

aws marketplace

BlueCat Integrity

Reviews, tips, and advice from real users



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Product Recap



BlueCat Integrity

BlueCat Integrity Recap

BlueCat Integrity is a comprehensive DNS security solution that provides visibility and control over all DNS traffic on your network. It offers real-time threat detection and response, as well as policy enforcement to ensure compliance with security standards. With its advanced analytics and reporting capabilities, Integrity enables you to identify and mitigate security risks before they can cause damage. It also integrates with other security tools to provide a complete security ecosystem. Whether you're a small business or a large enterprise, BlueCat Integrity can help you protect your network from DNS-based attacks and ensure the integrity of your DNS infrastructure.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “With the assistance of BlueCat Integrity and re-architecting, redesigning, and redeploying, our failure rate has gone to zero.”



Bob Fuller

Engineering Specialist at Community Health Systems

- ✓ “BlueCat Integrity is a very mature and reliable product, and we really love it.”



Leandro Freitas

Senior Network Engineer at a tech vendor with 10,001+ employees

- ✓ “It is easy to use. It has an understandable GUI interface. Its deployment is relatively easy.”



Verified user

System Engineer at a aerospace/defense firm with 501-1,000 employees

- ✓ “As a defense contractor, we must meet many compliance standards regarding logging, configuration, and administrative access. BlueCat is one of the few products that combines all the compliance components in a secure, reliable solution.”



Ian Slade

Sr. Manager Network Engineering and Architecture at a tech vendor with 10,001+ employees

- ✓ “The most valuable aspect is its user-friendly interface. It is straightforward to use.”



Sham Prabhakaran

Senior Network Engineer, DDI at a wireless company with 10,001+ employees

- ✓ “BlueCat saved us money in terms of a life-and-death scenario and the stress factors that surround that in a healthcare environment. We generally don't have downtime in our DATP environments anymore. The clinics and the hospitals can continue to operate and not be in that position to be down.”



Bob Fuller

Engineering Specialist at Community Health Systems



“One of the key features enabling us to operate at our current scale is robust automation.”



Ryan Michael Patterson

Senior Security Engineer at a tech services company with 10,001+ employees

What users had to say about valuable features:

“The most valuable feature of BlueCat Integrity is decentralized management, which enables real-time visibility and control over the entire IP address space, DNS, and DHCP from a single console. This feature is crucial for organizations..”

GovindSingh

Senior Security Consultant at a consultancy with 1-10 employees

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“It is easy to use. It has an understandable GUI interface. Its deployment is relatively easy. I would rate it a nine out of ten for ease of use.

The license model of BlueCat Integrity is easier to manage compared to Infoblox. .”

Verified user

System Engineer at a aerospace/defense firm with 501-1,000 employees

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“The integration that we did is easy to build up for the on-premise network, and everything regarding DHCP was a good experience for the on-premise team that I'm working with in building up the DHCP and the DNS for the on-premise network.

The initial deployment was fairly easy because we started with the DHCP product for the enterprise network, and the experience with that was very good..”

Nirmesh Solanki

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“DNS aliases, which we use extensively in our applications are a valuable feature. We simply provide the alias to users, and they cannot see the real IP address or DNS name. This feature is specific to each application and is very powerful for us.

- DNS load balancing features for A records for most of clusters we use for GoAnywhere MFT applications..”

Verified user

Senior Cloud Engineer at a insurance company with 10,001+ employees

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“BlueCat Integrity is a very mature and reliable product, and we really love it. BlueCat has other products that we use as well, but this one is the base. If this one is not working well, it would not be a good product, and we would not even be using the other ones. We can say it is extremely mature and reliable, and these are the things that I like the most about it.

“BlueCat Integrity provides a single pane of glass view of our IP address space for us, for sure. That is true.

“It is extremely important. Otherwise, it would not be something that we would be using. For example, as I mentioned, BlueCat has even other additional products, and one of the things that we request them all the time is to integrate these other products in the single pane of glass, even though if it is not the core of DDI. This is pretty good, what they are doing, and they are improving and evolving it a lot, which is something we appreciate.

