

aws marketplace

AWS Wickr

Reviews, tips, and advice from real users



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Product Recap



AWS Wickr

AWS Wickr Recap

Wickr is an advanced communication platform designed for secure messaging, providing end-to-end encryption to ensure the privacy and confidentiality of conversations for businesses and individuals.

Wickr caters to users who need top-tier security for communications. It supports encrypted messaging, voice and video calls, and file sharing. The platform is ideal for professionals who handle sensitive information due to its rigorous security protocols and user-friendly design. Organizations across many sectors rely on Wickr for its high-level security features, ensuring all exchanges remain private and protected from unauthorized access.

What are Wickr's essential features?

- **End-to-End Encryption:** Guarantees messages and data are encrypted, keeping them secure from unauthorized access.
- **Self-Destructing Messages:** Offers control over message lifespan, enhancing privacy by removing data after it's accessed.
- **Secure File Sharing:** Allows encrypted transfer of files of all sizes, ensuring information integrity.
- **Conference Calling:** Enables secure group calls, maintaining high privacy levels without compromising communication clarity.

What benefits should you assess in reviews?

- **Privacy Assurance:** Understand how reliably Wickr protects sensitive data and communications.
- **Compliance Credentials:** Evaluate adherence to industry standards, ensuring regulatory compatibility.
- **User Accessibility:** Consider ease of use to facilitate smooth adoption across teams.
- **Implementation Support:** Look at customer reviews discussing the support provided during deployment and integration.

Wickr finds significant applications in industries such as healthcare, legal, and finance, where data protection is paramount. Healthcare providers benefit from secure communications compliant with HIPAA, ensuring patient confidentiality. Legal professionals use Wickr to protect attorney-client privilege, while financial institutions maintain robust security measures to protect client data and communications.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “AWS Wickr has positively impacted my organization in multiple ways, as we received very positive feedback from our stakeholders and external partners regarding the ease of use and the functionalities and features it provides, along with frequent updates that allow us to implement improvements regularly.”



Anuj Chourasia

Analytics Manager at a wholesaler/distributor with 10,001+ employees

- ✓ “The reduction in time to resolution has led to radical transparency for our partners.”



David François

Agriculturalist/Founder of France Farms at France Farms

- ✓ “AWS Wickr has positively impacted the organization as the features being used have made us confident that the resources we share are not going out of the organization and are not being leaked.”



Verified user

Software Developer at a financial services firm with 1,001-5,000 employees

What users had to say about valuable features:

“The best feature in AWS Wickr is its end-to-end encryption model, which provides enhanced data security and confidence regarding data breaches.

“The end-to-end encryption in AWS Wickr impacts my day-to-day work by helping me gain confidence while sharing sensitive data points with internal team members or key stakeholders outside the company domain. Beyond encryption, the ease of use along with the functionalities it provides is commendable.

“AWS Wickr has positively impacted my organization in multiple ways. We received very positive feedback from our stakeholders and external partners regarding the ease of use and the functionalities and features it provides, along with frequent updates that allow us to implement improvements regularly..”

Anuj Chourasia

Analytics Manager at a wholesaler/distributor with 10,001+ employees

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“The best features AWS Wickr offers are end-to-end encryption, admin controls, compliance and retention policies, and user management. It fits the need for secure internal communication. Of those features, I find myself relying on the end-to-end encryption the most.

During the setup of AWS Wickr, I created the application from the AWS console, assigned the admin IT roles, and configured the user provisioning. What I appreciated was the easy onboarding, role-based access, and secure authentication. I set up different roles including mobile dev, backend, QA testing, and release management, which freed me from all the risk of release leaks.

AWS Wickr has positively impacted the organization as the features being used have made us confident that the resources we share are not going out of the organization and are not being leaked. AWS Wickr was rolled out to teams including mobile, QA, and product, deploying Wickr apps on iOS, Android, and macOS, and onboarding teams with usage guidelines, security best practices, and guidelines for shared data. It has been beneficial..”

Verified user

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Software Developer at a financial services firm with 1,001-5,000 employees

“The best feature that AWS Wickr offers our team is customer-controlled data retention. While we value privacy, we also have legal and regulatory obligations. AWS Wickr allows us to configure a private customer-controlled data store for information that must be retained for auditing or legal hold purposes. It acts as a secure BCC for our communications, and we can archive what we need for regulatory compliance without compromising the end-to-end encryption of the actual conversation.

“When we engage in estate matters or supply chain disputes, legal hold used to be an IT nightmare. With customer-controlled retention, we can place a specific group of project channels on legal hold with a single configuration change. We do not have to worry about individual users accidentally deleting messages or losing evidence. It makes us significantly more professional and organized to our legal partners.

