# aws marketplace

**Radware Alteon**

# Reviews, tips, and advice from real users

# Contents

# Product Recap

Radware Alteon

# Radware Alteon Recap

Radware Alteon is an application delivery controller (ADC) solution that provides global load balancing for all web, cloud and mobile-based applications. The solution is designed to help your organization simplify operations while ensuring resilience and SLA. It manages application traffic across both data and cloud center locations, optimizing availability and performance. In addition, Radware Alteon integrates multiple application protection services to provide protection against an array of cyberthreats.

**Radware Alteon Features**

Radware Alteon has many valuable key features. Some of the most useful ones include:

- Robust
- Load-balancing reverse proxy
- Stable
- Flexible
- Guaranteed application availability
- Application aware traffic redirection capabilities
- Faster web application response time
- Application specific optimized configuration guides
- Configuration templates
- Built-in virtualization
- Built-in application and network security

**Radware Alteon Benefits**

There are many benefits to implementing Radware Alteon. Some of the biggest advantages the solution offers include:

- **Flexible deployment options:** Radware Alteon is deployable in a multitude of form factors, including on-premises, virtual, and cloud, and provides a consistent application delivery and security service in any application environment.

- **Automation scripts library:** To support faster time to service for complex application delivery and security services, Alteon is supported by an extensive range of automation scripts library. This also enables seamless integration of Radware Alteon services into the DevOps CI/CD processes.

- **Integrated application protection:** The solution offers comprehensive application protection via embedded WAF, bot management, threat intelligence, and API protection capabilities. This ensures application availability and helps to minimize false positives, as well as keep applications along with their data secure.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "I find the best features to be the flexibility and ease of use. The configuration is very straightforward."

> **Verified user**
> Senior System Administrator at a financial services firm with 51-200 employees

✔ "The most valuable feature is the support from the engineering team."

> **Verified user**
> Project Manager at a tech vendor with 1-10 employees

✔ "Alteon helps us troubleshoot issues. It provides us statistics on application, server, and load balancer response that we can use to identify problems or latency."

> **Abraham Zaldivar**
> CISO at Tribunal Electoral del Poder Judicial de la Federacion

✔ "I like how easy it is to create policies in Alteon. Debugging and SSL offloading are also simple, and the global load–balancing part is good. Load–balancing and SSL offloading are the two features that ensure your virtual services work perfectly."

**Gaurav-Mishra**

Network Engineer at DXC Technology

✔ "The support from Radware is consistently excellent and always available."

**Haris Ishaq**

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

✔ "The best feature of Alteon is its automated threat detection and blocking. The university has resource limitations. I am the only one working for the security section, looking after seven products, including Alteon. The automatic blocking of threats and detections is crucial for us."

**Ayesha Lata**

Security Solutions Engineer at Fiji National University

✔ "Valuable features of Radware Alteon include global server load balancing, SSL offloading, Layer 7 load balancing, automation and traffic scaling, real-time analytics, and reporting."

**Vivek Nadiminti**

Sr. Engineer Security at a computer software company with 10,001+ employees

What users had to say about valuable features:

"Alteon's integrated application protection helps us to protect our endpoints and our systems. CloudWAF is user-friendly and can be deployed with ERT. The learning time and processes you need to pass through are easy with CloudWAF.."

**Abraham Zaldivar**                                              Read full review ↗
CISO at Tribunal Electoral del Poder Judicial de la Federacion

"The most valuable feature is the support from the engineering team. They quickly resolved a VLAN issue that other vendors could not. The product allows us to manage multiple networks and VLANs into a single box and add numerous web services and farms efficiently. The SSL management and integration capabilities are also standout features.."

**Verified user**                                                Read full review ↗
Project Manager at a tech vendor with 1-10 employees

"The most valuable features include the availability with an optional high-availability mode ensuring service continuity because of the resiliency. The interface is really good and easy to navigate, which makes configuring and managing settings quick. The support from Radware is consistently excellent and always available. It has helped reduce troubleshooting time by fifty percent, given everything is in the interface.."

