aws marketplace

F5 Silverline Managed Services

Reviews, tips, and advice from real users

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f5 F5 Silverline Managed Services

F5 Silverline Managed Services Recap

F5's Silverline Managed Services is a SaaS solution delivering DDoS protection, managed Web Application Firewall (WAF) services, and managed Shape Security Fraud and Anti-bot solutions.

Silverline services include 24x7 access to F5's Security Operations Center (SOC). F5's expert security professionals use F5 products with state-of-the-art security tools to ensure the best protection possible. As an add-on to Silverline DDoS or WAF services, Silverline Threat Intelligence integrates dynamic lists of threatening IP addresses to give context for policy decisions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The best advantage of F5 Silverline Managed Services is that it is easy to use."

Ricky Makkar
Senior Network Security Consultant at a tech vendor with 10,001+ employees

✔ "F5 Silverline offers load balancing, flexibility, and reliability."

AhmedMansour
Design & Delivery Senior Network Security Architect at Qiddiya Investment Company

✔ "Most vendors fulfill the requirements for standard DDoS protection, but F5 Silverline Managed Services has a better understanding of defending web applications like HTTP and can mitigate more bot activity than any other vendor."

DejanBlagojevic
Presales Engineer at Exclusive-networks

✔ "The most valuable feature of F5 Silverline Managed Services is its cloud-native functionality and the high level of protection it provides."

Ricky Makkar

Senior Network Security Consultant at a tech vendor with 10,001+ employees

✔ "The initial setup is very straightforward."

Rifqi Pratama Nugraha

Assistant Manager Application Security Team at a financial services firm with 10,001+ employees

✔ "The product's UI is easy to understand."

Archana Heeralal

Security Engineer at Amazon

✔ "Its flexibility is the most valuable because it is a managed service. The good part is that you don't need to set it up. It just needs DNS routing, which is the easiest thing.Our client had Akamai for certain websites because they were using CDN features. They had NetScaler on the internal zone, F5 AWAFs on the data centers, and no WAF at all in the cloud. One of the main activities of the project was to move all these policies into a single WAF so that we could control and use that as a choke point. That exercise itself was very easy because it was a managed service and F5 Silverline Web Application Firewall does that for you. That's the best thing about F5 Silverline Web Application Firewall.It is easy to apply policies on-premises. If you have AWAF on-premises and you want to replicate some policies on F5 Silverline Web Application Firewall, other than the policies that it applies by itself, it is easy because you have a team that supports it.F5 Silverline Web Application Firewall works perfectly fine. It pretty much does everything that an Advanced WAF on-premises should do."

Verified user

Co-Founder and CTO at Cyber-CP Ltd

What users had to say about valuable features:

"F5 Silverline Managed Services's most valuable feature is 24/7 organic mitigation. The service consists of real people mitigating attacks in real time. When a real person is mitigating an attack, you will get the best possible defense.."

DejanBlagojevic
Presales Engineer at Exclusive-networks

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"F5 Silverline offers load balancing, flexibility, and reliability. It allows for centralized management of certificates, protecting applications from top ten attacks like SQL injection and cross-site scripting. It is effective at mitigating DDoS attacks where a profile can be created and applied to virtual servers.."

AhmedMansour
Design & Delivery Senior Network Security Architect at Qiddiya Investment Company

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The best advantage of F5 Silverline Managed Services is that it is easy to use. The admin guide they provide is easy to understand and allows for implementation within a few days. The traffic manager and the monitoring tool are valuable as well. The monitoring tab displays GET and POST requests in a readable format, making it accessible even to non-tech-savvy individuals. It offers effective reports and monitoring capabilities.

Ricky Makkar
Senior Network Security Consultant at a tech vendor with 10,001+ employees

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"The most valuable features are the LTM, Local Traffic Management, and ASM, Application Security Management. These two modules are really useful for us because we can monitor the application layer and also the inside traffic management.

