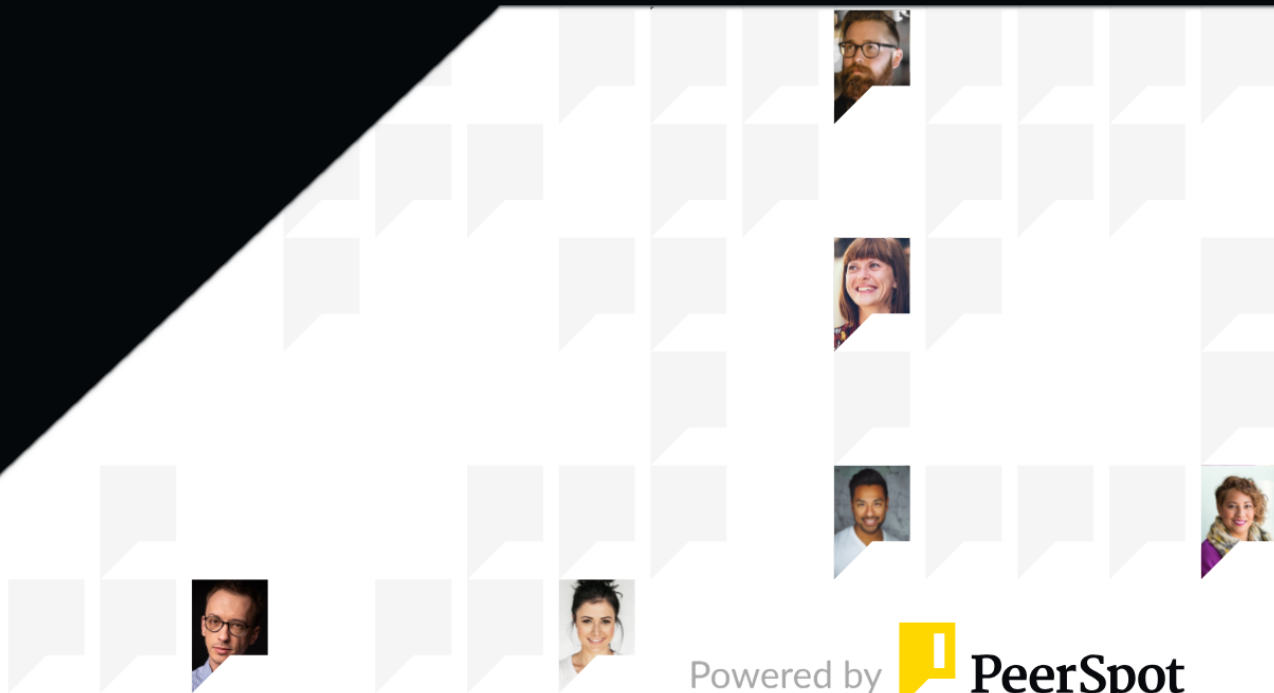


aws marketplace

NetScaler

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



NetScaler

NetScaler Recap

NetScaler is an advanced application delivery controller providing load balancing, SSL offloading, and enhanced network performance. Users benefit from its robust security features, seamless Citrix integrations, and cost-effective infrastructure.

Designed to optimize and secure application delivery, NetScaler offers high availability and supports data centers with its load balancing and reverse proxy capabilities. It ensures effective traffic management and provides valuable insights into network health while integrating easily with Citrix products. Users appreciate its centralized management via ADM and flexible deployment options tailored to their infrastructure needs. However, there is room for improvement in its management tools, interface, and documentation, alongside a need for security enhancements and better licensing flexibility.

What are the most important features of NetScaler?

- **Flexible Deployment:** Allows adaptation to different environments and needs.
- **Load Balancing:** Efficiently distributes traffic to enhance performance.
- **SSL Offloading:** Offloads encryption to optimize server performance.
- **Content Switching:** Enables tailored content delivery based on user needs.
- **Robust Security:** Includes firewalling and AAA authentication.
- **Global Server Load Balancing:** Distributes load across multiple locations for high availability.

What benefits should users look for in reviews?

- **Cost-effectiveness:** Delivers an efficient infrastructure without high costs.
- **Reliable Performance:** Ensures consistent delivery and resilience.
- **High Availability:** Maintains network uptime and service quality.
- **Technical Support:** Offers responsive assistance for operational issues.

NetScaler is implemented across sectors like healthcare, finance, and education to guarantee secure remote access, enhance application network management, and support virtual desktops. Its application gateways and VPN access capabilities make it ideal for industries needing secure and efficient connectivity solutions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“It allows students to access required software for their studies.”



