

aws marketplace

Vicarius vRx

Reviews, tips, and advice from real users



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Product Recap



Vicarius vRx

Vicarius vRx Recap

Vicarius vRx automates patching and vulnerability mitigation with patchless protection, appreciated for effective third-party app patching and vulnerability prioritization. The platform offers streamlined management via intuitive dashboards, consolidating vulnerability discovery and remediation.

Vicarius vRx streamlines the patching and vulnerability mitigation process, delivering automation through patchless protection. It is favored for its ability to handle third-party applications effectively while providing vulnerability prioritization. The platform's intuitive dashboards allow for efficient management, consolidating vulnerability discovery and remediation efforts. Users note the robust scripting engine and supportive community as significant assets in mitigating critical threats, reducing manual effort and remediation time. Despite the strengths, enhancements in areas like automating patchless solutions, simplifying the login process, and refining networking vulnerability scanning capabilities are needed. The patch update process, reporting, and scripting functionalities require improvements. Name changes have resulted in some confusion, and additional filtering options are desired, along with better cloud integration and system feedback on update statuses. Logging options and mobile device management support are sought after by organizations.

What are the key features of Vicarius vRx?

- **Patchless Protection:** Automates vulnerability mitigation without patches.
- **Third-Party App Patching:** Effectively manages updates for non-native applications.
- **Vulnerability Prioritization:** Identifies and prioritizes critical threats efficiently.
- **Intuitive Dashboards:** Simplifies management and oversight of vulnerabilities.
- **Robust Scripting Engine:** Provides tools for custom threat mitigation strategies.

What benefits can users expect from using Vicarius vRx?

- **Efficiency Gains:** Streamlines vulnerability discovery and remediation processes.
- **Reduced Remediation Time:** Minimizes manual effort with automation.
- **Improved Threat Response:** Quick application of critical patches across numerous assets.
- **Enhanced Reporting:** Delivers detailed insights and compliance support.
- **Audit Compliance:** Meets requirements for PCI, HIPAA, and regulatory frameworks.

Managed service providers utilize Vicarius vRx for compliance needs, focusing on PCI and HIPAA requirements, vulnerability management, and patching. They use it extensively for patch management, covering both Microsoft and third-party updates, and for centralized update management. It aids in achieving visibility and automation, ensuring quick application of necessary patches across numerous assets while enhancing cybersecurity effectiveness with its network functionality and audit compliance features.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Vicarius vRx offers several advantages, especially for organizations with diverse operating systems and applications requiring frequent patching.”



OrenBen Shalom

Information Security Manager at Pango

- ✓ “The most efficient feature of Vicarius vRx is the ability to group assets, such as by time zone, allowing for targeted patching and streamlined management.”



Or Derzi

DevOps Tech Lead at Earnix Ltd.

- ✓ “I liked the initial dashboard.”



Verified user

Works at a manufacturing company with 51-200 employees

- ✓ “The prioritization of the vulnerabilities and patches that we must apply immediately is valuable. The automation of the tasks allows us to spend less time in that area.”



Verified user

Network & Security Manager at a government with 201-500 employees

- ✓ “The system prioritizes vulnerabilities, identifying high, medium, and low risks, allowing us to focus on high-risk applications. It allows us to focus on high-risk applications and do the updates.”



Verified user

Information Systems Supervisor at a manufacturing company with 11-50 employees

- ✓ “Vicarius vRx's primary strength is its user-friendly interface.”



Moshe

Systems Admin at a computer software company with 201-500 employees

- ✓ “Vicarius vRx has reduced our mean time to remediate vulnerabilities by 20%.”



Verified user

IT Manager & Sys Admin at a non-tech company with 51-200 employees

What users had to say about valuable features:

“Vicarius vRx's primary strength is its user-friendly interface. The straightforward and intuitive design ensures effortless navigation and comprehension, allowing users to locate and utilize all available features easily..”

