



**BlueCat Integrity**

# Reviews, tips, and advice from real users



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# Product Recap



BlueCat Integrity

# BlueCat Integrity Recap

BlueCat Integrity is a comprehensive DNS security solution that provides visibility and control over all DNS traffic on your network. It offers real-time threat detection and response, as well as policy enforcement to ensure compliance with security standards. With its advanced analytics and reporting capabilities, Integrity enables you to identify and mitigate security risks before they can cause damage. It also integrates with other security tools to provide a complete security ecosystem. Whether you're a small business or a large enterprise, BlueCat Integrity can help you protect your network from DNS-based attacks and ensure the integrity of your DNS infrastructure.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“It is easy to use. It has an understandable GUI interface. Its deployment is relatively easy.”



**Verified user**

System Engineer at a aerospace/defense firm with 501-1,000 employees



“The most valuable aspect is its user-friendly interface. It is straightforward to use.”



**Sham Prabhakaran**

Senior Network Engineer, DDI at a wireless company with 10,001+ employees



“One of the key features enabling us to operate at our current scale is robust automation.”



**Ryan Michael Patterson**

Senior Security Engineer at a tech services company with 10,001+ employees

- ✓ “The most valuable feature of BlueCat Integrity is decentralized management, which enables real-time visibility and control over the entire IP address space, DNS, and DHCP from a single console.”



**GovindSingh**

Senior Security Consultant at a consultancy with 1-10 employees

- ✓ “Since implementing BlueCat, we have experienced fewer problems, anomalies, and strange issues.”



**Jeff Belknap**

Senior Information Security Engineer at Schoolcraft College

- ✓ “As a defense contractor, we must meet many compliance standards regarding logging, configuration, and administrative access. BlueCat is one of the few products that combines all the compliance components in a secure, reliable solution.”



**Ian Slade**

Sr. Manager Network Engineering and Architecture at a tech vendor with 10,001+ employees

- ✓ “DNS aliases, which we use extensively in our applications are a valuable feature.”



**Verified user**

Senior Cloud Engineer at a insurance company with 10,001+ employees

What users had to say about valuable features:

“It is easy to use. It has an understandable GUI interface. Its deployment is relatively easy. I would rate it a nine out of ten for ease of use.

The license model of BlueCat Integrity is easier to manage compared to Infoblox. .”

**Verified user**

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System Engineer at a aerospace/defense firm with 501-1,000 employees

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“The integration that we did is easy to build up for the on-premise network, and everything regarding DHCP was a good experience for the on-premise team that I'm working with in building up the DHCP and the DNS for the on-premise network.

The initial deployment was fairly easy because we started with the DHCP product for the enterprise network, and the experience with that was very good..”

**Nirmesh Solanki**

[Read full review](#) 

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“DNS aliases, which we use extensively in our applications are a valuable feature. We simply provide the alias to users, and they cannot see the real IP address or DNS name. This feature is specific to each application and is very powerful for us.

– DNS load balancing features for A records for most of clusters we use for GoAnywhere MFT applications..”

**Verified user**

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Senior Cloud Engineer at a insurance company with 10,001+ employees

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“The most valuable aspect is its user-friendly interface. It is straightforward to use. Even individuals with minimal DNS knowledge can easily work with BlueCat GUI.

It offers multiple additional services, such as Edge, K3, etc. We can integrate it with multiple applications and achieve more things. For example, we can use REST API with the help of GUI and achieve REST API construction in a single place. We can give it to multiple users to use it..”

**Sham Prabhakaran**

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Senior Network Engineer, DDI at a wireless company with 10,001+ employees

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“The most valuable piece, which has been a lifesaver, would be the BlueCat DNS resolver. BlueCat Cloud DNS resolver is a tool that takes a look into your cloud's DNS and then reports back everything it finds into BlueCat's DNS Edge solution. The Edge solution has a bunch of nice rules that you can configure to route the DNS traffic. That automation alone is a lifesaver for me for the day-to-day churn of the DNS components that change on an hourly, daily basis.

From the time that I've been using it and the input that I've been having into their engineering, they're very flexible in seeing what the issues are. They're very flexible in working on new changes within the product. I've had great input on issues that we've run into in our world when using their products..”