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

Read full review ↗

"The simplicity of the GUI is what I like the most about Radware Alteon. It provides logs about all of our application's transactions, which allows us to trace problems and identify issues such as TLS problems. The analytics help us pinpoint the root cause of various issues, enabling solutions with given analytics abilities.."

**Shlomi Berant**
Infrastructure Network and Security Specialist at a consultancy with 51-200 employees

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"The best thing about Alteon is its automated threat detection and blocking. The university has resource limitations. I am the only one working for the security section, looking after seven products, including Alteon. The automatic blocking of threats and detections is crucial for us. Because there are a lot of things going on, we sometimes miss or do not see the detections on time. So, the most useful thing for us is to have a WAF that automatically blocks anything unusual or suspicious.

It is efficient and low maintenance. Once you set it up, you do not have to go back and look into it. It gives us peace of mind that if something comes up, it will block that.."

**Ayesha Lata**                                                    Read full review ↗
Security Solutions Engineer at Fiji National University

"Valuable features of Radware Alteon include global server load balancing, SSL offloading, Layer 7 load balancing, automation and traffic scaling, real-time analytics, and reporting.

Alteon's integrated application protection has helped us. As a state government agency, we face increasing threats and need to secure our critical web applications.

Our finance websites are the primary targets for DDoS, SQL injections, and other sophisticated attacks. Traditional security is insufficient to defend against the volume and complexity of the attacks. We need protection against attacks on the application and infrastructure layers and DDoS attacks. Alteon offers visibility and actionable insights into each security event.

Radware has free training available on their website. I've completed a few training courses and found them very helpful for me in my daily work. The basic course covering the UI takes a week, and it was easy to understand. When we're troubleshooting a scenario, we can check the Alteon knowledge base articles. The combination of training and the knowledge base shortens the learning curve. ."

**Vivek Nadiminti**
Sr. Engineer Security at a computer software company with 10,001+ employees

Read full review ↗

# Other Solutions Considered

"We previously used F5 and Array solutions. However, we switched to Radware based on market research, Gartner reports, and cost-effectiveness. Radware offered optimal performance at a better price point.."

**Verified user**                                               Read full review ↗

Project Manager at a tech vendor with 1-10 employees

"Before Radware Alteon, the organization used a Windows server load-balancing solution that came with the operating system. Previously, those who worked faced time-consuming processes and reporting.."

**Vivek Nadiminti**                                             Read full review ↗

Sr. Engineer Security at a computer software company with 10,001+
employees

"Among similar tools, Radware LinkProof stands out as the best on the market for WAN load balancing. While some companies use firewalls or other solutions for load balancing, LinkProof offers a more comprehensive and competitive solution, especially for WAN balancing.."

**Tharaka Athukorala**                                          Read full review ↗

Solution Specialist at South Asian Technologies

"We did not evaluate many products since the provider that advises us on cybersecurity issues was the one who recommended that we choose Radware. We saw the benefits and it was chosen. We did not do much comparison with other solutions because we felt very confident in our provider's reasoning. Our provider, E-Global, who suggested Radware to us, gave us complete confidence in Radware.."

**JorgeBlanco**                                                    Read full review ↗

Cybersecurity Analyst at a transportation company with 501-1,000 employees

"This is the second WAF that our organization is using. We used Barracuda WAF from 2018 to 2020. From a security perspective, Alteon has aggressive measures for security. At the end of the day, it gives you peace of mind.

Alteon has a better way of managing misconfigurations from the administrator's point of view. If I am creating a security policy, a VIP, or a new service and doing something wrong or misconfiguring something, it does not allow me to do that. That is one of the greatest advantages of Alteon, whereas Barracuda does not verify if your configuration is correct.

Price was the main reason for switching to Alteon. Barracuda charged us triple for the renewal, prompting the shift.."

**Ayesha Lata**                                                    Read full review ↗

Security Solutions Engineer at Fiji National University

"We looked at F5, Citrix, and Array solutions. We went for Alteon for four reasons. I have 30 years of experience, and at least for the last 15 years, a load balancer meant only Radware. We never heard about other products, so we were aware of Radware load balancers. This was the first reason.

