aws marketplace

Automox

Reviews, tips, and advice from real users

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Product Recap

Automox

Automox Recap

Facing growing threats and a rapidly expanding attack surface, understaffed and alert-fatigued organizations need more efficient ways to eliminate their exposure to vulnerabilities. Automox is a modern cyber hygiene platform that closes the aperture of attack by more than 80% with just half the effort of traditional solutions.

Cloud-based and globally available, Automox enforces OS & third-party patch management, security configurations, and custom scripting across Windows, Mac, and Linux from a single intuitive console. IT and SecOps can quickly gain control and share visibility of on-prem, remote and virtual endpoints without the need to deploy costly infrastructure.

Automox dramatically reduces corporate risk while raising operational efficiency to deliver best-in-class security outcomes, faster and with fewer resources.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "They've been adding some new features lately, which I'm not nearly as familiar with, but the ability to just deploy patches and exempt certain machines from certain patches is helpful. For instance, for our servers, we may not want to roll out zero-day patches. We are able to exempt those and make sure that they don't get those policies. We've got certain servers that have to run a particular version of Java, and being able to exempt those servers from receiving Java updates is pretty fantastic."

Justin Hidalgo
Senior Project Manager at a government with 51-200 employees

✔ "It's easy to deploy agents to endpoints."

Jack Leung
EMEA Senior Systems Engineer at Quaker Chemical Corporation

✔ "Among the most valuable features are its ease of use and the Worklets. Both of them are time-savers. Worklets enable us to customize things for a given environment. It's something like when Apple lets other people create applications. Other peoples' Worklets can be used in our environment and in our customers' environments. That saves a lot of time, and it's really cool."

Jodi Gawf
Owner at Saje Network Systems

✔ "The fact that it's just one product that can patch multiple operating systems is really great."

Jeremy Loudon
Director Of Business Operations at Ihloom Cybersecurity

✔ "Previously, we would run a report, scan it, and compare it. We were spending 15 to 30 minutes a month on each machine on this stuff because you would find stuff that wasn't up to date, then you had to fix it. This solution takes that time down to minutes. Automox saves us easily many hours a month."

Verified user
President / CEO at B/Net Systems

✔ "Coming from prior solutions that were a lot more effort, Automox's patch management abilities are transformational. When I took over patching at my company, they were using on-premise architecture to patch. As the workforce shifted from being in the office into their home offices, I was able to lift and shift with no effort other than deploying the new agent out into the environment."

JackSmith1
Security Engineer at a retailer with 501-1,000 employees

✔ "It's super easy to use and we haven't found anything easier."

Jon Abbott
CEO at ThreatAware

What users had to say about valuable features:

"Some of the better features with Automox include its nice GUI, which looks intuitive, and it doesn't have a huge learning curve.

"Automox's real-time visibility and control through its intuitive dashboard is important for our response to emerging threats because it tells us which applications need to be updated on a real-time basis.."

Robert Araya   Read full review ↗
Network & Security Administrator at a legal firm with 51-200 employees

"The flexibility in creating tools to make changes on remote machines is most valuable to me. The reporting feature is also fantastic because on any given day I can bring up a list of machines that don't have patches, for example. Or I can bring up a list of machines that are in my environment on a certain day. The solution helps me with not only my own role, and what I look for internally myself, but it also helps during audits. I can go in and look at the number of machines in there, and their owners and timelines. It certainly helps tell a story for anything that IT requires.

Being a cloud-native platform was one of the features and reasons we went with Automox. Having machines that are hosted in a particular facility is limited in a lot of cases to VPNs and subject to slowness and outages.

Automated patching has helped us to a great degree to know that patches will happen regardless of whether we jump in or not. And it's a positive feature.."

JosephTaylor   Read full review ↗
IT Director at a healthcare company with 501-1,000 employees

"The most valuable feature is probably the interface. Obviously, the work they do behind the scenes is important, such as: making sure that all the patches are there and making sure that everything is explained, such as what requires a reboot and what does not. It saves us on much legwork by removing all that manual processing from our side. From our point of view, the interface is clearly super simple to use, super simple to get up and running. It also makes it very easy to digest the data.

When I look at the dashboard, I can see how many are scheduled for updates, how many are already fully up to date, and how many need attention. I can see if there are any exceptions that my people put in for the customer. It's one of those things where it's really easy for everyone to be on the same page.