**David Muscat**

Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

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“The most valuable aspect of the solution would be separation from the Windows operating system. Prior to our BlueCat usage, we were doing Windows DHCP and Windows DNS on the outside. Not being dependent on the Windows operating system, which routinely needs patching, reboots, et cetera, is great. Our BlueCat environment is now free of any of those vulnerabilities of Microsoft.

Integrity is largely easy to use. It depends on whether you're coming from a Windows, Linux, or Unix background. If you have a background with Unix-based DHCP or name services, it's a little easier to adopt. Coming from a Windows background, where you traditionally use Windows for either of these functions, it's not hard. However, it's easier if you already have Linux or Unix experience.

We witnessed the benefits of Integrity almost immediately. Since we had to reboot our Windows servers every month for patching, and with the new updates coming out for the Windows environment on a monthly basis – it was challenging. After switching to BlueCat, we don't have to reboot just for the patch. We can deploy. And since we run a high availability platform we can take one node down and still keep services alive without production impacts.

Integrity provides very close to a single pane of glass view of our IP address space. It would be more so if we were more prudent. It has the potential. A single pane of glass is a buzzword. It's very common. Everybody's looking for that. It would be nice if we were diligent and disciplined enough to record everything in our BlueCat environment. However, we don't.

Integrity helps reduce human error, more or less.

Integrity helped us to reduce downtime. Given that, in a Windows environment, if we are following our best practice of patching on a monthly basis, that's about an hour or a month. We used to have a few hours a month per device or a couple of hours a month per device. Now we just don't have any downtime. We've reduced our downtime by 100%.

Integrity helped consolidate tools in that we now have a much better configuration

standard. It is BlueCat. It's all BlueCat. No more Windows, Linux, DHCP servers, aside from Bluecat BDDS. So, the configuration standard is being met and achieved every time, whereas there was always an opportunity to not maintain a standard when we were doing individual configurations.

BlueCat helped us free up IT staff for other projects to some extent. Not a substantial amount – and not really a measurable amount. We do have two primary engineers who operate this environment, and their workloads have certainly gotten better to where they can spend time doing other things.

Integrity helped us to improve the network stability due to a lack of downtime. If we're not having downtime when we're rebooting a Windows DHCP server, that means the clients continue to operate as they're expected without downtime failures.

BlueCat saved us money in terms of a life-and-death scenarios and the stress factors that surround a healthcare environment. We generally don't have downtime in our DHCP environments anymore. The clinics and the hospitals can continue to operate and not be in that position to be down. DHCP is a core NECESSARY service that you don't miss till it's not working. And sometimes, that does mean that there are lives on the line. So from a medical hospital health care stance, absolutely saves us. I don't know if you can put a price on life, however, for our use case, it's pretty significant for us..”

**Bob Fuller**

Engineering Specialist at Community Health Systems

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## Other Solutions Considered

“The previous solution reached its end, leading the vendor to discontinue the service. During the customer review, we evaluated options between BlueCat and Infoblox..”

**Douglas Padilha**

Network Engineer at a tech vendor with 10,001+ employees

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“We have seen customers using Infoblox and Microsoft IPAM, and we have migrated these customers to BlueCat. BlueCat is better because it provides a unique blend of features and flexibility..”

**GovindSingh**

Senior Security Consultant at a consultancy with 1-10 employees

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“We evaluated BlueCat Integrity and other vendors and found that BlueCat Integrity was one of the most reliable options in terms of both security and administration. Their support team was also helpful and quick..”

**Verified user**

Senior Cloud Engineer at a insurance company with 10,001+ employees

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“We evaluated Men&Mice and Infoblox. BlueCat won that process just for ease of use and ease of installation. We were also not looking at solutions that would sit on top of a Microsoft product at the time..”

**David Muscat**

[Read full review](#) 

Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

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“Originally, we used Microsoft DNS, but it had many problems. We had to purchase and constantly monitor many tools with Microsoft. If we skipped an option during configuration, we would continue to receive error messages, and we would have to check the event logs to keep track of those errors. BlueCat Integrity is very easy to manage, so we chose it..”

**Verified user**

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Senior Cloud Engineer at a insurance company with 10,001+ employees

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“We used phpIPAM for some programs, but for others, we only had Excel sheets, which were not ideal.

phpIPAM is an open-source product, but it only functions as a pure IPAM without integration with DNS or DHCP. It was more of a documentation tool. We also tested NetBox for a while but did not use it in production..”

