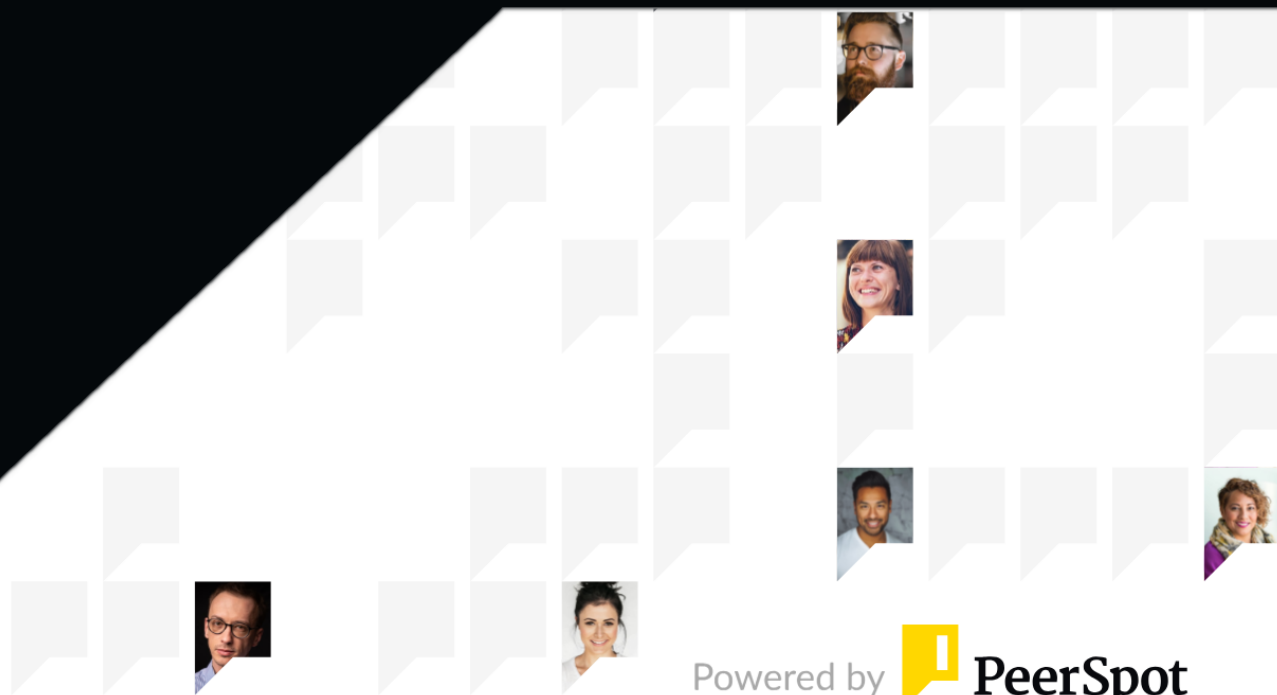




Cisco Duo

Reviews, tips, and advice from real users



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Product Recap



Cisco Duo

Cisco Duo Recap

Cisco Duo is a cloud-based identity security tool offering easy and wide-ranging access protection for users and devices worldwide. It assures identity-first security with clear visibility across multi-cloud, hybrid, and on-premises environments.

Cisco Duo provides robust multi-factor authentication and seamless integration capabilities with existing infrastructures. Appreciated for its stability and speed, it supports distributed workforces by securing VPN access, corporate networks, and cloud services. Duo's comprehensive identity ecosystem supports easy deployment and management through a single-pane-of-glass management interface. It seamlessly merges with popular platforms like Active Directory and Office 365 across diverse hardware.

What are Cisco Duo's Essential Features?

- **Multi-Factor Authentication:** Offers secure access with options like push notifications and hardware tokens.
- **Seamless Integration:** Easily fits with existing systems and third-party applications.
- **User-Friendly Management:** Provides centralized control with a single-pane-of-glass interface.
- **Wide Compatibility:** Supports broad applications and devices, enhancing security management.
- **Stable and Fast:** Reliable speed and intuitive interaction for users across platforms.

What Benefits and ROI Can Cisco Duo Users Expect?