The second reason was the management connection. If you have a management connection at the topmost level, things become much easier, so the product is good, and the management connection is there. We have signed for the highest level of support from them.

Another important factor was the market buzzword. People believe that in the CISO platform category, Radware is among the best products in the market today.

The cost was another factor. We were able to get the best rate from them as compared to other competitors.."

**Verified user**                                              Read full review [↗]

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

# ROI

Real user quotes about their ROI:

"The product offers great return on investment. Since 2016, we have already gone through a lifecycle and are procuring another product, suggesting that our investments are well justified.."

**Verified user**                                        Read full review [↗]
Project Manager at a tech vendor with 1-10 employees

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"Using Radware Alteon has reduced the time we spend implementing load-balancing by about 70 to 80 percent. Setting up reporting and load-balancing on our previous solution took much more time. ."

**Vivek Nadiminti**                                       Read full review [↗]
Sr. Engineer Security at a computer software company with 10,001+ employees

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"It is difficult to calculate the ROI because the Alteon load balancer is one part of the investment. There is the whole network and server infrastructure. We have not calculated the ROI, but it plays a very key role. The traffic is seamlessly distributed to the application servers. The application processes it and gives a response.."

**Verified user**
IT Engineer at a tech services company with 11-50 employees

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"I am not in the financial area where I can talk about the return on investment in numerical terms, but from a technological point of view, we believe that the investment made in Alteon can be justified. I believe that investment was recovered in the first year. Its service is so satisfactory that the new budgets are being pre-approved for Alteon's renewal. The fact that we continue to use it also says something about the benefits from our investment.."

**Boris Monterrosa**
Architect at a transportation company with 501-1,000 employees

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"On the financial side, my understanding is that there has been a return on investment. If we did not have Alteon for service availability, our services could be affected, and, in the end, that would create financial issues.

In the technical area, the return on investment is the availability of our services. It is very important that our availability is optimal for both our internal and external clients. That is the greatest return on investment.."

**JorgeBlanco**
Cybersecurity Analyst at a transportation company with 501-1,000 employees

Read full review ⬈

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"The return on investment is directly proportional to the improved satisfaction of the customer. Earlier, the customers were not satisfied, whereas now, customers are extremely satisfied because their traffic is balanced. They know that they are getting the best performance. The throughput is the best. When the customers are satisfied, the ROI of the system is already achieved.

We could see its value in two months from the date of purchase. It took almost three weeks to implement. After that, in two to three weeks, we started observing. We started seeing the value from eight weeks onwards.."

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

Read full review ⬈

# Use Case

"We use Alteon to secure our main web applications against web-based attacks such as SQL injections and DDoS attacks. We have around 36 VIPs on Radware, and we protect all our published sites, including those for FNU.."

**Ayesha Lata**
Security Solutions Engineer at Fiji National University

Read full review ↗

"Radware technology ensures the availability of all our applications. I represent a government institution that administers elections, so we have several critical systems that must stay online. In addition to Alteon, we use CloudWAF, CloudDDoS, and FireProof. ."

**Abraham Zaldivar**
CISO at Tribunal Electoral del Poder Judicial de la Federacion

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"Its use case involves protecting our external services in the business.

It is a necessity because of the different security standards that our company has to comply with.."

**Verified user**                                                   Read full review ↗

Senior System Administrator at a financial services firm with 51-200
employees

"We use the product for our web services across multiple web farms. It manages SSL load balancing and SSL offload, meaning SSL management is handled at the load balancing level. Additionally, we use it for SSL renewal and management, which simplifies the process rather than managing each individual server or farm.."

**Verified user**                                                   Read full review ↗

Project Manager at a tech vendor with 1-10 employees

"I am using Radware Alteon as a load balancer. It's used to simplify balancing connections between servers for a larger application in my organization. This allows me to manipulate many applications to better serve my organization.."

**Shlomi Berant**                                                   Read full review ↗

Infrastructure Network and Security Specialist at a consultancy with 51-200
employees

"We're an agency of a state government in India, and our primary use case of Radware Alteon in our organization is for load balancing and application protection.

