aws marketplace

Sophos XG

Reviews, tips, and advice from real users

Contents

Product Recap

Sophos XG Recap

Sophos XG is a versatile network security solution that offers network protection, firewall management, VPN access, web filtering, and intrusion prevention, providing comprehensive security for businesses from small offices to large enterprises.

Sophos XG stands out for its Synchronized Security, easy setup, and robust templates. It manages VPN access, protects against threats, and handles load balancing and traffic monitoring. The cloud-based management, centralized dashboard, and detailed logging make it user-friendly and reliable. Integration of features like email protection, SD-WAN, and unified threat management ensures a broad spectrum of security needs are covered. However, it could benefit from improvements in network security, user portals, technical support, and more scalable SD-WAN features.

What are the key features of Sophos XG?

- Synchronized Security: Orchestrates threat intelligence sharing between endpoints and firewall.
- Unlimited SSL VPN Clients: Provides extensive VPN client support for secure remote access.
- Cloud-Based Management: Facilitates remote administration with a cloud-hosted platform.
- Intrusion Prevention: Detects and blocks potential threats in real-time.
- Centralized Dashboard: Offers a comprehensive view of network security status.

What benefits and ROI should users look for in reviews?

- Scalability: Easily adapts to growing business needs.
- User-Friendliness: Simplified setup and intuitive management.
- Effective Threat Protection: Provides robust security against a wide range of threats.
- Comprehensive Reporting: Delivers detailed insights and analytics.
- Cost-Effectiveness: Competitive in pricing with flexible deployment options.

Sophos XG is implemented across industries such as healthcare, education, and finance to secure sensitive data and ensure regulatory compliance. It aids in endpoint protection, application control, load balancing, and traffic monitoring essential for these industries. Enhancing network security, simplifying VPN setup, and integrating adaptive security features remain focal points for businesses.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "Sophos XG uses AI effectively to enhance threat detection and response, securing from AI at the packet level."

TarunPanchal
IT Manager , SAP HANA Administrator at Tara Paints & Chemicals

✔ "Sophos XG has allowed us to implement all kinds of firewall rules and manage bandwidth efficiently."

SiyatHulbale
Global IT Manager at Express Kitchen

✔ "I would rate Sophos XG as a better option compared to all others we have used because peace of mind and faster implementation are the key points which Sophos XG provides compared to these two counterparts."

Rajesh Panwala
Managing Director at Smartlink Solutions Pvt. Ltd.

✔ "I would recommend Sophos XG due to its good value for money, despite its integration issues."

Mohamad Charara
Head of IT at a consultancy with 201-500 employees

✔ "The user interface of Sophos XG enhances our administrative tasks because it is intuitive and easy to navigate."

Verified user
it officer at a government with 1,001-5,000 employees

✔ "Sophos XG's most effective features for threat detection and management are its UTM components, which are useful for malware prevention and intrusion detection."

Jeremiah Ngure
Technical Services Lead at Telenet Solutions

✔ "Sophos XG is a friendly-use firewall that is very good for small environments and small to medium businesses; its functions are great, and I am very satisfied with UTM."

Abdul Basit
Assistant Manager IT at Asia Petroleum Limited

What users had to say about valuable features:

"The firewall feature of Sophos XG has been the most effective for threat prevention and in collaboration with the integration of another Cyber Security solution.."

Stelios Georgiou
Information Technology Specialist at stelios@biolandenergy.com

Read full review ↗

"The IPsec VPN is the only feature we utilized in Sophos XG. We did not explore the web and application filtering capabilities, and these features have not helped our organization in managing bandwidth or access to malicious sites.."

Verified user
DevOps Engineer at a tech vendor with 51-200 employees

Read full review ↗

"Sophos XG is user-friendly, easily configured, and has all the latest features, including URL filtering.

"I have used the Synchronized Security feature of Sophos XG along with the Heartbeat functionality, specifically the Security Heartbeat.