I can go to the Control Panel and I can create different organizations. This way, not everything has to be under one single interface and account. We can split it out as we see fit. That was something that we wanted. While it was not a big deal, it is nice that I can now go in and see a customer who has 400 VMs with us in a single pane of glass. I can click and see where they stand, as opposed to having to go through thousands all mixed together.."

Verified user
Vice President at Atlantic.Net, Inc.

Read full review ↗

"The fact that it is pretty much hands-off is most valuable. Basically, you set up your policies and give it free rein, and it just does its thing.

They've been adding some new features lately, which I'm not nearly as familiar with, but the ability to just deploy patches and exempt certain machines from certain patches is helpful. For instance, for our servers, we may not want to roll out zero-day patches. We are able to exempt those and make sure that they don't get those policies. We've got certain servers that have to run a particular version of Java, and being able to exempt those servers from receiving Java updates is pretty fantastic.

Its patch management abilities are perfect. We've gone through probably five different solutions in the past 10 years. Automox is the only one that we've found that we can just set and then forget. It simply works. It is the best.

Its speed in carrying out functions is good. We've never experienced any performance issues. We've never noticed any delays. If we have to do a manual update, when we click update, within moments, we can tell that our computers are being updated. The actual UI is quick. Navigating between menus is seamless, and the actual communication between the console and the clients is seemingly instant as well. So, everything is as fast and quick as it can be.

It doesn't require much brainpower to navigate the UI and to figure out how to update. Building schedules and different groups is very intuitive. It is just a matter of a few checkboxes, and they've got great examples already in the software when you first get hold of it. Their support staff is fantastic in helping you get those configured if you do have any questions, but the likelihood of you needing that is pretty minimal. It is built to make sense.

It is very simple to set up policies using Automox. They've got several sample policies that are actually out there when you get access to the portal. The process is very simple. They've already got the samples out there, and it is so easy to duplicate them and modify them the way you want. It is just a matter of clicking a few checkboxes. It does not take much at all.."

Justin Hidalgo
Senior Project Manager at a government with 51-200 employees

"Among the most valuable features are its ease of use and the Worklets. Both of them are time-savers. Worklets enable us to customize things for a given environment. It's something like when Apple lets other people create applications. Other peoples' Worklets can be used in our environment and in our customers' environments. That saves a lot of time, and it's really cool.

It's also extremely important that the solution is a cloud-native platform because of the distribution of networks and where the things that are being patched are located. They're not all in one place, and neither are the people doing the patching. When you have people patching from different locations—and a lot of this is due to COVID, with people not being in the office—a cloud-native platform is what you need.

Automox also provides visibility for any laptop, desktop, or server in an environment, regardless of whether they are on-prem, in the cloud, or on the move. Visibility is key to security; you can't protect what you can't see. That's the biggest reason that the visibility it provides is important. There is also an ease-of-use aspect. No one has time to track down people and continually remind them that they have to patch. And you can't count on the security of an unpatched computer coming into your network, or on a situation where a person thinks they have patched it but it hasn't been patched. The ability to see what's on an endpoint before it connects to anything is key to the security picture.

In addition, the patch management it provides, from a single console, across Windows, macOS, and Linux endpoints is excellent because of the completeness of the platforms it supports and the things that get patched. WSUS only patches Windows, but nobody has just Windows. With Automox you can patch multiple platforms and multiple vendors' software in the same place. You don't have to patch using WSUS and then remember to manually patch anything with Adobe or Java. You can do it all from Automox. The cross-platform feature is extremely important. If I could just use WSUS and call it good, I would do that, but I can't.

The patching automation is also excellent. It makes things much easier, again, saving us time. There is also the level of confidence it creates, meaning that I'm

not wondering if everything got done.

And the speed of Automox speed in carrying out its functions is great. We haven't seen any problems in that area..''

Jodi Gawf
Owner at Saje Network Systems

Read full review ↗

"The most valuable feature is the patching. The fact that it's just one product that can patch multiple operating systems is really great. We've been utilizing a feature called Worklets, which basically allows one to script, simply to run code on the machines on which it's installed. This we've been using to manage certain endpoint policies for some of our smaller clients who lack an alternate solution for doing this.

Moreover, we value the patching capability of this solution and the fact that it's a single console across Windows, Mac OS, Linux and Points. Our impression of the solution's console for patch management, in particular, is that it's quite good. We have seen many improvement made since we started using the product over the last six months or so. A really big push has been made to consolidate numerous features within the console and to make it a little more accessible… Every month it seems like some updates to the console are being released which makes things easier. I trust that, over time, the product will be as efficient as it could possibly be.