We also use GTM, Global Traffic Management, but LTM is more useful for us.."

Reza Torabi
Senior Network Engineer at PECCO

Read full review ⬈

Other Solutions Considered

"There are a lot of gray areas in WAF. If you take a look at the top ten WAF solutions, most of the WAFs in the market, or at least the advanced ones, do it right because the WAF technology is evolved.

If you look at bot protection, it is probably not everyone's game. I've seen Imperva doing it really well. If I masquerade a browser, for example, if I masquerade a Chrome browser by changing the agent files and make it look like Firefox, and then if I send a request to my F5 Silverline Web Application Firewall (or Imperva firewall), I would want to see if it identifies the real browser behind it. I've seen F5 Silverline Web Application Firewall (and Imperva) handling most of such cases well, but other WAF products in the market fail.

If you look at Imperva, their strength primarily is on the DDoS capability. In the volumetric attack part, Imperva scores or has at least a record of doing better than F5 Silverline Web Application Firewall. Imperva is also in the public domain, so they have mitigated larger attacks than F5 Silverline Web Application Firewall, but this is not something you can test in the lab. You wait for the doomsday, and then you do your actual test.

Overall, if you say F5 Silverline Web Application Firewall as a product, I would vote it over Imperva. It may be because I'm more inclined to work on F5 Silverline Web Application Firewall. I found working with it easier than Imperva. ."

Verified user
Co-Founder and CTO at Cyber-CP Ltd

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ROI

Real user quotes about their ROI:

"There is a global shortage of skilled people in cyber security. With this solution, you do not need to have anyone inside your company managing it on a daily, weekly, or monthly basis because it is could-based. If you take that into account, I would say that the return on investment is getting a secure system without needing to hire more people or train an employee to master the technology. From that standpoint, F5 Silverline Managed Services is a worry-free service.

One a scale of one to five for return on investment, with one being very low and five being very high, I would give F5 Silverline Managed Services a three. I have seen better.."

DejanBlagojevic   Read full review ↗
Presales Engineer at Exclusive-networks

Use Case

"F5 Silverline Managed Services is used to protect applications from SQL injection attacks and to prevent any cross-access scripting and vulnerabilities.."

Ricky Makkar   Read full review ↗
Senior Network Security Consultant at a tech vendor with 10,001+
employees

"We primarily use the solution for config or application security policies on web application firewalls. It's to protect applications that are internet-facing. There's port protection as well. ."

Rifqi Pratama Nugraha   Read full review ↗
Assistant Manager Application Security Team at a financial services firm with
10,001+ employees

"F5 Silverline Managed Services is a distributed web application firewall.

Silverline is a cloud service and the community works with the web application firewall on-premise. You can integrate F5 Silverline Managed Services with your on-premise web application firewall.."

AyodejiAbimbola   Read full review ↗
Senior Client Sales Manager at TIGER LOGIC

The use cases for F5 Silverline Managed Services include Application Firewall and Web Application Firewall. For example, it helps me manage a few public IPs which are malicious and pose a threat to the network. These can be blocked or allowed based on requirements. Additionally, it allows me to block or allow specific applications for particular subnet ranges. I am an administrator managing the licensed software and providing support to clients.

Ricky Makkar   Read full review ↗
Senior Network Security Consultant at a tech vendor with 10,001+
employees

"I use F5 Silverline Managed Services for application delivery and security. I have extensive experience with products like LTM (application delivery controller), GTM (global traffic load balancing), ASM, and APM. These products enable me to distribute back-end server traffic, customize and control HTTP headers, and provide security measures like health checks and DNS security.."