- **Enhanced Security:** Increases protection with versatile MFA options for critical resources.
- **Ease of Use:** Simplifies deployment and management with intuitive interfaces.
- **Scalability:** Adapts to growing needs with broad compatibility and integration support.
- **Support for Distributed Workforces:** Ensures secure remote access for teams anywhere.

Cisco Duo finds extensive applications across education, finance, retail, and government sectors by fortifying network and application access security. Organizations leverage it for its MFA capabilities, integrating with ERP systems, ensuring protected connectivity with VPN and cloud-based services, crucial in maintaining secure and efficient operations.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The feature of Cisco Duo that I prefer the most is the policies, being able to control what we need to within the policies. You can get pretty granular.”



Thomas Botts

Senior Network Engineer at a educational organization with 1-10 employees



“The Verified Duo Push feature is valuable. It gives an extra level of security beyond just the regular push.”



Chris Kincaid

Chief Technology Officer at University of Redlands



“Duo features benefit my company by making logins more secure and simpler. Everything is in one box, so we don't have multiple servers trying to do the same thing.”



Patrick Stevenson

Senior Network Engineer at Shentel



“You can do online and offline authentication.”



Roger Gough

Network Engineer at West Kentucky Rural Electric Cooperative Corporation, Inc.



“The most appealing feature of Cisco Duo is the phone notification system that simply pops up on your phone.”



Verified user

Staff Network Engineer at a manufacturing company with 10,001+ employees



“What I most appreciate about Cisco Duo is the ease of use.”



ScottPaul

Director, Technology at Deer Creek High School



“The UI of Cisco Duo is easy to use, especially the web backend, and it's really intuitive and easy to set up.”



Verified user

Infrastructure Engineer at a government with 501-1,000 employees

What users had to say about valuable features:

“The feature I like the most about Cisco Duo is that it allows us to authenticate users before they can connect to our network from outside of our company.

The solution is pretty secure..”

Albert Mejia

System Administrator at La Maestra

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“The features of Cisco Duo that I prefer the most include the one-time passcodes and the push notifications, which are much quicker with Duo for some reason, making it my favorite aspect from a user experience standpoint. .”

Verified user

Director, Customer Success at a computer software company with 51-200 employees

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“The feature of Cisco Duo that I prefer the most is centralized authentication for both TACACS and RADIUS.

My ability to decrease time while using Cisco Duo varies. We don't change up people frequently, but one person would take me up to an hour out of my day to onboard or offboard. If we onboard 10 people I could spend my entire day giving access. .”

Patrick Stevenson

Senior Network Engineer at Shentel

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“What I most appreciate about Cisco Duo is the ease of use.

The strong security authentication system has been easy while logging in. I just use the app.

The benefit of having a complete passwordless environment in our organization is that it's gotten people away from using the sticky note under their keyboard – which is a huge problem. It's also helped stop the sharing of passwords. You'll have somebody that's out one day and somebody will just sit down at their computer and use that person's password. We can now stop a lot of that stuff..”

ScottPaul

Director, Technology at Deer Creek High School

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“The feature of Cisco Duo that I appreciate most is the push notifications. They are great. I'm glad that they can be accessed from my watch personally. Many of our staff use the phone calls so they can just answer and press one without needing to pull out their mobile phone and get the code.

From a management perspective, I appreciate that we can enroll or control devices on the back end for people who get a new phone and forget to handle Cisco Duo properly and need to add a new device.

It makes logging in easier than alternatives..”

Charles R

Network Engineer at a educational organization with 501-1,000 employees

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“I appreciate the simple login feature of Cisco Duo; being able to log into your actual page and then having all your apps there is convenient.


My experience with Cisco Duo's strong security authentication system has been easier.

It's easier to log in. Cisco Duo is user-friendly; users simply put in their email address and are redirected to their Okta page, making it straightforward to use. It's hard to screw up.

Cisco Duo's Identity Intelligence capability to detect and respond to identity-based risks is good. While I don't necessarily use it directly, I'm sure we implement it, though it might not be noticeable unless specifically pointed out..”