We use solutions worklets to create and automate customized tasks across endpoints and we consider it very important that they enable us to enforce tasks across all managed endpoints.Some of our clients in, say, just a five person office, do not have a traditional, single central server which can manage policies that are then pushed out to various end points. So, we can use Automox to enforce policies locally on each machine, in addition to running one-off tasks and performing some basic management functions. For some of these clients this a really big sell. If we could only offer patching capabilities, maybe these clients would be more on the fence about purchasing. Yet, since we can help manage their end points, in addition to doing the patching and getting some of the other visibility that we get, it helps us to make the sale.

When it comes to policies, it is relatively easy to do setup via Automox. It is true that there are some complex use cases, especially as a person starts getting into work, at which point things can get a little more confusing. However, the general process of setting up a policy is quite easy.

Furthermore, we felt it to be very important to make use of Automox's free trial

before going with this solution. We also took into account its availability. We are talking about an investment. One should not buy a product if he can't first try it out. This is standard procedure in the IT world. We considered this to be huge. We felt it important to get in there, deploy and play around with it, to break it a couple times and figure out how we can use it.."

Jeremy Loudon   Read full review ↗
Director Of Business Operations at Ihloom Cybersecurity

Other Solutions Considered

"We were using Qualys before and we're still using it, but we found Qualys to be a little bit lacking since it wasn't really eliminating all the vulnerabilities. We have been using it for years and it's almost as if we still have the same vulnerability count.."

Robert Araya   Read full review ↗
Network & Security Administrator at a legal firm with 51-200 employees

"We were not evaluating other options when we chose Automox. My IT director gave me the task of trialing it and using it, and eventually, we purchased it.

"We did not perform any other evaluations.."

Robert Araya   Read full review ↗
Network & Security Administrator at a legal firm with 51-200 employees

"We looked at Tanium and one more solution. With Tanium, we didn't have any problems with the patching itself, but patching is a second thought to them. It is not their product. It is just an add-on to their product. Their portal was very cluttered and convoluted, and it had a lot more stuff that we would never have needed. The other one was strictly cost. Automox was very affordable for us, and for the options it gave us and for its reliability, it just made sense.."

Justin Hidalgo   Read full review ↗
Senior Project Manager at a government with 51-200 employees

"Two of my customers used Kaspersky and that was actually part of our motivation, as a partner, for getting on the train. Automox was one of the only solutions dedicated to patching. All the endpoint security products had patching as an add-on and it was extremely cumbersome, inconsistent, didn't work well, and would sometimes hang. With those solutions, I got a lot of complaints, especially from one of our customers that has over 1,000 nodes. It was an absolute nightmare. I have not heard a thing since we switched to Automox.

Before using Automox we did the free trial and it went well. We always like to trial stuff and back out if needed. It was very helpful knowing they have the free trial.."

Jodi Gawf   Read full review ↗
Owner at Saje Network Systems

"We looked at some solutions that were similar yet they were hosted on site. Being a cloud native platform was a reason we ultimately chose Automox. Not having an appliance in our environment was very positive. Not having to pay for the bandwidth and the power of that appliance in our environment was positive.

We did a brief proof of concept with Automox and it worked well, so we were already sold by the time we had seen the demo. We understood the pricing and we understood all the other features that they'd shown us. The demo was important, but our minds were already made up. We liked what we saw.We looked at an IBM solution, but I can't remember the name of the solution. We also looked at another third party solution that I can't remember the name of either. The IBM solution was extremely costly. It required $250,000 in upfront money, and a lot of learning. It even required that we had onsite hardware. The other solution that we looked at was semi-cloud-based and it also required a lot of capital investment into the product. The beauty of Automox is that there is no upfront money. There is no server that needs to be installed in your environment. The pricing is all based upon what you use and everything is in the cloud. It works much better than the other solutions that we evaluated.."

JosephTaylor   Read full review ↗
IT Director at a healthcare company with 501-1,000 employees

"We've been trying to use SysAid's patch management, and the reason we switched from it is that it simply did not work. Genuinely, we were never able to get it to actually patch. It would tell us that the machines are patched, and when we looked at the machines, it had failed to do so.

Before that, we used a combination of WSUS and a lot of the stuff that Microsoft provides natively. While it actually worked, it was just very time-consuming. It took hours upon hours to manage it, and it just simply wasn't the right solution for us. It also struggled with a lot of our remote machines such as the computers in the police vehicles and so forth and so on. Those are the two main reasons that I can recall. There are probably a few more.

