aws marketplace

Cisco Secure Access

Reviews, tips, and advice from real users
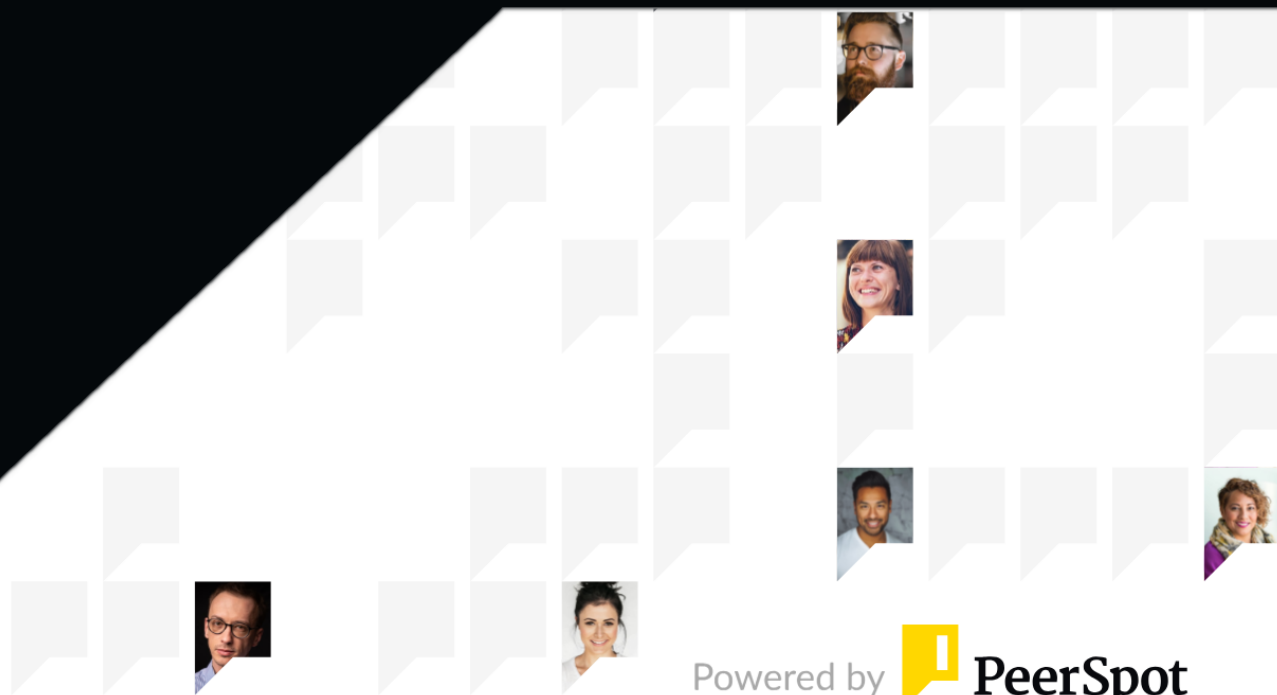
Contents

Product Recap

Cisco Secure Access

Cisco Secure Access Recap

Cisco Secure Access is a comprehensive solution that ensures secure access to networks and protects against unauthorized access. It is used for network authentication, enforcing access policies, managing user identities, securing remote access, and providing secure connectivity for devices. Users have praised its robust security measures, seamless integration with existing systems, user-friendly interface, and reliable network performance.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The features of Cisco Secure Access that I most prefer are easy management or manageability, and overall security."

Vasil Blagov
Manager, Network at Duracell International, Inc.

✔ "The firewall section for IDP is the most used for remote sites. It fits better with all the data we're collecting from the protection site and the information that we provide to another customer."

Ignacio Felix
Senior Architect at Sempra

✔ "I find the posture checking feature of Cisco Secure Access the most valuable."

Verified user
Enterprise Architect at a manufacturing company with 10,001+ employees

✔ "It works well. It hasn't broken. While I don't know enough about all the features yet, it hasn't caused us any problems."