"The filtering capabilities of Sophos XG are good and I find it user-friendly.."

Simadri Gujuri
Customer Support Executive at simadrig

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"The aspects I appreciate about Sophos XG are the ease of operations and customer satisfaction, though pricing is slightly higher compared to Indian variants.

"Regarding threat detection capabilities, if there are any use cases, we definitely would want to use it, and the Sophos XG definitely has those features.

"In terms of features for network security, it's of importance, but for this particular reason, the customer was not keen on it because it's a transport of offices. They were not concerned about the transport and security aspects, but even if they were, it would have been reasonably good in Sophos XG. I don't see any challenge on that.."

Rajesh Panwala
Managing Director at Smartlink Solutions Pvt. Ltd.

Read full review ↗

"The user interface of Sophos XG enhances our administrative tasks because it is intuitive and easy to navigate.

"We find the network security, protection, and web features most effective for threat prevention.

"Sophos XG has facilitated better traffic management because the model we purchased is only utilizing resources at 40%. We have no bottlenecks, unlike the previous Cyber Room model that we purchased, which was at 85% resource utilization, causing traffic problems. With 40% resource utilization, we don't experience problems with all the features of the base firewall, such as IPS.."

Verified user
it officer at a government with 1,001-5,000 employees

Read full review ↗

"I typically use the Sophos XG Firewall to enhance my cybersecurity by using all layers.

"The intrusion prevention system impacts my security posture effectively, as we have not faced any ransomware or cyber threats. I have more than 800 servers live from Sophos.

"The synchronized security feature has proven to be very beneficial, and I have not encountered any issues.

"Sophos XG Firewall has contributed to reducing overall costs because it helps save money. We purchased endpoint security for the first time last year, and even without endpoint security, it provides comprehensive security.

"Sophos XG uses AI effectively to enhance threat detection and response, securing from AI at the packet level.."

TarunPanchal   Read full review [↗]
IT Manager , SAP HANA Administrator at Tara Paints & Chemicals

Other Solutions Considered

"I would compare Sophos XG to SonicWall. SonicWall has multiple features, including inbuilt endpoint security and a lot of features compared to Sophos XG.."

ArunM4
Creative Head/Director at a marketing services firm with 1-10 employees

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"Nowadays, my company recommends Palo Alto and Fortinet. With Fortinet, my company is comfortable because it looks after our needs, and it is really helpful.."

Sabbir Rubayat
Senior Manager at Contessabd

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"My company chose Sophos XG over other products in the market, considering that the solution provides its users with good support and a strong firewall.."

VINOD YADAV
IT Manager at Jabalpur Motors Ltd

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"I have considered other solutions before Sophos XG, including pfSense, AWS firewall, and Kato firewall.

"I was previously using AWS firewall and Kato firewall before switching to Sophos XG.."

Verified user   Read full review ↗

DevOps Engineer at a tech vendor with 51-200 employees

I stopped using Sophos XG around 3 months ago.

I used Sophos XG, the XGS version, which is friendly with the current version of XGS. I have around 10 years of experience using Sophos XG as my main gateway device.

"Sophos XG is a friendly-use firewall that is very good for small environments and small to medium businesses; its functions are great, and I am very satisfied with UTM. I have been using it for 10 years with no threats in my network, no ransomware attacks, and no VPN issues. It works very well in my environment, as my network is not as crucial as a financial institution's. ."

Abdul Basit   Read full review ↗

Assistant Manager IT at Asia Petroleum Limited

"We are looking into other brands, including FortiGate because it's closer to Sophos XG. I'm also looking at Sangfor because they say it has better web and network protection. Our objective is to find a solution that is price-wise and affordable for us, with longer coverage and good web application firewall features and network protection for five years license.

"I haven't concluded my research on the advantages Sangfor has over Sophos XG yet, but Sangfor has better pricing and states that if the license expires, all the features until the day subscribed prior to termination of the license remain active. This is appealing for us to explore, and we will be asking for a model or POC for that product in the next few weeks. FortiGate comes with an appliance and is somewhat expensive. We're considering Sangfor, Sophos XG, and FortiGate because these are the appliances that we think are affordable for us.."