SysAid is technically on-prem, and so is WSUS. WSUS is kind of cheating because Microsoft provides a lot of those tools for free. Outside of just the cost there, we were spending an incredible amount of manhour time, which obviously adds up. With Automox, we pay the fee, and we don't have any in-house bare metal costs. We are just paying their annual fee, and we are spending almost no manpower on it. In the end, even if it were to cost a little more than Microsoft's native solution, the time-saving ability to potentially recover almost an entire person's salary is a pretty big deal.."

Justin Hidalgo   Read full review ↗
Senior Project Manager at a government with 51-200 employees

ROI

Real user quotes about their ROI:

"We have seen a return on our investment with Automox, although it is difficult for me to quantify. I do know that our consultants who utilize the product have had a good response. Also, I know that, simply from a management perspective, it makes things super easy to accomplish.."

Jeremy Loudon
Director Of Business Operations at Ihloom Cybersecurity

Read full review ↗

"There has certainly been a return on the time spent accomplishing the tasks and accomplishing tasks that we didn't even think would save us time, but it ultimately did. We have also seen a return in our ability to patch everything and keep it compliant. Our vulnerability management program measures this and so far has been a success.."

JackSmith1
Security Engineer at a retailer with 501-1,000 employees

Read full review ↗

"While I cannot supply you with specific numbers, the savings in man-hours alone has been a great ROI on the use of Automox. On the flip side, as we are heavily involved in the security compliance sector, we have to take into account HIPAA, PCI, SOC and the like. We need an offering for auto-patching. Whether or not the customer actually opts for it, the ability to provide him with the option at least gets us in the arena to bid on the deal. If we didn't have that as an offering, then we would have lost a lot more deals over the years.."

Verified user
Vice President at Atlantic.Net, Inc.

Read full review ↗

"We have seen ROI. The cost isn't really an issue because our clients bear the cost of that. They pay for it. We have seen the benefit in process improvement, streamlining our operations, and peace of mind, e.g., being able to pull up a console and see how many systems are not compliant.

Previously, we would run a report, scan it, and compare it. We were spending 15 to 30 minutes a month on each machine on this stuff because you would find stuff that wasn't up to date, then you had to fix it. This solution takes that time down to minutes. Automox saves us easily many hours a month.."

Verified user
President / CEO at B/Net Systems

Read full review ↗

"We have seen a return on our investment. Number one, fewer man hours are spent trying to understand how to roll out patches. Number two is reporting. You can go inside Automox and get reports to see exactly what you have.

The visibility, far beyond patching, allows us to see which machines have what sort of software installed, or which users are using old hardware. The old hardware is all available inside so you can go in and say, "Show me everybody who's using this particular model of a laptop, which is four to five years old." You can plan to reach out to these people in good time and get them swapped out with newer hardware. So the list of things is endless. It's just really up to the user to be creative in how they use it.."

JosephTaylor
IT Director at a healthcare company with 501-1,000 employees

Read full review ↗

Use Case

"We use it to patch distributed networks for offices that have different locations, such as home users and the like. Especially with COVID, people are working from home and computers are not all on-premises. We have customers that have over 1,000 nodes.."

Jodi Gawf
Owner at Saje Network Systems

Read full review ↗

"As an IT company which is a managed security provider and managed services provider, we use Automox primarily for our own internal patching and policy management and, also, for reselling it to our client base. We are talking about the same product for the same solution set. We simply resell it.."

Jeremy Loudon
Director Of Business Operations at Ihloom Cybersecurity

Read full review ↗

"We are a municipality, so we are not a traditional business. We've got it deployed throughout the city. We've got it on roughly 120 servers. We've also got about 1,400 other endpoints. So, there are roughly 1,300 computers, and those computers are also police vehicles, EMS vehicles, and fire vehicles. We are continuously monitoring them and patching them to make sure that they stay up to date and meet all the criteria for compliance. Obviously, EMS has to worry about HIPAA, and police have to worry about CJIS. So essentially, we're making sure that we stay within the guidelines of compliance.

It is web-based, so we are using the version that they're currently on.."

Justin Hidalgo   Read full review ↗
Senior Project Manager at a government with 51-200 employees

"We use Automox to maintain the software on all our computers. We were using Qualys before and we're still using it, but we found Qualys to be a little bit lacking since it wasn't really eliminating all the vulnerabilities. We have been using it for years and it's almost as if we still have the same vulnerability count. We wanted to try something new with Automox in that most of the vulnerabilities are taken care of just by updating the applications that we use on our computers.