Moshe

Systems Admin at a computer software company with 201-500 employees

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“I liked the initial dashboard. I am not even sure if this feature worked, but it has a feature that allows you to put a bubble around systems on which you cannot deploy an agent. That bubble around the system still gives them a level of protection. I like this feature and the dashboarding capabilities..”

Verified user

Works at a manufacturing company with 51-200 employees

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“The most efficient feature of Vicarius vRx is the ability to group assets, such as by time zone, allowing for targeted patching and streamlined management. This, along with tag-based filtering and organization-wide script execution, simplifies vulnerability identification and application patching. The system's intuitive design and ease of use are its greatest strengths..”

Or Derzi

DevOps Tech Lead at Earnix Ltd.

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“The system prioritizes vulnerabilities, identifying high, medium, and low risks, allowing us to focus on high-risk applications. It allows us to focus on high-risk applications and do the updates.

The second advantage is that we can do the automation. It simply looks for apps that have got updates. It then updates them without user interaction. That saves time for us. We do not have to go through each computer..”

Verified user

Information Systems Supervisor at a manufacturing company with 11-50 employees

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“Vicarius vRx offers several advantages, especially for organizations with diverse operating systems and applications requiring frequent patching. The platform helps prioritize patch installation by identifying high-risk vulnerabilities, allowing IT teams to focus on critical threats first. This prioritization is crucial because it prevents IT teams from being overwhelmed by the constant influx of patches, enabling them to create a manageable plan and allocate resources effectively. By distinguishing between critical, high-risk, and medium-risk vulnerabilities, Vicarius vRx empowers IT teams to address the most urgent threats promptly and schedule less critical patches for later.

Both native operating system updates and Vicarius vRx offer vulnerability remediation. Native OS updates allow for the patching of system vulnerabilities on Windows, macOS, and Linux. However, Vicarius vRx provides a single solution for installing both operating system and application updates by also discovering application vulnerabilities.

Another valuable feature is virtual patching, which allows us to protect an asset from a specific vulnerability without installing a patch. Sometimes, installing a patch alone is insufficient and requires restarting the asset. However, production servers often cannot be restarted during the day, restricting restarts to specific timeslots. Virtual patching creates a network-based protection layer that prevents exploitation of a vulnerability, offering a temporary safeguard. While not a foolproof solution for long-term use, it's a valuable tool that reduces tension between IT and security teams by providing time to properly install patches..”

OrenBen Shalom

Information Security Manager at Pango

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“The most valuable feature is the system's ability to provide information about open CVEs and how it compares the local version with available updates.

I rely on vRx primarily for patch management and vulnerability resolution. Another key ability is that it identifies vulnerabilities that are not even flagged by the operating system itself, such as with Windows, and provides necessary updates. If you update the Windows OS, it says that it's up to date but after we check vRx, it says that there are more vulnerabilities.

Its ability to consolidate vulnerability discovery, prioritization, and remediation in a single platform is good. Compared to other solutions, Vicarius is the most effective.

We automated the process of checking OS platforms, updates, and application updates. We repeatedly check it every day and if we have updates that we need to install, we configured it so that it will install automatically on the day we choose. This automation has saved us 30% of our time.

I used the scripting engine once. It worked fine, but I don't need to run specific code, batch, or scripts for my devices. If I need something, I need it for one or two devices, so I send it manually.

Vicarius vRx has reduced our mean time to remediate vulnerabilities by 20%.

It has reduced the amount of time we spend on patching by 50%. It's much quicker to patch and move forward to another task. I can move forward to another task..”

Verified user

IT Manager & Sys Admin at a non-tech company with 51-200 employees

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Other Solutions Considered

“Previously, I was doing it manually. I did not have any other solution. I do not do it manually now, and I can rely on this solution. For Windows updates, I know I can use Vicarius vRx, but I have WSUS for Microsoft to manage all our Windows updates. For third-party software, it is much easier to use Vicarius vRx..”

Dani Wondamna

System Administrator at a mining and metals company with 11-50 employees

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“I evaluated AWS Systems Manager, a native but complex solution with limited visibility. Automox was also considered, but it proved overly complex and offered more capabilities than required. Ultimately, we chose Vicarius vRx due to its simpler implementation and more focused feature set..”