Amit Ronen

IT Security Specialist at a educational organization with 201-500 employees



“Citrix Netscaler makes it easy to provide services to end users, offering better visibility into user sessions compared to VMware. However, instability in network or machine can cause headaches as it's hard to pinpoint issues. SSL offload feature enhances security posture by providing secure connectivity between end users and backend systems. We use additional Azure remote security solutions for comprehensive protection.”



Letarik Terefe

Information Technology Division Director at Ethiopian Roads Administration



“Citrix is good for application protection.”



YIMERALI

IT Supervisor at United Nations



“An essential component is the Director, which provides detailed insights into sessions, including identifying session failures, connection issues, user lockouts, etc. It presents a list of problems to address, enabling you to click on them and resolve them efficiently.”



DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.



“One of the most beneficial features for application delivery is its integration with Citrix Storefront, facilitating user logins and ensuring continuity during data center outages.”



DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.



“From a security standpoint, It is a comprehensive solution in a single box.”



Mazhar Khan

Manager Spend and Alliances (RVP) at Faysal Bank Ltd



“One of its most valuable features is fundamental load balancing, supporting both basic load balancing and database teams.”



Rohit Ghorpade

Cloud network engineer at Bajaj Allianz General Insurance Co. Ltd.

What users had to say about valuable features:

“Regarding integration with the Citrix environment, NetScaler is better. It serves as a VDI gateway. It allows students to access required software for their studies..”

Amit Ronen

IT Security Specialist at a educational organization with 201-500 employees

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“The most valuable feature for us is the application firewalling in Citrix NetScaler, ensuring only valid traffic enters our environment. Additionally, it provides insights into the origin and destination of traffic within our data center, giving us control and visibility over our network performance..”

Verified user

General Manager & founder at a engineering company with 11-50 employees

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“Not many of our customers use the solution's web application firewall. We use the solution's IP Reputation and bot protection features. We use the solution mostly as Citrix and Gateway ICA proxy and load balancing. There are a lot of changes with the solution, but Citrix NetScaler has quite a comprehensive portfolio of training courses..”

Verified user

Senior Systems Engineer at a computer software company with 5,001-10,000 employees

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“The solution can be configured very granularly and has good control over security. I can customize it for different web portals. If one customer has five portals and I need different configurations for those five portals, I can use the configuration multiple times. I can do different configurations for each web portal. I can configure a different combination of configurations for various portals. On top of that, I can define security at its best. It is one of the most granular control firewalls..”

Parin Thaker

Solution Specialist at Dotcad Pvt Ltd

[Read full review](#) 

“Citrix ADM has the ability to implement policies to tighten security. For instance, you can restrict access to your network from outsiders or lack necessary security measures such as antivirus programs. Additionally, there's the Delivery Controller, which allows for comprehensive monitoring and management tasks such as remote restarts, maintenance, and registration. Another essential component is the Director, which provides detailed insights into sessions, including identifying session failures, connection issues, user lockouts, etc. It presents a list of problems to address, enabling you to click on them and resolve them efficiently..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

[Read full review](#) 

“One of the most beneficial features for application delivery is its integration with Citrix Storefront, facilitating user logins and ensuring continuity during data center outages.

I can't speak much about NetScaler's security features as I'm not involved in managing them.

NetScaler's impact on operations has been significant, ensuring smooth traffic distribution and minimizing employee complaints about system performance.

.”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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Other Solutions Considered

“NetScaler stands out as the best in terms of load balancing, and while I haven't extensively compared it with other gateways, it's been the preferred choice for our needs..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“Citrix can be quite expensive, and it can be challenging to qualify or close leads for 50 users or less than 100 users. Therefore, we are considering evaluating multiple products in parallel and finalizing one product we can pitch in our product line..”

VivekKumar10

Co-Founder at Virajo

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“I haven't worked with any other solutions similar to NetScaler in terms of load balancing, but I have experience with other firewalls for gateway and application delivery.

.”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“I've used Nutanix and Horizon. Citrix ADM provides comprehensive monitoring tools, unlike VMware's Horizon, which lacks built-in monitoring capabilities. While Citrix excels in application delivery, Horizon is preferred for desktop delivery. However, Horizon requires additional VMware products for monitoring, whereas Citrix includes monitoring tools like Studio and Director within its installation package..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“In terms of capability, Citrix ADC is much better than F5 BIG-IP Local Traffic Manager (LTM).

Stability-wise, it's also much better than F5, but feature-wise, it's exactly the same.

Technical support-wise, Citrix ADC is far better than F5..”