"We have not used Automox's scripting capabilities for automating routine tasks such as software deployment and configuration changes yet, but we're probably not going to see a massive need for that since we don't have many in-house applications or a development team.."

Robert Araya   Read full review [↗]
Network & Security Administrator at a legal firm with 51-200 employees

"We use Automox for patch management, software distribution, and to implement security controls. Any time we have to connect to a machine and run an automated process, we use Automox. The solution gives us complete visibility for any laptop, desktop, or server in our environment regardless of where they are located. Automox gives us the tools for writing scripts to see even more if we need to.

We use the Automox worklets to create and automate customized tasks across endpoints all the time. We love going in and using the worklets to find solutions for common day to day stuff. Sometimes it's a worklet that we run on one machine, and sometimes it's a worklet that needs to be run on every machine in the environment. We use them all the time.

One example is when we had an old antivirus that was on all our machines and we had a new antivirus that we needed to apply to the machines. So we created a worklet script that in one step removed the old antivirus. It was complicated because it had to check many buttons to guarantee that the old antivirus was removed and install the new antivirus, and then give us a report at the end that it was installed securely and effectively. So it was a complicated and long worklet, but it was very effective.."

JosephTaylor   Read full review ↗
IT Director at a healthcare company with 501-1,000 employees

"We use Automox as part of one of our product offerings, our server management, where we use it for patch management.

As concerns the Atlantic.Net side, when we're selling to the marketplace, we sell mostly public cloud with dedicated hosts, or cloud VMs. We also sell hybrid cloud and private cloud, as well as co-location when that unique need arises.

Obviously, with so many servers out there, our clients are very big into compliance, examples being HIPAA, PCI, NIST, ISO certifications and the like. We need to be able to provide patch management and that's how we utilize Automox. That's what got us started looking for this back in 2017. We needed something as our in-house solution was not working very well in terms of what we wanted: visibility and up-to-date patching. At that point, we decided to explore new open source options versus what is out there for purchase.

This is how we stumbled across Automox and started using it with our clients. We never truly made this kind of functionality into a formal offering before settling on Automox. It was more on an urgent-need basis. But, once we adopted Automox, we made it a formalized offering.."

Verified user

Vice President at Atlantic.Net, Inc.

Read full review ↗

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 not complex at all, but I understand it could get complex depending on what you want to do, and we're still at the stages where I need to be able to do that.."

Robert Araya   Read full review ↗

Network & Security Administrator at a legal firm with 51-200 employees

"We just need to deploy the agent to the endpoints. We don't need to set up anything. For a single agent, it takes one or two minutes. However, we deployed globally, and you need to take into consideration the time it will take to deploy across each endpoint. It's very simple to deploy.

We had three or four engineers take care of the implementation. ."

Jack Leung   Read full review ↗

EMEA Senior Systems Engineer at Quaker Chemical Corporation

"The initial setup was straightforward and it's gotten more so. Improvements are being made to this.The deployment may be accomplished in a couple of different ways. Broadly speaking, for the majority of our machines, which are Windows-based, we can customize an installer so that it can then be supplied to the client. All one would need do is double click and run the installer. That is all. This marks an improvement in the product from a year-and-a-half ago, which is when we first started utilizing the process. Yet, even at its most complex, we are really only talking about one installer that the client runs and then copies and pastes into a site token. Because we're managing the policies, it's all set up in the back end and all the user has to do is install an agent. There's no other configuration to be done on the user's computer, which is great. So, really, it can be easily deployed by anyone, as long as he knows how to run an installer. At this point, he will be good to go.."

Jeremy Loudon
Director Of Business Operations at Ihloom Cybersecurity

Read full review ↗

"The initial setup is straightforward.

I walked through it with one of our customers that has 1,200 or 1,500 endpoints, and I was extremely impressed with the Automox customer success team. They were great on the calls that we had and how they walked through things. We were scheduled for four or five calls but when we got to the end of the third call, the customer said, "You know what? We're good. This was so easy. We're all set up and rocking and rolling." We didn't have to do the rest of the calls. That almost never happens in our world and was really great.

Setting up of policies is really easy.

For that client I just mentioned, they had it rolled out in eight to 10 hours, and that was a fairly large deployment. I know that they were very surprised at how fast it went. When we set up Automox for ourselves, internally, it took less than an hour because we only have about 20 nodes.."

