

aws marketplace

Cisco Umbrella

Reviews, tips, and advice from real users



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Product Recap



Cisco Umbrella

Cisco Umbrella Recap

Cisco Umbrella provides fast-deploying DNS-layer security with powerful threat protection capabilities. Trusted by over 30,000 entities, it ranks highly in DNS security and effectively supports secure remote work environments.

Cisco Umbrella offers comprehensive DNS security, web filtering, and ease of use, enhancing network security through robust threat protection and malware prevention. It processes over 600 billion requests daily, making it a leader in its field. The seamless integration with existing infrastructures and cloud-based nature makes it suitable for remote and distributed work environments, ensuring consistent security throughout. Management is streamlined with a single-pane interface that simplifies administration, while in-depth reporting capabilities provide valuable insights for continuous monitoring.

What are the key features of Cisco Umbrella?

- **DNS Security:** Provides leading protection by managing DNS queries and blocking malicious sites.
- **Web Filtering:** Offers granular control over web content to safeguard internet usage.
- **Ease of Integration:** Fits well into existing infrastructures, simplifying deployment and use.
- **Intuitive Management:** Single-pane management streamlines administration and enhances usability.
- **Cloud-Based Flexibility:** Supports secure remote work environments.

What benefits can users expect from using Cisco Umbrella?

- **Superior Threat Protection:** Reduces risk by effectively detecting and preventing cyber threats.
- **Consistent Security:** Provides uniform protection across network environments.
- **Efficiency and Visibility:** Leverages comprehensive reporting for better security insights.
- **Easy Deployment:** Quick and straightforward setup with minimal disruption.

Cisco Umbrella is widely adopted in industries requiring advanced DNS-level security to counteract malware, phishing, and cyber threats. Its ability to monitor and protect remote and roaming employees makes it an attractive option for sectors highly dependent on cloud services. By managing DNS queries and blocking harmful sites, Cisco Umbrella enhances cybersecurity across networks, providing an added layer of protection for businesses worldwide.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The biggest return on investment when using Cisco Umbrella for me is the ease of use of the fact that we've deployed this with our Cisco VPN Secure Client, so every computer has the Umbrella module in it.”



Bryan Bettencourt

Senior Network Engineer at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

- ✓ “With the Experience Insights feature of Cisco Secure Access, we've seen impacts on the management of user connectivity by allowing us to deliver safe connectivity.”



Emilio Montoya

CTO at PROA

- ✓ “Cisco Umbrella is the first layer of security that protects me while surfing the net, identifying untrusted websites to prevent access.”



Suresh-Sharma

Sr. Technical Executive at a computer software company with 11-50 employees

✔ “Cisco Umbrella scales incredibly with the growing needs of my organization.”



Nicholas Carroll

Network Engineer at a construction company with 1,001-5,000 employees

✔ “The features of Cisco Umbrella benefit my company by allowing us to do protective DNS instead of URL filtering, which lets us avoid having to backhaul traffic and run it through a firewall in a data center.”



Andrew Cerio

Senior Network Engineer at Boys Town

✔ “I would describe the experience deploying Cisco Umbrella overall as super easy. It was awesome. It was lovely to deploy it.”



Gonzalo Medina

Cisco Presales Engineer at a tech services company with 201-500 employees

✔ “The best possible thing is that it is very easy to deploy, easy to configure, and very fast to get onboarded with a customer because this is a cloud-based service.”



Rajender Bhandari

Chief Technology Officer at Binary Global Limited

What users had to say about valuable features:

“For us and for customers, it's the ease of integration with Meraki. It's just a couple of clicks. That allows us to deploy very fast, and it doesn't change the way a customer uses his service. It's just more secure..”

Pedro Antonio Diaz

CEO at Ovnicom

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“Meraki features and cloud-based functionality are advanced and easy to manage centrally.

Reporting is a separate product. However, other features are embedded within the devices themselves. So, if you have one box, everything is included, which is good..”

Amr-Khalil

IT Director at New Egypt Gold

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“Suppose we see a very silly entry where a bad actor tries to impersonate a good website or service we continuously use. They buy the domain, misspell it somehow, and then inject that in a link. Suppose my email scanning tools did not detect or notice that for one reason or another, and we identified it later. We immediately block impersonating users from accessing services over Cisco Umbrella-controlled devices..”