Or Derzi

DevOps Tech Lead at Earnix Ltd.

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“We did not use a similar solution. The systems department had an open-source solution to make scripts for us to run. With these scripts, we could run a command asking for a version of some application. If you know that version is affected by many vulnerabilities, we could download the package with another command and apply the update on those machines. This solution frequently failed and had issues requiring manual intervention..”

Verified user

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Network & Security Manager at a government with 201-500 employees

“I evaluated three tools: BigFix, Vicarius, and one other. About four or five years ago, my IT colleagues and I conducted a proof of concept with these tools. I expressed my preference for Vicarius, but my colleagues suggested we conduct another POC to compare it with the other two solutions. We each created a list of criteria and used a scoring sheet to compare the tools. Ultimately, we all chose Vicarius as it received the highest score..”

OrenBen Shalom

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Information Security Manager at Pango

“We were using a product called VSA before. We switched because it did not have good reporting on vulnerabilities. When you set up the patching, it would try to update the apps, but you would not be able to tell in a single pane of glass what was successful and what was outstanding. It did not look into security vulnerabilities.

The customer support and account management were also not very good. That played a big part in it as well..”

Peter Fallowfield

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IT Support Manager at a tech services company with 11-50 employees

“We did have a look at a few other products. One of the things I liked about Vicarius vRx is that it had quite a wide support for updating different products. Quite a few products we looked at for patching did not update many third-party applications. They were more geared towards patching Windows, which we did not need, whereas vRx seemed to be able to pretty much handle any application we had in our fleet. That was what drew us into Vicarius vRx.

We looked at NinjaOne mainly. Earlier on, we did look at a few other products, but they got dismissed due to not having much support for third-party patching.

Vicarius vRx is definitely more robust than others as a remediation solution..”

Peter Fallowfield

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IT Support Manager at a tech services company with 11-50 employees

ROI

Real user quotes about their ROI:

“I do not know if we can quantify that, but I know that we are saving hours of patching time, making our administrators more efficient, and getting our users back into the systems more quickly. I am sure we are seeing a significant return on investment..”

Verified user

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Security Analyst at a manufacturing company with 1,001-5,000 employees

“By using Vicarius vRx, the meantime to remediate vulnerabilities has gone down by about 60% to 70% as compared to VSA.

In terms of reducing the time spent on patching, it is a little bit difficult at the beginning because you are initially setting the product up. It has probably saved about 50% of the time..”

Peter Fallowfield

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IT Support Manager at a tech services company with 11-50 employees

“We're an MSP, so we're always looking for new products to sell to our clients at a markup to make a profit. You can explain the product's benefits in three or four minutes, and we don't need to push the clients very hard. We already have seven or eight customers who use it, including one of our larger clients.

We saw the benefits almost immediately because it's bringing us monthly profits, and it's an easy sell. It's almost like some of them just wanted to sign up on their own without any push from the sales department..”

Jeremy Herman

Security Engineer at NovaCopy, Inc.

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Use Case

“We are using Vicarius vRx for managing vulnerabilities, including patch management and managing updates on any of the software we have running in the company..”

Verified user

Information Systems Supervisor at a manufacturing company with 11-50 employees

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“Two years ago, I conducted a vendor selection process to find a solution for patching our approximately one hundred Windows terminals. We ultimately implemented Vicarius vRx to automate the patching process, primarily for Windows updates. This solution also allows us to run other automation scripts across the terminals, such as implementing certificates..”

Or Derzi

DevOps Tech Lead at Earnix Ltd.

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“We use Vicarius vRx to manage all third-party software updates.

Previously, we could manage Windows updates, but third-party updates were an issue. It was difficult for us to manage the updates of all the software solutions we have. Vicarius vRx helps us to manage those updates..”

