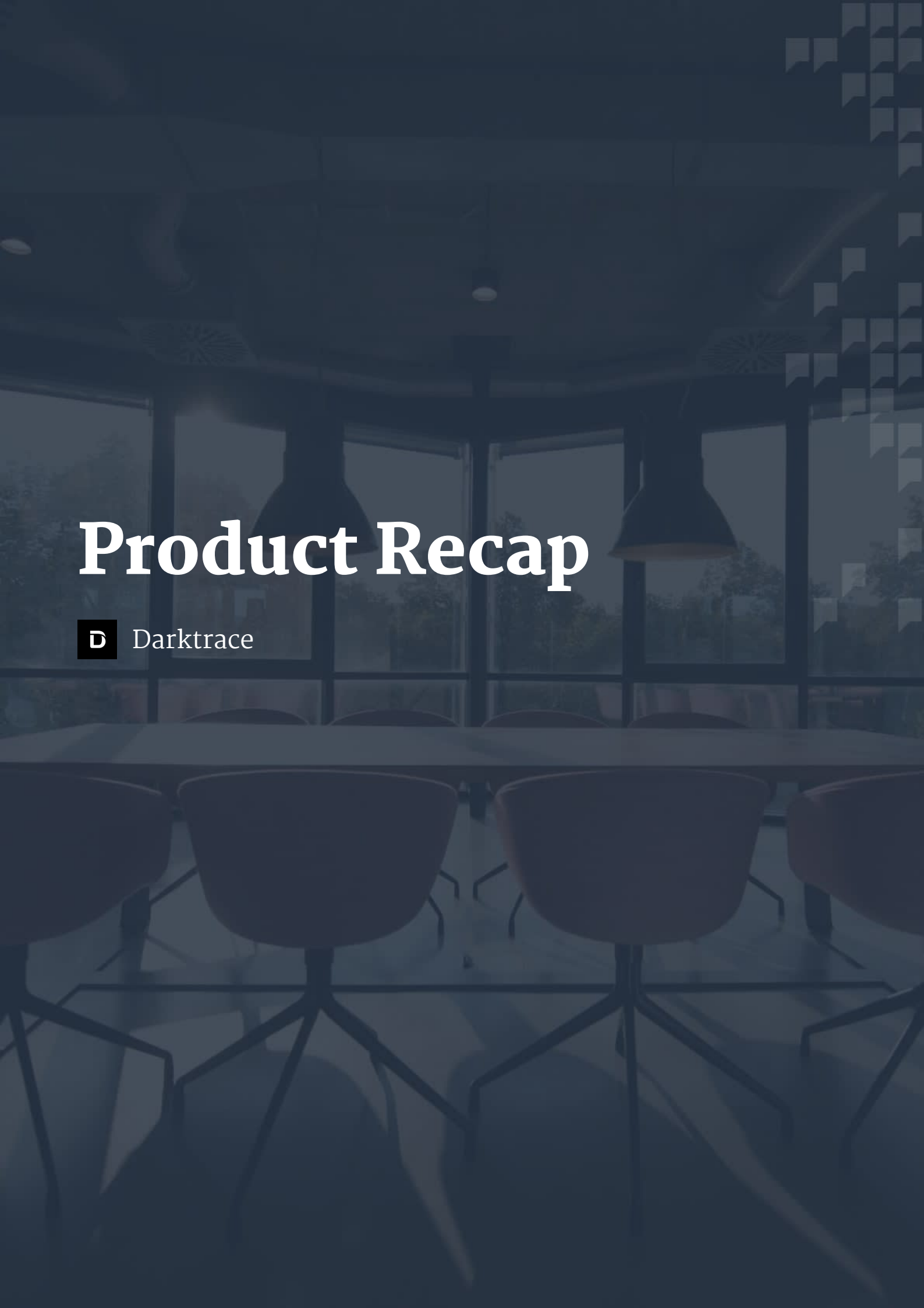
# Contents



# Product Recap

Darktrace

# Darktrace Recap

Darktrace revolutionizes network security with AI-driven alerts, anomaly detection, and robust visibility across networks. It autonomously detects threats, minimizing the need for human oversight, and offers efficient IP identification with minimal false positives.