We have to load-balance among multiple departments within the state government. Around 12 people manage Alteon, and the solution covers roughly 20 departments. ."

**Vivek Nadiminti**                                        Read full review ↗
Sr. Engineer Security at a computer software company with 10,001+
employees

# 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 took approximately fifteen days. We conducted POCs, unit testing, and created farms for UAT testing before going live. Radware personnel were on-site, which facilitated face-to-face communication and training during deployment.."

**Verified user**                                              Read full review ↗

Project Manager at a tech vendor with 1-10 employees

"Alteon's initial setup was straightforward, and the UI was easy to understand. We had a few challenges integrating features, but Alteon's support helped us resolve them quickly. The only maintenance is regular updates. ."

**Vivek Nadiminti**                                            Read full review ↗

Sr. Engineer Security at a computer software company with 10,001+ employees

"Deploying Alteon was easy because I have experience in the load balancer world. It takes two engineers about four hours to deploy fully. We had help from a partner at the platform.."

**Abraham Zaldivar**
CISO at Tribunal Electoral del Poder Judicial de la Federacion

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"It is an on-prem solution. Its deployment was straightforward. It was not complex.

We were able to migrate from old devices to new devices in minutes. We just copied the configuration from the old box and replicated it to the new box. It does not take much time. The releases and the patches that we deploy are also very efficient.

Replicating to a box took 20 to 30 minutes. Putting the operating system and replicating the configuration does not take more than 30 minutes.

It requires maintenance. When a new patch comes, we implement it. We plan a downtime and implement it. Even though we have a redundant node, we take downtime to be on the safer side.

The solution has a minimum downtime, and the maintenance window is also short. It is not big.."

**Verified user**
IT Engineer at a tech services company with 11-50 employees

"It was a bit difficult for us because Radware is quite aggressive in terms of configuration. We did not have the resources and training at the time. We were trying to implement a new product, and we found it to be a bit difficult.

The initial setup took about a month, but fully integrating services that were in Barracuda took us until last year. It took us a while to migrate all the services that were there.

It took us some time to realize its benefits. When we set up Alteon, we had a separate team of people looking after it. I was not the main person at that time. We had the initial setup done in 2020, and after that, the responsibility was shifted to me. I could see that there were certain things that we could do for better security of our web applications. We did have to do some fine-tuning to get the complete benefits of Alteon.

The trainings were purchased early last year, and I am now trained in using Radware Alteon services. The training did not take long. It took about five to seven days, but these days were not fully dedicated to the training. I was doing my work, and whenever I had free time, I would start the video and get trained. The training videos that are provided are quite straightforward and easy to understand.."

**Ayesha Lata**                                           Read full review ↗
Security Solutions Engineer at Fiji National University

"The setup is local, not cloud-based. The deployment time to fully implement was half a year.

In terms of implementation strategy, we are very step-based when it comes to infrastructure. We evaluate and point out our needs. We rely heavily on third-party support. Radware is not directly supporting us in Latvia. We have third-party support locally, and they help us very much in this regard.

Radware provides free training on their site, but we heavily rely on third-party support. They do not hide anything from us. For every task and request, they freely advise us on how to perform better. The online portal also supports that motion.

After we established our requirements such as what we wanted to protect and where we wanted to deploy it, moving services to the solution took up to half a year.

Our implementation is not very advanced. There is an option to include very heavily scripted environments, but our use case is very straightforward. We have some customizations, but new team members require a month or maybe two to get onboarded. This is generally the time a user requires to get familiar with any system.

In our field of work, maintenance is almost a must. We do quarterly updates and health checks to verify that systems are working as intended. Maintenance is very fast, but the preparation work is the worst. We have to read all the changes and what is affecting us or not. Sometimes these releases or software updates break something, but in general, the maintenance tasks are very easy. They take about 15 minutes.."

**Verified user**                                                    Read full review ↗

Senior System Administrator at a financial services firm with 51-200 employees

# Customer Service and Support

"The customer service and support are excellent. I would rate them ten out of ten. We never face support issues, and their team resolves any critical issues quickly once they are involved.."