Rich Selleck

Systems Engineer at a mining and metals company with 1,001-5,000 employees


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Other Solutions Considered

“I did not consider any other solutions before selecting Cisco Duo, as I inherited it when I got hired after someone else had begun the implementation phase..”

ScottPaul

Director, Technology at Deer Creek High School

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“We considered Okta and Entra ID from Microsoft before selecting Cisco Duo. Cisco Duo looks modern, which I know is a weird one, but we have to think about the end user and what they see. There is also the ease of use. It seemed to fit seamlessly and had the most features. We already use other Cisco products. So using another Cisco product seemed like a no-brainer for us..”

Verified user

Infrastructure Engineer at a government with 501-1,000 employees

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“Prior to adopting Cisco Duo, I was using Okta to address similar needs.

What stood out to me in the evaluation process when comparing solutions was Cisco Duo's simple integration with the Cisco ecosystem and the helpful documentation and learning resources available for our managed service team, especially a dropdown menu in the Duo dashboard that provides useful learning material..”

Verified user

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Director, Customer Success at a computer software company with 51-200 employees

“Before selecting Cisco Duo, I considered Okta, which I found to be more expensive; they do have great features regarding identity and the app dashboard. However, in the end, mostly we have feature parity.

Also, the way Microsoft integrates their enterprise agreement obligates users to stay with it rather than paying for additional products..”

Verified user

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Director, Customer Success at a computer software company with 51-200 employees

“We experimented with Microsoft's MFA, which only works with Microsoft products. Cisco Duo proved more flexible. Flexibility emerged as one of the key positives during the evaluation process of Cisco Duo.

Cisco Duo is easy to use. Setting it up is a breeze. So far, support is reachable. Hopefully, that doesn't change. On rare occasions or once in a while, it gets slow..”

Verified user


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Staff Network Engineer at a manufacturing company with 10,001+ employees

“We use two solutions on campus: Cisco Duo for faculty and staff, and Microsoft Authenticator for students. The main difference between the two is that Cisco Duo appears more reliable. Microsoft Authenticator seems to have more friction and breaks down more frequently, meaning users might complete the authentication flow but still not authenticate properly.

Our students use Microsoft Authenticator, and we get more negative feedback from that than we do from Cisco Duo. Cisco Duo works better than Microsoft Authenticator. Not everybody prefers two-factor authentication, however, Cisco Duo has the least friction of the two solutions we use..”

Charles R

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Network Engineer at a educational organization with 501-1,000 employees

ROI

Real user quotes about their ROI:

“The biggest return on investment when using Cisco Duo is what it protects you from overall. It keeps you safe, and that protection demonstrates its worth..”

Rich Selleck

Systems Engineer at a mining and metals company with 1,001-5,000 employees

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“For us, the biggest return on investment when using Cisco Duo is the ease of deployment and its rock-solid performance. If it's rock solid, we can't complain..”

JohnKim2

Network Engineer at a manufacturing company with 10,001+ employees

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“I can say that I have seen negative ROI with Cisco Duo since it adds an additional cost for customers who may find alternatives through Microsoft Defender; however, existing users of Duo remain happy with it and the integration with the rest of Cisco..”

Verified user

Director, Customer Success at a computer software company with 51-200 employees

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“I have not seen any ROI with Cisco Duo that is immediately apparent. I assume in the back end, it has saved me from other issues that could have happened. I feel much safer having it in place. It's providing peace of mind..”

ScottPaul

Director, Technology at Deer Creek High School

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“For me, the biggest return on investment when using Cisco Duo is my time. With multiple servers and different types of servers, if someone is onboarded or offboarded or they forget their password, I would have to change it in ten different places or more. Now I don't have to do that; I just do it in one place, and I'm done, so that helps..”

Patrick Stevenson

Senior Network Engineer at Shentel

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“Regarding the return on investment when using Cisco Duo, separate from the financial aspect, I cannot answer that thoroughly.

It seems valuable and performs better than our other solution for faculty and staff, so I would hope it provides a better return on investment. I'm not familiar with the financial details..”

Charles R

Network Engineer at a educational organization with 501-1,000 employees

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Use Case

“Our main use cases for Cisco Duo are that we use it for all MFA with ISE for all of our service provider devices, all the servers, and related equipment..”