“I would say yes, BlueCat Integrity has helped me to reduce human error in practice. The interface is pretty good and it has some automatic verifications that can be done..”

LeandroFreitas

Senior Network Engineer at a tech vendor with 10,001+ employees

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“I like most about it that it is centralized, and that is the key point. Being able to understand the overall health and configuration of your environment from a single pane of glass is invaluable. Prior to this, I was running predominantly Microsoft-based services, which require you to log into individual devices or servers one at a time. BlueCat Integrity solves that problem tremendously for me. Within this enterprise, I have over 150 of these devices running around that I do not have to log into individually. I log into one location and centrally manage them all.

Centralized management is the number one and most critical advantage. Individually managing Microsoft DHCP or DNS servers is always not fun, but centralized management is a huge advantage for any grid-style DNS environments or DHCP environments. Between BlueCat Integrity and Infoblox, these are competitive products that compete against the Microsoft free tools. They are not free, but if you license them, I think you understand what I am saying. Compared to Microsoft, Microsoft is great for smaller environments. When you get into larger environments, it just becomes unmanageable. BlueCat Integrity really shines in that space.

They are killing it for us. It has been working so well and so nicely since we re-architected a few years ago. That was probably when I did my first PeerSpot review, as BlueCat Integrity picked up a bad reputation. It was not really BlueCat Integrity's fault. It was due to internal decision-making to try to figure things out on our own. We could not figure things out, so that is when I got involved and said, 'Let us get BlueCat Integrity in the arena.' We re-architected, redesigned, redeployed, and things have gone from zeros to heroes because of that..”

Bob Fuller

Engineering Specialist at Community Health Systems

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Other Solutions Considered

“We evaluated BlueCat Integrity and other vendors and found that BlueCat Integrity was one of the most reliable options in terms of both security and administration. Their support team was also helpful and quick..”

Verified user

Senior Cloud Engineer at a insurance company with 10,001+ employees

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“Originally, we used Microsoft DNS, but it had many problems. We had to purchase and constantly monitor many tools with Microsoft. If we skipped an option during configuration, we would continue to receive error messages, and we would have to check the event logs to keep track of those errors. BlueCat Integrity is very easy to manage, so we chose it..”

Verified user

Senior Cloud Engineer at a insurance company with 10,001+ employees

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“I think the pricing is extremely fair, and if you go to other grid-based services and other competitors in this space, there are not many that I know of. Infoblox is the big one. I am in the middle of assessing and understanding Infoblox's pricing models, but I already know that they are three times what I am paying for BlueCat Integrity..”

Bob Fuller

Engineering Specialist at Community Health Systems

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“We used phpIPAM for some programs, but for others, we only had Excel sheets, which were not ideal.

phpIPAM is an open-source product, but it only functions as a pure IPAM without integration with DNS or DHCP. It was more of a documentation tool. We also tested NetBox for a while but did not use it in production..”

Verified user

System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I did not use a commercial product previously. I only used freeware tools. For example, the DNS server which is BIND. BlueCat Integrity actually relies on BIND as well. What BlueCat Integrity does is provide orchestration and management, a layer above BIND that helps us a lot with the management of everything. I have never used a product that was comparable. I used a little bit of SolarWinds, but I would not be so prepared to compare both. There are other IPAM solutions in the market. However, with the extent of BlueCat Integrity usage that I have as well as the experience, it is difficult for me to compare with the other ones because I used them briefly..”

LeandroFreitas

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Senior Network Engineer at a tech vendor with 10,001+ employees

“If you ask me this question in six months regarding the pricing of BlueCat Integrity, I probably will have a better idea because it is a renewal time. I can tell you it is expensive or cheap, but I do not know what the market is charging for this product specifically. I am a technical person, not from procurement. Perhaps we are paying a price that is a lot for what the market is requesting for this kind of solution, or perhaps it is not a lot. The price I would like to pay does not necessarily mean that the price that the market has for this kind of solution. According to what I know, it is a fair price. However, I cannot tell you a lot more than that..”

