aws marketplace

IBM NS1 Connect

Reviews, tips, and advice from real users






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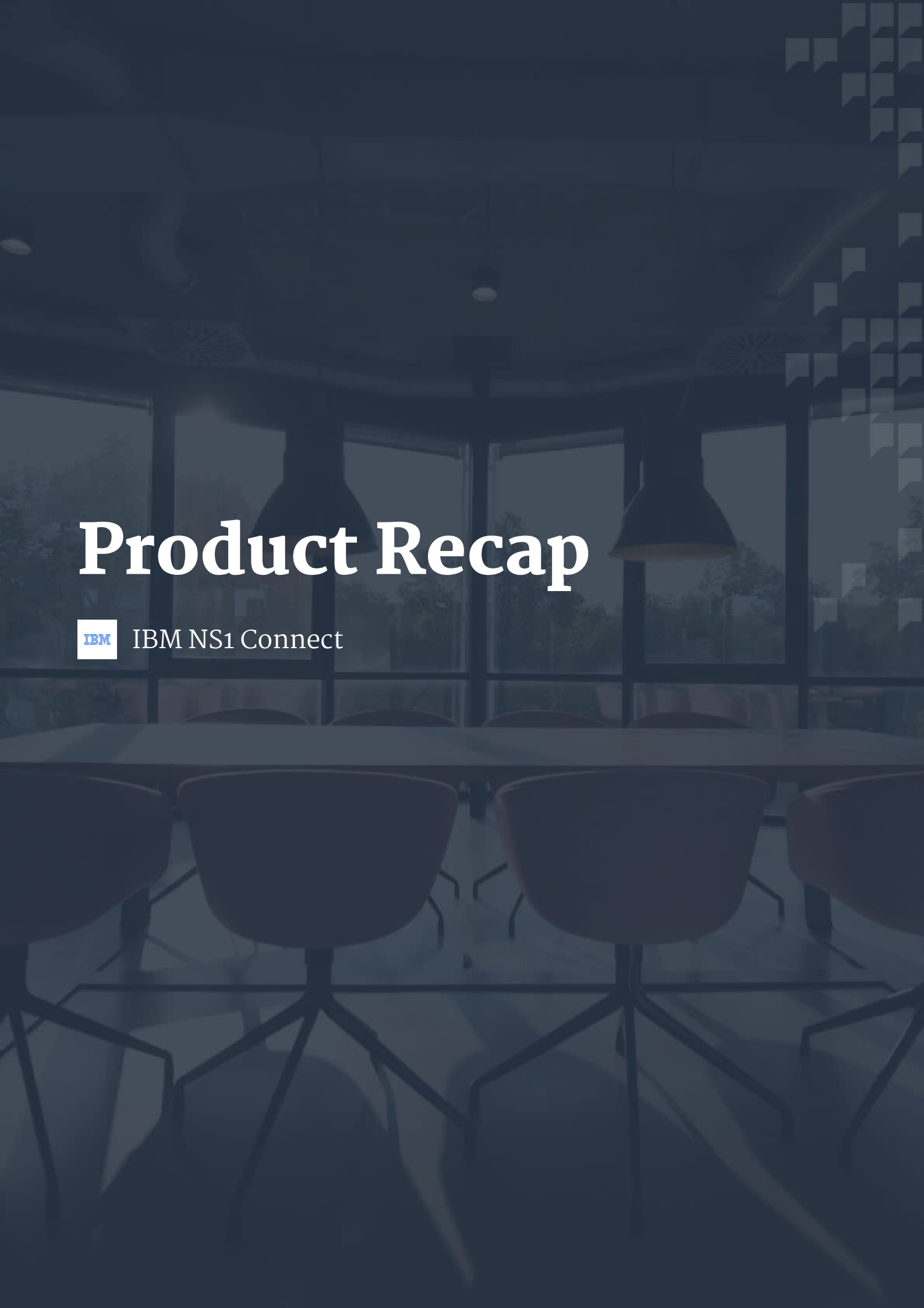

Product Recap

IBM NS1 Connect

IBM NS1 Connect Recap

Why

In a 24/7 world, customers demand applications, websites, and content that load instantly and are always on. When those connections are unreliable or slow, businesses don't meet customer expectations, causing customers to leave. When that occurs, revenue may suffer.

What

IBM NS1 Connect delivers the high-performance, reliable, secure network connectivity that businesses need to meet increasingly sophisticated customer expectations. Leveraging a global network with a 100% uptime SLA, IBM has the capacity and scale to meet the needs of any business. IBM NS1 Connect takes performance to the next level, powering the sophisticated needs of enterprises with complex network infrastructures.