Darktrace uses advanced AI analytics to enhance network protection. Its powerful real-time threat response capabilities and self-learning enable thorough monitoring and insightful analysis of network activities. While providing scalable and reliable security, users seek improvements in false positive reduction, user-friendly interfaces, and pricing. Enhanced third-party integration, more effective dashboards, and centralized automation features remain top priorities. Users benefit greatly from its Antigena feature, offering automated responses like blocking suspicious connections for robust network defense.

**What Are Darktrace's Key Features?**

- AI-Driven Alerts: Provides real-time alerts for threat detection.
- Anomaly Detection: Identifies unusual network activities with precision.
- Real-Time Threat Response: Autonomously counteracts potential threats.
- Comprehensive Monitoring: Offers detailed network activity insights.
- Scalability: Adapts to expanding network environments effectively.

**Which Benefits Should Users Consider in Reviews?**

- Stability: Reliable performance ensures constant protection.
- Efficient Cloud Protection: Safeguards data across cloud infrastructures.
- Intuitive Interface: Facilitates easy navigation and efficient operations.
- Network Visibility: Enhances understanding of network traffic and activities.
- Automated Threat Blocking: Quick response to potential network breaches.

In industries employing Darktrace, it is pivotal in securing LAN networks, analyzing behavioral patterns, and detecting internal and external threats. Adoption alongside platforms like F5 and SAP enhances incident response, traffic analysis, and threat identification, utilizing Antigena for proactive security measures.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- “I can rate Darktrace's technical support as one of the best products in the world.”

Anil M

Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

- “The technical support from Darktrace is very good, including support from their resellers.”

Malebo Lethoba Group

Security Analyst at a healthcare company with 10,001+ employees

- “Darktrace impacts my organization positively by providing us with a better understanding of abnormal activities detected among users.”

Pasan Jayarathna

Network Security Engineer at Cyberwell Solution

"The most beneficial feature in Darktrace is identifying phishing emails with the help of the AI engine and machine learning."

Waleed Omar

Information Security Specialist at Arab Open University

"I would 100% recommend Darktrace."

Verified user

Security Information & Incident Analyst at a financial services firm with 1,001-5,000 employees

"The most valuable feature of Darktrace is its ability to detect and counter threats before they occur."

Peter-Murphy

Head of Technology Operations at Pobl Group

"The autonomous mode, which is the Antigena AI response, is particularly valuable."

ChristopherMangava

Group Cybersecurity Administrator at Tharisa

## What users had to say about valuable features:

The autonomous mode, which is the Antigena AI response, is particularly valuable. It is capable of responding to lateral movement and ransomware deployment within environments where there is data exfiltration. For example, if more than 2.5 gigabytes of data have been pulled in a few minutes, it engages by blocking for one-hour intervals, alerts, and extends the block until it goes into full isolation if the violation continues.

**ChristopherMangava**
Group Cybersecurity Administrator at Tharisa

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The AI analysis and AI investigation features are incredibly effective. I do not need to manually process incidents as Darktrace provides an incident summary, potential detection paths, and other details, all exportable with just a click. The tool is very powerful and saves a lot of time. The autonomous response technology eliminates the need for human intervention by automatically handling incidents even during off hours.

**Verified user**
Security Information & Incident Analyst at a financial services firm with 1,001-5,000 employees

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The most beneficial feature in Darktrace is identifying phishing emails with the help of the AI engine and machine learning. In case it does not identify something, we can automatically make Darktrace learn from selections and other functionalities.

Regarding the ROI, we have experienced a significant reduction in phishing emails and have utilized our time efficiently, resulting in approximately 70% ROI. .”