Aiman Nader

Systems and Network Architect at a recreational facilities/services company with 1,001-5,000 employees

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“Cisco Umbrella is pretty straightforward and simple to use. We recently did social media blocking and it was really easy for our marketing department to access it. It's pretty straightforward.

It helped free up IT staff for other projects. It saves us a lot of time by blocking potential breaches. It's very reliable.

Umbrella has definitely helped us improve our cybersecurity resilience by blocking malicious links and adware..”

Grant Hagenberger

Network Engineer at a financial services firm with 51-200 employees

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“It helps us lead processes and blocks malicious DNS queries daily, which is very beneficial. We've seen a reduction of about eight hundred trouble tickets compared to the previous year. The customers are having a better overall experience as less bandwidth is being taken up by DNS acres. We're not having to constantly police that part of our network. It's a little bit of a better process and a better experience for our customers.

We use the Easy Connect product, which works well.

The solution enables you to extend data protection to devices and remote users or distribute the locations. However, most of our use for the product is at the DNS level for our entire network and not really at the device level. We do have another added layer from a different company for the device security component.

The solution is pretty flexible.

With the reduction of trouble tickets, it would be reasonable to say the solution has saved us money on security operations.

Umbrella discovers new vulnerabilities every year. That's absolutely important to us. As our technology changes, the way we're attacked changes and will continue to change. It's important for us to be made aware of new threats and protect against them. .”

Caoimhe Zett

Marketing Operations Supervisor at Home Telecom

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“The interface is well organized, so you can easily find everything. Even if you don't have much experience with Cisco, you can easily navigate the solution and find your way around. Everything has been done well, from the deployment to monitoring.

The application is really stable. We never have problems with Cisco not working for our end users. We have an internal communication hub. The office implementation is integrated with our security systems and firewalls, but we also have users worldwide working from home. Our employees are pleased with the user experience, and we've never had reports about Umbrella not working properly or being unable to access a site. It's integrated with Cisco AnyConnect, so our users can access it through a VPN solution.

Umbrella actively processes and blocks malicious DNS queries daily, which is helpful for us because we're a small team. We heavily depend on the tool to do its job properly. It works nicely out of the box. You have to do a little initial configuration, but after that, it blocks everything we want and nothing we don't. We've gotten some false positives with other products, but we've never experienced that with Cisco Umbrella.

Guest internet access is easy to configure. We set more restrictive policies for our guest users, but it hasn't been difficult to spin up consistent policies in three or four different offices. We just attached the policy that we have for guest users to a specific wireless SSID.

Umbrella combines multiple security functions into a single dashboard. If you use Cisco SecureX, there is a dashboard in Umbrella, but you have to look at different areas. In Cisco SecureWorks, you can add the tasks and dashboards you want to monitor, but Umbrella is more standardized, so you cannot make many changes. In addition to the dashboard, we have some daily reports and email alerts. It does what we want. .”

Theofilos Tzachristas

IT Systems Engineer at a tech vendor with 501-1,000 employees

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Other Solutions Considered

“The main competitor for Cisco Umbrella on the market is Netskope Security Cloud Gateway. I prefer Netskope Security. Its security capabilities are more favorable to me..”

Verified user

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Network Solutions Architect at a financial services firm with 10,001+ employees

“I was onboarded to an environment where Cisco Umbrella was already running. I'm sure my predecessor evaluated other products during the same time, and then they decided to start and stick with Cisco Umbrella for the past six-plus years for its efficiency..”

Aiman Nader

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Systems and Network Architect at a recreational facilities/services company with 1,001-5,000 employees

“We also evaluated Infoblox for DNS, as Cisco does not offer DDI (DNS, DHCP, and IP address management) capabilities. Infoblox offers a more comprehensive solution for these functions..”

Sabbir Ahmed

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Director at Infosonik Systems Ltd

“We've tried other products and other gateways from Fortinet and Arbor. We chose Cisco Umbrella. The most important thing for us is that we're fully Meraki stack. We have thousands of deployments of Meraki, so it's very easy for us to implement. Our customers are long-time Meraki users, so they're very comfortable with the Cisco stack..”