How

IBM NS1 Connect provides network connectivity solutions that give networking teams the visibility, control and automation needed to help ensure your business stays online by steering traffic to the ideal network connections for any given moment. IBM NS1 Connect also enables IT teams to identify network performance anomalies through deep insights into DNS data flows, allowing them to identify configuration problems or network issues that affect performance so they can quickly resolve them.

Details

IBM NS1 Connect is a managed service that provides authoritative, premium DNS and advanced, customizable traffic steering that improves application performance and network resilience. Revenue-generating applications require authoritative DNS resolution to keep critical applications and websites online. Unless your DNS infrastructure is always-on and resilient, network reliability and user experience will suffer, your network reliability may suffer, resulting in poor user experiences if revenue-generating critical applications and websites are not online. IBM NS1 Connect's always-on, API-first architecture provides fast, secure connections to users anywhere in the world with premium DNS and advanced, customizable traffic steering. It also enables your IT teams to efficiently monitor networks, deploy changes and conduct routine maintenance.

IBM NS1 Connect uses the Domain Name System (DNS) to ensure that websites and applications are:

- Online, all the time: Global network with 100% uptime SLA and DDoS protection
- Fast: Top tier response and propagation times, custom traffic steering to optimize connections

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- “We leverage two things from Managed DNS that we couldn't do with any other solution. One is their filter chain technology, which allows us to shift some of the intelligence we need for the traffic steering to the DNS. The second one is data sources, which enables us to manipulate multiple records simultaneously using NS1's internal message DOS. In our case, we are trying to direct the traffic in over 150,000 different NS1 records to an arbitrary set of repeating responses.”

Adam Surak

VP of Infrastructure & Security at Algolia

- “For starters, it integrates with Terraform and a lot of our infrastructure is effectively built out using Terraform. That makes all this stuff extremely easy... when we deploy, all the entries are created and configuration is done.”

Valentino Volonghi

Chief Technology Officer at a tech vendor with 501-1,000 employees

"The provisioning is great. They have an API service that is simple to use and very quick. The changes that we make are replicated worldwide in a matter of usually milliseconds, sometimes seconds. They are done very rapidly. That's something that's obviously priceless when we're dealing with things like DNS."

Michael Wills

Senior Network Systems Engineer at McKesson

"Monitoring is really important for us. We really care about reliability, and we want to make sure that we can remove some points of presence in our sector and in our edge network really fast when we experience any problems. So, monitoring that NS1 provides for DNS is really important for us."

Reviewer87408

Engineering Manager at a computer software company with 1,001-5,000 employees

"The fact that it's an API-first platform for DNS and application traffic management is one of the reasons we looked into NS1. We use it for a lot of automation and metrics gathering and it's been great."

Verified user

Director of Site Reliability Engineering at a media company with 1,001-5,000 employees

"One of the features that is non-standard and that is very useful is the filtered DNS. We have set up our external VPN, which is what all our employees connect through, to use this feature. It's geolocation-aware. In that way, for India we set it up so that these are the servers that should be supporting things, and in the UK these servers, in the U.S. these servers, and in Sweden these ones."

Helge Dymling

Group Directory Manager at a computer software company with 10,001+ employees

"It massively speeds things up. Today, we allow developers to deploy services and have externally facing DNS scrapers that are created automatically without the addition of human intervention."

Max Mongardini

Head of Reliability Engineering at a financial services firm with 201-500 employees

What users had to say about valuable features:

“The ability to automate DNS creation is definitely paramount.

The solution is an API-first platform for DNS and application traffic management. This is exactly what we needed it for since most DNS services don't come with an API. Whereas, being API-driven, NS1 allows us to create automation against it. We can create pipelines, deploy software, and automatically integrate with NS1 in an automated fashion, which is definitely great.

NS1 Managed DNS has helped improve our end user experience, which has sped up our time to market..”

Max Mongardini

Head of Reliability Engineering at a financial services firm with 201-500 employees

Read full review

"The provisioning is great. They have an API service that is simple to use and very quick. The changes that we make are replicated worldwide in a matter of usually milliseconds, sometimes seconds. They are done very rapidly. That's something that's obviously priceless when we're dealing with things like DNS.

It is great as an API-first platform for DNS and application traffic management. It is very simple to use. It allows us to rapidly provision and deprovision things. We are all around happy with the solution.

From a metrics standpoint, the solution that we came from had no metrics. So, it has been great. Their service team is excellent in taking the time to provide reports for both growth and strategic planning. It has been great.."