**Verified user**

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System Engineer at a aerospace/defense firm with 501-1,000 employees

# ROI

Real user quotes about their ROI:

“We started seeing the benefits of Micetro immediately because as we started using it, we didn't have to go back to the Excel sheets that we were earlier following and then updating as we moved along..”

**Nirmesh Solanki**

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“BlueCat helps reduce IT cost because it automates many tasks. This automation frees up staff for other projects and consolidates several solutions onto a single server, reducing infrastructure costs..”

**GovindSingh**

Senior Security Consultant at a consultancy with 1-10 employees

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“Deploying BlueCat Integrity has yielded a significant return on investment for our company, primarily due to the substantial labor savings it has achieved. The increased availability it affords has kept our engineers and offices up and running, while also reducing the need for ongoing product maintenance. While the impact may vary depending on a company's size and specific circumstances, BlueCat Integrity has demonstrably improved our operational efficiency and delivered a clear ROI..”

**Ryan Michael Patterson**

Senior Security Engineer at a tech services company with 10,001+ employees

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“By way of uptime, we have reduced our total cost of ownership.

The peace of mind that BlueCat Integrity provides is much better. Especially on the uptime and being challenged with how to balance downtime for patching requirements versus just continual operations. From that perspective, BlueCat is is not quite set and forget, however, it is very close to set and forget..”

**Bob Fuller**

Engineering Specialist at Community Health Systems

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“We've realized an ROI from Integrity by saving time and eliminating issues. With a different system that adopts the old ways of doing things, the cost will probably be high, and you won't see much ROI. Integrity's automation and other features have enabled us to eliminate at least four or five full-time employees easily.

The cost of ownership has probably been maintained, but we've reduced the complexity and downtime. That's where the benefits are..”

**Ian Slade**

Sr. Manager Network Engineering and Architecture at a tech vendor with 10,001+ employees

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“Our outage levels have gone down to almost nothing. We're roughly 99.8% outage free at this point in time since using the product. We've only had two medium-sized outages, and neither one of those outages caused an outage. It has been reliable enough.

I can sleep at night. I haven't said that about any other product I've dealt with, whether it's Microsoft, Linux, Cisco, or anything of that nature. I can sleep at night knowing the type of redundancies and configurations that have been put in place and the collaborative engineering work that we and BlueCat have put together to make things solid for us..”

**David Muscat**

Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

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# Use Case

“We have been a partner of BlueCat for two years now, and we are responsible for deploying the solution over the Middle East region. I have the most experience with BlueCat Integrity..”

**GovindSingh**

Senior Security Consultant at a consultancy with 1-10 employees

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“We use BlueCat appliances and the Integrity platform for our DHCP environment. That's on the internal side. All of our DHCP for hospitals throughout the country are managed by BlueCat. The external DNS, also. We're authoritative for all of our own DNS zones. So we use BlueCat on the outside for public, DNS..”

**Bob Fuller**

Engineering Specialist at Community Health Systems

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“We use it for getting an IPAM solution in AWS, which is our first use case. The second use case is we also use it for our on-premise networks to manage the IP ranges. We have distributed all the IP networks, and for DHCP and DNS, we use this software internally for our enterprise network..”

**Nirmesh Solanki**

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Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“In the past, we did not have a DDI system, so information was distributed in different places. As our environment became more complicated with on-campus, remote offices, and cloud setups, we wanted to integrate all the information together. We recognized the need for a DDI system..”

**Verified user**

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System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I use BlueCat Integrity for end-to-end DDI management, which includes DNS, DHCP, and IP management. It helps in creating domains, records, and networks. It serves IPs to specific hosts, simplifying life as a DDI engineer. .”

**Sham Prabhakaran**

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Senior Network Engineer, DDI at a wireless company with 10,001+ employees

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“We primarily use BlueCat Integrity for DNS purposes internally.

We deployed BlueCat Integrity using a hybrid model because many of our applications are finance-related. This product helps us to secure those applications and always helped our internal applications to work in secure environment..”

**Verified user**

Senior Cloud Engineer at a insurance company with 10,001+ 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.

“The initial deployment was fairly easy because we started with the DHCP product for the enterprise network, and the experience with that was very good.