Steven Steiner

Director, Network Services at a healthcare company with 10,001+ employees

✔ "The feature of Cisco Secure Access I appreciate the most is the DNS functionality."

Wallace Serafim

System Engineer at a tech services company with 51-200 employees

✔ "It's pretty streamlined. Everything you need to find is in the GUI interface, and if you have any trouble, it's easy to navigate and get around."

Johnny Slater

IT Site Administrator at Acushnet Holdings Corp

✔ "The main feature of interest to me and the customers is DNS security and Integrated Secure Web Control (ISWC)."

Ken Harada

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

What users had to say about valuable features:

"The features of Cisco Secure Access that I most prefer are easy management or manageability, and overall security. Cisco Secure Access has benefited my organization by allowing people to connect 24/7, ensuring reliability. Managing Cisco Secure Access through its single cloud-managed console is easy.."

Vasil Blagov   Read full review ↗

Manager, Network at Duracell International, Inc.

"It's pretty streamlined. Everything you need to find is in the GUI interface, and if you have any trouble, it's easy to navigate and get around.

Cisco Secure Access has had a positive impact on protecting our organization from threats such as phishing and ransomware. It provides security and adds additional layers.

I perceive Cisco Secure Access's ability to provide secure access via standard HTTP2, and optionally QUIC protocol, as great and secure. ."

Johnny Slater   Read full review ↗

IT Site Administrator at Acushnet Holdings Corp

" I find the posture checking feature of Cisco Secure Access the most valuable, and I also appreciate the ability to tag clients to place them into the right segment.

We're just getting started with Zero Trust Network Access, and we have a long way to go in that aspect. We haven't expanded any usage; more of the posture and things we've done more with technology.

They've protected us from threats like phishing and ransomware.."

Verified user
Enterprise Architect at a manufacturing company with 10,001+ employees

Read full review ↗

"The firewall section for IDP is the most used for remote sites. It fits better with all the data we're collecting from the protection site and the information that we provide to another customer.

We have implemented the Zero Trust Network Access feature of Cisco Secure Access in our OT environment, which is the operational section or protection network. From my perspective, Cisco Secure Access has helped our company in securing standard applications with a rating of nine out of ten.."

Ignacio Felix
Senior Architect at Sempra

Read full review ↗

"Managing Cisco Secure Access through the single cloud management console will not be difficult if you experience it once. This means once you have hands-on experience, you know how to operate it. In the first time, you might have a challenge because you need to understand the system. However, once you understand it, it will not be difficult anymore.

I find the zero trust approach helpful and beneficial in securing standard applications, which means you are accessing the applications directly instead of giving privilege to access the network itself. This is very beneficial in the context of security and is very effective.

Regarding the threat detection and response capabilities, because it's integrated in the cloud, users don't have to configure it to integrate with Talos. The feed that it has is already there, detecting malware and blocking it by itself from the Cisco Secure Access. The Intel is there, and we do not need to manually integrate with Talos.."

Ahmad Kamarul Zaman Zakaria
Senior Presale Consultant at Bridgenet Solutions Sdn Bhd

Read full review ↗

"The feature of Cisco Secure Access I appreciate the most is the DNS functionality. It's the main function that we are using currently.

The impact Cisco Secure Access has on protecting my company from threats such as phishing and ransomware is significant.

We utilize it extensively, especially the DNS part, which is very important. Even when we educate our users, the attackers become more advanced each day. They sometimes can use emails and other methods to attempt to attack our company, and Cisco Secure Access can help us protect our users, especially with the incredible DNS part.

The best part of managing Cisco Secure Access through its single cloud management console is that we can purchase as needed and add more products to this platform as necessary, within our budget.

My perception of Cisco Secure Access's ability to provide secure access via standard HTTP2, and optionally the QUIC protocol, is that the platform is very complete, and the objective is to deliver a full stack of resources regarding security. We are offering this solution to our clients, and the adoption rate is incredibly high. They are very satisfied.