“Open access capability is another important feature that serves as a hidden gem for operations in the field or in regions with restrictive network policies. AWS Wickr Open Access allows us to disguise our traffic as standard AWS traffic. If our team is at a remote site with a monitored or restricted public Wi-Fi connection, we can still maintain a secure tunnel back to our network. It is an always-on insurance policy for our connectivity.

“The most immediate benefit AWS Wickr has brought to us is increased agility during incidents. Before AWS Wickr, if we had a supply chain hiccup or a minor infrastructure alert, we were reliant on email threads or consumer chat apps, which are inherently sticky and insecure. Now with our war room setup in AWS Wickr, we can deploy a secure, encrypted communication channel in minutes. It has reduced our time to resolution for logistical delays by nearly 40 percent because our team is not waiting for insecure fragmented communications to be cleared or decrypted.

“The reduction in time to resolution has led to radical transparency for our partners. Customers today, especially high-end food processors, do not want just a delivery; they want visibility. From an operational impact perspective, if we resolve an issue in under two hours, we can report back to our partner with a solved status while they are still in their business day. This level of responsiveness makes

us look an extension of their team. From a customer satisfaction perspective, it builds a predictability premium. Our partners know that if there is a problem, Franc Farms does not go silent. We communicate, we fix it, and we get back to business. This consistency is the number one reason we have seen such high retention rates in our B2B contacts..”

David François

Agriculturalist/Founder of France Farms at France Farms

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Other Solutions Considered

“Previously, we were using legacy chat channels such as Hangouts and Slack. When we saw the benefits and advantages of AWS Wickr, we transitioned to it..”

Anuj Chourasia

Analytics Manager at a wholesaler/distributor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with AWS Wickr, as it saves a significant amount of time. We do not have to worry about what kind of data we are sharing, and AWS Wickr takes care of hashing and securing it, which is definitely a major benefit. While the return on investment is not measurable in concrete terms, it still eases and speeds up day-to-day activities..”

Anuj Chourasia

Analytics Manager at a wholesaler/distributor with 10,001+ employees

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“The most significant metric for us was cost avoidance. In the agricultural export business, a single compromised communication regarding a shipping manifest or a regulatory certificate can result in shipment seizure, spoilage of goods, or heavy fines. We compare the annual licensing cost of AWS Wickr against the cost per incident of a potential data breach. By our internal estimates, preventing just one major logistics incident, which could cost us thousands in lost product and reputational damage, pays for our entire organization's AWS Wickr subscription. This is a strong return on investment from the moment a breach is prevented..”

David François

Agriculturalist/Founder of France Farms at France Farms

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Use Case

“AWS Wickr is used for end-to-end encrypted messaging, voice and video calls, and file sharing. The main advantage that I appreciated about AWS Wickr is that no one is able to see the message regardless of the sender and receiver.

A specific example of how my team uses AWS Wickr in our daily workflow is that previously we shared logs and screenshots directly over Teams, but with AWS Wickr, we can be assured that the developers, QAs, and PMs can discuss features, bugs, and releases securely, with no risk of leaks when sharing logs, screenshots, or test builds.

AWS Wickr is used for sharing logs and crash reports, sending test builds, secure calls, and screen sharing, and it has been helpful..”

Verified user

Software Developer at a financial services firm with 1,001-5,000 employees

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“My main use case for AWS Wickr is sharing information that is very sensitive with key stakeholders.

“A specific example of how I have used AWS Wickr for sharing sensitive information with key stakeholders is that AWS Wickr provides the flexibility to integrate with open-source tools. In our organization, we have integrated it via Slack and some other Hangouts specific channels, allowing us to share key data points with the finance team. For example, when we conduct certain audits, we share sensitive details such as organizational sales figures or other key metrics.

“I have covered all aspects of my main use case, including communication across key stakeholders, which spans multiple verticals such as finance, planning, replenishment, and multiple teams..”

Anuj Chourasia

Analytics Manager at a wholesaler/distributor with 10,001+ employees

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“At Franc Farms, our main use case for AWS Wickr is out-of-band mission-critical coordination. While our primary data flows, such as our mango passports, telemetry, and supply chain auditing, are managed through our sovereign containerized infrastructure, we utilize AWS Wickr as our secure private channel for high-stakes operational communication.

“Recently, we faced a logistic disruption involving a high-value shipment of processed mango products intended for our partner. Due to a sudden change in export regulations, our standard documentation had to be revised on the fly, and the shipment was held for inspection. AWS Wickr was essential for real-time documentation because we needed to share revised custom declarations and proprietary certificates of origin with our logistics lead immediately. Standard email was too risky due to the sensitive nature of the trade secrets and the financial impact of the delay.

“Our primary sovereign infrastructure was focused on maintaining our mango passports traceability. We did not want to flood our system logs or standard communication channels with tactical, ephemeral chat. AWS Wickr provided a clean zero-trust workspace that allowed our team to coordinate the workaround without leaving a footprint in our permanent business archives..”