LeandroFreitas

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Senior Network Engineer at a tech vendor with 10,001+ employees


ROI

Real user quotes about their ROI:

“We started seeing the benefits of Micetro immediately because as we started using it, we didn't have to go back to the Excel sheets that we were earlier following and then updating as we moved along..”

Nirmesh Solanki

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“BlueCat helps reduce IT cost because it automates many tasks. This automation frees up staff for other projects and consolidates several solutions onto a single server, reducing infrastructure costs..”

GovindSingh

Senior Security Consultant at a consultancy with 1-10 employees

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“Deploying BlueCat Integrity has yielded a significant return on investment for our company, primarily due to the substantial labor savings it has achieved. The increased availability it affords has kept our engineers and offices up and running, while also reducing the need for ongoing product maintenance. While the impact may vary depending on a company's size and specific circumstances, BlueCat Integrity has demonstrably improved our operational efficiency and delivered a clear ROI..”

Ryan Michael Patterson

Senior Security Engineer at a tech services company with 10,001+ employees

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“By way of uptime, we have reduced our total cost of ownership.

The peace of mind that BlueCat Integrity provides is much better. Especially on the uptime and being challenged with how to balance downtime for patching requirements versus just continual operations. From that perspective, BlueCat is is not quite set and forget, however, it is very close to set and forget..”

Bob Fuller

Engineering Specialist at Community Health Systems

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“We've realized an ROI from Integrity by saving time and eliminating issues. With a different system that adopts the old ways of doing things, the cost will probably be high, and you won't see much ROI. Integrity's automation and other features have enabled us to eliminate at least four or five full-time employees easily.

The cost of ownership has probably been maintained, but we've reduced the complexity and downtime. That's where the benefits are..”

Ian Slade

Sr. Manager Network Engineering and Architecture at a tech vendor with 10,001+ employees

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“Our outage levels have gone down to almost nothing. We're roughly 99.8% outage free at this point in time since using the product. We've only had two medium-sized outages, and neither one of those outages caused an outage. It has been reliable enough.

I can sleep at night. I haven't said that about any other product I've dealt with, whether it's Microsoft, Linux, Cisco, or anything of that nature. I can sleep at night knowing the type of redundancies and configurations that have been put in place and the collaborative engineering work that we and BlueCat have put together to make things solid for us..”

David Muscat

Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

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Use Case

“We have been a partner of BlueCat for two years now, and we are responsible for deploying the solution over the Middle East region. I have the most experience with BlueCat Integrity..”

GovindSingh

Senior Security Consultant at a consultancy with 1-10 employees

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“We use it for getting an IPAM solution in AWS, which is our first use case. The second use case is we also use it for our on-premise networks to manage the IP ranges. We have distributed all the IP networks, and for DHCP and DNS, we use this software internally for our enterprise network..”

Nirmesh Solanki

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“In the past, we did not have a DDI system, so information was distributed in different places. As our environment became more complicated with on-campus, remote offices, and cloud setups, we wanted to integrate all the information together. We recognized the need for a DDI system..”

Verified user

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System Engineer at a aerospace/defense firm with 501-1,000 employees

“I use BlueCat Integrity for end-to-end DDI management, which includes DNS, DHCP, and IP management. It helps in creating domains, records, and networks. It serves IPs to specific hosts, simplifying life as a DDI engineer. .”

Sham Prabhakaran

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Senior Network Engineer, DDI at a wireless company with 10,001+ employees

“We primarily use BlueCat Integrity for DNS purposes internally.

We deployed BlueCat Integrity using a hybrid model because many of our applications are finance-related. This product helps us to secure those applications and always helped our internal applications to work in secure environment..”

Verified user

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Senior Cloud Engineer at a insurance company with 10,001+ employees

“BlueCat Integrity is one of my main roles here, and we use it a lot. We use BlueCat Integrity as our main DDI function. DDI stands for DHCP, DNS and IPAM, and we use the full functionality that BlueCat Integrity provides to us.

“For example, regarding DNS, which is the most important functionality of the DDI, we depend on other products, even if they are BlueCat products, to provide us with categorization of external DNS.