**Waleed Omar**
Information Security Specialist at Arab Open University

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The functions I find most valuable in Darktrace are the AI analyst as well as the detection.The autonomous response capabilities of Darktrace are not crucial for me because it doesn't work in a network where there are no core switches. In a modern network, the autonomous response doesn't work, especially when sitting in a shared data center.If I'm running a traditional network where I am not in a shared data center with a layer two dedicated for my resources, then it can work for me. However, if I am in a data center where I don't have layer two, it becomes an issue because the autonomous response is reliant on sending spoofed TCP resets to my core switch to block traffic, which is a major issue.

**Malebo Lethoba Group**
Security Analyst at a healthcare company with 10,001+ employees

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"In my understanding, the best feature Darktrace offers is the identification of copying files, which acts as a DLP, and it is a main concern for companies because users sometimes copy data outside without knowing, especially those without a technical background.

When I mention the DLP-like feature and file copying detection, the alerts have been very timely, as we get an alert within a couple of minutes, which is excellent. Even if some developers are working after hours and copying files, our SOC team detects this, and most of the time they call us so we can identify the users. The alerts are quite accurate and proactive.."

**Pasan Jayarathna**
Network Security Engineer at Cyberwell Solution

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"The features I find most effective in Darktrace include anomaly detection. The machine learning model provides accurate alerts after the learning period of 1 or 2 weeks, especially for network anomalies or something that the user is trying to access, which can include trying to visit unknown sites or botnets, and those things get detected and represented in a very good dashboard.

"Darktrace positively impacts my organization by enhancing threat hunting, particularly in east-west traffic within the same subnet. Previously, we only used traditional firewalls that cannot catch this lateral traffic. After deploying Darktrace, we gain insights into machine-to-machine communication, which adds more value to the organization and is especially beneficial for the SOC team.."

**Anil M**

Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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# Other Solutions Considered

"I previously checked with different solutions.I decided to go with Darktrace. However, it offers complete packet capture and metadata, unlike other vendors.."

**Magdy Ali**
Network & Security Section Head/Digital Transformation at a government with 201-500 employees

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"In terms of the interface and reporting, I believe Darktrace is good. I have also worked with ExtraHop, and compared to them, I feel Darktrace is way ahead, so I do not have any improvement suggestions for reporting views.."

**Pasan Jayarathna**
Network Security Engineer at Cyberwell Solution

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"Before working with Darktrace, I did not use any similar solution in the same category. Earlier, I was using something called decepters, and my organization may have explored different products, but I learned about network detection and response through Darktrace about 5 to 6 years ago.."

**Anil M**
Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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"I have experience with other solutions such as Morphisec Endpoint Protection, DeepInStink, Darktrace, Check Point, Defender, Veronis, ForcePoints, Odyxx, and SALT API security.."

**Verified user**

Programma / Project Manager at a tech services company with 1-10 employees

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"I did not evaluate other options when looking into Darktrace, but some customer preferences led us to consider other NDR solutions, such as 40 NDR. Our customers had a Fortinet setup with various products, and they preferred the 40 NDR for proprietary visibility when collecting logs from Fortinet devices.."

**Anil M**

Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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The main competitor of Darktrace at the moment, based on how long they've been in the market, would be Vectra. Vectra does a similar thing, but Darktrace would beat Vectra based on the algorithms that Darktrace is using because Darktrace's algorithms in terms of AI and ML are quite good.Cisco is also coming with some technologies such as Cisco Secure Analytics, network analytics, and Cisco Secure Cloud Analytics. That technology is quite good because if running mainly on Cisco, such as SD-WAN Meraki devices with remote workers using Cisco Umbrella or AnyConnect, pulling data from them and pushing it into an XDR or Secure Analytics can be quite effective, providing reachability, visibility, and scalability.

**Malebo Lethoba Group**
Security Analyst at a healthcare company with 10,001+ employees

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# ROI

Real user quotes about their ROI:

"The organizational value gained from Darktrace is securing the business against potential threats. A tangible return on investment is only noticeable if facing an actual cyber attack.."