Jodi Gawf   Read full review ↗
Owner at Saje Network Systems

"It takes a little bit of time to ramp up and understand how the Automox tool works and how effective it can be. So once you put a few days of moving through the system and understanding it, the solution becomes very easy to use.

The solution setup is straightforward. We have some intelligent people who were involved in the patching process, who understand Active Directory, who understand the patching process and understand internally our users and how they work. All along the way, AutoMox was excellent in providing us with all the help and resources we needed to understand how to do stuff. They were there for our questions and suggestions as we hit roadblocks, and to try and figure out different ways of doing things. They were instrumental in getting us up and running very quickly.

I think it took us two or three weeks to get comfortable with how we had set it up and to start not only pushing out the first patches, but also to try and run different software packages and do different things with it. We didn't exclusively dedicate time to AutoMox. We jumped in and out for a period of two weeks while emailing support at AutoMox on maybe one or two questions. We were up and running very, very quickly.Being a small company, we realized that we needed a product that would do the work. Our implementation was essentially just to look at what we had existing in our patch rollout tool prior to AutoMox, and to get AutoMox side-by-side with this tool and copy over dates, times, groups. This way we could get the patches rolled out whilst at the same time, we're looking at our software management tool. The team had no trouble setting up policies with Automox.."

JosephTaylor   Read full review ↗

IT Director at a healthcare company with 501-1,000 employees

"I could have slept through it. It was very simple. It took minutes when we first set it up. The console was already configured. We installed a couple of agents, and within minutes, they showed me how to use it. There were very few questions after that. They give you kind of a rundown of standard practice about how they recommend setting up servers versus just traditional clients. It was painless and very easy. It was the least time-consuming thing I've ever done.

Deployment took a long time just from our side because we had other things going on. It took no time at all in terms of Automox giving us full reigns over the software. The day after signing the contract, we were on the phone with their engineers. We already had the environment set up, and everything was kosher. So, it took just a day. They had offered to help us with the deployment to all of our clients, but we just politely declined because we knew we wouldn't be able to focus on it.

In terms of the implementation strategy, because we are a government organization and we have a lot of projects going on, our main focus was ensuring that our whole critical infrastructure has the clients so that we can make sure all critical systems are getting patched and are up to date. So, our main focus was getting our servers updated to the front line, and then from there, we started updating all the core infrastructure that is actually attached to our network. We have a lot of satellite sites and places like landfills and water reclamation that aren't directly connected to us. They're just connected via VPN. So, our main focus was getting all of our core infrastructure updated, which was a pretty quick process.

We made use of Automox's free trial before deciding to go with it. It was very important in our decision to go with Automox. Being able to put your hands on it and actually use it in a live environment has a huge benefit. During our trial, we probably got about a hundred devices on it and made sure it worked. We were able to show it off to the other folks in IT and let them drive in it for a little bit to see if they saw any big red flags as to why we shouldn't purchase it. Once we made sure everybody was on board, we pulled the trigger, but it was a great experience. The free trial was very important.

For deployment, we had three people involved, but they really weren't required. We had our two network admins and me. Essentially, that was just so that we could get familiarity with the product and how it worked, and then from there, we began deploying the clients automatically, and they automatically enroll in Automox. So, when you're doing the install, you have silent install options that allow you to put them in groups and assign them to different policies and things of that nature. So, literally, you can do it hands-off and never even touch it. It doesn't require any maintenance.."

Justin Hidalgo

Senior Project Manager at a government with 51-200 employees

Customer Service and Support

"We have had no complaints about the technical support. We've used it twice in almost four years now and have had no issues, and no complaints from our side. It's been great.."

Verified user
Vice President at Atlantic.Net, Inc.

Read full review ↗

"I have not talked to their technical support personally, but I always hear from my customers if something's not right, and I have not heard from them about Automox's support.."

Jodi Gawf
Owner at Saje Network Systems

Read full review ↗

"I would rate Automox's customer service and technical support as excellent. They are really good because they don't take five days to get back to me; they respond within 24 hours with really good information. The initial reply is great, providing advanced information if I want to handle it on my own, or I can just wait for the tech to interact with me.."

Robert Araya
Network & Security Administrator at a legal firm with 51-200 employees

Read full review ↗

"Automox's technical support for their product is very good. They're responsive, they're knowledgeable and they help out when needed. I have encountered no issues in which a support case has dragged on or where concerns have been brushed off. The technical support always answers things directly and quickly.."