Michael Wills
Senior Network Systems Engineer at McKesson

Read full review

"Collection RUM (Real User Metrics) and using them in NS1 Pulsar filters. This has been really valuable as it allows us to determine the best, and most performant CDNs for our users. It has proven valuable at responding to and recovering from unexpected downtime from any of our multiple CDNs.

We also use their Terraform plugins to do our deployment, instead of going through their CLI or their console. We find Terraform to be a really powerful tool when using NS1. Terraform allows us to track infrastructure changes and push large scales changes more easily.

The fact that it is an API-first platform for DNS and application traffic management is what makes their Terraform solution possible. We haven't directly integrated with their APIs from any of our solutions. I know I really appreciate a company that adheres to an API-first approach, because it unlocks a lot of potential to really customize tools to meet our needs.."

Casey Bateman
Principal Engineer at Hudl

Read full review

“One of the features that is non-standard and that is very useful is the filtered DNS. We have set up our external VPN, which is what all our employees connect through, to use this feature. It's geolocation-aware. In that way, for India we set it up so that these are the servers that should be supporting things, and in the UK these servers, in the U.S. these servers, and in Sweden these ones. If a server is down, it will automatically use a server that is up instead. It's like a load balancer that manages the redirecting of traffic depending on where you are.

The filtered records mean we can set up the rules so that DNS requests are answered exactly the way we want them to be. For example, if my request comes from Sweden, we can have a rule in the filtered DNS setup to go to sslvpnsc.ourcompany.com if it's up. Otherwise, it uses another one.

The solution has other features where you can import and export data, but we don't use them. We use the more fundamental things, but NS1 is a big help for us thanks to the filtered records.

Another reason we use it is that we use a management tool, where you can update DNS records called Micetro from Men&Mice. It has an integration with NS1 and, for us, this was the perfect combination.

NS1 Managed DNS also has a REST API which makes it easy to integrate things yourself. We collect some statistics by using the REST API. And even if we don't know if we will need it, from time to time we take a backup of all the data records by using that API. It is helpful for automation. The API also made it possible for Micetro to integrate with NS1. Men&Mice used it to integrate their management tool to update, manage, delete, and report, and do everything else you would normally do with DNS from within their platform. The NS1 API is good and flexible.

As for maintaining uptime during a DDoS attack, we haven't noticed anything, so it has been fine from our perspective..”

Helge Dymling

Group Directory Manager at a computer software company with 10,001+ employees

Read full review

“We leverage two things from Managed DNS that we couldn't do with any other solution. One is their filter chain technology, which allows us to shift some of the intelligence we need for the traffic steering to the DNS. The second one is data sources, which enables us to manipulate multiple records simultaneously using NS1's internal message DOS. In our case, we are trying to direct the traffic in over 150,000 different NS1 records to an arbitrary set of repeating responses. If we have about 1,000 endpoints, that translates to around 150,000 records. Assuming there's an even distribution, so every time a server fails or an endpoint goes on a level, we would have 150 updates. With NS1, we have one, so this had an even more significant effect. There are situations where we have thousands of specific records sharing the same responses. In that case, there is one update instead of thousands and thousands.When we chose Managed DNS in 2014, it was the only solution that could do what we wanted, but I'm not sure about the current state of the market. The NS1 API is an API on top of a managed DNS. It's not an afterthought. It's not like the solution existed.

Someone was sending updates by email. Then a product manager came along and said, "Hey, there is this cool thing. It's called an API. Maybe we should do it?" And they are like, "Okay. Let's do it." In the case of NS1, they thought about how to use an API to manipulate and retrieve the stuff. It's supposed to be API-driven. Also, NS1 doesn't have hidden features that would not be available over the API. Even their dashboard is built on top of the API. You can leverage all the functionality programmatically. That's what we do.

We don't use their native integrations because we have been customers before these integrations and real-time telemetry existed. Our solution isn't leveraging either of those. Instead, we leveraged their API integration, which was the first thing that existed. Indeed, the API is at the core of how we use Managed DNS. No one goes to the dashboard or manually clicks anything. Everything goes via the API, and we perform hundreds of changes every minute. The API automatically drives everything, so that's the integration we leverage.

We don't use the Pulsar Active Steering feature because we don't have a website. Our solution is being used as an API for other solutions. You can put the Pulsar

agent on the website and feed NS1 the information. In our case, we are integrating into third-party sites. We cannot put our JavaScript on their websites for NS1 to provide the data, so we don't..”

Adam Surak
VP of Infrastructure & Security at Algolia

Read full review

“For starters, it integrates with Terraform and a lot of our infrastructure is effectively built out using Terraform. That makes all this stuff extremely easy. With Dyn we had to have a separate process to update DNS entries, and only a person like me could do it. Even then, it was going to be a very delicate process. Now, we have it integrated with Terraform and when we deploy, all the entries are created and configuration is done.