AhmedMansour   Read full review ↗
Design & Delivery Senior Network Security Architect at Qiddiya Investment
Company

"We are using this product for a major airline whose traffic is routed via F5 Silverline Web Application Firewall. All B2C sites are behind F5 Silverline Web Application Firewall. The data part is basically to Akamai for CDNs and to F5 Silverline Web Application Firewall for WAF capability. The resources are hosted on AWS or Azure. For parameters, we have another F5 AWAS module, which intercepts the traffic once it is inside the cloud parameters, and then the data goes to the backend application pool. Every B2C traffic gets inspected on F5 Silverline Web Application Firewall. Every HTTP profile is inspected on the Advanced WAF module, which is again F5 on-premises.

We are also deploying this solution for another client in the Middle East. We're basically deploying the architecture. We have F5 Silverline Web Application Firewall and the Check Point firewall as the next-generation firewalls. All HTTP traffic is via F5 Silverline Web Application Firewall, and it is routed back to the Check Point firewall for IPS and malware inspection because F5 Silverline Web Application Firewall does not do that. Non-HTTP profiles go via the Check Point firewall.."

Verified user
Co-Founder and CTO at Cyber-CP Ltd

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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 client does not have to do much to deploy F5 Silverline Managed Services. The services are on the cloud and not on the client's system. Their system is more responsible for the F5.."

AyodejiAbimbola
Senior Client Sales Manager at TIGER LOGIC

Read full review ⬏

"The setup of F5 Silverline Managed Services is straightforward and easy. One person is enough for installation, however, for high availability, deploying two devices as active-standby or active-active is better.."

AhmedMansour
Design & Delivery Senior Network Security Architect at Qiddiya Investment Company

Read full review ⬏

"The initial setup is certainly straightforward because F5 Silverline Web Application Firewall does the setup for you. All that you need to worry about doing is routing your DNS via F5 Silverline Web Application Firewall.

If I have a website, I would just make sure that it routes via F5 Silverline Web Application Firewall DNS, and then I would only whitelist the traffic between F5 Silverline Web Application Firewall and my application pool. That's the only configuration that I need to worry about, unlike a traditional WAF that you need to set up. You can't just say that it is a strength of F5 Silverline Web Application Firewall because Imperva's WAF on the cloud, Incapsula, also works the same way. ."

Verified user

Co-Founder and CTO at Cyber-CP Ltd

Read full review ↗

"The initial setup for this solution is not really complex.

We did all of the manual procedures. The design phase was kind of complex, but this was because of the complexity of our network. It has nothing to do with the product.

The deployment took about a week. We had it run in a test environment first before going into live production.

The analyzing of logs and investigation of incidents is performed by security analysts who are part of the information security department. The maintenance of this solution is the responsibility of the network group. There is a network administrator and some network juniors who take care of it. In total, four people work with this solution.."

Reza Torabi
Senior Network Engineer at PECCO

Read full review ⬈

"On a scale of one to five, with one being difficult and five being very easy, I would give F5 Silverline Managed Services's initial setup a four. How difficult the deployment is will depend in large part on the experience of the person on the back end. I have about 15 years of experience in IT. My journey started with small deployments and eventually included the ISP. I have been working in Serbia at an intern service provider for eight years. In other words, I may not be the best person to judge simplicity because I have seen some complex systems. I would personally classify a F5 Silverline Managed Services deployment for a common enterprise customer as easy.

Deployment does require you to have knowledge of routing protocols that are not part of the F5 solution. That is the only prerequisite that you need to meet before you start doing something in the cloud itself. You need to understand how to steer traffic towards the cloud and that requires good planning.

If a customer is currently under attack, implementation can take three to four days. If a customer had been proactive and evaluating different solutions for DDoS before getting hit with the attack, deployment could take maybe three weeks, but there is no need to waste more time than that. I'm including the regular process of onboarding the customer, configuring everything, and acceptance tests in this time frame.."

DejanBlagojevic
Presales Engineer at Exclusive-networks

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Customer Service and Support

I would rate customer support from F5 as nine out of ten. Their support team is responsive, and they deliver timely updates, addressing any glitches promptly.

Ricky Makkar

Senior Network Security Consultant at a tech vendor with 10,001+ employees

"Sometimes tech support can be slow. They take more time assigning engineers to complex issues, however, they resolve the issues by joining me to fix them.."

