

aws marketplace

Sophos UTM

Reviews, tips, and advice from real users



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Product Recap



Sophos UTM

Sophos UTM Recap

Sophos UTM is a unified threat management platform designed to protect your businesses from known and emerging malware including viruses, rootkits and spyware. The solution provides a complete network security package with everything your organization needs in a single modular appliance.

Sophos UTM Features

Sophos UTM has many valuable key features. Some of the most useful ones include:

- Web and Email Filtering
- General Management
- Network Protection
- Network Routing and Services
- Advanced Threat Protection
- Authentication
- Email Encryption and DLP
- Web Policy
- End-User Portal
- VPN IPsec Client, VPN SSL Client, and Clientless VPN
- Web Application Firewall Protection
- UTM Endpoint Protection and Management
- SEC Endpoint Integration
- Logging and Reporting

Sophos UTM Benefits

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

- Simplifies your IT security without the complexity of multiple point solutions
- Intuitive interface to help you quickly create policies to control security risks
- Provides clear, detailed reports to give you the insight you need to improve your network performance and protection
- Complete control to block, allow, shape and prioritize applications
- Two-factor authentication with one-time password (OTP)
- Integrated wireless controller
- Allows you to connect remote offices with easy VPN and Wi-Fi

Reviews from Real Users

Below are some reviews and helpful feedback written by PeerSpot users currently using the Sophos UTM solution.

PeerSpot user Dana B., Network Administrator at a manufacturing company, says “The [web and email filtering](#) are the two biggest and most valuable aspects of the solution for us. The solution overall has just been a good, cost-effective solution for us. The solution offers a lot of functionality. The solution scales well. We've found the technical support to be helpful. The stability and performance are quite good.”

A Technical Director at a security firm mentions, "Sophos SG UTM had all the basic functionality that you needed. It is [user-friendly and easy to manage for any integrator.](#)"

Marek M., Senior Network Engineer at a computer software company, comments, “Sophos UTM is the [simplest of these products to set up](#). If you follow the instructions using the wizard, which is just a few steps, then you will have a firewall to protect you and your customer.”

A Software Sales Manager at a tech services company explains, “The overall [visibility of the console](#) is what I find most valuable, plus it's very user-friendly. It can be integrated with other solutions such as SOAR, SIEM, etc., even when you have an existing firewall. I really like that the console can be integrated. You'll see everything on the same window, and the single window feature of the machine is so good. These are the features I really like.”

James D., IT Manager at Manual Workers Union, states, “The fact that it's on the cloud means [we don't have to administer it on our network or deal with a physical machine](#), which saves us money. The solution has many great features. From the console, we can start different scannings on different machines. We enjoy the centralized reporting part of it. The initial setup is simple. We enjoy its general stability. The solution can scale. So far, the solution has been problem-free.”

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The zero-day protection and firewall rules are some of the most effective features for threat management.”



Samaila Yusuf

Associate Director - Management Support Services at CIHP



“This integration of the antivirus and the firewall works together to enhance security.”



Daniel Elías

System Administrator at a training & coaching company with 11-50 employees



“The packet filtering's great. You get out what you put into it. It works great as long as you know your security and configure everything adequately. If you just pop one in and it's not configured, then it's basically wide open. It kind of depends on the admin skill, but it's an excellent product.”



Adam Hammonds

Owner / Network Security Engineer at Texarkana IT



“The most valuable features of the solution are application filtering and web filtering.”



Jeremiah Ngunjiri

Technical Services Lead at Telenet Solutions



“It gives us the ability to manage our firewalls from the cloud and deploy a unified configuration onto them. Other competitors like Meraki have that ability, but they fail to optimize it in the way that Sophos has.”



Sherif Fouad

ICT Manager at a mining and metals company with 1,001-5,000 employees



“The platform's most valuable features include the integrated multifactor authentication (OTP) for VPNs, which enhances security, and the flexible and intuitive firewall policy settings that simplify management.”



Emanuele Gnani

Owner at NetArt



“The most valuable feature of Sophos UTM is the endpoint protection feature.”



Malline Ligawa

Network and infrastructure manager at Sonysugar

What users had to say about valuable features:

“The features that I have found most valuable in Sophos UTM are its scalability and feasibility, as well as the quality of its customer service, followed by the ease of maintenance and configuration of the product itself..”