Verified user   Read full review ↗
it officer at a government with 1,001-5,000 employees

ROI

Real user quotes about their ROI:

I benefit from reduced reliance on specialized IT skills, especially during staff turnover. The graphical interface of Sophos XG simplifies configurations, saving time in support and troubleshooting compared to the Linux-based solution I previously used.

Edwin Muruka
Head ICT at NIC Uganda

Read full review ↗

"Sophos XG reduces virus and malware attacks, addressing network efficiency and cost savings indirectly by minimizing the time spent on troubleshooting.."

Jeremiah Ngure
Technical Services Lead at Telenet Solutions

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The problem with the return on investment for Sophos XG is the three-year license. The license fees are extremely expensive, and in most cases, once the license has expired, Sophos requires the purchase of new hardware if one decides to run it online, which is a major drawback.

Rassie Erasmus
Risk & Security Manager at a consultancy with 11-50 employees

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"Sophos XG Firewall has contributed to reducing overall costs because it helps save money. We purchased endpoint security for the first time last year, and even without endpoint security, it provides comprehensive security.."

TarunPanchal
IT Manager , SAP HANA Administrator at Tara Paints & Chemicals

Read full review ↗

"Having a Unified Threat Management system like Sophos XG has helped us spend less on network security, thus providing a good return on investment by managing our income effectively.."

Malline Ligawa
Network and infrastructure manager at Sonysugar

Read full review ↗

"I can say there has been some return on investment. It's good, but I would still say it's higher by about 10-15 percent compared to other market products with similar configurations.."

HirenPatel2
Manager at RSPL LIMITED

Read full review ↗

Use Case

"We don't have remote workers, so Sophos XG is only used for our in-house applications and users within the same building. For remote access, we use the Sophos free firewall home edition to connect to the Sophos XG 450, so there was no problem when the license was still activated. We experienced problems currently since the license is no longer activated.."

Verified user   Read full review ↗

it officer at a government with 1,001-5,000 employees

"Our main use case at the moment for Sophos XG is to create a site-to-site VPN with one of our clients. We cannot use AWS VPN, so we use Sophos XG.

"We only used the VPN functionality. We did not explore other aspects of the product beyond the VPN capabilities.."

Verified user   Read full review ↗

DevOps Engineer at a tech vendor with 51-200 employees

"We have experience with Sophos XG, which is the older version as well. It has been around three or four years that I have been working with Sophos XG.

We are the partners of Sophos XG, and we are in the partners platform.

For Sophos XG, we are not using it in our on-premise environment, so we pitch it to customers based on their requirements.

In some scenarios, we offer maintenance for the firewalls, especially in high availability situations.."

Suhas Koti
Practice engineer at cloudunicorn.in

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"I typically use the Sophos XG Firewall to enhance my cybersecurity by using all layers.

"The intrusion prevention system in Sophos XG Firewall impacts my security posture because they were impacted by ransomware and cyber threats, but I did not face any issues. I have more than 800 servers live from Sophos.

"I have experienced that the benefits from Sophos XG's synchronized security feature are very good, and I have not faced any issues with this.."

TarunPanchal
IT Manager , SAP HANA Administrator at Tara Paints & Chemicals

Read full review ↗

"We have deployed the Sophos XG for one of our clients in an SD-WAN scenario where they have one primary link on lease lines and a secondary link on broadband, and they have an on-premise concentrator. It is for specific government reasons they have deployed it at the center, and it's quite satisfactory.

"In comparison with other products, Sophos XG is a much more professional company, and you need limited support; most of the things are already available. Whereas with the Indian counterparts, when we used Ray and Infinix, there were some customizations required, as it was not an inbuilt feature, especially in case of reporting and other aspects. The price point at which those products are available makes them viable options because we deploy them according to client requirements. If a client is not ready to invest that much amount, these products are the optimum mix for them.."