It took close to three weeks. It was less than a month, approximately two sprints, but it was fairly easy..”

**Nirmesh Solanki**

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Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“Multiple teams were involved in the step-by-step implementation. The infrastructure architecture team analyzed the requirements and then passed them to us for the proof of concept. Once the POC was completed, we implemented the changes in the development environment, then in the staging environment, and finally in the production environment..”

**Verified user**

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Senior Cloud Engineer at a insurance company with 10,001+ employees

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“We have a hybrid deployment model. The implementation was done over a period of six to eight months involving four to five people. It was neither too simple nor too complex.

In terms of maintenance, it requires upgrades every two to three months. The upgrades can be done in a few hours, but, normally, we schedule it across a week. We upgrade some of the things first and then upgrade the rest..”

**Verified user**

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System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I was not involved in its deployment. If you know DDI, you can easily work with BlueCat Integrity.

The maintenance part is hard, but that is not because of BlueCat; that is because of technology. DNS has many vulnerabilities. We have to patch or upgrade the server every three to six months. We cannot avoid that..”

**Sham Prabhakaran**

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Senior Network Engineer, DDI at a wireless company with 10,001+ employees

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“Implementing BlueCat Integrity itself is straightforward, but migrating data from older configurations and consolidating solutions can be complex for those who aren't seasoned professionals.

The deployment of the solution itself takes about two or three hours. Migration depends on the size of the IP address management and can take nearly 24 hours.

The number of people required for deployment depends on their experience with the BlueCat solution. As an implementation service provider, we could deploy with two people at most. While the interface may seem complex to those unfamiliar with it, customers should also be able to deploy with two to three people: one with IP knowledge, one with DNS expertise, and one with DHCP experience. Ultimately, the most crucial requirement is someone who thoroughly understands the environment where the solution will be deployed..”

**GovindSingh**

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Senior Security Consultant at a consultancy with 1-10 employees

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“In terms of the deployment model, we have both environments. We're on-prem with all virtual servers, and we're also in the cloud. It's an Azure cloud, but it's private to us.

Ease of deployment is there once you work out the nuances of the documentation. Once you read between the lines, It goes quite well. Deploying virtual machines is a very easy process. They've really matured in deployments of their DNS Edge solution and patching.

In terms of the deployment duration, technically, we're still deploying after all these years. When we first launched the project, the initial deployment and cutover were in the vicinity of 12 to 18 months because of the sheer amount of data that we needed to migrate. We were working with all the teams. We're in the healthcare field, so there were a lot of HIPAA regulations and time frames based on the contracts we had..”

**David Muscat**

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Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

# Customer Service and Support

“They can improve their support for the CDNV application, which is Cloud Discovery and Visibility. I had to chase BlueCat support a lot for this application, and the support was not good..”

**Nirmesh Solanki**

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“BlueCat's customer support, particularly its solutions team, has been excellent. While I've collaborated extensively with its partner team, including solution architects, I haven't needed to contact its general technical support..”

**GovindSingh**

Senior Security Consultant at a consultancy with 1-10 employees

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“While the advanced support team has some excellent individuals who offer valuable design changes and assistance, the quality of day-to-day technical support is unfortunately lacking.

Compared to other solutions, BlueCat's technical support is poor..”

**Reviewer2398456**

Sr Lead Engineer at a retailer with 10,001+ employees

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“Their technical support is good. The previous solution that we were using was open source.

BlueCat's technical support is a bit better than Infoblox's. They are quite responsive. They usually get back within one to two hours, or even faster for urgent issues. I would rate them a nine out of ten..”

**Verified user**

System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I contact support maybe once a month.

They are amazing. Just recently, I was able to upgrade our support contract as we found that the basic offering of support included with licensing was not adequate for our needs. Since we have gone to their premier level of support, we're having monthly cadence meetings. They're continually doing health assessments and checks, and we're getting ready to do a whole new architectural review. Support has been very nice, not that we've gotten to their premier tier. Prior to that, it was hit or miss.

Our support here through BlueCat, due to the nature of our support contract, is very personalized. We have a dedicated team who understands our environment and our needs, and it's not a reinvention. We don't have to train guys each time we contact them. In contrast, with Microsoft, you get the luck of the draw. You might get a very knowledgeable engineer in the beginning. None of them are ever familiar with your environment, so they won't know the ins and outs. So with the custom team or dedicated team that is just responsible for our environment, these guys are very good. Microsoft doesn't really offer that..”