Hitesh Patil

Network Security Engineer at a tech services company with 1-10 employees

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“The most valuable feature of Sophos UTM is reporting, it is flexible. I can monitor the end user's devices, even when they are not on my network. It has good drill-down capabilities..”

TunjiGbola

It manager at MMA2

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“The firewall itself is very strong and provides great security for the internet. Some clients don't use any other special feature but all customers depend on the firewall as a secure gateway.

A lot of thinking went into the user experience because the UTM interface is streamlined, good, and feels like a web application. It does have hiccups here and there but effectively treats everything as an object. You can quickly see where objects are being used or referred to and change them. .”

sugoi

Server analyst at EJCLME Inc.


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“The zero-day protection and firewall rules are some of the most effective features for threat management. I can set the rules and features, and also use IPsec to connect all my on-premises servers and link them to Sophos UTM so that they are protected even when in the cloud.

Additionally, I use it to control access into the building through a captive portal integrated across all the PCs we have, ensuring secure access only for authenticated users..”

Samaila Yusuf

Associate Director - Management Support Services at CIHP

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“The protection on offer is pretty good.

Direct controller management has been quite useful.

It offers reasonable pricing.


The scalability is good.

It is stable.

Technical support has been fine. .”

NAGESWARARAO KORUKONDA

Senior Manager IT at KMV Group

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“The firewall in general is very good. It is comparable to other firewalls.

Since any environment needs a firewall, it's been helpful in its ability to be highly granular in its configurations.

Sophos is a security-focused company, which I like. I like that all Sophos products can essentially talk to each other. For example, if a computer has the Sophos antivirus, and it detects something, it actually talks to the Sophos firewall and says, "Hey, I think something is going wrong on this computer." Then, the firewall goes, "You know what? I'm going to shut it down for a while. I'm going to close off all incoming and outgoing connections from that unit until an IT admin comes in and tells me to release it."


It's very scalable.

The solution is stable.

The initial setup is pretty straightforward. .”

Verified user

Account Executive at a tech services company with 11-50 employees

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Other Solutions Considered

“I have experience with Fortinet FortiGate, Check Point, and Cisco ASA. My company uses different products depending on the preferences of our customers..”

Jeremiah Ngure

Technical Services Lead at Telenet Solutions

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“I evaluated other options including Fortinet FortiGate, but found Sophos to be more suited to our needs at the time due to its ease of use and robust feature set..”

Emanuele-Gnali

Owner at NetArt

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“I used WatchGuard before. WatchGuard was used as part of Azure's antivirus suite. Although all firewalls work similarly, the integration of antivirus and firewall from one company decided my preference for Sophos..”

Daniel Elías

System Administrator at a training & coaching company with 11-50 employees

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“Per market analysis, the solution is in the top three with FortiGate and Palo Alto.

All three solutions are comparable so the best fit depends on your engines, environment, and requirements. .”

Mohammed_Sajid


Information Technology Network Administrator at abl

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“I compared Sophos UTM with Fortinet and found that Fortinet's EPP, ATP, and hardware are good. Sophos UTM has also improved its hardware by updating its dual-core processors with a second processor that uses advanced technology, whereas previously, the hardware was handled by a single processor. However, we are still facing some problems with Multicast User Authentication..”

Nagaraj AG

Head of Operations at Intersect Technologies

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“I'm also familiar with Meraki. Sophos, however, has the ability to talk to other Sophos products.

Meraki would be all isolated, meaning you have a different antivirus. It'll try to block and scan and do its thing, however, the firewall will always allow the connection to go through. Nothing is stopping it from isolating it. From a Sophos perspective, every single thing talks to each other, whether it's Sophos Central, Sophos email security, Sophos antivirus, or Sophos firewall.

They all talk to each other and look at how attackers come in because attackers don't just, poof, appear on a computer. There's a route it needs to take and different layers of protection it has to go through. If all of your layers, your roads, and everything is all Sophos, they all jive, and that's great..”

Verified user

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Account Executive at a tech services company with 11-50 employees

ROI

Real user quotes about their ROI:

“The ROI is in 12–16 months, since with this kind of tool, we deliver the best of breed protection, and increment the focus of the end user, in being productive..”