David François

Agriculturalist/Founder of France Farms at France Farms

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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.

“AWS Wickr was the only tool we evaluated before choosing it. It was preferred by both our team and our leadership. After conducting a small proof of concept, we immediately converted this into a full-time tool for our organization..”

Anuj Chourasia

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Analytics Manager at a wholesaler/distributor with 10,001+ employees

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Software Developer at a financial services firm with 1,001-5,000 employees

Other Advice

“My advice to others looking into using AWS Wickr is that all that is needed is the integration part; if integration is sorted, then just create rooms in the AWS console and start using it. The difference will be apparent. I would rate this product a 9 out of 10..”

Verified user

Software Developer at a financial services firm with 1,001-5,000 employees

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“On a scale of one to ten, I rate AWS Wickr around nine.

“I chose nine out of ten because there is always scope for improvement. As adoption increases, ease of use across domains or organizations would be really helpful.

“My advice to others looking into using AWS Wickr is to proceed with it. Initially, you will see the kind of benefits it can bring, as the pricing and other aspects are competitive, and the features and broad community it provides will be really helpful for any organization. I give this product an overall rating of nine out of ten..”

Anuj Chourasia

Analytics Manager at a wholesaler/distributor with 10,001+ employees

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“My advice to others considering AWS Wickr is to not deploy without a security policy. AWS Wickr is a powerful utility, but it is not a set-it-and-forget-it tool.

Before you invite your first user, define your data lifecycle. Decide exactly what needs to be ephemeral and what needs to be retained for compliance. [Segment](#) your networks and use security groups to ensure that your internal management team, external auditors, and logistics partners operate in separate, siloed spaces. Never give everyone access to everything.

“Aside from AWS Wickr being relatively affordable initially, you must ensure that you have a strong setup in place to maximize the benefits of AWS Wickr.

“My overall review rating for AWS Wickr is six out of ten..”

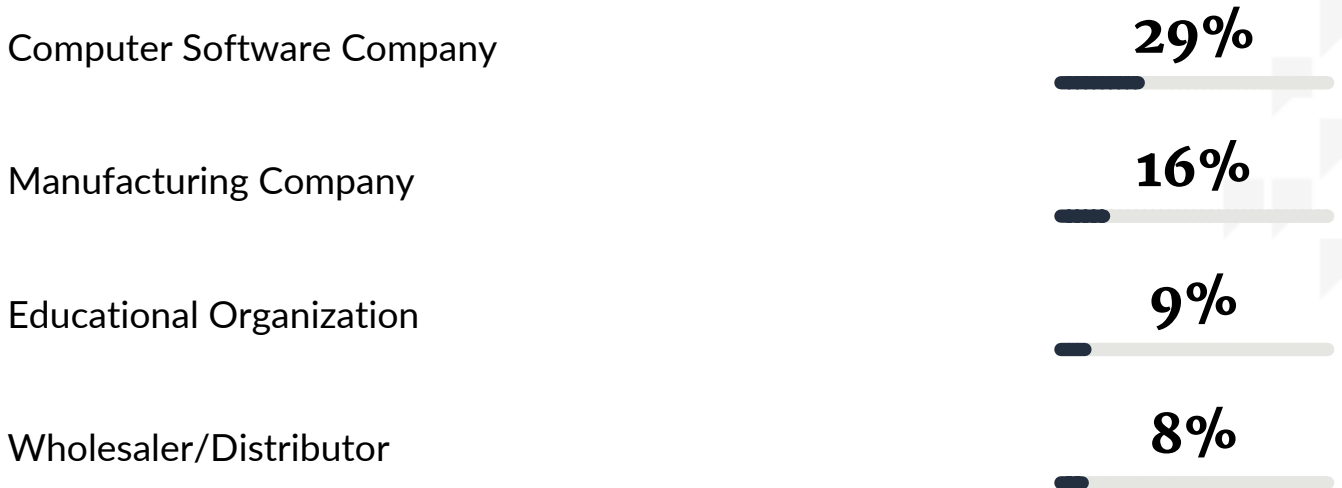
David François

Agriculturalist/Founder of France Farms at France Farms

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Top Industries

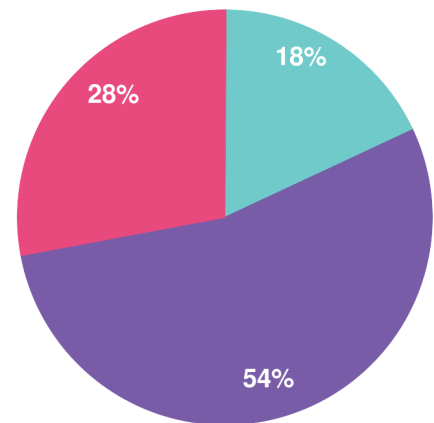
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Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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