Pedro Antonio Diaz

CEO at Ovnicom

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“I used a similar SaaS solution by Palo Alto, but Cisco Umbrella seems to be quite unique because it's a DNS layer. I'm not sure if any other company is doing the same thing. We integrate Cisco Secure Endpoint and Cisco Umbrella to provide end-user detection and prevention. It does what it's supposed to do with most of a lot of admin work. It's a gateway..”

Theofilos Tzachristas

IT Systems Engineer at a tech vendor with 501-1,000 employees

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“I used Sophos, FortiGate, and Palo Alto firewalls.

Cisco Umbrella is manageable and well-supported by various vendors and partners, including Cisco Direct. It offers diverse technologies and features. However, now Sophos and FortiGate offer better tools and firewalls than Cisco.

Forti excels in SD-WAN services and integrates various functionalities like FortiManager, FortiAnalyzer, and Wi-Fi controller within a single device..”

Amr-Khalil

IT Director at New Egypt Gold

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ROI

Real user quotes about their ROI:

“The biggest return on investment when using Cisco Umbrella is to keep us compliant with our regulations. We're not a non-profit company, it's more about being compliant with our regulations to ensure the students are safe..”

Raul Moran

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Security Analyst at a educational organization with 1,001-5,000 employees

“We have seen a return on investment with Cisco Umbrella regarding the working hours and the ticketing. The tickets do not have to get escalated to a network engineer or to a network person to look at. They could be worked on by someone on the app on tier one or tier two before needing an escalation if it even needs it..”

Aiman Nader

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Systems and Network Architect at a recreational facilities/services company with 1,001-5,000 employees

“It's hard to quantify a return, but the cost of a malware attack or customers losing private information is potentially very high. I don't have the numbers for those things, but Cisco Umbrella helps us to avoid those issues. A breach can harm our reputation and damage the entire organization..”

Theofilos Tzachristas

IT Systems Engineer at a tech vendor with 501-1,000 employees

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“The basic package of Cisco Umbrella with the DNS component has been implemented in our customer's network and started working right away. I check the logs, and both the logs and the policy are working. You get a good return on investment from the very basic package in the beginning. You get those same benefits as you move up to the top tiers..”

Stephon Alicea

Senior Network Engineer at Cykor LLC

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“From my point of view, the biggest return on investment when using the solution is that it makes it a lot easier to delegate some of the tasks that were traditionally used, such as building policies on the firewalls and doing it through Cisco Umbrella. This aspect cuts a lot of time, resulting in significant time savings..”

Omar Mohammed

Network Engineer at a tech consulting company with 501-1,000 employees

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“My customers have seen an ROI using the solution, mainly considering the time it shows the attacks and what the threats are. Personally, I saw a presentation to suppliers with the title stating SaaS is the newest SOC's best friend, and this is a reality. I have a customer, the biggest bank in Brazil, and they adopted Cisco Umbrella's DNS Security Advantage as one of the main features in the SOC, which is integrated into the bank, which is one of the most valuable for the customer..”

Carlos Barros

Security Architect at Logicalis

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Use Case

“We use Cisco Umbrella to block student access to pornographic and non-education websites. I also use the solution to block access and restrict student permission to download from malicious websites..”

Verified user

Engineering Director at a tech services company with 51-200 employees

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“Our primary use case for Cisco Umbrella is for content filtering and for different access lists. We have different lists for different departments of what they can access..”

Grant Hagenberger

Network Engineer at a financial services firm with 51-200 employees

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“Our primary use case is for filtering and security reasons. We send our DNS queries to Umbrella. It will see if we go to a site that has malware or a virus and it will stop it. It detects if the URL has malware..”

Verified user

Project Manager at a financial services firm with 201-500 employees

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“We're using that solution to essentially sort DNS attacks. We also use it to add that increased layer of protection at the DNS level for our customers. That's what we're using it for right now. We're trying to cut back on cyberattacks, malware, phishing, man and control callbacks, et cetera..”

Caoimhe Zett

Marketing Operations Supervisor at Home Telecom

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“I use Cisco Umbrella mainly for content filtering. We use it to ensure that my users don't access something they shouldn't be accessing. It's just like pushing and scan prevention..”