Rajesh Panwala
Managing Director at Smartlink Solutions Pvt. Ltd.

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I am using Prisma Access browser, but the terms are different in Palo Alto, as every firewall has different functions and names for the access browser.

Regarding the firewall itself, I work with Palo Alto VM-Series firewall, which is very good compared to others; its rating is very good.

"We are using the Cortex series.

"I use Cortex XSOAR mainly for XDR, Cortex XDR. I specifically use XDR for extended detection and response.

"The security orchestration, automation, and response features of Cortex XSOAR are very advanced, and the functions are rated highly compared to others.

"Currently, we are not using Cortex XSOAR for SOAR functionality. Because we have not been using it for a long time, our option is based on our organization needs; we are not a big organization with a total of 150 plus users, and the option we use currently is enough for our network, so we are not using DNS Security and other options. ."

Abdul Basit
Assistant Manager IT at Asia Petroleum Limited

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 of Sophos XG was smooth. The support was good at that time, and the installation process was straightforward because I installed everything in a clean environment while setting up the network from scratch.

Mohamad Charara   Read full review ⬈

Head of IT at a consultancy with 201-500 employees

"The initial setup was manageable but required extensive reading and understanding of documentation. If the Kubernetes cluster is already in place, the setup can be completed in less than ten minutes.."

SolomonAwosina   Read full review ⬈

CTO at GCET

"I did business with Sophos in 2021. I think that last year, we got a Sophos Firewall deployed in our organization. The product's initial setup phase was straightforward.

The solution can be deployed in two days.."

Sabbir Rubayat
Senior Manager at Contessabd

"I personally took part in the installation of Sophos XG recently with the vendor, though earlier I installed it by myself.

"I conduct maintenance for Sophos XG, and generally, I transfer our data in one and a half hours to a new Sophos XG machine. I have barely needed any maintenance in 10 years.."

TarunPanchal
IT Manager , SAP HANA Administrator at Tara Paints & Chemicals

"I would rate the initial setup of Sophos XG as a solid ten out of ten in terms of ease. With a clear understanding of the process and step-by-step guidance, setting it up was straightforward and hassle-free.

It took me around 30 minutes to deploy Sophos XG. The deployment process involved configuring the LAN, WAN, and VPN settings at each branch. Once connected to the switch and router, it was ready to use, making it a straightforward and quick setup process.

Maintaining Sophos XG typically requires only one or two people, depending on the size and complexity of the network deployment.."

Bayo Omoyiola   Read full review ⬈

Adjunct Professor, Cybersecurity at University of the People

"Integrating Sophos XG into existing infrastructure was quite easy and straightforward. There were hardly any complexities involved in the process.you can use both options – cloud-based or hardware-based firewalls. When I mention hybrid, it means having both options available. While cloud-based firewalls offer convenience, they can be more expensive compared to hardware ones. Although I haven't personally worked with the cloud version, it seems similar in appearance but may have different features. Cloud-based firewalls may seem like an overkill in terms of price, especially when considering the cost of operation over time. They become more beneficial when additional security layers like zero trust, DLP, or secure web gateway functionalities are added. This expands security beyond physical location constraints, making it accessible from anywhere.

."

ManojNair2
Founder/Director at Augesys Solutions Pvt Ltd

Read full review ↗

Customer Service and Support

The technical support from Sophos is good. They usually respond on time, and the support technicians are experienced. I've had around four or five big cases over seven years, and they provided effective assistance.

Mohamad Charara
Head of IT at a consultancy with 201-500 employees

Read full review ⬈

"Our experience with customer service is excellent. We are supported by the guys who resell Sophos XG, and their technical team is well-trained and knowledgeable.."

SiyatHulbale
Global IT Manager at Express Kitchen

Read full review ⬈

"The technical support from Sophos XG is excellent. When my customers raise a ticket, a customer representative calls them immediately to address their queries. I rate customer service nine out of ten.."