I have noticed that in recent years, particularly over the last year, Cisco has significantly improved the platform by consolidating more solutions within the Cisco Secure Access ecosystem. It is important for Cisco to bring more products. For us and our clients, it is easier to have a single pane of glass to manage all the solutions when discussing security. The platform being in the cloud also makes it easier as we don't have to have something on-premise in our environment for the solution.

We have numerous integrations, including Splunk and other solutions that can be integrated into the same platform. This is particularly beneficial when discussing the solution's benefits.."

Wallace Serafim   Read full review ↗
System Engineer at a tech services company with 51-200 employees

Other Solutions Considered

"We used another brand previously, which offered protection at a level but had its limitations, leading us to elaborate on choosing Cisco for the better offerings it provides.."

Ignacio Felix   Read full review ↗
Senior Architect at Sempra

"We're definitely looking at more SaaS-based solutions such as Zscaler and Palo Alto before selecting Cisco Secure Access, dabbling in them yet never fully committing.."

Verified user   Read full review ↗
Enterprise Architect at a manufacturing company with 10,001+ employees

---

"We are, in general, a Cisco shop. We went for it because it integrates with the rest of the Cisco products that we have. We didn't consider other solutions.."

Vasil Blagov   Read full review ↗
Manager, Network at Duracell International, Inc.

Solutions such as FortiGate, Zscaler, Palo Alto, and Sophos provide similar security access features. However, based on my evaluation, Cisco Secure Access offers a more favorable experience.

Veerendra Ganta

General Manager at Datasoft Comnet

Read full review ↗

"I give Cisco Secure Access a seven because I did study other products as well. While I haven't deployed any other SSE product, I went for the training. The way of deploying and the solution is quite seamless, but that's my current assessment without hands-on experience with the other products.."

Ahmad Kamarul Zaman Zakaria

Senior Presale Consultant at Bridgenet Solutions Sdn Bhd

Read full review ↗

"My company did not consider other solutions before choosing Cisco Secure Access. We are a Cisco partner.

However, our clients always evaluate other solutions. We work extensively to show the value of the solution since we have competitors, however, Cisco Secure Access has the advantage of delivering multiple solutions in the same single pane of glass.."

Wallace Serafim

System Engineer at a tech services company with 51-200 employees

Read full review ↗

ROI

Real user quotes about their ROI:

"From my point of view, the biggest return on investment when using Cisco Secure Access is the security it provides, and I believe the best word to describe it is best security, ensuring our protection.."

Ignacio Felix

Senior Architect at Sempra

Read full review ↗

"I don't see ROI with Cisco Secure Access right now; it's more of an internal issue. We have too many access platforms, and we need to consolidate. If we could solidify our access platform and eliminate non-duplication, the ROI would look much better than it does right now. That's our problem, not a Cisco issue.."

Verified user

Enterprise Architect at a manufacturing company with 10,001+ employees

Read full review ↗

"The biggest return on investment when using Cisco Secure Access is consolidating multiple solutions into a single pane of glass. We have competitors offering alternative solutions; however, they don't deliver the same level of integration as Cisco, which consolidates all solutions simultaneously through a single console.."

Wallace Serafim

System Engineer at a tech services company with 51-200 employees

Read full review [↗]

"We have seen ROI with Cisco Secure Access. We had to switch from a different product, and there was a significant cost reduction. We're able to get many of the licenses down compared to the previous product that we used. We had many more licenses before moving to Cisco Secure Access.."

Vasil Blagov

Manager, Network at Duracell International, Inc.

Read full review [↗]

"You have to have a good ROI and a compelling story with finance; I've definitely seen that. I came from Amazon, so it was a complete 180-degree turn. Not to say that there were unlimited funds at Amazon, but you didn't have to tell the story as richly. I was on the fulfillment side. Even if it didn't seem fully vetted, but appeared to make sense or had potential to improve speed and delivery, they bid on it pretty early.