Patrick Stevenson

Senior Network Engineer at Shentel

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“Cisco Duo started primarily for compliance reasons but has evolved to address brute force attacks, and terminal servers and computer sign-ins, depending on the client..”

Verified user

Staff Network Engineer at a manufacturing company with 10,001+ employees

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“My main use case when using Cisco Duo is MFA into everything: email, making teachers MFA, and mostly email. We are rolling it out to other on-site resources that we have as well..”

Thomas Botts

Senior Network Engineer at a educational organization with 1-10 employees

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“My main use case for Cisco Duo is that we use it for two-factor authentication for all of our faculty and staff. We don't use it for our students, however, we implement it for faculty and staff..”

Charles R

[Read full review](#) 

Network Engineer at a educational organization with 501-1,000 employees

“My main use cases for Cisco Duo involve working for a public school district, specifically in my administration building, where I manage the C-suite users, finance, HR, and my front office secretaries at my sites..”

ScottPaul

[Read full review](#) 

Director, Technology at Deer Creek High School

“The main use cases for Cisco Duo are for multi-factor authentication and being able to bring your own devices securely.

We don't use Cisco Duo in our organization. We sell the product to our customers..”

Verified user

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Director, Customer Success at a tech consulting company with 1,001-5,000 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 deployment of Cisco Duo is very simple. It's not hard at all. You just point your device to it, go into the portal and register, and you're done. There's nothing complex about it..”

Patrick Stevenson

Senior Network Engineer at Shentel

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“The deployment experience of Cisco Duo was relatively easy compared to other similar projects we've rolled out. This implementation seemed straightforward..”

Charles R

Network Engineer at a educational organization with 501-1,000 employees

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“My experience with the deployment of Cisco Duo is that it's pretty easy compared to SecureID, and that's the only thing I can compare with, though that was a long time ago..”

JohnKim2

[Read full review](#) 

Network Engineer at a manufacturing company with 10,001+ employees

“Deploying Cisco Duo has been easy. The biggest challenge is getting all the end users on board, but in terms of software deployment, it's pretty painless..”

Verified user

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Infrastructure Engineer at a government with 501-1,000 employees

“Deploying Cisco Duo is easy. For example, we have automated setting up the terminal servers, where as soon as we make a new user, we make sure we put their email address in, and then it automatically sends them an email. They put in their information and pretty much set up the phone on their own. 95% of the people are able to do it without anyone even talking to them. .”

Verified user

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Staff Network Engineer at a manufacturing company with 10,001+ employees

“It was easy. The difficult part was just the culture shift and making people understand why multifactor authentication was important and why we were using Cisco Duo. Even if you're a retired faculty member who doesn't do anything, you still need to protect your account because it's a doorway into our system. We need to make sure it's secured. Once we got through those hurdles and it was adopted, the problems were few and far between..”

Chris Kincaid

Chief Technology Officer at University of Redlands

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Customer Service and Support

“I would assess the customer service and technical support of Cisco Duo as a seven out of ten, as I do not use it frequently. I did find a recent communication webcast engaging..”

ScottPaul

Director, Technology at Deer Creek High School

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“I've never had to reach out to customer service and technical support, so I cannot speak to that aspect. The fact that I've never had to contact support since Cisco Duo has been in place indicates it's a stable, robust product..”

Rich Selleck

Systems Engineer at a mining and metals company with 1,001-5,000 employees

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“The customer service and technical support of Cisco Duo is easy. It's really easy on the back end. I have no complaints. Dealing with customer service has been positive. I called them once about telephony credits, and I didn't have to sit through a queue. Someone answered the phone immediately and was very helpful. I would rate them a nine out of ten..”

Thomas Botts

Senior Network Engineer at a educational organization with 1-10 employees

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“We haven't encountered any significant issues so far. The only time we need to contact support is when something arises, and they promptly address it. Everything else has been running smoothly.

.”