Nirav_Shah

Technical Solutions Architect at MindTree

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“Before using Citrix NetScaler, I had experience with similar products. I recall working with Citrix Gateway for server access, but it involved a server running an application on a Windows server. I have also dabbled a bit with other vendors like F5 for feature integration. However, integrating with Citrix has been challenging as they are not very open to external integrations..”

Verified user

Pre-Sales at a computer software company with 11-50 employees

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ROI

Real user quotes about their ROI:

“Its value lies in the fact that we have observed these devices to be highly stable. There have been minimal to no new issues identified in the devices..”

Rohit Ghorpade

Cloud network engineer at Bajaj Allianz General Insurance Co. Ltd.

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“The return on investment for us with Citrix Netscaler is favorable. By centralizing user support and management, we save costs on user device procurement and resource allocation. This approach is more cost-effective compared to traditional methods..”

Letarik Terefe

Information Technology Division Director at Ethiopian Roads Administration

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“Using Citrix NetScaler provides immense value to our organization. Its indispensable role is in facilitating remote access and managing various assets, whether on-premises, cloud, or hybrid..”

Verified user

[Read full review](#) 

General Manager & founder at a engineering company with 11-50 employees

“It's a good investment tool. If your own organization or any other organization invests in this product, it will be useful for their product line. This product is robust and reliable, which helps customers a lot..”

VivekKumar10

[Read full review](#) 

Co-Founder at Virajo

“Citrix Web App and API Protection are definitely worth the money. You are protecting your entire application as well as your data center. If you are investing in your Web Application Firewall and API Protection, it's worth it..”

Mohammad Shahid

[Read full review](#) 

Citrix Consultant at Alphadata.LLC

“This is a type of product that, in terms of security, the moment you implement it, it has an ROI because it secures the home system in the sense that no data is lost. No secrets get out..”

Verified user

Digital Transformation Division Director at a tech services company with 11-50 employees

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Use Case

“The solution is used for application security. We had many applications that external users accessed. We used it in the production environment. We have suspended it due to support issues. We used multi-layer security..”

YIMERALI


IT Supervisor at United Nations

[Read full review](#) 

“Citrix ADM provides centralized management for various internal programs, including inventory and sales tracking, communication tools, and office programs such as Teams and Azure..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

[Read full review](#) 

“I use Citrix NetScaler to secure and reliable access to our back-end applications hosted in our data center. With its robust features like SSL security, content switching, load balancing, and application firewalling, it streamlines traffic management and enhances overall performance while keeping our data safe from threats..”

Verified user

General Manager & founder at a engineering company with 11-50 employees

[Read full review](#) 

“For our VDI setup, we have two types of Citrix Netscaler solutions: one for providing application and desktop services, and another for load balancing. We sometimes face challenges like virtual appliances becoming unregistered, but we usually resolve them through checklists. Overall, Netscaler works well for load balancing in our infrastructure.

.”

Letarik Terefe

Information Technology Division Director at Ethiopian Roads Administration

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“I am a consultant and do not recommend specific products. I work with customers, and they decide what they want to buy. I'm a CISO as a service, dealing with security. I'm from an integrator company, and they usually sell a few products. One customer uses NetScaler for a VDI system with Citrix..”

Amit Ronen

IT Security Specialist at a educational organization with 201-500 employees

[Read full review](#) 

“We utilize Citrix NetScaler primarily as a load balancer, gateway, and application delivery controller. Employees connect to NetScaler, which then distributes sessions to Citrix Studio Server.

In terms of network performance, NetScaler has consistently provided reliable load balancing, preventing session timeouts and queuing issues. It's proven to be a solid and versatile tool over the years..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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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.

“Deployment complexity is moderate, with challenges arising from the lack of a search function within the interface, making navigation difficult for new users..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

[Read full review](#) 

“The initial setup of Citrix ADM was straightforward. My responsibilities revolve around upgrades and maintenance tasks. I would rate the initial setup as an eight on a scale of one to ten, with one being difficult and ten being easy..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“Some aspects of deploying Citrix Netscaler are straightforward, while others require professional services due to complexity. Skilled manpower and previous deployment experience are crucial. Initially, deployment required around five to six technical experts, but internalization of administration processes made it easier for us..”

Letarik Terefe

[Read full review](#) 

Information Technology Division Director at Ethiopian Roads Administration

“The initial setup is neither difficult nor straightforward, but some products have their challenges, but it's a good product.

Deployment depends on the requirement. After complete connectivity and power on, it will have some configuration requirements. .”