AhmedMansour

Design & Delivery Senior Network Security Architect at Qiddiya Investment Company

"I don't have any experience with technical support directly from the company. I've only dealt with local support, and their help has been enough for me. ."

Rifqi Pratama Nugraha

Assistant Manager Application Security Team at a financial services firm with 10,001+ employees

"The support from F5 Silverline Managed Services is very good. They are helpful and responsive.

I rate the support from F5 Silverline Managed Services a four out of five.."

Verified user
Lead Regional Engineer at a non-tech company with 11-50 employees

Read full review ↗

"We have a personal rapport with both Imperva and F5 in UAE because we have worked with them for more than a year. I have found them to be really good. I may have once or twice talked to their central support team as the contact person for the account was not available. Otherwise, it has been a personalized experience for both products because we know the teams.."

Verified user
Co-Founder and CTO at Cyber-CP Ltd

Read full review ↗

"There is a lot of room for improvement with their tech support. I am not sure F5 Silverline Managed Services can be classified as having tech support. A lot of the time, and this is not only the case for Silverline but for the whole F5 portfolio, the biggest issue is their tech support. When you have an issue and open a ticket, it will get transferred from one person to another for next three months, and after that period, if you don't have a connection inside F5 – like, you personally know a deputy manager or somebody like that – your ticket will not ever get solved ever. ."

DejanBlagojevic   Read full review ↗
Presales Engineer at Exclusive-networks

Other Advice

My overall experience with F5 Silverline Managed Services is positive. I would rate it nine out of ten. While I have not seen any AI integrations yet, I am hopeful that they are working towards AI features.

Ricky Makkar   Read full review ↗
Senior Network Security Consultant at a tech vendor with 10,001+
employees

"As a customer, if we need more control, then we should choose F5 ASM. We use multiple applications and products. We use the tool for corporate applications because it fulfils our requirements. I will recommend the solution. If it fulfils your requirement, you can definitely go ahead and use it. Overall, I rate the tool a seven out of ten.."

Archana Heeralal   Read full review ↗
Security Engineer at Amazon

"For comparison, I prefer F5 over Fortinet because of its simplicity in operation and administration. I have been working with F5 for about ten years, and its support is professional.

Overall, I would rate F5 Silverline Managed Services at nine out of ten.."

AhmedMansour
Design & Delivery Senior Network Security Architect at Qiddiya Investment Company

[Read full review ↗]

"I am a user of the product.

I'm not an implementor. I cannot choose which product to use, I just optimize the product that is provided to me by my company. That's why I use F5.

I'd rate the solution seven out of ten. ."

Rifqi Pratama Nugraha
Assistant Manager Application Security Team at a financial services firm with 10,001+ employees

[Read full review ↗]

"The solution is easy to use and not technical. We use the solution for white lists. For example, if we want to let people have access we can, and on the other side if we want to block people we can, such as people from Pakistan or China. If people want their applications secured or restrict access it is a great solution.

From a network security standpoint, the solution is not capable to cover all areas needed for protection, there are other features that should be added.

I rate F5 Silverline Managed Services a seven out of ten.."

Ricky Makkar
Senior Network Security Consultant at a tech vendor with 10,001+ employees

Read full review ↗

"F5 Silverline Managed Services is an add-on for on-prem DDoS protection. If, for example, you are using Advanced Firewall Manager (AFM) on-premise, F5 Silverline Managed Services will serve as additional layer of protection when you are under attack. It has a hybrid deployment structure using both on-prem and cloud technology.

F5 Silverline Managed Services' scrubbing and mitigation is done in-cloud, so there are no new versions. Their soc team does the manual mitigations in the cloud in their scrubbing center.

F5 Silverline Managed Services provides industry-standard DDoS protection. It is not missing anything that any other vendor would be offering in that regard. As a client, you want to have a solution that will successfully defend you from volumetric attacks from the internet, and F5 Silverline Managed Services does that.