**Bob Fuller**

Engineering Specialist at Community Health Systems

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“They're hands down fabulous. They're there in a pinch. We use their enterprise solution for support, and they are top-notch. I can't say anything wrong with them. They're there when you need them.

You have to work out a schedule with them. They just don't sit there and wait for Dave Muscat's call. Just put it that way. I have to schedule it with them, but they're there. In some cases, when we have issues where some people contact me with problems, or our customers need to have something resolved, and I'm not hitting it, I put in a ticket. It's a quick and easy process.

They're usually pretty good at responding. They sometimes respond within 15 to 20 minutes. They're sometimes a lot better than what they put out there in their SLA. We're on the phone talking quickly. In our outage situation that we had last week, within minutes, there was already an email with a link in there to jump on a call so we can start working on the issue. I'd rate them an eight out of ten.

In terms of comparing their support with the support for our previous solution, the previous solution that we had was a free Microsoft solution, so there was no support tied to that. That was just us and googling..”

**David Muscat**

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Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

## Other Advice

“I would recommend BlueCat Integrity to others. It is quite easy to use. The product's performance is stable, and support is good.

The general documentation is also good. The API part can be improved a little bit. Overall, it is a good solution.

I would rate BlueCat Integrity a nine out of ten..”

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### Verified user

System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I would recommend a DDI solution like BlueCat Integrity if you have more than 100 users at multiple locations.

BlueCat provides plugins for various applications, such as ServiceNow and Cisco Umbrella. They have plugins for many applications, but we do not use these plugins. BlueCat Integrity is a very easy tool. If you know what you are doing, you can do it in a minute.

I would rate BlueCat Integrity an eight out of ten..”

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### Sham Prabhakaran

Senior Network Engineer, DDI at a wireless company with 10,001+ employees

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“If I were to put the support on a scale from one to ten, I would give a score of four.

We are users without any partnerships with BlueCat.

Somebody needs to see how the application is running on it, and it also needs to be updated. The versions of BlueCat need to be updated, and while we faced some challenges there, it went with support.

Overall, I rate Micetro a seven out of ten..”

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**Nirmesh Solanki**

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“I give BlueCat Integrity a ten out of ten.

BlueCat Integrity does not require maintenance. There are no specific patches and the solution updates automatically so we don't have any additional downtime.

The value and security that BlueCat Integrity adds to an organization demonstrates the value of a full-stack integrated [DDI](#) management solution.

BlueCat Integrity is the most reliable [DDI](#) solution with awesome customer support. Whenever we have any issues or urgent customer or business needs, they are always there to help. We call them and they immediately start working on the issue, and they come up with a solution quickly. We can usually implement the solution within one or two days. Their customer support is that good..”

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**Verified user**

Senior Cloud Engineer at a insurance company with 10,001+ employees

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“[Make](#) sure you have your data available. You should have your IPAM data and your DNS data. You need to be able to bring it in, so you need to have a mechanism to pull that. You can test the solution, probably in a small VMware environment. It doesn't have to be cloud. It doesn't have to be anything elaborate. If you have a small lab, you can probably throw this together.

To someone at an organization who doesn't think that they need a full-stack, integrated [DDI](#) management solution, I'd say that I don't care how big or how small an organization you are. You need some type of solution to manage your network. You need to have at least some type of IPAM. You need something that's going to keep track of your network space and your DNS space. You need to be able to look at it at a glance and be able to manage those systems and make changes on the fly. Whether you're a small school or a small business, you need to have something.

Overall, I'd rate it a nine out of ten. The reason why I rate it a nine is the documentation. I've always had problems with their documentation..”

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**David Muscat**

Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

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“I would rate BlueCat Integrity nine out of ten. The only negative is the complexity that can occur around migrations.

BlueCat is not typically used to directly prevent downtime. While its DNS functionality helps resolve domain names, this depends entirely on how it's configured within your organization or solution. BlueCat doesn't actively support downtime prevention. Although it aids in the handover process between multiple DNS or DHCP servers, it offers no active functionality to prevent downtime for a single DNS server.

