aws marketplace

Sophos Central

Reviews, tips, and advice from real users

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Product Recap

Sophos Central

Sophos Central Recap

Sophos Central allows you to manage our award-winning Synchronized Security platform. Advanced attacks are more coordinated than ever before. Now, your defenses are too. Our revolutionary Security Heartbeat™ ensures your endpoint protection and firewall are talking to each other. It's a simple yet effective idea that means you get better protection against advanced threats and spend less time responding to incidents. It's so simple, it makes you wonder why nobody did it before.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The standout feature is its focus on indexing, primarily designed for managing reports and logs from 500 to 1,000 endpoints, including Windows 10 hosts within the network."

      Sandeepraj Gatla

      SOC Analyst at Wydur

✔ "It is easy to save time using the Sophos Central centralized dashboard. It's definitely easier because you're in one place with all the products."

      Serge GROLLIER

      CEO at Linfogereur

✔ "Sophos Central is a good and easy-to-manage product."

      Meet Sanghavi

      Cyber Security Analyst at Tata Consultancy

✔ "The product's installation phase was easy."

Oluwamuyiwa Adeoye
Application Specialist at Access Bank Plc

✔ "It helps manage all the components from one centralized portal."

Jayden Beard
Support Engineer at a comms service provider with 201-500 employees

✔ "The most valuable features of Sophos Central are total threat hunting and detection response."

Nagendra Nekkala
Senior Manager ICT & Innovations at Bangalore International Airport Limited

✔ "It is highly effective because it operates in real-time, swiftly detecting malware and viruses on both endpoints and firewalls."

HirenPatel2
Manager at RSPL LIMITED

What users had to say about valuable features:

"The platform's most valuable feature is seamless integration with other Sophos products, including Sophos Firewall, Sophos AV, and their Managed Detection and Response (MDR) service. It helps manage all the components from one centralized portal.."

Jayden Beard   Read full review ↗
Support Engineer at a comms service provider with 201-500 employees

"The solution's most valuable feature is that we use it predominantly for monitoring and anomaly detection. The tool also makes some recommendations regarding what action to take for those anomalies.."

Rajender Bhandari   Read full review ↗
Chief Technology Officer at Binary Global Limited

"The solution's most valuable feature is the ease with which admins can monitor and troubleshoot issues related to any emails coming into our environment with malware or viruses. The malware and viruses get blocked with the antivirus endpoint functions offered by Sophos.."

Marcelino Mongcal   Read full review ↗
Senior Systems Tech/Admin at Samco Software Inc.

Since the last review, Sophos Central has seen significant improvements. The claw back features for email, improved detection systems for phishing and malicious mail, and unique features for compliance assessment have enhanced organizational compliance visibility. Additionally, the anti-virus signatures are regularly updated, ensuring that anti-virus capabilities remain effective.

Haridos   Read full review ↗
Cyber Security Lead Engineer at GAVS

"The most valuable feature of Sophos Central is its visibility. It provides a comprehensive overview of all endpoints in my system that have Sophos agents running, offering a single pane of glass. This visibility allows me to see that I have a hundred devices that are up to date.."

Miyoba Sichimwi   Read full review ↗
Information Technology Security Officer at South African National
Accreditation System (sanas)

"For Sophos Central, basically everything we need is all in one place.

"Regarding the features of this tool, I find it very good for small teams because you can customize it. The dashboard can be customized to however you want to view things.

"The threat prevention is quite useful, with the AI feature they added onto it being really good.

"The AI features in Sophos Central help you with investigating any issues, as you can get it to look at the logs for you, and it gives you good feedback on a summary of what it actually has found.

"The synchronization technology benefits our security operations, and hopefully we are still up and running after today as well.

"It saves us a lot of time, in the sense that we just need one screen to look at. Because it is customized, it shows us what we want to see.."

IT Enquires
IT Support Engineer at Tibbetts Group

Read full review ↗

Other Solutions Considered

"Based on the advancement in technologies, security reasons, and cybersecurity, my organization wanted a tool that ensured us a more secure environment.."

Oluwamuyiwa Adeoye   Read full review ↗
Application Specialist at Access Bank Plc

"I do currently use Sophos, and I was looking into potentially switching our customers to PFSense or OpenSense for endpoint protection. I wanted to research and understand if it would be a beneficial move.."

Serge GROLLIER   Read full review ↗
CEO at Linfogereur

"My company chose to work with Sophos Central over the other products in the market since my company has a good relationship with Sophos and also because it offers good support. Our team is also well-versed in the tool, so we are comfortable deploying it to our various customers.."

Rajender Bhandari   Read full review ↗
Chief Technology Officer at Binary Global Limited

"Before working with Sophos Central, we were on WatchGuard.

"I have seen advantages with Sophos Central compared with WatchGuard, as it made a big difference.."