Dani Wondamna

System Administrator at a mining and metals company with 11-50 employees

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“I use Vicarius vRx to deploy software and Windows updates on endpoints and servers. It is also my preferred solution for deploying new software to specific departments or groups of computers.

We implemented Vicarius VRX to ensure users had the latest updates and patches on their devices..”

Moshe

Systems Admin at a computer software company with 201-500 employees

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“I use vRx for update management, specifically for updating and patching everything including CVEs or any updates related to security breaches. Updates are configured to install automatically on a chosen day, which is repeated every week. We use Vicarius vRx when there is a security breach. We use it every week.

It updates the firmware and the applications. In the beginning, we had some troubles with the application, but we notified them, and they fixed it very quickly. They sent an update and everything was fixed. .”

Verified user

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IT Manager & Sys Admin at a non-tech company with 51-200 employees

“I used it for the company for which I run the cybersecurity practice. We did a PoC and ended up buying the tool, and we are now in the process of trying to get our money back because the tool does not work. It just does not perform like we thought it would. There are a lot of backend issues, so we are evaluating another product and moving on.

The use case for vRx was for one of the big security initiatives here at the company. It was related to being able to update the systems. vRx seemed to be user-friendly and very easy to use. We wanted to bring in this tool to centrally manage our ability to update our systems..”

Verified user

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Works at a manufacturing company with 51-200 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 process is easy. It mainly involves running a command, and it took about three days to fully deploy across our organization.

It does not require maintenance. It updates automatically..”

Verified user

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IT Manager & Sys Admin at a non-tech company with 51-200 employees

“The initial setup was straightforward, taking approximately two weeks with the help of scripting to automate software deployment across multiple computers.

It does not require any maintenance. Because it is on the cloud, Vicarius is responsible for it. We just use it..”

Verified user

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Information Systems Supervisor at a manufacturing company with 11-50 employees

“It was not as easy as it could have been, but it was fairly straightforward.

The initial deployment took about a week. We received help from someone at Vicarious during a call, but most of the deployment was done in-house.

It does not require any maintenance on our end..”

Peter Fallowfield

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IT Support Manager at a tech services company with 11-50 employees

“The deployment was very easy. We finished it in one day, but we had some requests. We had to make some changes. It took us one week to get it working properly for us, but it was quick to implement.

It is being used at one location, and I am the only one working with Vicarius vRx.

It does not require any maintenance from our side. I just have to log in to see if there is any change. If I add a new PC, I have to see whether it is implemented correctly..”

Dani Wondamna

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System Administrator at a mining and metals company with 11-50 employees

“Its initial deployment was fairly easy. The agents are on the machines, but it is a SaaS solution. There is a portal we log into to manage those agents that we have deployed.

We did not fully deploy it. It was in our Dev environment. We are using the Dev environment for Guinea Pig, and we did not get past Dev. We did not get past fully deploying it to Dev because we ran into so many issues.

You can get away with two good people handling its deployment.

The only maintenance required is looking at which systems were updated and which systems ran into issues. It does require that piece..”

Verified user

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Works at a manufacturing company with 51-200 employees

“While the implementation was initially easy, we encountered some minor issues that were quickly fixed, and we haven't experienced any further problems.

The deployment process involved integrating Vicarius's binary into our automation system. This allowed us to easily extract the installation link from their UI and implement it into our code with minor modifications.

The proof of concept took a couple of days, and implementing the full solution took one to two weeks. The rollout was more complex, primarily due to our commitment to avoiding customer disruption. This required deployment during non-working hours. Although the process did not necessitate server restarts or interfere with customer operations, the complete rollout spanned one to two months for a gradual and seamless transition..”

Or Derzi

DevOps Tech Lead at Earnix Ltd.

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Customer Service and Support

“We did not engage with their user community. The only thing we engaged with was their support staff. We talked to them and let them know what our issue was. They were knowledgeable, but they could not fix our issue..”

Verified user

Works at a manufacturing company with 51-200 employees

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“They are great. I have contacted technical support during the testing stages in the EU environment, and they have always been available and kind. I would rate their support a ten out of ten..”