Ajit Icake
Sales Representative at AVNS

Read full review ⬈

"The quality of support varies. The team handling application control is very good, but we have had bad experiences with the VPN support team. It all depends on the specific team you are dealing with.."

Jeremiah Ngure
Technical Services Lead at Telenet Solutions

Read full review ↗

"Sophos' technical support is very prompt and efficient. For instance, when our equipment failed to reboot, their team was quick to diagnose and resolve the problem by exchanging the equipment within two weeks.."

Malline Ligawa
Network and infrastructure manager at Sonysugar

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"We haven't seen any major issues with customer support from Sophos. We have faced some problems, but we understand that the support team can sometimes be unresponsive.."

HirenPatel2
Manager at RSPL LIMITED

Read full review ↗

Other Advice

"Sophos XG has sufficiently improved the security of our network. We found the solution's user interface very user-friendly for our daily operations.

Overall, I rate the solution an eight out of ten.."

Stelios Georgiou
Information Technology Specialist at stelios@biolandenergy.com

Read full review ↗

"I would recommend Sophos XG to other companies because we are an MSP provider and all our customers are using Sophos technology. My first recommendation is Sophos.

"While earlier the reporting in Sophos XG was not good, in the recent software launch, the reporting has improved significantly, as most information is readily available.

"Overall rating: 10 out of 10 points, as it is really good.."

TarunPanchal
IT Manager , SAP HANA Administrator at Tara Paints & Chemicals

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"I am familiar with Sophos XG.

"We have purchased Sophos XG directly through Sophos, though I am not aware of the financial operations regarding the purchase.

"I rate the technical support as eight out of ten.

"On a scale of one to ten, I rate Sophos XG as eight.."

Simadri Gujuri
Customer Support Executive at simadrig

"I do not use the security heartbeat functionality.

"I have not tried the synchronized security feature of the Sophos XG firewall.

"I am not particularly interested in being a reference to the vendor. We do not use Sophos extensively, so I may not provide substantial insights.

"What led me to consider changing was that we thought the VPN configuration was not working because of the product we used to work with, so we tried other alternatives.

"On a scale of 1–10, I would rate Sophos XG a seven or eight, though this rating is limited by our minimal usage of the product.."

Verified user
DevOps Engineer at a tech vendor with 51-200 employees

"I would advise users looking into implementing Sophos XG in their environment

to consider it as a good product to deploy, though it is slightly costly because Indian buyers are more price-sensitive. I would recommend them to pay a little extra for having peace of mind.

"I would rate Sophos XG as a better option compared to all others we have used because peace of mind and faster implementation are the key points which Sophos XG provides compared to these two counterparts.

"The initial setup of the Sophos XG is not exactly straightforward, but overall satisfaction is good; I can always say it's a good product to continue with.

"On a scale of 1-10, I would rate this solution around 8.5 to 9.."

Rajesh Panwala
Managing Director at Smartlink Solutions Pvt. Ltd.

Read full review [↗]

"Sophos XG Firewall has improved our network security posture only partially because we don't have the license, so it's just the base license that we are using currently. When we had the license activated, there was no problem, but now that we don't have a license, it reverts back to the base license features only.

"We are not so much concerned about the reporting and analytics tools in Sophos XG. I have seen that of Sophos XG 450; it's not comprehensive. I hope Sophos XG 4300 will be better with updated features for reporting because we had problems with minimal reports for the Sophos XG 450. I haven't seen the material white paper on Sophos XG 4300 on the reporting feature yet, but from what I've read, it's still not on par with FortiGate. I don't know about Sangfor yet, so we still have to check on that.