**Verified user**
Project Manager at a tech vendor with 1-10 employees

Read full review ↗

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"Radware's support is excellent, with knowledgeable sales engineers who go above and beyond to assist. Their technical guides are helpful and their support team is responsive. I would rate the support as a ten out of ten.."

**Tharaka Athukorala**
Solution Specialist at South Asian Technologies

Read full review ↗

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"Their technical support is an excellent service. They answer very quickly and you always have their support. Anytime we suddenly have an issue that we don't understand, we go to them and they provide excellent service and technical support. Depending on the urgency of the case, they call or write to you. We do not have any complaints.."

**JorgeBlanco**
Cybersecurity Analyst at a transportation company with 501-1,000 employees

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"In general, I would rate their support a nine out of ten because the first level of support sometimes requires re-verification. We have to escalate a bit to have some momentum. However, local third-party support is reachable for us at any moment. There is a dedicated expert answering even the toughest questions. If needed, he re-routes us to the Radware support, and he takes care of the support communication for us.."

**Verified user**                                    Read full review ⬈

Senior System Administrator at a financial services firm with 51-200 employees

"Their technical support from India is very good. However, when it is nighttime in India, it is a bit challenging because their support comes from outside India, most probably Israel. Sometimes, we face a challenge when the support is given by the team out of India. It takes time. Due to the language issues, it takes time for them to understand the issue, so the time to resolve the issue or work on an issue increases.."

**Verified user**                                    Read full review ⬈

IT Engineer at a tech services company with 11-50 employees

"I interacted with their support while applying our security policies. I was finding it challenging because we had false positives and some of the genuine university services were getting blocked. We have some legacy services. They were showing up as a threat. With the help of their support, we whitelisted those services.

The support is quite helpful. We do remote sessions and address issues timely. I would rate their support an eight out of ten considering the time difference challenges.."

**Ayesha Lata**
Security Solutions Engineer at Fiji National University

Read full review ↗

# Other Advice

"I would recommend switching to Alteon but ensure training is completed before migration. This will ease the learning curve.

I would rate Alteon a nine out of ten.."

**Ayesha Lata**                                          Read full review ⬈
Security Solutions Engineer at Fiji National University

"I would recommend Radware Alteon. If someone wants an effective product with good capabilities, they should consider this solution.

I rate the product eight out of ten.."

**Shlomi Berant**                                        Read full review ⬈
Infrastructure Network and Security Specialist at a consultancy with 51-200 employees

"I rate Radware Alteon nine out of 10. I recommend Radware Alteon because it offers comprehensive features for optimizing application delivery, improving network performance, and enhancing security. The basic training can be accessed through the Alteon website, which is user-friendly and helpful.."

**Vivek Nadiminti**
Sr. Engineer Security at a computer software company with 10,001+ employees

Read full review ↗

"I recommend having support directly from Radware, not through SI channels, as they handle multiple OEMs and might lack in-depth knowledge about each. Additionally, having available knowledge bases or resources for troubleshooting would be beneficial.

I would rate the overall solution ten out of ten.."

**Verified user**
Project Manager at a tech vendor with 1-10 employees

Read full review ↗

"We are using Alteon's Integrated WAF. We are in the process of evaluating moving to the cloud for more distributed protection from DDoS attacks and other threat actors.

I would definitely recommend it. It is very understandable. The interfaces and descriptions of various settings are straightforward. There are some misunderstandings here and there, but the basics to get it working are great. Overall, I would rate Alteon a nine out of ten.."

**Verified user**
Senior System Administrator at a financial services firm with 51-200 employees

"I would recommend Radware Alteon because it is a very smooth solution. Someone who wants to deploy an application load balancer in their environment can go for this box without any thoughts or concerns. The box is very scalable. It is a very smooth system. It handles the traffic very comfortably. You will not face any issues with the box.

Our application is an in-house application. It does not go over the Internet. We do not have any cloud connectivity. We also do not have out-of-the-box application integrations in our environment. Alteon is supporting the SNMPv3 standard for sending the SNMP trap to the outside box. That is the only integration we have done, and it is working fine. We have not integrated with OpenShift, Ansible, etc.