Aderemi Okunade

Security Specialist at zeezsecops.com.ng

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“Cisco support is not good to start with. Everything stays the same; the Duo support has been timely in responding to emails, but other support sections have failed miserably because of the lack of response time, the lack of the ability to answer questions, and the lack of tracking down an expert who can help. I can continue for hours over what they have done wrong on that..”

Roger Gough

Network Engineer at West Kentucky Rural Electric Cooperative Corporation, Inc.

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“I've been using Cisco support for the better part of 25 years. I've seen good, I've seen bad.

Cisco support has improved over the years, they tend to be better at getting back to you.

The only challenge is finding the right person sometimes. From what I've seen, being a named account is a big deal. When I came to this organization, they worked named accounts, and I worked really hard to become one because I knew the difference, and our support has greatly improved since becoming one. I have a person I can call and I know they can find the right person to help me get my problem solved.

There are going to be problems with any system that's as complex as the products that Cisco sells. That's to be expected. It's really about how you get them resolved and how your partnership is there to make sure you're back up and running. Cisco, I believe, is really committed to that.

I would rate them at an eight because there's no ten and because they have the in-house expertise to solve the problem once you can find them. They have the resources to bring to bear to solve just about any problem you can imagine. They are a committed partner. .”

Verified user

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IT Director at a comms service provider with 1,001-5,000 employees

Other Advice

“We don't have a complete passwordless environment in our company yet; we've implemented long passwords, however, we haven't eliminated passwords entirely.

I would rate Cisco Duo a ten out of ten..”

Rich Selleck

Systems Engineer at a mining and metals company with 1,001-5,000 employees

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“I did not purchase the solution on [AWS Marketplace](#).

My advice to other organizations considering Cisco Duo is to implement this solution.

I would rate Cisco Duo overall at probably an eight out of ten..”

ScottPaul

Director, Technology at Deer Creek High School

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“We did not purchase Duo on [AWS Marketplace](#).

My advice for other organizations considering Cisco Duo is to maintain the security and integrity of your network by considering using two-factor authentication for all users who have access to it.

On a scale of one to ten, I would rate Cisco Duo overall as a ten..”

Albert Mejia

System Administrator at La Maestra

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“There aren't any new features or functionalities in Cisco Duo that my company has started using recently; we use it primarily for the authentication portion. There are other features we can use, yet we haven't turned those options on yet, so that's more a matter of time than anything.

We have many different vendors and types of devices that we require MFA for login. That said, Duo helps bring all of those accounts into one system, in conjunction with ISE, you have one username, one password, and you access all the devices instead of having every device have its own credentials. It lowers the number of passwords you need to have.

Cisco Duo is on the right track for improvement. A lot of their devices already integrate with it now. They keep adding features for more devices that interact natively with it, instead of having to have a third-party server to reach out to Duo.

I would rate Cisco Duo overall about an eight out of ten; it's a strong product..”

Patrick Stevenson

Senior Network Engineer at Shentel

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“In evaluating the benefit of having a complete passwordless environment in my company, we're not entirely passwordless since we use Cisco Duo for two-factor authentication. We still authenticate with a password before being moved to a Cisco Duo page. If there's a passwordless feature, we're not utilizing it.

Regarding challenges when using Cisco Duo, issues are usually client-side related, such as someone's phone not working correctly.

Regarding Advanced Identity Threat Detection and Response in Cisco Duo, I don't believe we utilize it. I have received inquiries when I've authenticated from new locations, however, I'm not certain if that's part of this feature.

My impression of Cisco Identity Intelligence's capability to detect and respond to identity-based risks is satisfactory.

I have not used Cisco Duo's conversational AI interface for admin tasks.

I would rate Cisco Duo overall as probably an eight out of ten..”

Charles R

Network Engineer at a educational organization with 501-1,000 employees

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“I did not purchase the product on [AWS Marketplace](#).

Regarding new features or functionalities in Cisco Duo, we have not adopted anything recently from the end customer standpoint; we've had that setup from day one.

I evaluate the benefit of having a complete passwordless environment in our organization by acknowledging that we have not gone passwordless yet. That will be a next step, although we want to learn more about it before implementation. My hesitation to going passwordless is due to a lack of knowledge and time to learn

about it and implement a process to convert everybody over. Many of our internal employees aren't even using password managers, which is concerning, so transitioning them straight to passwordless is a challenge.