It also offers standard reporting. It shows you how hard you have been hit and how mitigation kicked in and what it did.

There is no universal, one-size-fits-all solution in this field, but when a customer has a lot of public services – they provide a web application or API – F5 Silverline Managed Services is the way to go for them.."
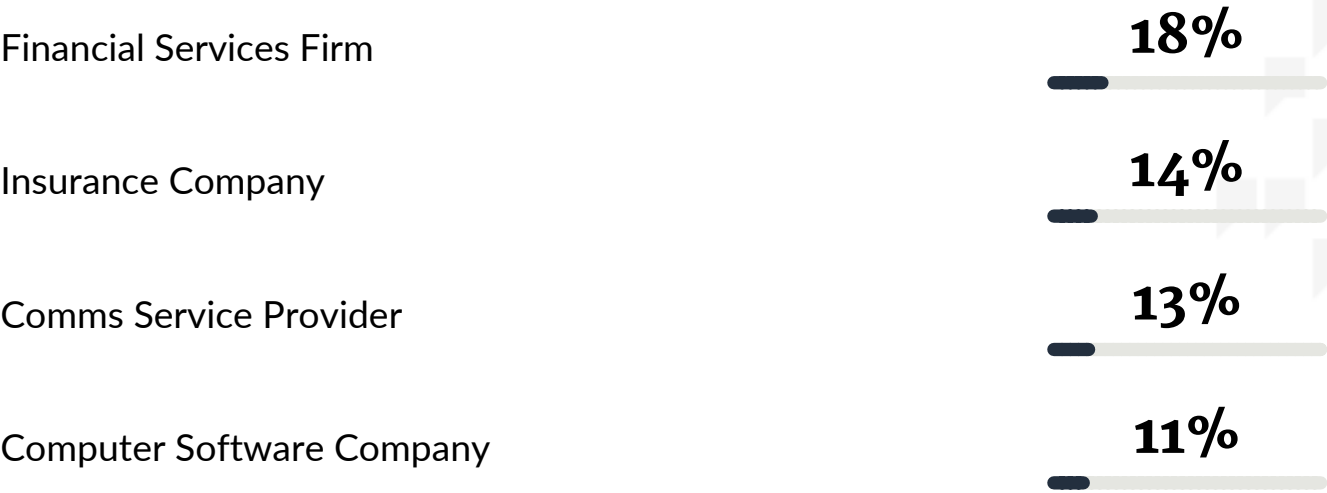
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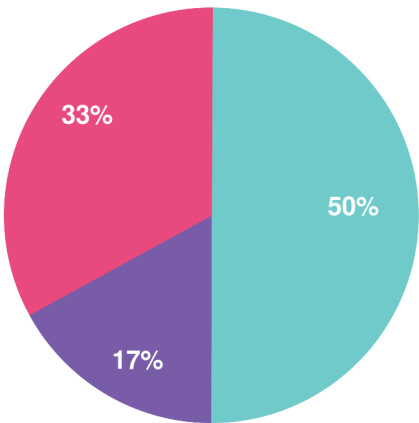Presales Engineer at Exclusive-networks

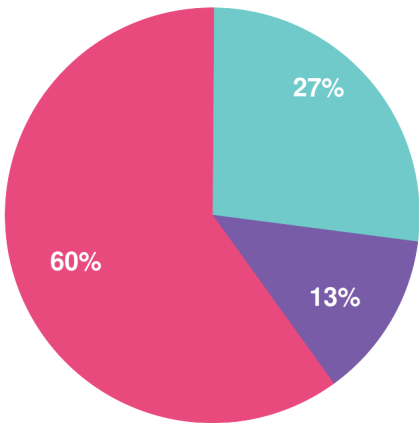Read full review ↗

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13%

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by reviewers

by visitors reading reviews

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50%
17%

27%
60%
13%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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