I would rate Radware Alteon a nine out of ten. There are only two areas of improvement. The vulnerability part needs improvement and the support given at night time from outside the country needs improvement. It takes longer to get an issue resolved with the support team located out of India.."
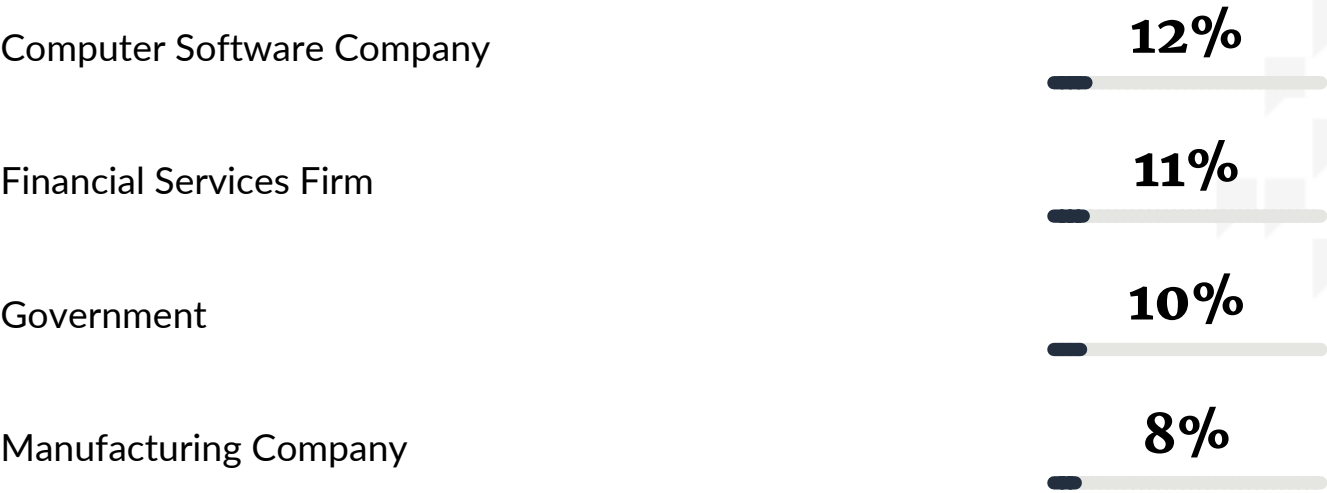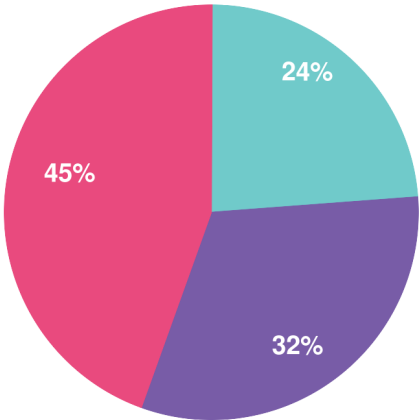
**Verified user**
IT Engineer at a tech services company with 11-50 employees

# Top Industries
by visitors reading reviews

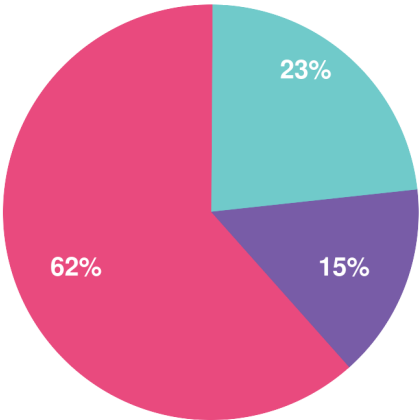Computer Software Company

**12%**

Financial Services Firm

**11%**

Government

**10%**

Manufacturing Company

**8%**

# Company Size

by reviewers



24%

32%

45%

by visitors reading reviews



23%

15%

62%

● Large Enterprise    ● Midsize Enterprise    ● Small Business

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