As an API-first platform for DNS it is great. The one thing it needs to do for us is be integrated with our infrastructure-as-a-service setup, Terraform. In that regard it beats all of its competitors, including Dyn from Oracle and Route 53 from Amazon. Neither of them support integration with Terraform. Their support team is also great around this stuff.

Secondly, the user interface is pretty fast and it's very easy to get reporting on queries-per-second underneath each record. That means that if we misconfigure something we can very quickly see the results in the metrics. That wasn't the case with Dyn. Being able to see the metrics helps. It helps that the interface is really quick, and relatively easy to use, especially compared to other solutions that we've seen, including Route 53, which we also use.

Technically speaking, there is no one button to enable load balancing like the others, but you can customize the way load balancing works more, to your own specific needs. We took advantage of that for the particular way we want to run our infrastructure. It's a little bit harder to set up compared to what Dyn was, but it's certainly more flexible. That needed to be learned and we played around with it for a little while at the beginning, before doing the migration. But since the migration, everything has been going well.

Another thing that is pretty helpful is that every one of these entries has its own target probe, called "monitors" in NS1 parlance. Each one of these endpoints has a set of monitors and it's possible to choose the regions from which you check the times of an area and the policies. This wasn't possible with Dyn, unless you talked with the account manager, and it would still always be a little off. There were occasions in which Dyn decided that a server in Tokyo was down because it

wasn't reachable from San Francisco, and no one cared. Considering that we have a data center in San Francisco, San Francisco traffic shouldn't determine what happens to the Tokyo data center. Using Dyn made things like that a pain to deal with, but with NS1 we have been able to select the specific region from which we are monitoring our endpoints to determine if they are up or down and if they need to be pulled out of rotation. And they have mostly been working fine.

There is also a Slack integration that we set up for our monitors. Whenever a monitor goes down, or there's a down and up, we get a notification in Slack. That means that the routing of requests to our team, for escalating any problem with the DNS, can be done more democratically than we used to be able to do with Dyn. With that solution, it would be sent to the email associated with the account.

In addition, there are the more intangible things, such as being on an exclusive, dedicated DNS network. I gather NS1 has both dedicated and shared DNS infrastructure, and I think we are on the dedicated. I've never tried the other one, and I don't know how Dyn was set up, but we've never had issues since switching. Everything has worked pretty well..”

Valentino Volonghi
Chief Technology Officer at a tech vendor with 501-1,000 employees

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Other Solutions Considered

"We were evaluating another company at the time and they actually recommended NS1. They had heard multiple people were looking to change from Cedexis, given the Cedexis announcement that they were going to stop development on their platform.."

Casey Bateman
Principal Engineer at Hudl

Read full review

"We did use other solutions previously, but they were non-purpose-driven tools. They were value-added services that Verizon and Sprint, now T-Mobile, sold us. The reasons for switching were scalability and speed of provisioning. ."

Michael Wills
Senior Network Systems Engineer at McKesson

Read full review

"We went through a number of solutions. We were balancing specific demands at the time with cost. So, we went to a number of solutions and checked different providers for that. We talked to most of the big ones such as Dyn, Cloudflare, and Verisign. We had a couple of others too. What made us go with NS1 was the balancing of cost and features and simplicity. It was much easier to use than a lot of the other tools.."

Michael Wills
Senior Network Systems Engineer at McKesson

Read full review

"We didn't evaluate other options because another part of our company was already using NS1. We also looked at the fact that the tool we use, Micetro, was supporting NS1. That meant we could still use the skills we have on that tool and we could also reuse the part that our company was using and integrate everything together. They would get better support and they could also share their skills with us. That's why we did not look at other vendors.."

Helge Dymling
Group Directory Manager at a computer software company with 10,001+ employees

Read full review

"We evaluated a CDN load balancer solution from Nice People at Work as well as a couple of others.

We chose NS1 for several reasons. First, we love the extensibility and the customizability of their Filter Chain setup. We thought that it was unmatched compared to the other offerings on the market, and was going to best replicate what we had with Cedexis, and fit our business use case needs.

We have also started to make a move, across the board, to Terraform as an infrastructure deployment code management solution. The fact that NS1 had, and were regularly updating, their Terraform providers was a big plus for our system.

The manageability, deployability, and overall points of presence around the world, where their DNS system has been deployed, are just fantastic. We did a lot of testing on DNS response when we were first evaluating them, and it was light years ahead of the competition.."