Elena Bernucci

Security Analyst at a tech services company with 11-50 employees

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“At this time, I rely more on opening tickets, and they do have online chat support. Their answers have been good, and the responses have been very quick. I find the support staff helpful, especially when I ask for a call so we can work together on the system. The response has always been excellent and efficient..”

Wayne Ajimine

Information Security Professional at Hawaii State FCU

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“Technical support and VicariousRx (vRx) has been great. They are professional and responsive. We've met with them frequently - once or twice a month - to go through questions we have or them getting feedback after an implementation. Even their chat system has been helpful. I've used it to ask questions, and I've gotten a response within a few minutes. The communication is great..”

MichaelCortez

Sr. Director of IT at Charter School Associates

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“We used their technical support when we started, but it is now running by itself.

The response time was good, but we communicated through a service provider who connected us to Vicarius. Help was received in a matter of three days.

We do not use their community. We simply engaged with their support team..”

Verified user

Information Systems Supervisor at a manufacturing company with 11-50 employees

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“Their support is very good, and they respond quickly. I would rate them a nine out of ten.

We sometimes use the Vicarius vRx user community to find more information about CVEs that are out. We try to read comments and other inputs to understand what is happening and how we can remediate or patch a vulnerability. We only read; we do not contribute anything because most of the CVEs have a lot of information from administrators or security managers in large companies..”

Verified user

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Network & Security Manager at a government with 201-500 employees

Other Advice

“Vicarius vRx consolidates vulnerability discovery, prioritization, and remediation in a single platform, but vulnerability management is not something we want the most in this solution.

I would recommend it for companies with more than 20 users. I would rate Vicarius vRx an eight out of ten..”

Dani Wondamna

System Administrator at a mining and metals company with 11-50 employees

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“I would recommend Vicarius vRx. A solution like Microsoft WSUS is specific to certain apps, but Vicarius vRx manages all of them. I would advise going for it because it consolidates all the apps.

I would recommend it due to the time savings and scalability. I would rate Vicarius vRx an eight out of ten. It has been extremely helpful and effective for our organization. It has saved us a lot of time..”

Verified user

Information Systems Supervisor at a manufacturing company with 11-50 employees

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“I rate Vicarius vRx an eight out of ten because, while there's always room for improvement, it meets my needs and provides good support.

We have Vicarius vRx in multiple locations with around 200 devices.

Maintenance is required to keep the automation working correctly.

I recommend Vicarius vRx because it makes our work easier..”

Moshe

Systems Admin at a computer software company with 201-500 employees

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“Try this tool all you want. Make sure you scale it in your PoC evaluation. Understand what type of systems you have in the environment. Are they Windows? Are they Linux? Always have another tool that you are evaluating as well, so have this tool and then maybe another tool. If you have the bandwidth and people, deploy vRx on more than a hundred systems, push the update, and see what happens. You will probably run into the same issue that we did. That is what the PoC is for. You do not have to sign the contract like we did. I would just tell others to be a lot smarter.

I would rate vRx a three out of ten..”

Verified user

Works at a manufacturing company with 51-200 employees

[Read full review](#) 

“I would rate Vicarius vRx nine out of ten.

We have three people in our organization that utilize Vicarius vRx.

Vicarius handles maintenance because its dynamic groups eliminate the need to

manually add assets. This automated system frees me from routine maintenance tasks in Vicarius vRx, allowing me to focus on responsibilities like reviewing reports and logs.

I recommend that colleagues using a different patch management platform consider Vicarius vRx. It offers several features that simplify asset protection, including automation, virtual patching, and comprehensive visibility. Furthermore, it supports Mac, all operating systems, and a wide range of applications, making it a versatile and effective solution..”

OrenBen Shalom

Information Security Manager at Pango

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“I would rate Vicarius vRx seven out of ten.

I assumed that focusing less on something would improve my performance compared to competitors, so I sought an ad hoc solution. Working with the Vicarius team, we resolved all initial bugs and achieved a robust system.