Juan C. Sanchez Pignalosa

CEO & Co-Founder at Advisor Consulting Group

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“Our return on investment is the fact that we are protecting the business' data, lowering administrative costs, and are better able to manage every bit of our network security. .”

Verified user

Network Engineer II at a legal firm with 1,001-5,000 employees

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“It makes it a lot easier for us to maintain things. Prior to it, things were more difficult. This means less time on us. We can focus on other things. The recovery is more in man-hours for us than anything else..”

Scott Rouse

Architecture and DevOps at hc1.com

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“I haven't really explored ROI. I only have worked with it for slightly over a year. Maybe we need to start looking at it.

That said, so far, we are protected and we haven't been hit so far. We're getting the returns from it in that sense..”

James Dagmore

IT Manager at Manual Workers Union


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“I run a managed service provider, and I put everybody on UTM appliances. Those licenses are all renewed annually, and I have to manage their networks. I get a great return on investment. With the XG line, you can get into the Sophos Flex program, where I only get billed monthly for it. We charge the customer monthly for their security subscriptions, so we get a return every single month.

I keep my prices reasonable. Lots of people charge twice what they pay, and they get a lot more money in their pocket, but I just don't like gouging people..”

Adam Hammonds

Owner / Network Security Engineer at Texarkana IT

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“I can't mention anything on ROI because I'm more focused on the technical part. I'm not needed in the financial part. In our company, we have saved bandwidth and lots of network hardware waste.

The Sophos UTM solution did help us because we were depending on a software base from Microsoft. Microsoft is a great company but they are not great for our security. Now they have improved. When you go out and buy something, buy it from the specialists.

For example, if you go for virtualization, VMware is a company that only does virtualization. Go for specialized people. Don't go for people who are doing everything at once.

It's like when you go to a physician or a doctor and you have a problem with certain things. i.e you have a problem with the bones. Go to the doctor that is specialized in the bones, not a general doctor. .”

ZaherEL Bsai

Pre-sales manager at National Information Technology Company

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Use Case

“I have been using Sophos UTM for the past six years to protect the network at my organization. I use it for my customers and to secure our internal infrastructure..”

Samaila Yusuf

Associate Director - Management Support Services at CIHP

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“The primary use case for the solution is as a perimeter protection firewall, which includes functionalities such as VPN, web control, and traffic inspection. It is used in various customer environments, providing comprehensive security management and network protection..”

Emanuele-Gnali

Owner at NetArt

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“My company deals with eight clients who use Sophos UTM. My company's clients mainly use Sophos UTM for protection against threats and for other purposes like content filtering, web filtering, and VPNs..”

Jeremiah Ngure

Technical Services Lead at Telenet Solutions

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“There are multiple use cases, and a few examples would be its use in the education, banking, or financial sectors. There are so many other locations and sectors where they deploy this solution..”

Nagaraj AG

Head of Operations at Intersect Technologies

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“Currently, I have Sophos UTM. I don't remember the details. I know it's about management. I have monitoring from Sophos, alongside the Sophos firewall and Sophos antivirus. Sophos manages the service, with people monitoring my network, including the data from my endpoints and firewalls. They can alert me if there is a security risk. I purchase this service through a distributor in Colombia because the service offers direct management and monitoring..”

Daniel Elías

System Administrator at a training & coaching company with 11-50 employees

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“Sophos UTM offers considerable protection and employs a very well-structured pricing scheme.

It's a good choice for businesses that need a basic security solution with a good price-performance ratio. However, it's not a good choice for businesses that need a complex security solution. That's why I'm also considering Fortinet, which can provide a more comprehensive security solution..”

Wael Awni

Management Board Member and Network Engineer at NewLogics

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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 setup for basic functions is very straightforward and can be completed in less than an hour. However, advanced configurations can become challenging..”

Emanuele-Gnali

Owner at NetArt

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“The initial setup was easy because I have been using these boxes for a long time. The operator provided an option to send someone down, however, I worked with them remotely and we were done with configuration in 30 minutes to an hour..”

Samaila Yusuf

Associate Director - Management Support Services at CIHP

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“The ease of setup is dependent on the level of technical expertise. If you are a qualified tech, all firewalls should be pretty simple to deploy, depending on the environment. It's simple enough to implement in general. .”