Casey Bateman
Principal Engineer at Hudl

Read full review

“NS1 was the first solution that could express the logic we needed to be hidden behind the records, and we couldn't adapt any other solution to our needs. We tried Dyn and other solutions. Our main requirement was geo-steering, and we wanted to cover every record. We tried to assign the location of that endpoint. Depending on the location of the end-user, we wanted the end-user to be steered to the closest available endpoint. Currently, availability is precisely the issue with the data sources. You have to replicate it repeatedly thousands of times. NS1 simplifies the process.The other reason we went with NS1 was the sheer expression power of the geo-steering. We struggled with Dyn for weeks, trying to configure their global geolocator to do what we needed. The precision was limited to the continent and a country, but we needed more. NS1 let us geo-coordinate, and NS1 was like, "Okay. We're going to steer it the same."

The expression capabilities of NS1 and the possibilities of the filter chain were the decisive factors. That's what we wanted to build and what we needed from a DNS. NS1 had it built-in.

We also previously used Route 53 from AWS. I'm not sure if it improved response times because you can't do much about that. NS1 or AWS manages it, so there is only so much you can complain about availability. It also depends on the level of telemetry that you have. Overall, I would say we saved money by migrating because we could not do what we wanted to do on AWS. On Route 53, we were unable to do it efficiently. We switched to NS1, and they probably saved us between $10 million and $50 million that we would have had to spend building it ourselves..”

Adam Surak
VP of Infrastructure & Security at Algolia

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ROI

Real user quotes about their ROI:

"We have definitely got a return on investment because this is the core functionality for our company to operate our business, but I don't have any numbers.."

Reviewer87408
Engineering Manager at a computer software company with 1,001-5,000 employees

Read full review

"We have absolutely seen return on our investment. The code deployability and the manageability of the service have saved us a significant amount of time when testing changes that we're considering making to our balancing network.."

Casey Bateman
Principal Engineer at Hudl

Read full review

"Our ROI comes from the fact that it has been stable and we've had to spend less time on it than we did with third-party integrations and other solutions that we've purchased. It's more of a set-it-and-forget-it type of platform, which is extremely valuable.."

Verified user

Director of Site Reliability Engineering at a media company with 1,001-5,000 employees

Read full review

"We don't really calculate ROI on this solution, but if we didn't go for NS1 we would have had to enhance our existing infrastructure of servers. Instead of buying new servers and having to build a new infrastructure, we went with NS1 and don't need to buy servers and keep them updated and patched, which is a very big thing for the moment. In that sense, it's a good investment. It's a kind of outsourcing.."

Helge Dymling

Group Directory Manager at a computer software company with 10,001+ employees

Read full review

“If NS1 didn't provide this solution, we would've had to make our own. Once we discovered Managed DNS, we decided there was no way we were building it ourselves. It is now a core service for our product. Without them, I probably would have a massive team today and sink tens of millions of dollars into our custom DNS infrastructure. What's more, we wouldn't be able to do probably 10 percent of what they're doing.

It's fully automated, so it has cut down on manual processes associated with managing DNS by 100 percent. We don't have any manual processes, but otherwise, we would need staff to do something. All the manual processes are eliminated..”

Adam Surak
VP of Infrastructure & Security at Algolia

Read full review

“On the automation side of things, if we had to manually create all the external entries, it would require a lot of effort, waiting time, and tickets being generated for blockages. 5% to 10% of our automation spectrum is handled by DNS records being generated automatically. Overall, as a company, we do approximately 10 releases a day. Of those 10 releases, if one or two need an external DNS record to be changed or created, then they would get stuck in a queue waiting for a person to create the record manually. So, the solution definitely speeds up our Software Development Life Cycle (SDLC).

Assuming 20 releases a month need manual intervention. If there are 240 releases that need an engineer spending about an hour on them, then I would say that the solution saves us 240 hours..”

Max Mongardini
Head of Reliability Engineering at a financial services firm with 201-500 employees

Read full review

Use Case

“We basically use their NS1 Managed DNS service as a secondary DNS server. So essentially they front end all of the McKesson DNS queries around the world.

It is a SaaS solution. So, we are using its latest version..”

Michael Wills
Senior Network Systems Engineer at McKesson

Read full review

“We use it for all our external DNSs. We wanted to get away from maintaining our own servers and were looking for the ability to filter records to "steer" DNS requests.

The solution is hosted by NS1. All DNS records are there..”

Helge Dymling
Group Directory Manager at a computer software company with 10,001+ employees

Read full review

"We use NS1 as an external DNS for our services. An external DNS is a simple name resolution for an IP address or other hosts. The cool thing about NS1 is that we can integrate our automation process. It automatically publishes new DNS records without having to look manually through a user interface as you would do with normal DNS providers.."