**Peter-Murphy**
Head of Technology Operations at Pobl Group

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"Using this solution provides financial benefits by securing from server attacks, which offers indirect savings. The percentage of budget savings can range from 30% to 40% for online businesses and five to ten percent for in-house processes.."

**Zia Syed**
Systems Specialist/ Administrator at ALFA International Company Limited.

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"The solution improved our visibility. Earlier, we couldn't visualize some threats on the internal network level. With Darktrace, we were able to spot some deficiencies and certain vulnerabilities.."

**Marcelo Zuniga**
CISO at a financial services firm with 1,001-5,000 employees

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"The return on investment is really high in terms of detecting bad actors or bad threats in the organization. In addition, I have discovered that when we negotiate a bundle package with Darktrace, they are really considered as affordable.."

**Manjunath_P**
CISO at Interplex Electronics Malaysia Sdn. Bhd.

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"The benefit is the security. You probably have a security case, an alarm system, and one or two locks. You don't rely on one security device; you have different layers. Darktrace is just one of those layers.."

**AntonGeijsendorpher**
IT Network Administrator at Foord

Read full review

"When considering return on investment for organizations using Darktrace, the disadvantage lies in having to use a physical appliance. Running a quick POC is not possible since the hardware has to be shipped from the UK or elsewhere, but other NDR solutions provide virtual appliances that can be deployed on virtualization servers to get up and running quickly.."

**Anil M**

Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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# Use Case

We use Darktrace for network detection and response, specifically for monitoring the network for any malicious activities, anomalies, and lateral movements.

**ChristopherMangava**
Group Cybersecurity Administrator at Tharisa

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"The typical use case for Darktrace is for threat vector scanning, detecting any unusual activity, and anomaly detection. Apart from that, it is very helpful in incident response.."

**Anil M**
Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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"I am using it for network and email security. I am a systems administrator overseeing cybersecurity at Alpha International Company Limited. We have been using it for about two years, focusing on the latest version.."

**Zia Syed**
Systems Specialist/ Administrator at ALFA International Company Limited.

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"The primary use case for Darktrace includes network monitoring, endpoint monitoring, and email scanning. I integrate it into our cybersecurity strategy and use it to monitor everything happening on the network.."

**Peter-Murphy**
Head of Technology Operations at Pobl Group

Read full review

"The primary use case for Darktrace is to gain full visibility into the network traffic. Darktrace provides complete packet capture and metadata analysis, unlike other solutions that offer only specific metadata. This comprehensive view allows for better assessment and monitoring of the network environment.."

**Magdy Ali**
Network & Security Section Head/Digital Transformation at a government with 201-500 employees

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"My main use case for Darktrace is to identify remote connections and abnormal connections such as FTP or any kind of RDP happening inside our LAN network or company network, where we want to verify the data transfers and check if any abnormal user is transferring data through the network to the outside, or any kind of suspicious activity.

One specific example of a situation where Darktrace helped me spot something unusual is when one of the employees tried to copy some of his data to the outside. He is a developer trying to implement an application in a cloud environment, and while he was copying his file from inside our network to a cloud network, we got an alert, which we considered significant because he had not done it earlier, as it was an initial step in his developing environment. Because of that alert from Darktrace, when we checked with him, it was actually a legitimate activity.."

**Pasan Jayarathna**
Network Security Engineer at Cyberwell Solution

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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 is straightforward. The machine needs time to learn the environment before entering active mode. It needs to learn traffic flows and what is considered normal before activating full autonomous mode.

**ChristopherMangava**

Group Cybersecurity Administrator at Tharisa

Read full review

"The initial setup was straightforward, however, there were some connection issues when deploying the VM on the cloud. Overall, the setup process was easy.."

**Magdy Ali**

Network & Security Section Head/Digital Transformation at a government with 201-500 employees

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"Integrating Darktrace with our existing security tools was not difficult at all. We simply SPAN our core network port into the Darktrace side, and we did not face any difficulties at that time.."