Verified user

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Account Executive at a tech services company with 11-50 employees

“The implementation of Sophos UTM is simple. The documentation of the solution is satisfactory.

I rate the initial setup of Sophos UTM an eight out of ten..”

Hiago SILVA

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IT Technician at Wm tech

“The initial setup is quite easy because they have all the information on their website. Customer service is available anytime, especially when you set to start the device's configuration.

Since I was just a part of the initial configuration after deployment, I don't know the steps in the deployment process. .”

Hitesh Patil

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Network Security Engineer at a tech services company with 1-10 employees

“The product's initial setup phase was relatively easy. I rate the product's initial setup phase a six out of ten.

The solution is deployed on an on-premises model.

The solution can be deployed in three days, depending on the size of an organization. If it's a small company, you can finish the deployment process in a day, but if it's a big company with a lot of requirements, it could even take a week to do the full deployment. The product's initial deployment takes a few hours, but the customization to be carried out to suit an organization's structure takes time, and it depends on how big the company is and what customizations the customer wants in terms of modules..”

Jeremiah Ngure

[Read full review](#) 

Technical Services Lead at Telenet Solutions

Customer Service and Support

“The customer service and support for Sophos UTM have been exceptional. The developer community is also valuable, offering substantial support and insights..”

Emanuele-Gnali

Owner at NetArt

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“Technical support is not stellar. We have some good experiences and some not so good experiences. We do not have a lot of support requests for the solution.

Support is rated a seven out of ten. .”

sugoi

Server analyst at EJCLME Inc.

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“I have used the support from Sophos UTM a few times. My experience was good. However, the resolution time can improve.

I rate the support of Sophos UTM a seven out of ten..”

TunjiGbola

It manager at MMA2

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“I would rate technical support as three out of five.

The level of support might be acceptable for a smaller company. My organization works in mining and drilling, and we operate in 18 countries and five continents. We needed a better response time, especially in regards to cyber security..”

SherifFouad

ICT Manager at a mining and metals company with 1,001-5,000 employees

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“Dealing with technical support can be time-consuming when communicating over the phone. I am unable to provide a rating for the technical support team. My suggestion to others would be that they provide the country location of the toll-free number in the solution. Although a toll-free number has been provided for India, the people in India are good. Compared to the UK, there may be issues with understanding and timing, which could lead to many problems. .”

Nagaraj AG

Head of Operations at Intersect Technologies

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“Because it is in Indonesia, technical support is only available via email and on the website. There does not appear to be enough technical advice available from support.

The support does not appear to be developed, and they lack expertise.


We are able to manage ourselves.

We have documentation available online

I would rate the technical support a two out of five. Technical support could be improved..”

Agus Hardjanto

Head of IT at a manufacturing company with 10,001+ employees

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Other Advice

“I definitely recommend Sophos. I rate it a nine out of ten.

Other firewall companies do not have antivirus development as well as Sophos. Sophos is unique in this regard, having developed its antivirus before the firewall, and now both are very good..”

Daniel Elías

System Administrator at a training & coaching company with 11-50 employees

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“Sophos UTM is a good tool, especially for SMBs. Sophos UTM has a lot of features that enterprise-sized businesses ask for, but they don't really work very well. For SMBs, the product's features are very good. The setup phase of Sophos UTM can be carried out quickly. In Sophos UTM, it is easy to troubleshoot.

I rate the overall tool a seven out of ten..”

Jeremiah Ngure

Technical Services Lead at Telenet Solutions

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“We're a customer and end-user.

I'm not sure which version of the solution we're using. I do not have the version number on hand.

Overall, I would rate the solution eight out of ten. I'd recommend the solution to others. .”

NAGESWARARAO KORUKONDA

Senior Manager IT at KMV Group

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

It's a good firewall solution for small and medium businesses, but it's not the best choice for businesses with complex security requirements.

I would recommend that businesses carefully consider their requirements before choosing Sophos UTM. If you need advanced application control, you should look for a different firewall solution..”

Wael Awni

Management Board Member and Network Engineer at NewLogics

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“Sophos UTM has improved our network's threat detection and response. It has been good so far because we don't have many attacks. We use the solution's web filtering feature for our organization's security. We use the firewall to protect our endpoint equipment and protect against any infiltration in our network. We also

use the solution's VPN feature.