"I would still recommend the Sophos XG firewall to others, particularly the Sophos XG 4300, depending on the price. I would also recommend some other vendors when it comes to firewall.
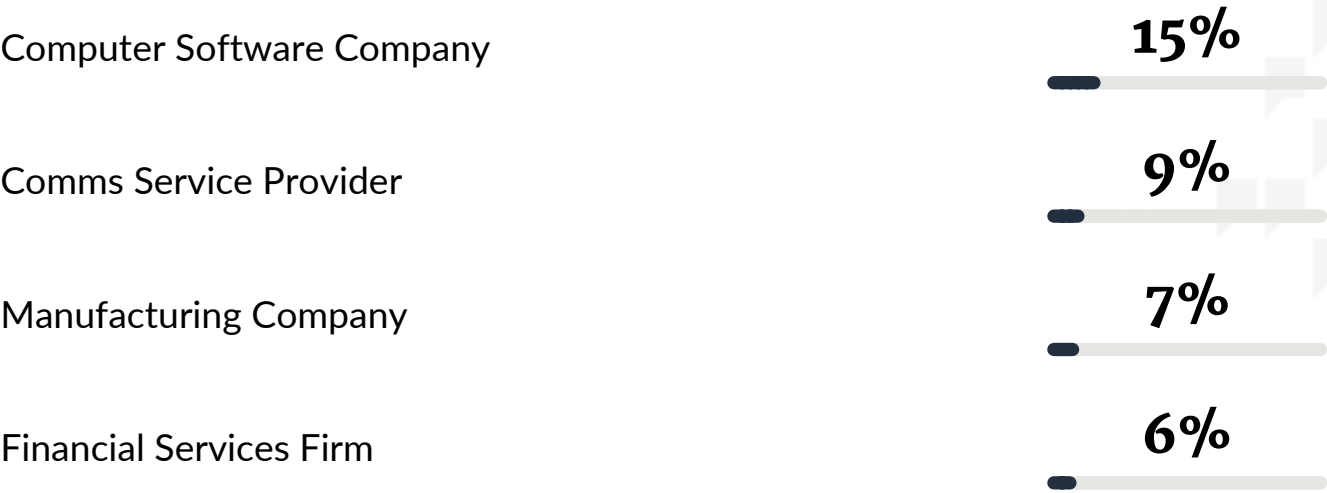
"On a scale of 1-10, I rate Sophos XG an 8 out of 10.."

Verified user
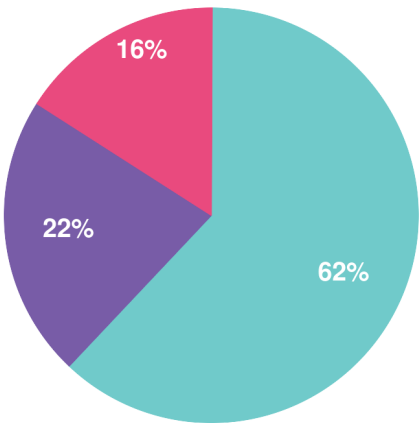it officer at a government with 1,001-5,000 employees

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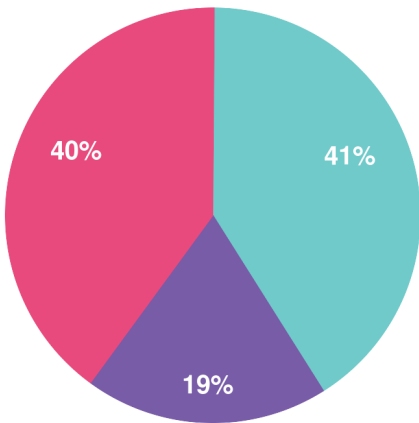
Top Industries
by visitors reading reviews

Computer Software Company — **15%**

Comms Service Provider — **9%**

Manufacturing Company — **7%**

Financial Services Firm — **6%**

Company Size

by reviewers

by visitors reading reviews

Pie chart (by reviewers): Large Enterprise 62%, Midsize Enterprise 22%, Small Business 16%

Pie chart (by visitors reading reviews): Large Enterprise 41%, Midsize Enterprise 19%, Small Business 40%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

About this buyer's guide

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

reports@peerspot.com

+1 646.328.1944