Max Mongardini

Head of Reliability Engineering at a financial services firm with 201-500 employees

Read full review

"We use Managed DNS, and we also partially use functionality from some of their other products such as Pulsar. We generate a DNS map and upload it to NS1 using their API to propagate to their service. Then, we use Managed DNS to find the optimal route for our users to connect to the closest point of presence for them.

We use NS1 as software as a service. We are not having anything on-prem. It is a public cloud from our point of view. We are just using their cloud solution or their service. We are not installing it in our data center. They provide us with an API for us to talk to their cloud implementation.."

Reviewer87408

Engineering Manager at a computer software company with 1,001-5,000 employees

Read full review

“The biggest thing that we're doing with it is using the DNS based CDN load balancing.

Hudl provides data and video as a coaching tool for Coaches and Athletes around the world. We provide vaious tools for our users to stream, edit, and pair stats with their games and practices. Our video is deployed around the world in different Amazon regions, and we use Fastly, CloudFront, and Quantil. We use NS1's GEOFencing and Pulsar filters to serve over the best performing CDNs in the regions where content is accessed. NS1 manages the DNS for many of our static content domains. .”

Casey Bateman
Principal Engineer at Hudl

Read full review

“We are a marketing platform with a pretty wide range of customers around the world, from small businesses, like mom and pop shops that sell shirts, to enterprises like Salesforce or VMware, on the B2B side. Our JavaScript tags and our servers on the customer side generally have to answer requests very quickly, always be available, and not lose any data. Among our products is advertising, and that side is required to answer requests that come in from around the world. Usually they're geo-distributed when they come to us. There are many millions of requests a second that we need to handle.

On the customer side, our use case is simple. Requests coming in from an end user, from their browser, need to be routed to the closest endpoint so that the latency is consistently low. The other requirement is that if one of those regions, in a very rare occurrence, is experiencing problems, we need to be able to clear traffic to a secondary or tertiary region to avoid downtime. In that situation, a little bit more latency is fine, but downtime would not be. To do this, we've always used global service load balancing, or DNS anycast, to an extent..”

Valentino Volonghi
Chief Technology Officer at a tech vendor with 501-1,000 employees

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 the solution was pretty straightforward. We did it within about 15 days. There was zero downtime in migrating to the solution. If there had been any downtime we would not have done it.."

Valentino Volonghi

Chief Technology Officer at a tech vendor with 501-1,000 employees

Read full review

"I managed the entire migration from Cedexis to NS1. It was fairly straightforward. There were a couple of things that were a little harder to wrap my head around, such as some of the specifics of some of the filter settings, but overall it was a pretty straightforward process.

Because of the number of domains that were involved, it took us almost exactly one month. There was zero downtime involved in the migration.."

Casey Bateman

Principal Engineer at Hudl

Read full review

"Start with a code-first approach. Try to use the APIs as much as possible from the beginning, instead of being tempted to go through a user interface. Once it is done manually, it stays manual.

We use our client in our infrastructure to communicate with NS1. This client is a bit complex in the way that it is set up. NS1 has their own client solution that you can deploy into your platform to do this, but even that is a bit complex. So, I would like a very simple, thin, light API agent that we can deploy into our platform to communicate with NS1. That would be welcome.."

Max Mongardini Read full review

Head of Reliability Engineering at a financial services firm with 201-500 employees

"From a setup standpoint, it was very simple. They also had a great customer success team that helped us along the whole way with just about everything that they could do from a validation standpoint.

In terms of duration, if you add up the actual time of doing the work, it was probably days because of the amount of data, but the actual implementation took longer because of the administrative functions imposed by the organization. It was not because of the tool itself.

In terms of the implementation strategy, we had a phased approach. We took low-touch things as an initial test case and then ramped up to run through the rest of the other ones. When migrating to this solution, the downtime was zero.."

Michael Wills Read full review

Senior Network Systems Engineer at McKesson

“The initial setup was straightforward. We got help but we didn't need it. We migrated everything ourselves.

We did it slowly so it took about a month. We have 10,000 DNS records in 300 different zones. We took a number of zones per week and migrated them, moving more slowly in the beginning and more quickly at the end. We saved the biggest zone, which is our .com site, to the end. By then, we had all the needed skills and experience for how it worked. We didn't have any problems during the migration.

There was zero downtime involved in the migration to NS1.

We are a team of 10 people who use the tools that are managing DNS records on NS1. And in total, in our company, there are about 350,000 users, including employees and customers..”