Around one or two people are required for the solution's maintenance. I would recommend the solution to other users because it has helped us. The solution's installation and deployment are seamless, and its protection is secure.

Overall, I rate the solution ten out of ten..”

Malline Ligawa

Network and infrastructure manager at Sonysugar

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“Even if I compare Sophos UTM with other solutions, I don't think any pros or cons stick out since our clients are okay with the solution, and there has been no complaint regarding Sophos UTM.

My advice to others planning to use the solution is that it is quite easy. You can simply refer to the solution's blog or YouTube videos and install the solution. It's also quite easy to configure it. So, if you purchase it by yourself, you can configure it and use it on your particular network.

I love working with Palo Alto. So, I would like to give it a ten out of ten. Also, Palo Alto has a different market. So, I would always give a nine out of ten for other solutions. Overall, I rate the solution a nine out of ten. .”

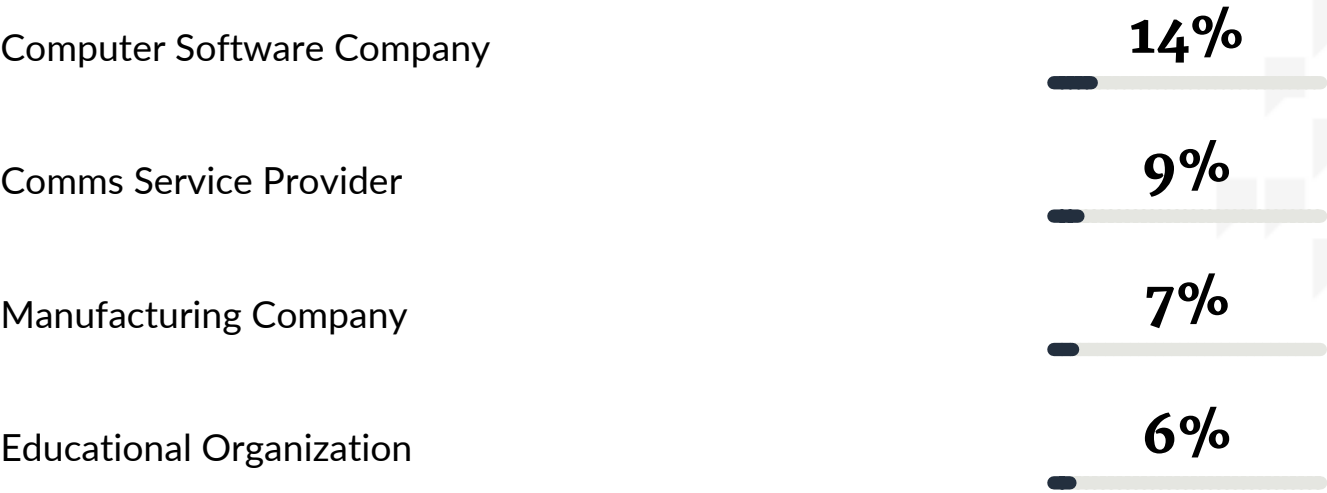
Hitesh Patil

Network Security Engineer at a tech services company with 1-10 employees

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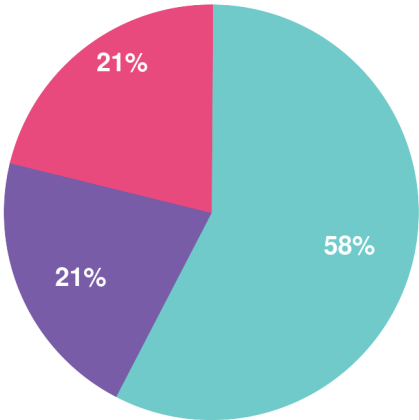
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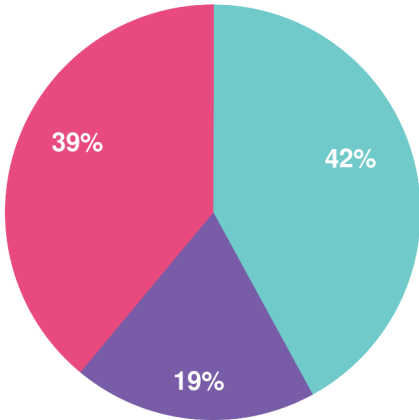


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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