The strongest advantage of Vicarius vRx is its intuitive interface, which requires minimal explanation or support, even for first-time users. This ease of use minimized the need for training sessions. From a technical and implementation standpoint, the system remains largely unchanged and robust, making it a reliable DevOps solution.

We have around 120 instances. And just over 20 users.

I would recommend Vicarius. The simplicity of the system and its support are advantages. If someone has a different need that requires functionalities that Vicarius does not offer, they might need another system..”

Or Derzi

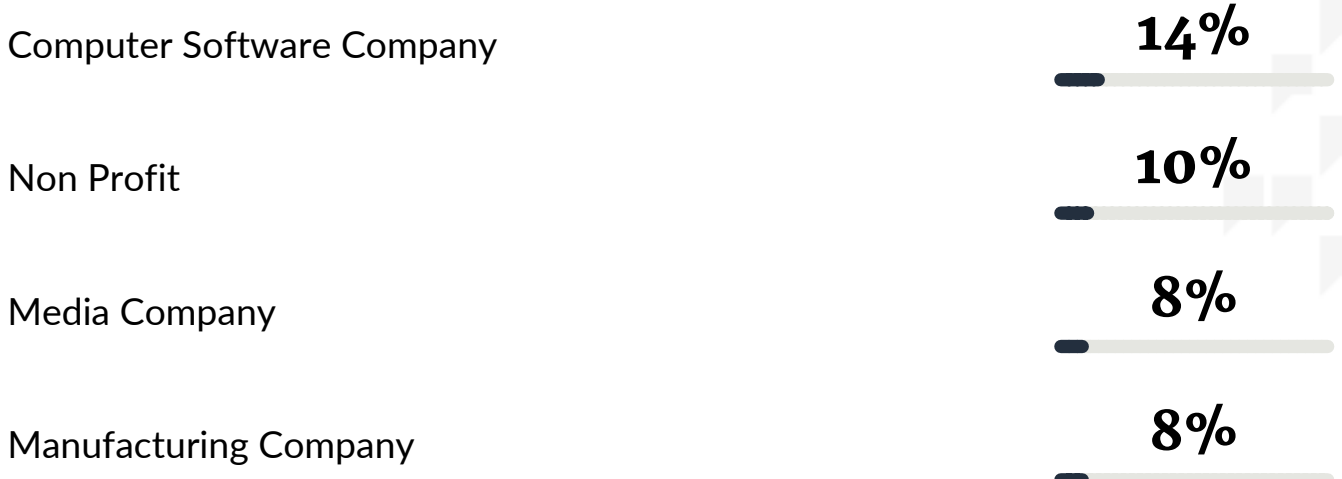
DevOps Tech Lead at Earnix Ltd.

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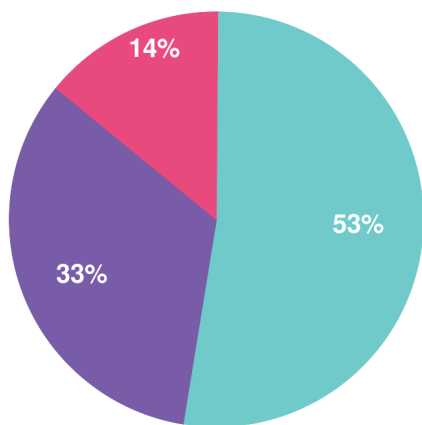
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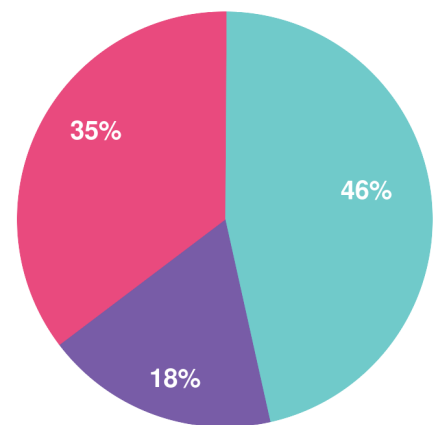


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