Jeremy Loudon   Read full review ↗
Director Of Business Operations at Ihloom Cybersecurity

"I would rate Automox technical support as really excellent. There were times when we needed them. We haven't always gotten the answer back immediately because they've misunderstood what we said or something has happened. Yet the quality of the people answering our questions, and the attentiveness to our business, is way beyond what we get with comparable tools and products from much bigger companies. We're really, really happy with the support we get from Automox.."

JosephTaylor   Read full review ↗
IT Director at a healthcare company with 501-1,000 employees

"The technical support is good. I have no idea of the size of their tech team, but they always resolve our questions, and it is always timely.

We have a joke. We call it tech support roulette because you don't know how good of a technician you will get when you call the help desk. Sometimes, you get a good one. On the other hand, I have even called Microsoft and gotten a tech who didn't know what he was talking about, which is kind of shocking. However, we have not had an experience like that with Automox. Every time that we have called, the man/woman on the phone who answers, or we were transferred to, can fix the issue. It is also not more than one hop to a person who can fix it for us.."

Verified user
President / CEO at B/Net Systems

Read full review ↗

Other Advice

"It is a flexible solution that does a majority of the tasks. The only thing it really doesn't do is Mac, which is something that Jamf Pro does, but it is not necessary.

I would rate it a nine out of 10.."

Verified user   Read full review ↗
Vice President, Corporate Infrastructure at a media company with 501-
1,000 employees

"I am a strong proponent of Automox. It's a huge time-saver, it's accurate, it's easier to use, and it's way more stable than any endpoint security add-on. I don't know every product out there, but I have not heard of any other solutions that are just as good or better.

We have two customers with over 1,000 nodes, and one of them, after using Automox for a year, did a three-year renewal. I have heard nothing negative from the other one and I can promise you I would hear if they weren't happy.."

Jodi Gawf   Read full review ↗
Owner at Saje Network Systems

"I would advise others to just try it. The demo is free. There is no risk. They don't ask for any information. You can just install the clients on some of your endpoints, and you'll be able to see very quickly that Automox works. Given the pricing, it is just a no-brainer to go with. The biggest lesson that I have learned from using

Automox is that there is actually a patch manager that works. We had started to doubt that there was anything out there.

I would rate Automox a 10 out of 10. It has been a very pleasant experience.."

Justin Hidalgo   Read full review ↗
Senior Project Manager at a government with 51-200 employees

"This is a cloud-based version that updates by itself automatically.

I'd recommend the solution to others.

I would rate the solution seven out of ten overall.

It's good for endpoints. However, it's not as good on the server end. There is overhead for you when you deploy on the server. ."

Jack Leung   Read full review ↗
EMEA Senior Systems Engineer at Quaker Chemical Corporation

"Since switching over from Qualys, we have seen no positive impacts for our organization other than being able to update the applications on an endpoint.

"We haven't used Automox's reporting capabilities.

"My experience with the pricing and licensing for Automox is good, and I think we got a pretty good deal. On a scale of 1 to 10 for how pricey Automox is, I would place it at a six.

"Overall, I would rate Automox as 10 out of 10.

"We are just clients of Automox, not partners or resellers.."

Robert Araya
Network & Security Administrator at a legal firm with 51-200 employees

Read full review ↗

"Cross-platform patch management is very important because we have a diverse environment and need the flexibility of one tool that can do everything. We automate our patching via Automox and also manage it manually. We have automation set up that runs once a month on a certain date. Then we go in and discuss elements of the business that would stop us giving certain patches to people on a certain day. So automation is in place, but we do sit down and have a hard think every month about whether the date that we're planning to roll out the patches works or if there are any changes that we need to make prior to the patch roll out.

The solution provides patch management from a single console across Windows, Mac OS, and Linux. It gives us the ability to manage all our endpoints for patching in a single pane of glass with advanced features that enable us to turn on, turn off, change days, and change the criteria for how patches are delivered to certain groups of machines. The patch management console requires an owner, a person who will be dedicated to managing patching going forward. Once that person is

trained, they become a master in how to do it. So it's not the most simple thing if you want to use advanced features, but it's very effective in helping you see everything that you need to patch at your fingertips and to edit it easier.

Automox works quickly to do its job and it will try to find machines that are turned on to implement workloads or patches. Sometimes if you want something done you're at the mercy of people having their machines turned on. The beauty is that even if a machine is not on and it only comes online later in the day or a week later, Automox realizes that this machine is missing worklets, patches, tools, or software, and installs them after the fact.