Aiman Nader

Systems and Network Architect at a recreational facilities/services company with 1,001-5,000 employees

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“Cisco Umbrella enables all of our end users to browse the internet and internal networks securely. It can block different things like sites and applications that they shouldn't access according to company policies. For example, we can block different applications or specific site categories.

We also use Cisco SecurePort and SecureX, which is a platform for integrating various Cisco products. We have already integrated Cisco Secure Endpoint and Cisco Umbrella through SecureX, which offers a single pane of glass so you can see all the problems. We have also integrated our Meraki firewalls and access points. We have 500 users, and each of them has the Umbrella agent installed. If you're working in the office, you don't need it because every computer is protected by Umbrella. .”

Theofilos Tzachristas

IT Systems Engineer at a tech vendor with 501-1,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The tool's deployment is easy; I rate it a nine out of ten. The speed of deployment depends on various factors, including our communication with other customer contacts..”

Laurent Dauphin

Account Manager at Axians

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“The initial setup was pretty straightforward. The solution's documentation is great. My environment needed a little bit of customization to match the deployment configuration or documentation, and it worked fine..”

Aiman Nader

Systems and Network Architect at a recreational facilities/services company with 1,001-5,000 employees

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“The solution’s initial setup is straightforward.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup a seven out of ten..”

JulienMillet

Chief Technologies Officer at ASTORG PARTNERS

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“The initial setup is straightforward and takes few hours to complete.

I rate the initial setup a nine out of ten, where one is difficult, and ten is easy..”

Vishwajeet Pandey

senior technical administrator at Ogma Consulting

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“The initial setup is easy. There is good documentation. I can deploy it within a day or two. There's a page that shows you the health of the agent. It makes me more comfortable knowing that my configuration is healthy.

I did the deployment myself. .”

Verified user

Project Manager at a financial services firm with 201-500 employees

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“I wasn't part of the deployment, but it seems to be straightforward based on what I have seen. It requires a few adjustments to the firewalls and some integration, but it seems relatively simple. We needed to help the users working from home install the agents for Umbrella and AnyConnect, and this was also straightforward to deploy with Kandji, our MDM system.

After deployment, Umbrella doesn't require much maintenance because it's a SaaS application like Gmail. You don't have to do anything except the admin work, such as adding websites or categories. However, Umbrella uses an agent, so we need to update the engine. We can automate all these things, so the maintenance is minimal. .”

Theofilos Tzachristas

IT Systems Engineer at a tech vendor with 501-1,000 employees

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Customer Service and Support

“Technical support from Cisco is okay. I do not have a problem with it. However, sometimes, it takes a while to get a response, and the team can be very rigid..”

Verified user

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Network Solutions Architect at a financial services firm with 10,001+ employees

“Support doesn't always get back to me right away but they'll send me an email with the solution. It's not critical. I don't have an issue with it. I would rate their support an eight out of ten. I took two points off because it can take a day or two for them to get back to me. .”

Verified user

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Project Manager at a financial services firm with 201-500 employees

“I rate Cisco support nine out of 10. We had to open a ticket because we had some issues installing the agents, but we haven't had trouble since then. The technical team responded and fixed our issues quickly..”

Theofilos Tzachristas

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IT Systems Engineer at a tech vendor with 501-1,000 employees

“On the technical side, we always get our questions answered in a reasonable turnover. There was an incident when I had two instances running, and I tried to research it first and run discovery with it. When I couldn't find the answer immediately, we called Cisco, and somebody over the phone was very helpful and told us within ten minutes that it wouldn't work for us..”

Aiman Nader

Systems and Network Architect at a recreational facilities/services company with 1,001-5,000 employees

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“Compared to the past, in my opinion, Cisco's support is better nowadays. The policies have decreased a little, in my opinion, but it still offers the best support in IT. This is common feedback from customers, including the ones that complain about Cisco's partners, but at the same time, they say its support is better than all different competitors. I rate the support an eight out of ten..”