**Pasan Jayarathna**

Network Security Engineer at Cyberwell Solution

Read full review

"Deploying Darktrace is quite easy and plug and play, wherein all we need is to put it in a data center, rack up, and do some switch configuration. The learning would take a week time, and once the data gets populated, we get a very good dashboard.."

**Anil M**

Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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"The initial setup can be rated as seven out of ten. The main challenge was time as the system takes about three to six months to learn the network before it becomes fully effective.."

**Peter-Murphy**

Head of Technology Operations at Pobl Group

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The initial setup process for Darktrace is complex because I need a network technician or engineer to configure the span port on my core switches, and I need assistance to choose which VLANs I want to ingest traffic from. Beyond that, everything is easy; the management of Darktrace is quite easy. Making exclusions is easy, and investigating within the platform is quite easy. However, the initial setup becomes complex due to the requirement of getting someone to create the span, and needing a dedicated span for Darktrace on the switch.

**Malebo Lethoba Group** Read full review

Security Analyst at a healthcare company with 10,001+ employees

# Customer Service and Support

The technical support from Darktrace is very good, including support from their resellers. We worked with Grove, who are with 360 Integrity now, and they are quite good.

**Malebo Lethoba Group**
Security Analyst at a healthcare company with 10,001+ employees

Read full review

I would rate it a nine. The challenge lies in waiting for a response after logging a ticket. Sometimes it requires back-and-forth responses before having an actual conversation with technical consultants via calls or video conferencing.

**ChristopherMangava**
Group Cybersecurity Administrator at Tharisa

Read full review

“The support provided by Darktrace is very good. We had issues with Darktrace Mobile, and they assisted us with a solution, even allowing us to test new features..”

**Verified user**
IT Engineer at Cellfind (Pty) Ltd.

Read full review

"Darktrace provides excellent technical support with a monthly meeting to review platform incidents, ensuring the system functions as expected. I would rate their customer service at nine out of ten.."

**Peter-Murphy**
Head of Technology Operations at Pobl Group

Read full review

"Technical support is good. They always coordinate with the CISO. If any of the sensors are down, they immediately notify the CISO, since I work via the CISO as well as the chief security architect for the entire organization.

At any moment the sensors are down or the availability of our monitoring solutions are not reachable to their security backend team, their support team immediately notifies us. Their customer support is very helpful.."

**Manjunath_P**
CISO at Interplex Electronics Malaysia Sdn. Bhd.

Read full review

“I can rate Darktrace's technical support as one of the best products in the world. We have seen satisfaction reflected on our customers' faces after deployment when they start seeing the data and the dashboard, and they often express surprise at the network traffic visibility that Darktrace provides.

“I would rate the technical support of Darktrace between 6 to 8, as the support is good and we receive timely assistance whenever we raise an issue..”

**Anil M**

Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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# Other Advice

I would recommend Darktrace and rate it a nine. I have not evaluated many other competitors, other than LinkShadow, considering our budget constraints.

**ChristopherMangava**
Group Cybersecurity Administrator at Tharisa

Read full review

I would 100% recommend Darktrace. The product is autonomous, detecting and preventing threats effectively, unlike many competitors that are stuck only at detection. The visuals and the conceptualized views for connections greatly assist in threat analysis. My rating is eight out of ten.

**Verified user**
Security Information & Incident Analyst at a financial services firm with 1,001-5,000 employees

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"We are using the latest version of Darktrace. I have not used Darktrace's Enterprise Immune System. Antigone is the feature of Darktrace that we have recently experienced. At the moment, I have not encountered a situation where Darktrace's self-learning capabilities reduced the risk of data breaches, but it performs very effectively overall. It requires some time to adapt; initially, when we deploy, it takes weeks. On a scale of 1-10, I rate Darktrace a 9.."