Mazhar Khan

[Read full review](#) 

Manager Spend and Alliances (RVP) at Faysal Bank Ltd

“Setting up Citrix NetScaler can vary from straightforward to complex, depending on the deployment requirements. For basic setups, it is easy, but for more intricate configurations involving clusters and firewall settings, it becomes complex and requires expertise. While there are ARM templates available for deployment, understanding your specific needs is crucial for achieving the desired outcomes..”

Verified user

[Read full review](#) 

General Manager & founder at a engineering company with 11-50 employees

“The setup was not simple. It was complex. We need knowledgeable in-house developers who know the features of the application. If there is any error, the functionality might be reduced. We need experts from both the vendor and our side for the deployment. The learning process is very important. The time taken for deployment depends on the applications. If an application is not complex, the deployment might take one day. If it has a lot of databases, the deployment might take longer..”

YIMERALI

[Read full review](#) 

IT Supervisor at United Nations

Customer Service and Support

“We've had poor experiences with customer support partners in the past two years. If some company changes, it's a bad thing. The customer support is not good for us. It is not helpful as well as have very slow response time. .”

Verified user

Cyber Security Manager at a media company with 10,001+ employees

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“Citrix support is good. One issue I faced with the support was that the support personnel did things we already knew. It would be helpful if Citrix could provide some extended support..”

Yash Saxena

Technical Consultant at MindTree

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“Previously, we had contacted the solution's technical support team a couple of times. The technical support team was responsive and willing to help us whenever we contacted them. I rate the solution's technical support team a seven out of ten..”

Shejoor Kulangara

Senior Solution Architect at Diyar United Company

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“Unfortunately, I'd rate technical support from Citrix lower due to accessibility issues and a tendency to deflect problems onto other vendors like Microsoft.

.”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“Tech support for NetScaler can be frustrating. When opening a case, I often spend much time with first-level support, who sometimes lack programming knowledge. The process involves repeating details when the case is escalated to an engineer which causes delays. Overall, I would rate the support as a three out of ten..”

Verified user

Pre-Sales at a computer software company with 11-50 employees

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“Previously, their support was great, especially two years ago. But these days, I'm seeing lots of slowness in providing solutions. The L1 support team is not ready, or the L2 team has a lot of work and is overburdened.

Therefore, sometimes they are very good and sometimes slow in responding, resulting in slow solution delivery..”

VivekKumar10

Co-Founder at Virajo

[Read full review](#) 

Other Advice

“Some solutions are available on the cloud, while some are available on-premise. I will recommend the tool if the support issue is sorted out. Overall, I rate the tool a nine out of ten..”

YIMERALI

IT Supervisor at United Nations

[Read full review](#) 

“I'd rate Citrix Netscaler around 7.5 out of 10. For remote connectivity, I highly recommend it for its ease of use. As for analytics and reporting, it helps in decision-making. The main area for improvement is stability, which could be better..”

Letarik Terefe

Information Technology Division Director at Ethiopian Roads Administration

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“Overall, I'd rate NetScaler a 9 out of 10. My advice to those considering it would be to ensure proper training before implementation, as learning it on your own can be challenging due to limited resources. Additionally, initial configuration should be handled by a professional to avoid potential issues..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“The user layer feature aims to enhance the user experience in VDI environments, but we've encountered difficulties implementing it effectively. Additionally, HTML5 support is crucial to allow users to access their applications via web browsers without requiring the Workspace app.

Overall, I would rate Citrix ADM a nine out of ten for its robust features and performance despite minor issues with specific functionalities..”

DEMİRHAN ÇAVUŞOĞLU

Cloud Consultant at Migros Ticaret A.Ş.

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“Our customer has an API for payment gateway integration, and the solution provides very good security for that. The customer is satisfied, and the configuration and appliance are stable. I can scale that bigger appliance, and it is a seamless solution for the customer and us.

I didn't face any challenges while integrating the solution into the existing system. When we sell the solution, we check the prerequisites, authentication, and integration requirements from the customer side. We check what kind of applications, authentication, and other things need to be integrated with the

solution.

We give the solution based on all those considerations so that we do not face any hurdles in the future. So, I didn't find any integration issues with the solution till now.

The solution's deployment is very flexible. I'm able to create any kind of granular policy because of the solution's technology, configuration style, or language, which benefits customers.

Before choosing the solution, users should check what kind of integration they want to do with it. Most integrations are available with Citrix Netscaler, but I would recommend checking all the authentication systems, like multi-factor authentication, before placing the order. I would recommend the solution to other users.

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

Parin Thaker

Solution Specialist at Dotcad Pvt Ltd

[Read full review](#) 

“Having a robust load balancer like Citrix NetScaler is essential for our infrastructure. While there are other options like F5 and Azure load balancers, NetScaler stands out with its comprehensive features beyond just basic traffic routing, offering advanced functionalities like security controls, content switching, and application firewalling.