Carlos Barros

Security Architect at Logicalis

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“Cisco Umbrella's technical support is pretty good. The biggest thing with Cisco support is that you need to ensure you provide all the necessary information. If you give a vague problem, they will give you a lot of potential solutions. With Cisco support, if you get more granular with your information and accurate documentation, you should be able to find a good solution. They usually are very helpful and useful..”

Stephon Alicea

Senior Network Engineer at Cykor LLC

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Other Advice

“I would rate [Cisco Umbrella](#) a nine out of ten. I also use it on a personal level. It helps me to protect my endpoints so that they won't go to a malicious site. .”

Verified user

Project Manager at a financial services firm with 201-500 employees

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“Consider your budget. If you can afford it, Cisco Umbrella is a stable and scalable solution.

It's a strong Cisco product.

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

Amr-Khalil

IT Director at New Egypt Gold

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“We have different profiles for students and tutors for internet access. Students cannot access applications like Instagram and WhatsApp, but tutors are permitted to access these applications. We use Cisco Umbrella for access security, and I don't use another layer of security.

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

Verified user

Engineering Director at a tech services company with 51-200 employees

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“We hope that Cisco will help us consolidate tools more than it is now by incorporating more IPS and IDS functionality.

My advice to someone considering Cisco Umbrella would be to focus on how easy is to use the GUI and how easy it is to navigate. You pretty much just click a box and the content categories work.

I would rate Cisco Umbrella a ten out of ten.

If your needs vary by department, I would advise making different groups for different departments. It's easier to do it that way than to set it up and go back to tie it to different AV groups. .”

Grant Hagenberger

Network Engineer at a financial services firm with 51-200 employees

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“We're customers and end-users.

We do not plan to purchase any additional security solutions in our environment in the near future. We have other layers of products in place already.

For someone who's researching threat detection and prevention solutions, I'd have them consider Cisco [Umbrella](#). You can see the threats that are being blocked, and you can help customers understand that you're doing everything you can to make sure that their online experience is safe and protected. People are working from home. People are doing telemedicine. There's a lot of more sensitive information being shared online. That in and of itself is a good selling point. You want to make sure that your customers are as protected as possible.

I'd rate the solution nine out of ten..”

Caoimhe Zett

Marketing Operations Supervisor at Home Telecom

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“Cisco Umbrella filters more traffic and gives us insights into what's being accessed. Cisco Umbrella is useful for protecting endpoints and internet access. Cisco Umbrella is deployed on the cloud in our organization.

Cisco Umbrella is detecting threats more often because we've set it up more effectively than the other security solutions we have in place. It's catching threats in the first place because it's more strict.

We're using the Meraki firewall. Some Cisco Umbrella settings are directly linked to the Meraki console, which was quite easy for us.

Cisco Umbrella is very efficient and needs to be deployed on all endpoints. The solution requires some settings. Depending on how much you set it up, you should check its usage because it would require some day-to-day administration.

Overall, I rate Cisco Umbrella an eight out of ten..”

JulienMillet

Chief Technologies Officer at ASTORG PARTNERS
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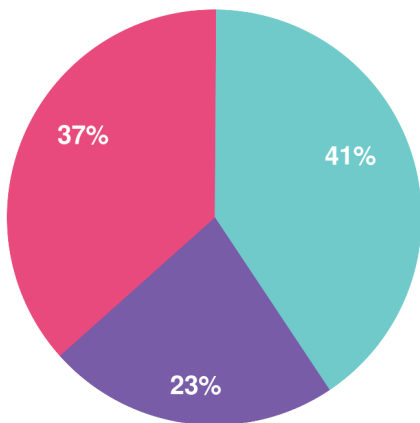
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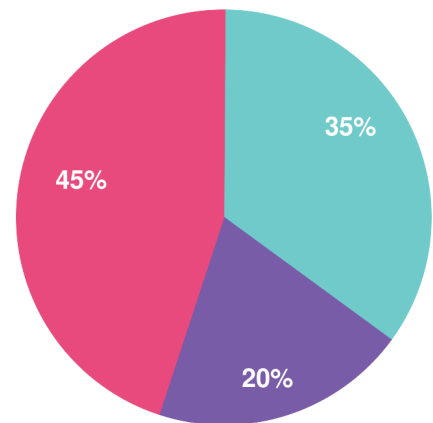
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