We do not utilize the Advanced Identity Threat Detection and Response in Cisco Duo. We're primarily using Cisco Duo for multi-factor authentication, setting up different security levels for our IT team and different groups for access to various internal resources, however, we haven't implemented anything advanced with detection or response.

I have not used Duo's conversational AI interface for admin tasks.

My advice to other organizations considering Cisco Duo is to get the provisioning dialed in before deployment to avoid being hit with overages, as this has been the main struggle we've encountered, which I've seen in other organizations as well.

On a scale of one to ten, I rate Cisco Duo a nine..”

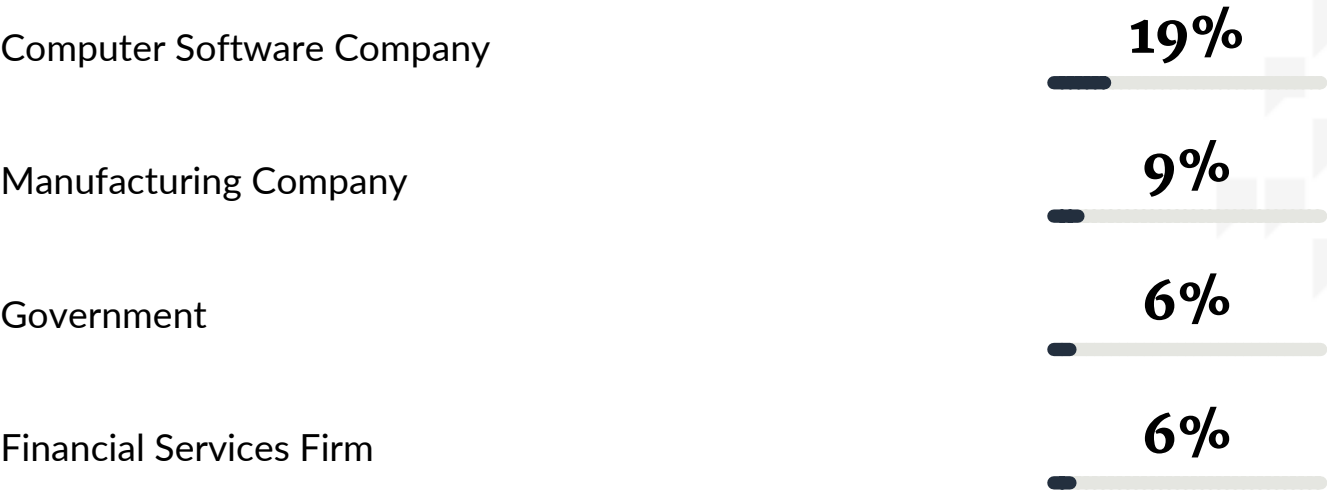
Verified user

Director, Customer Success at a computer software company with 51-200 employees

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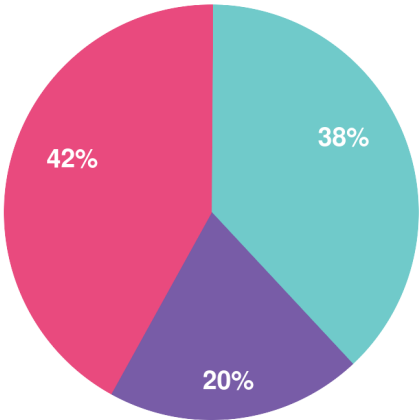
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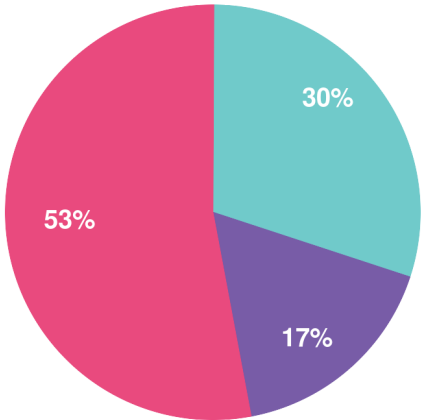


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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