Automox has downtime when they provide maintenance, but they keep it to off-business hours. So it rarely impacts businesses who are using it. There were times in the past, when they realized that they were close to capacity, and they asked for feedback on how things were working. Then they made changes with some downtime to facilitate being a better product and this is completely understandable. Being in the software business ourselves, and hosting solutions for customers, we realize that sometimes you can do 95% of your maintenance off-hours, as we do. But sometimes, you need to impact the business day in the event that there are large changes that need to be made.

I would say go try and buy. You don't have to make a huge capital investment to try out the solution and see if it fits your environment. They're a great company to work with on multiple levels because their product works. It's efficient, easy to implement and consistently delivers. Don't be afraid to reach out to them with any questions. They work like a company in 2021 should. They're very attentive to their customers for everything from billing to technical support, to all sorts of interactions. Automox has very modern day thinking..''
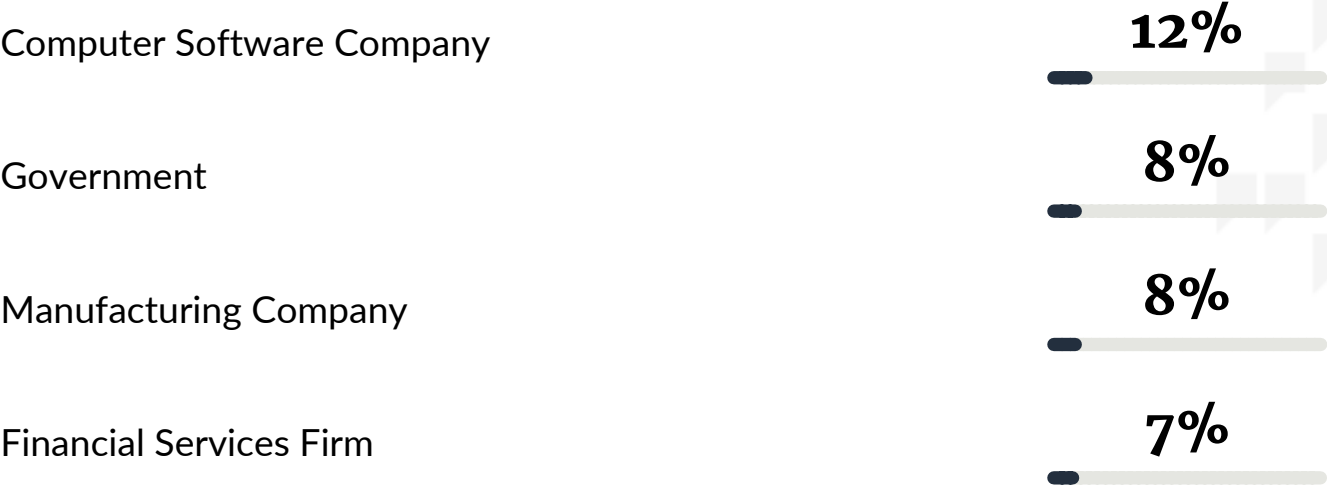
JosephTaylor
IT Director at a healthcare company with 501-1,000 employees
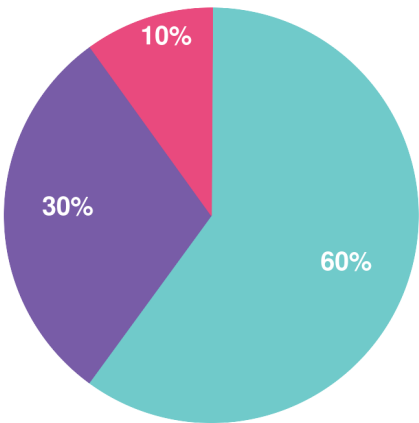
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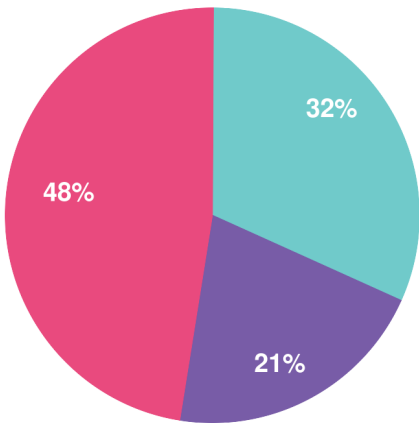
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by visitors reading reviews

10%

30%

60%

48%

32%

21%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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