Citrix NetScaler enhances our application delivery by intelligently directing traffic to healthy servers and services. It ensures that even if a server is up, but its services are down, traffic is rerouted to functioning servers, preventing downtime and ensuring a smooth user experience. With built-in probes, it continuously monitors the health of services, identifying issues and optimizing traffic flow accordingly.

The SSL upload feature in Citrix NetScaler has significantly improved our security by encrypting traffic and ensuring data integrity. Additionally, the global server load balancing capability allows us to efficiently host multiple services behind a single static IP address, streamlining deployment and reducing the need for multiple certificates and IP addresses.

The analytics and reporting capabilities of Citrix NetScaler have improved significantly in the past year.

For those considering Citrix NetScaler, my advice is to research its capabilities thoroughly to understand which features align with your needs. Start by experimenting with one feature at a time and learn as you go to maximize its potential for your organization.

Overall, I would rate Citrix NetScaler as a nine out of ten..”

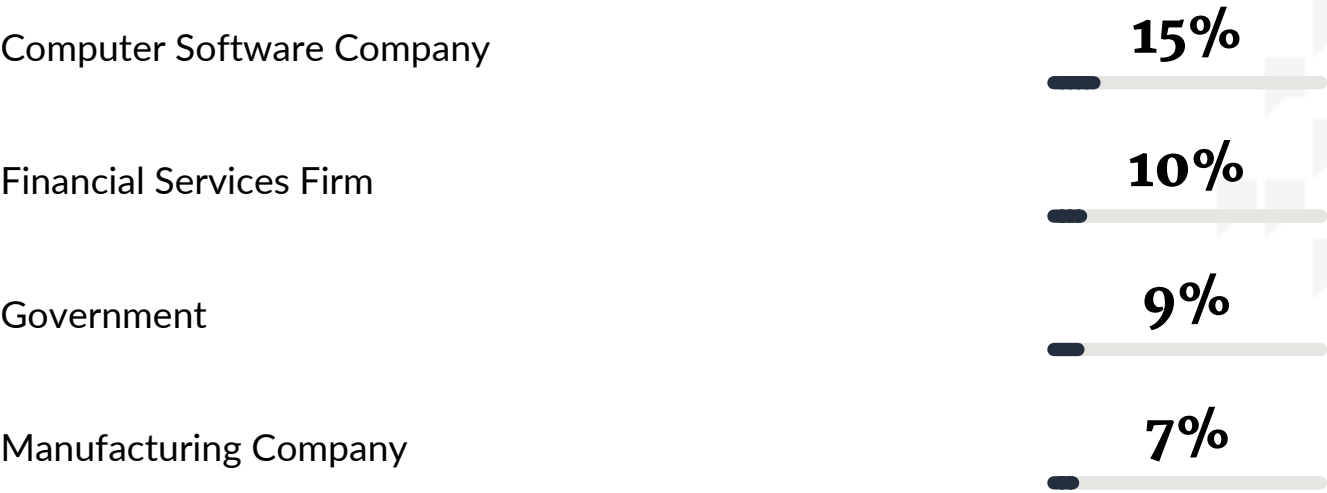
Verified user

General Manager & founder at a engineering company with 11-50 employees

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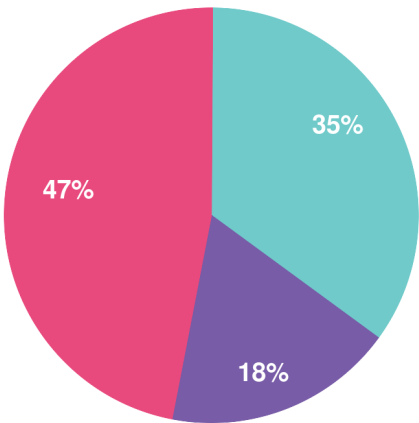
Top Industries

by visitors reading reviews

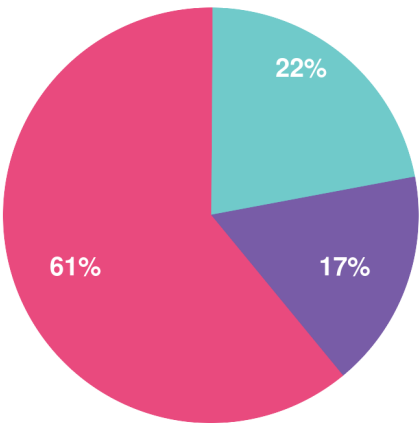


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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

reports@peerspot.com

+1 646.328.1944