“In our company right now, we have more than 1,000 domains and we have a couple thousand networks. We are a company that has more than 300 locations and around 100,000 employees. With one person, it is not sufficient for our needs. However, it depends on the size of the company. If the company is a little bit smaller, one person for sure can take care of it. In my specific case, a team is necessary because of the scale and how large we are..”

LeandroFreitas

Senior Network Engineer at a tech vendor with 10,001+ 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 initial deployment was fairly easy because we started with the DHCP product for the enterprise network, and the experience with that was very good.

It took close to three weeks. It was less than a month, approximately two sprints, but it was fairly easy..”

Nirmesh Solanki

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Network DevOps at a pharma/biotech company with 1,001-5,000 employees

“Multiple teams were involved in the step-by-step implementation. The infrastructure architecture team analyzed the requirements and then passed them to us for the proof of concept. Once the POC was completed, we implemented the changes in the development environment, then in the staging environment, and finally in the production environment..”

Verified user


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Senior Cloud Engineer at a insurance company with 10,001+ employees

“We have a hybrid deployment model. The implementation was done over a period of six to eight months involving four to five people. It was neither too simple nor too complex.

In terms of maintenance, it requires upgrades every two to three months. The upgrades can be done in a few hours, but, normally, we schedule it across a week. We upgrade some of the things first and then upgrade the rest..”

Verified user

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System Engineer at a aerospace/defense firm with 501-1,000 employees

“I was not involved in its deployment. If you know DDI, you can easily work with BlueCat Integrity.

The maintenance part is hard, but that is not because of BlueCat; that is because of technology. DNS has many vulnerabilities. We have to patch or upgrade the server every three to six months. We cannot avoid that..”

Sham Prabhakaran

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Senior Network Engineer, DDI at a wireless company with 10,001+ employees

“Implementing BlueCat Integrity itself is straightforward, but migrating data from older configurations and consolidating solutions can be complex for those who aren't seasoned professionals.

The deployment of the solution itself takes about two or three hours. Migration depends on the size of the IP address management and can take nearly 24 hours.

The number of people required for deployment depends on their experience with the BlueCat solution. As an implementation service provider, we could deploy with two people at most. While the interface may seem complex to those unfamiliar with it, customers should also be able to deploy with two to three people: one with IP knowledge, one with DNS expertise, and one with DHCP experience. Ultimately, the most crucial requirement is someone who thoroughly understands the environment where the solution will be deployed..”

GovindSingh

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Senior Security Consultant at a consultancy with 1-10 employees

“In terms of the deployment model, we have both environments. We're on-prem with all virtual servers, and we're also in the cloud. It's an Azure cloud, but it's private to us.

Ease of deployment is there once you work out the nuances of the documentation. Once you read between the lines, It goes quite well. Deploying virtual machines is a very easy process. They've really matured in deployments of their DNS Edge solution and patching.

In terms of the deployment duration, technically, we're still deploying after all these years. When we first launched the project, the initial deployment and cutover were in the vicinity of 12 to 18 months because of the sheer amount of data that we needed to migrate. We were working with all the teams. We're in the healthcare field, so there were a lot of HIPAA regulations and time frames based on the contracts we had..”

David Muscat

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Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

Customer Service and Support

“They can improve their support for the CDNV application, which is Cloud Discovery and Visibility. I had to chase BlueCat support a lot for this application, and the support was not good..”

Nirmesh Solanki

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“BlueCat's customer support, particularly its solutions team, has been excellent. While I've collaborated extensively with its partner team, including solution architects, I haven't needed to contact its general technical support..”

GovindSingh

Senior Security Consultant at a consultancy with 1-10 employees

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“Their technical support is good. The previous solution that we were using was open source.

BlueCat's technical support is a bit better than Infoblox's. They are quite responsive. They usually get back within one to two hours, or even faster for urgent issues. I would rate them a nine out of ten..”