Upgrading BlueCat Integrity requires some downtime, regardless of whether it's a physical or virtual appliance. The process involves setting up the new appliance and migrating the configuration from the old appliance. While virtual appliance migration typically takes under an hour, physical appliance upgrades require additional time for installation and initial setup. The configuration transfer is relatively quick, simply importing and exporting existing settings.

If someone believes they don't need a full DDI solution, I recommend they first verify their IP address management is accurate and all allocated addresses are being utilized effectively. They should also confirm their DNS is functioning correctly and that critical services are operating as expected. There's a high chance of misconfigurations or outdated settings that could lead to downtime or security vulnerabilities. This is where a dedicated DDI solution can provide comprehensive management and prevent potential issues.

New users should understand their organization's IP structure and DNS configurations before implementing BlueCat for a smooth experience. It is important to be familiar with [DDI](#) technologies..”

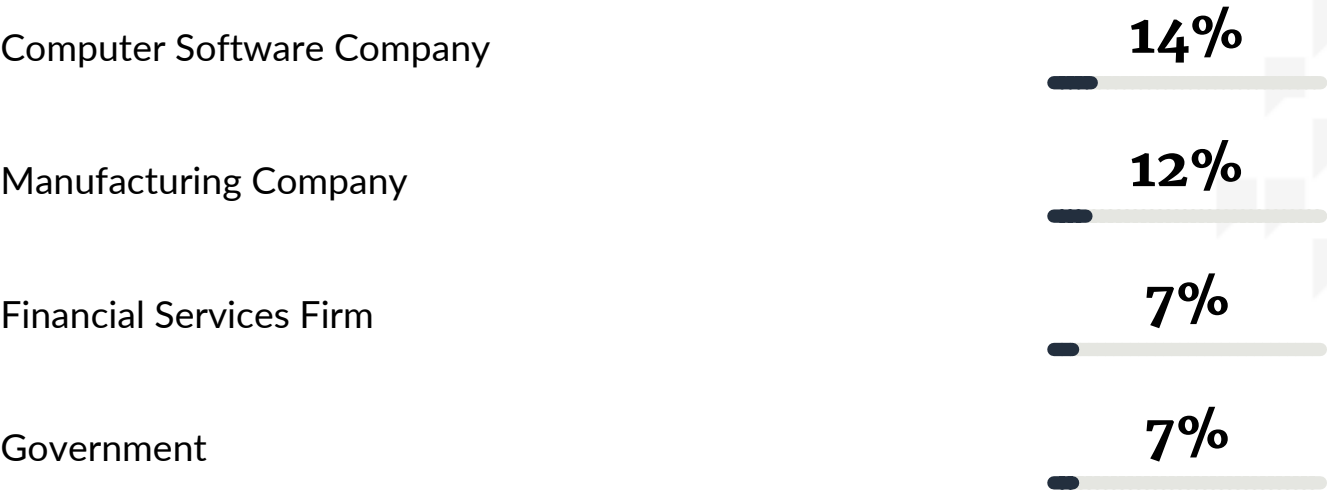
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Senior Security Consultant at a consultancy with 1-10 employees

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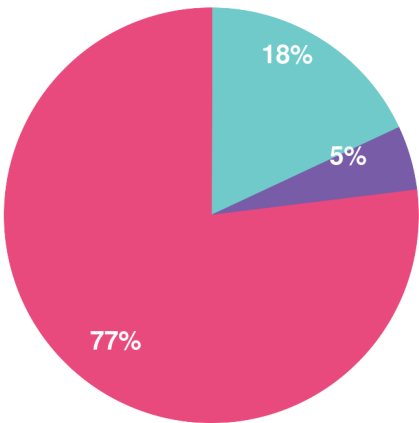
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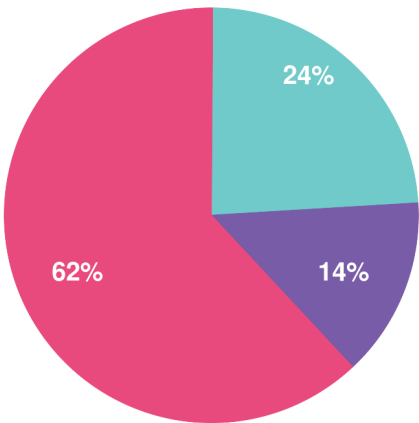


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