**Anil M**
Technical Consultant - Unix Platform Services at BITS AND BYTE IT CONSULTING PVT LTD

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Regarding the number of IPs monitored using Darktrace, they provide licenses that allow monitoring of around 16,000 IP addresses, and they give a buffer. Monitoring is possible for as many devices as long as they are in line with the traffic. However, devices that are not in line with the spanning won't be visible, which means there is no visibility.My recommendation for Darktrace would be based on the kind of network someone is running. If someone is running a network where they have dedicated layer two switches, I would most definitely recommend Darktrace as it's a good product. However, if someone is running in a shared environment where they share the layer two with other customers in that data center, then Darktrace wouldn't be suitable.For an overall rating, I would give Darktrace an eight out of ten.

**Malebo Lethoba Group**
Security Analyst at a healthcare company with 10,001+ employees

Read full review

The Autonomous Response capability in Darktrace handles real cyber threats quite efficiently. The Autonomous Response is excellent at identifying phishing emails

and suspicious emails accurately, and it automatically sends a response to users that certain emails were blocked by Darktrace, helping users identify whether it was done correctly or incorrectly. If it was done incorrectly, the user can submit a request, and we can perform human analysis and then add it to a whitelist or blacklist.

In terms of AI functionality, I have seen some AI integrations overall. Darktrace is completely designed based on AI and machine learning, making it very efficient in identifying suspicious behavior and suspicious emails.

We are using the Securonix SIEM solution, and from ManageEngine, I use Help Desk and the Patch Manager.

On a scale from 1 to 10, I would rate Darktrace as six points. ."

**Waleed Omar**
Information Security Specialist at Arab Open University

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“Darktrace is a very good tool, and we introduced it after we had an incident in a previous company, where we faced an attack and that is when we introduced this tool, which helped us identify a lot of abnormal activities, mainly from our developing team. My company is quite large with around 8,000 employees and they are developing a lot of things without our knowledge.

Although I do not have exact numbers, I can say that our security posture has improved a lot since implementing Darktrace, especially as our SOC team monitors the activities and we communicate with users about the need to stop certain activities.

During my time at the company, we did not find any zero-day threats or unusual attacks, but we noticed certain abnormal activities done by users.

My advice for others looking into using Darktrace is that for large-scale companies with huge teams, especially developers working separately from the system teams, it is crucial to implement security measures, as sometimes the most vulnerable positions come from those in technical backgrounds who can create security loopholes. In such environments, having tools Darktrace is essential to improve the organization's security posture without compromising their reputation. I would rate this product a 9 out of 10..”

**Pasan Jayarathna**
Network Security Engineer at Cyberwell Solution

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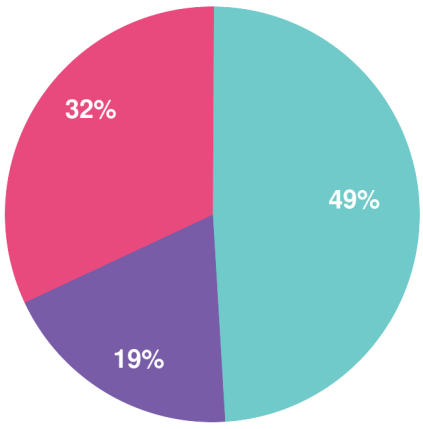
by reviewers

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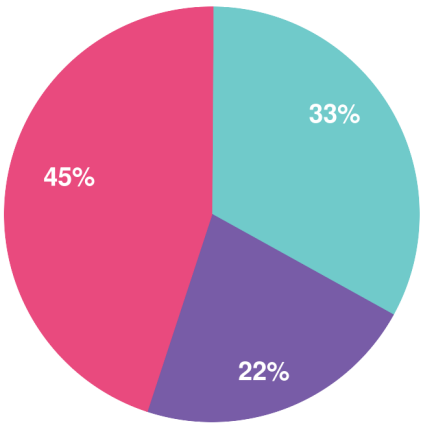


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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944