It's different here. They want it thoroughly vetted with a deeper ROI. We need to understand the cost of an hour of outage at a hospital, which, at least here, they don't know. However, at Amazon, we knew exactly how much it would cost if a fulfillment center was down for an hour. We have to do a better job of that in our organization, and once we can clarify those points, we will achieve some of the wins needed to get things done. ."

Steven Steiner   Read full review ↗
Director, Network Services at a healthcare company with 10,001+ employees

Use Case

"Our business is in energy. We are using it to provide protection for different remote energy sites and for all the data that we transfer from the solar, wind, and hydrocarbon sites.."

Ignacio Felix
Senior Architect at Sempra

Read full review ↗

"The main use cases for Cisco Secure Access involve secure access to the network, as they've had some history with malware, ransomware, and things like that. They are focused on better control for remote users and access to the network.."

Steven Steiner
Director, Network Services at a healthcare company with 10,001+ employees

Read full review ↗

We primarily use Cisco Secure Access based on customer requirements, especially in the BFSI sector. They require Cisco Secure Access for their external branches and remote users. We mostly work with BFSI sectors who need Cisco Secure Access for their network. We have been resellers and integrators for this solution for more than eight years.

Aruna Udawatte
Director -Digital Transformation at Convergence

Read full review ↗

"For Cisco Secure Access, my main use cases are the DNS functionality. Previously, we used Umbrella in the DNS stack functionality, and currently, we are using Cisco Secure Access.."

Wallace Serafim
System Engineer at a tech services company with 51-200 employees

Read full review ↗

"Our main use cases for Cisco Secure Access include everything, such as all of our switching and wireless.

I mostly work on the level one switching side. I deal with all the Catalyst 9300 switches and 9280 wireless routers.."

Johnny Slater
IT Site Administrator at Acushnet Holdings Corp

Read full review ↗

Our primary use case for Cisco Secure Access is seamless connectivity for users, whether they are inside our corporate network or accessing it externally over the internet. The users do not have to switch on VPNs and reconnect. They can directly connect to Cisco Secure Access using Zero Trust Network Access (ZTNA) and access all resources as if they are inside the corporate network.

Veerendra Ganta
General Manager at Datasoft Comnet

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 setup for Cisco Secure Access is straightforward and can be accomplished easily by IT staff with basic knowledge. The deployment process is smooth and does not pose any major issues.

Veerendra Ganta   Read full review ↗

General Manager at Datasoft Comnet

"We had a migration from Cisco Umbrella. There were some problems. However, the process now is easier as the solution is in the cloud and we can add more solutions and activate them in the portal. It's easy now. ."

Wallace Serafim   Read full review ↗

System Engineer at a tech services company with 51-200 employees

"I would rate the initial setup at seven out of ten. The commercial aspects are significant here, primarily the recognition level compared to other dedicated suppliers approaching the market with stronger messages.."

Ken Harada

Read full review [↗]

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

"Regarding the experience with the initial setup of Cisco Secure Access, it is important to communicate with the customers on the requirements, so they understand and prepare whatever we need to set up the POC. We need to communicate effectively with them and let them know what we need. Once our requirement is fulfilled, we can proceed. The key point is that communication with the customer must be maintained.

Once we have all of the requirements, the setup of the product itself is not that difficult. The first time requires understanding many things, but after the deployment and gaining experience, it becomes quite straightforward.."

Ahmad Kamarul Zaman Zakaria

Read full review [↗]

Senior Presale Consultant at Bridgenet Solutions Sdn Bhd

Customer Service and Support

"I would rate their technical support a nine out of ten. They are quick to respond and generally quick to find a resolution and figure out what's wrong.."

Johnny Slater
IT Site Administrator at Acushnet Holdings Corp

Read full review [↗]

"In evaluating my experience with the technical support and customer service of Cisco Secure Access, during the POC, we did not leverage tech support at that particular moment; instead, we engaged directly with the SE team, the Cisco System Engineer teams.."