Verified user

System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I have contacted the technical support or customer support every week. I believe that we have the premium support regarding the quality and the speed. The support is excellent. We have a good relationship with them. When you have an issue, you know that the issue is not only yours, but theirs as well. The way I am talking to you reflects that I really appreciate this vendor. It is easy to work with them. Until now, I would give the support a score of 10. They have been doing a very good job..”

LeandroFreitas

Senior Network Engineer at a tech vendor with 10,001+ employees

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“It was very easy with guided assistance from BlueCat Integrity teams. The key reason why it made it so much easier for us is that we opted for a premium level of support. We did have to upgrade our support level to really get BlueCat Integrity to participate and help us redesign. That is not their fault. That was us choosing to be cheap the first time around by not purchasing an appropriate level service contract. Once we got that, those guys were really champs and helped us through it.

It is all a matter of which support tier you subscribe to. We have opted for the premium tier here now. That affords us a dedicated team lead that we talk to on a monthly basis. He reviews our conditions. We have come to know each other by first names. He knows our environment, and we know how they operate. At that tier, when you are willing to pay for it, their support level is impeccable. If you go with free or basic support, then you are at the mercy of just about any other support organization, getting the random luck of the draw on which engineer picks up the phone and you have to educate them on what your system is or what your environment is. Having a dedicated support team and a dedicated Customer Success Manager has been immensely helpful for us..”

Bob Fuller

Engineering Specialist at Community Health Systems

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“They're hands down fabulous. They're there in a pinch. We use their enterprise solution for support, and they are top-notch. I can't say anything wrong with them. They're there when you need them.

You have to work out a schedule with them. They just don't sit there and wait for Dave Muscat's call. Just put it that way. I have to schedule it with them, but they're there. In some cases, when we have issues where some people contact me with problems, or our customers need to have something resolved, and I'm not hitting it, I put in a ticket. It's a quick and easy process.

They're usually pretty good at responding. They sometimes respond within 15 to 20 minutes. They're sometimes a lot better than what they put out there in their SLA. We're on the phone talking quickly. In our outage situation that we had last week, within minutes, there was already an email with a link in there to jump on a call so we can start working on the issue. I'd rate them an eight out of ten.

In terms of comparing their support with the support for our previous solution, the previous solution that we had was a free Microsoft solution, so there was no support tied to that. That was just us and googling..”

David Muscat

Principal Architect, System Design /Enterprise-Hybrid Cloud DNS Lead at a healthcare company with 1,001-5,000 employees

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Other Advice

“I would recommend BlueCat Integrity to others. It is quite easy to use. The product's performance is stable, and support is good.

The general documentation is also good. The API part can be improved a little bit. Overall, it is a good solution.

I would rate BlueCat Integrity a nine out of ten..”

Verified user

System Engineer at a aerospace/defense firm with 501-1,000 employees

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“I would recommend a DDI solution like BlueCat Integrity if you have more than 100 users at multiple locations.

BlueCat provides plugins for various applications, such as ServiceNow and Cisco Umbrella. They have plugins for many applications, but we do not use these plugins. BlueCat Integrity is a very easy tool. If you know what you are doing, you can do it in a minute.

I would rate BlueCat Integrity an eight out of ten..”

Sham Prabhakaran

Senior Network Engineer, DDI at a wireless company with 10,001+ employees

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“If I were to put the support on a scale from one to ten, I would give a score of four.

We are users without any partnerships with BlueCat.

Somebody needs to see how the application is running on it, and it also needs to be updated. The versions of BlueCat need to be updated, and while we faced some challenges there, it went with support.

Overall, I rate Micetro a seven out of ten..”

Nirmesh Solanki

Network DevOps at a pharma/biotech company with 1,001-5,000 employees

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“I give BlueCat Integrity a ten out of ten.

BlueCat Integrity does not require maintenance. There are no specific patches and the solution updates automatically so we don't have any additional downtime.

The value and security that BlueCat Integrity adds to an organization demonstrates the value of a full-stack integrated [DDI](#) management solution.

BlueCat Integrity is the most reliable [DDI](#) solution with awesome customer support. Whenever we have any issues or urgent customer or business needs, they are always there to help. We call them and they immediately start working on the issue, and they come up with a solution quickly. We can usually implement the solution within one or two days. Their customer support is that good..”