Helge Dymling

Group Directory Manager at a computer software company with 10,001+ employees

Read full review

“Setting up Managed DNS was straightforward. When we were migrating, we dumped everything from Route 53 and wrote a small script to import everything into NS1. Then we flipped the main DNS server records. That was our implementation strategy.

The only preparation needed was to create a bunch of testing records, and we tested it from probes around the world to see how it behaves and performs. Once NS1 was chosen as our go-to solution, it was as simple as that. We eventually exported and pulled the API off Route 53 then pushed it directly to NS1.Overall, the migration was seamless, but we had an incident in 2014 that we caused ourselves when migrating to NS1. It was our fault, and no one saw it coming. We kind of forget that IPv6 exists, so we created the problem ourselves.

We don't have DNS maintenance work. That's a term that no one in the organization knows, no one understands. If you asked someone in our company, "How much time do you spend on DNS maintenance?" People would say, "What are you talking about? What do you mean by DNS maintenance?" None of my engineers would be able to wrap their heads around it. We don't maintain anything in NS1 aside from the mess we cause with our records and our automation. Otherwise, we don't spend any time maintaining the platform..”

Adam Surak

VP of Infrastructure & Security at Algolia

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Customer Service and Support

“Working with NS1's customer success team has been a fantastic experience. They're very responsive and very willing to help. Altogether, they're a great team to work with..”

Casey Bateman
Principal Engineer at Hudl

Read full review

“Our account manager with NS1 has been very good. They are always available.

It has been quite hands-off. In the past two years, we have probably contacted the technical support once. They were spot on. I would give them an eight out of 10, which is conservative, given that I haven't had enough support tickets to really rate them..”

Max Mongardini
Head of Reliability Engineering at a financial services firm with 201-500 employees

Read full review

"I haven't contacted their technical support. I have only interacted with their customer success team. Our experience with them was absolutely positive. They were wonderful. Their service team was excellent in taking the time to provide reports for both growth and strategic planning and helping us with just about everything that they could do from a validation standpoint.."

Michael Wills
Senior Network Systems Engineer at McKesson

Read full review

"Overall, the solution works very well. We have absolutely nothing to complain about. When we have questions or an issue for support, we use email and we get very quick answers and help from the support team. That part works very well. The answers we get are correct. And there were times when I didn't know how to write an API and they did it for me and shared the results.

You always want people to help you quickly. If we compare NS1 to others, it's very good if you can get a correct answer from the others within the same day.

From time to time NS1 has webinars where they discuss different features and what's coming, and that is also good information to get.."

Helge Dymling
Group Directory Manager at a computer software company with 10,001+ employees

Read full review

"We used their tech support at the start a couple of times. We were trying to get onboarded and some of us were getting confused with the setup for load balancing DNS. The first or second time that we dealt with them they decided to just write out for us the way that the Filter Chain was supposed to be.

Another couple of times, they wrote to us first about issues.

There had been some kind of ongoing event and we wrote to them. They responded very quickly that there was an issue and that some of their probes were down. That told us not to go hunting for anything. Rather, I was able to go in the UI and force probes not to be considered for a period of time in the uptime and downtime of an area. As far as I remember, responses from NS1 were all well within one hour.."

Valentino Volonghi
Chief Technology Officer at a tech vendor with 501-1,000 employees

Read full review

“We launched on Thanksgiving and didn't realize it because we were all sitting in Europe. We had to wake up the founders of NS1 with an issue on Thanksgiving Day. They remember it to this day, and every single time it comes up, they always mention that I'm the one who woke them up on Thanksgiving. It was terrible, so I would say you need to plan deployment and keep the NS1 team in the loop because they can help. Their support is excellent. They can help you roll it out. Just don't go crazy and work with them.

NS1 had only four to six people in their company at the time. Today we have 650 employees, but at the time, we had only eight, so NS1 was roughly the same size as us, and we were willing to pay them a lot of money.

When we first deployed, we flipped the switch, and it didn't work as well as we expected. It wasn't a complete outage, but we had issues in some places with some customers. The NS1 team went out of their way to resolve it on Thanksgiving. We have a post about it on our blog. We called it "Black Thursday."If you go on our blog and search for "Black Thursday," you can find a post from November 28th, 2014, describing in detail how we shot ourselves in the foot during the transition and how we managed everything. We didn't mention NS1 a lot in the process because we didn't want to. It was completely our fault.

We migrated, and it was terrible, but they went above and beyond. They even called operators worldwide to tell them to flush their DNS caches because we messed up. It was a great experience but also a massive incident for us. NS1 assigned us a customer success manager and an account manager, and I'm part of the customer advisory board because we are long-term customers. .”