Ahmad Kamarul Zaman Zakaria
Senior Presale Consultant at Bridgenet Solutions Sdn Bhd

Read full review [↗]

"I don't really get involved with customer service and technical support. From a cloud team perspective, I'm aware of generally how we approach it. On a scale of one to ten, I would give customer service and technical support an eight.."

Verified user
Enterprise Architect at a manufacturing company with 10,001+ employees

Read full review [↗]

"I would rate them an eight out of ten because it's always hard to get very good resources immediately. It always takes escalations to get someone who really knows how to help out. I feel good about the customer service.."

Vasil Blagov
Manager, Network at Duracell International, Inc.

Read full review ↗

"I don't have direct experience with customer service and technical support, as I don't work in the administration of the solution. TAC is a worldwide service recognized as fantastic. We also have experience with other hardware and software, and my understanding of it is good. It provides good service.."

Wallace Serafim
System Engineer at a tech services company with 51-200 employees

Read full review ↗

"We have a dedicated account team, so we've got all the people we need to engage with if there's an issue. It makes deploying in a larger enterprise a very easy choice. Having that backing is a comfort because, for more point-specific products or vendors, if you don't know who's going to stand behind them after you turn the lights on, that can be a concern. Cisco ensures support for the technology you use.."

Steven Steiner
Director, Network Services at a healthcare company with 10,001+ employees

Read full review ↗

Other Advice

"The advice I would give to other organizations considering Cisco Secure Access is to implement it as it's pretty straightforward.

I would rate Cisco Secure Access a nine out of ten.."

Johnny Slater
IT Site Administrator at Acushnet Holdings Corp

Read full review ↗

"Cisco is a rock-solid company and a leader in the network space, and I believe they will always provide the right level of support.

I would rate Cisco Secure Access an eight out of ten.."

Steven Steiner
Director, Network Services at a healthcare company with 10,001+ employees

Read full review ↗

"My advice to other organizations considering Cisco Secure Access is that they should definitely give it a try. It's overall a good product. If you have other Cisco products, it integrates efficiently, and if you need any visibility or easy manageability, it's a very good product.

Cisco Secure Access overall is a great product. I would rate it an eight out of ten.."

Vasil Blagov   Read full review ↗
Manager, Network at Duracell International, Inc.

"We have been implementing different tools over the past months for protection and security against AI and new technology coming from the cloud.

In terms of Cisco Secure Access's ability to provide secure access via standard HTTP2 and optionally QUIC protocol, I expect that Cisco will improve these features and protocols over the next couple of years. I expect that Cisco will continue to prove itself as we see other technologies doing similar work.

Overall, I would rate Cisco Secure Access a nine out of ten.."

Ignacio Felix   Read full review ↗
Senior Architect at Sempra

"We did not purchase the solution via AWS Marketplace.

We consider a change since we're trying to achieve a user experience that's lighter weight.

I'm not an administrator, so I can't really speak to the ease or difficulty of managing Cisco Secure Access through a single cloud-managed console.

I would advise other potential customers or organizations considering Cisco Secure Access to take a closer look. They've added some features in the last year or so that have advanced significantly. They've caught up from the market where other people were ahead of them. I rate Cisco Secure Access seven out of ten.."

Verified user
Enterprise Architect at a manufacturing company with 10,001+ employees

Read full review ↗

"As a partner with Cisco, this relationship is more related to the partners agreements, which is why we are selling Cisco Secure Access.

My impressions of Cisco Secure Access on protecting organizations from threats such as phishing or ransomware attacks are based on my recent POC. There aren't many use cases I have shown to the customer, but I can confirm that the solution is effective.

I would evaluate my experience with the Cisco team as an eight on a scale of one to 10, where 10 is the best.

My advice for other users who would like to start working with Cisco Secure Access is to find a good service integrator. As I come from the service integrator background, my advice to end users is to collaborate with a reliable SI that has the expected expertise on the solutions they are going to purchase and enroll.