Verified user

Senior Cloud Engineer at a insurance company with 10,001+ employees

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“Centralized management is the biggest selling point that BlueCat Integrity has got. That is the main reason I appreciate the product. All day, every day, I believe this is true. Left to humans, we will screw it up. Some of our automations that are there for provisioning are working great. Now we are trying to figure out how we grow and become a little bit more mature in our space, and we have got an automation team actively investigating ways to improve our scenario.

Large grid style [DDI](#) implementations aren't for everyone. If you're in a smaller organization, where you might only have a handful of devices, you may not be able to justify costs of running a DDI solution. The value really starts to grow when you have dozens or hundreds of devices that need management. A single pane of glass and single point of administration is invaluable to enterprises. Instead of having to uniquely administer individual DNS or DHCP servers, you can do it almost 100% from a single Bluecat Address Manager interface. But if you are an enterprise, you can expect to centralize and reduce your efforts. Our Bluecat SME can just about handle the entire operation himself with about 1/3 of his time dedicated to Bluecat. His other time is available for other support/engineering needs. We do have a few folks trained up though, to eliminate a single point of failure in our internal support model.

I love a lot about it. Is it perfect? No, there is still some opportunity. If I had to give an overall score, I would give it a nine..”

Bob Fuller

Engineering Specialist at Community Health Systems

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“I would rate BlueCat Integrity nine out of ten. The only negative is the complexity that can occur around migrations.

BlueCat is not typically used to directly prevent downtime. While its DNS functionality helps resolve domain names, this depends entirely on how it's

configured within your organization or solution. BlueCat doesn't actively support downtime prevention. Although it aids in the handover process between multiple DNS or DHCP servers, it offers no active functionality to prevent downtime for a single DNS server.

Upgrading BlueCat Integrity requires some downtime, regardless of whether it's a physical or virtual appliance. The process involves setting up the new appliance and migrating the configuration from the old appliance. While virtual appliance migration typically takes under an hour, physical appliance upgrades require additional time for installation and initial setup. The configuration transfer is relatively quick, simply importing and exporting existing settings.

If someone believes they don't need a full DDI solution, I recommend they first verify their IP address management is accurate and all allocated addresses are being utilized effectively. They should also confirm their DNS is functioning correctly and that critical services are operating as expected. There's a high chance of misconfigurations or outdated settings that could lead to downtime or security vulnerabilities. This is where a dedicated DDI solution can provide comprehensive management and prevent potential issues.

New users should understand their organization's IP structure and DNS configurations before implementing BlueCat for a smooth experience. It is important to be familiar with [DDI](#) technologies..”

GovindSingh

Senior Security Consultant at a consultancy with 1-10 employees

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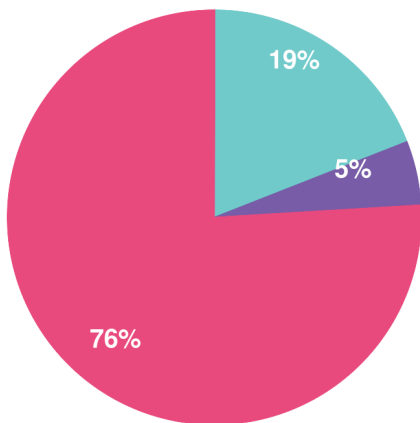
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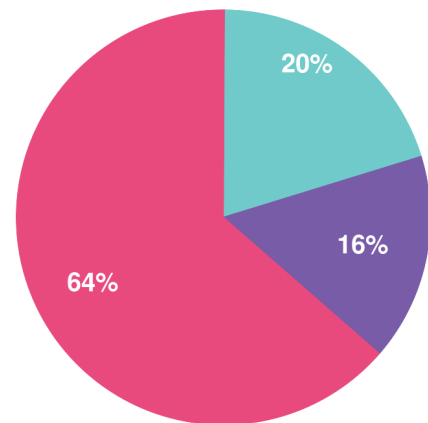
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