Adam Surak
VP of Infrastructure & Security at Algolia

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Other Advice

“Look carefully at DNS security. In the last few years, there have been several DNS attacks that leveraged DNS protocols. Therefore, it is important that companies actually know what they are doing with DNS.

I would rate NS1 Managed DNS as nine out of 10. There is room for improvement..”

Max Mongardini
Head of Reliability Engineering at a financial services firm with 201-500 employees

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“I rate NS1 Managed DNS 10 out of 10. If you're thinking about implementing the solution, my advice is to test this stuff and work actively with the NS1 team on the migration.

My advice would be to talk to NS1, keep them in the loop, and plan it together. Don't try to do it all yourself. .”

Adam Surak
VP of Infrastructure & Security at Algolia

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"The odds are that a free cloud provider is not going to be able to match the performance and the extensibility of a paid solution like NS1. Ultimately, that delayed response is going to affect your users and their impression of your site.

I couldn't recommend a better product than NS1 for managed DNS and CDN load balancing right now. They provide a great solution for managed CDN balancing.."

Casey Bateman
Principal Engineer at Hudl

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"Depending on where you came from, get ready for a much easier administrative life for yourself.

In terms of maintaining uptime during a major DDoS attack, we haven't seen any attack, which can be read into one way or the other. It's part of our architecture to leverage two providers in case there is an issue with one, but as far as I've been able to tell, I haven't seen any outages physically.

It provides integrations that enable full-stack observability with automatic, real-time adjustments, but it is just not how we're architected to leverage their service.

I'd rate it a nine out of ten. I feel there's always room for growth, but from what they have right now, it's a very solid, very reliable, and very wonderful experience product.."

Michael Wills
Senior Network Systems Engineer at McKesson

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“If you need an external DNS provider, NS1 has been a really good provider for us, giving us exactly what we were looking for and with more functionality than we need for the moment, functionality that we can buy additionally. It gives us a type of fault tolerance because it has DNS servers spread around geographically, servers that support each other. NS1 is a very good way to go if you need to change your external DNS infrastructure.

If someone says they don't need to spend money on a solution like this because they have a free cloud provider or basic DNS, it's their choice. It depends on the need they have. In our case, if we didn't go for NS1, we would have had to replace hardware and set up a new infrastructure for DNS. It was a good choice for us together with the filtered records. That is something we couldn't implement ourselves.

When it comes to manual processes, NS1 has not really changed the amount of work we have. Creating a record is creating a record..”

Helge Dymling
Group Directory Manager at a computer software company with 10,001+ employees

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“To someone who says that they don't spend money on a solution like this because they have a free cloud provider or a basic DNS, I would say that they need to think about reliability and, of course, performance. Those are two main things on the users' side. On the company side or the engineering side, with NS1, it is really easy to have automation in place for management and monitoring.

My only advice is to keep it automated. It is easy to do. NS1 provides the whole platform to run their solution from your infrastructure as a code by using API. You can also use tools like Terraform or any other automated management system.

I would rate Managed DNS a 10 out of 10. We don't have a lot of issues. Of course, it is a growing product, and there are some areas of improvement for NS1, but just based on our interactions with them and how this product works for our infrastructure, we are completely satisfied. .”

Reviewer87408
Engineering Manager at a computer software company with 1,001-5,000 employees

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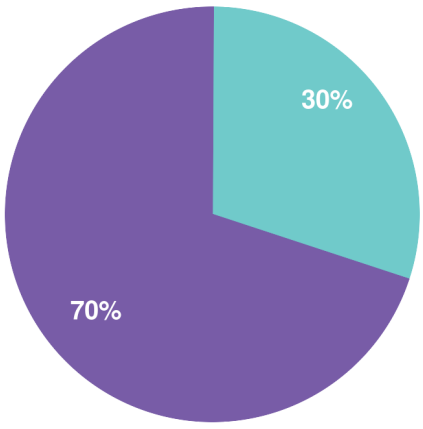

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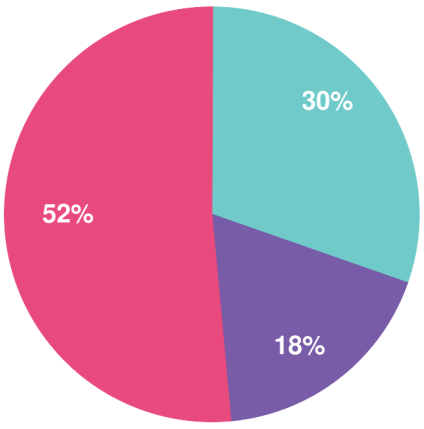

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