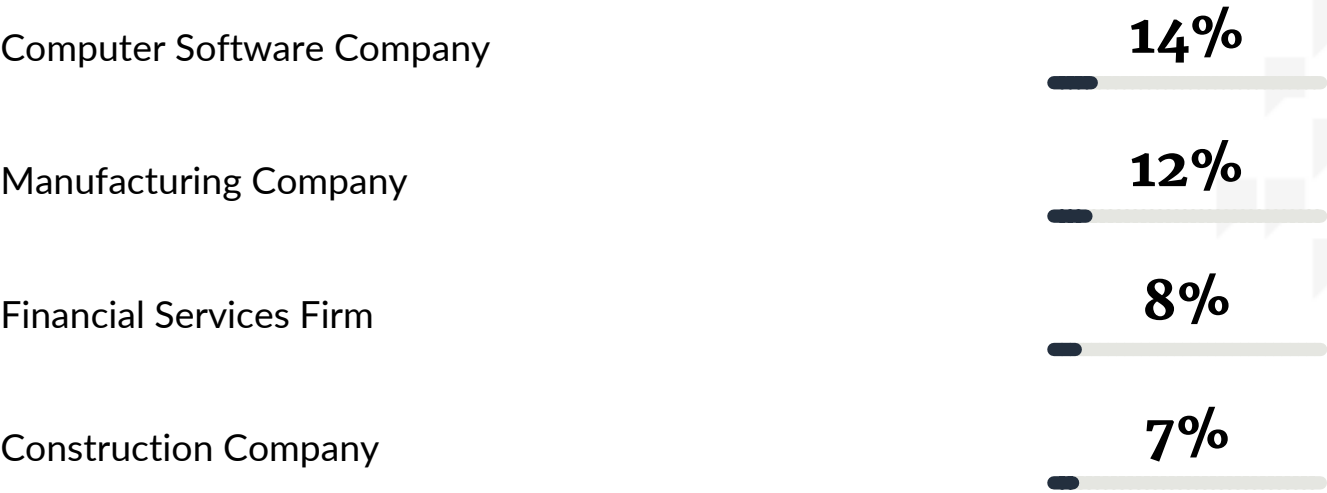The overall rating for Cisco Secure Access is 7 out of 10.."

Ahmad Kamarul Zaman Zakaria
Senior Presale Consultant at Bridgenet Solutions Sdn Bhd

Read full review ↗
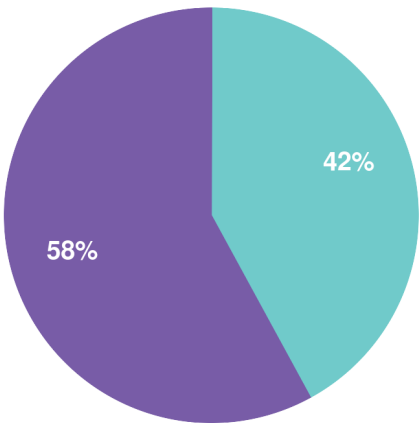
Top Industries
by visitors reading reviews

Computer Software Company **14%**

Manufacturing Company **12%**

Financial Services Firm **8%**

Construction Company **7%**

Company Size
by reviewers

42%

58%

by visitors reading reviews

26%

14%

60%
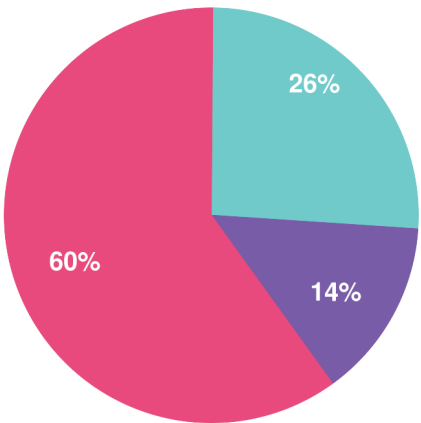
● Large Enterprise ● Midsize Enterprise ● Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report… Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a customized report of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

Get your personalized report here

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

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

reports@peerspot.com

+1 646.328.1944