IT Enquires
IT Support Engineer at Tibbetts Group

Read full review ↗

"My company has used only two products, GFI KerioControl and Sophos. We only use Sophos for the endpoints. If we talk about firewall products, there are two different computations in GFI KerioControl and Sophos Firewall. Both the tools are easy to maintain, but compared to Sophos Firewall, GFI KerioControl is much faster at setting up VPN clients and site-to-site VPNs. Both the tools are pretty good for protecting offices with site-to-site connectivity.."

Marcelino Mongcal
Senior Systems Tech/Admin at Samco Software Inc.

Read full review ↗

"For all types of endpoints: Windows, macOS, Linux. We used Sophos Intercept X but recently made the decision to switch to ESET Endpoint Security, a European security solution.

ESET has more main functions than regular performance. We can do much more with it to match the PC, to match the OS. We can do a lot of customization with ESET.

We're planning to switch both our endpoint and firewall solutions.."

Serge GROLLIER
CEO at Linfogereur

Read full review [↗]

ROI

Real user quotes about their ROI:

"We have seen a return on investment with Sophos Central because its threat-hunting detection is very good. The solution has saved around 60% of our organization's money.."

Nagendra Nekkala
Senior Manager ICT & Innovations at Bangalore International Airport Limited

Read full review ↗

"In terms of ROI, the tool pays off within a few months. The tool has big clients with good businesses that are maintained on the tool, so the firewalls are not that much for them.."

Marcelino Mongcal
Senior Systems Tech/Admin at Samco Software Inc.

Read full review ↗

"The client benefits from cost-effective ROI as the firewall infrastructure is efficiently maintained with a small team managing 500 devices. This approach is valuable for management, optimizing resource use, and managing time.."

Sandeepraj Gatla
SOC Analyst at Wydur

Read full review ↗

"Apart from the mentioned licensing issue, Sophos has proven to be a very effective and cost-saving solution. The dashboard provides a wealth of reports, including customer reports, at almost no additional cost. The integration between the endpoint and CyberArk through the support center has resulted in significant cost savings. The return on investment is impressive, especially considering the quick access to comprehensive reports on malware attacks and other issues within our virtual settings. It has provided substantial benefits and streamlined our operations effectively.."

HirenPatel2
Manager at RSPL LIMITED

Read full review ↗

"It's very difficult for us to see an ROI because our customers don't see it as an investment. It's like insurance. They pay for good work, but for them, having no security issues isn't the main concern.

Our customers don't have any IT personnel and they don't care about security.

Most of our clients don't want to be interested in security because it's too difficult for them.."

Serge GROLLIER
CEO at Linfogereur

Read full review ⬏

Use Case

"I primarily use Sophos Central to monitor endpoints with active antivirus. It helps me check which endpoints are active and have the Sophos disk encryption solution installed.."

Miyoba Sichimwi
Information Technology Security Officer at South African National
Accreditation System (sanas)

Read full review ↗

"The Central manager oversees multiple client sites, with one of them being located in Colombo. Once accessed, this entry point enables management of both virtual and physical environments across all three sites from a single interface.."

Champika Wijewickrama
Senior Network Security Engineer at EIT

Read full review ↗

"In my company, the solution is used for the firewall. The tool is used to monitor and create firewalls for the organization's internet since the company's network is on the internet.."

Oluwamuyiwa Adeoye
Application Specialist at Access Bank Plc

Read full review ↗

"I use Sophos Central to manage both our endpoint protection and firewalls.

It's a great solution. For our customers and us, the endpoint solution works well. The technology itself is good, no problem with the security.."

Serge GROLLIER   Read full review ↗
CEO at Linfogereur

"My organization uses the solution because it is user-friendly, available at a low cost, and needs low-cost maintenance for the company's customers to use and modify a single console in different branch locations so that you can handle many branches with a single sign-in on the tool.."

Arunkumar MV   Read full review ↗
Technology Specialist at Locuz

" I use the solution in my company for endpoint security of our servers, especially in our workspaces where we have many devices, like laptops and PCs. Basically, my company's customer uses Sophos Central for endpoint security in their company, where I manage and install the tool to support around 1000 to 2000 laptop pieces in Indonesia.."

Fahrul Raji   Read full review ↗
System Administrator at PT. Intikom Berlian Mustika

Setup

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

"The setup was not easy to set up Sophos Central for us personally because we had a third party who worked with Sophos quite a lot, so they set it up. We just maintain and use it.."

IT Enquires   Read full review [↗]

IT Support Engineer at Tibbetts Group

"As Sophos Central is a SaaS-based tool, we don't have to deploy it. We just have to onboard the devices on it and start monitoring it. Get the right link configured, onboard the devices, and then we are good to go.."

Rajender Bhandari   Read full review [↗]

Chief Technology Officer at Binary Global Limited

"The installation process in Sophos Central is significantly easier compared to other solutions. It's straightforward and hassle-free – we can simply download the necessary plugins from the Central warehouse and install them with ease.."

Mostafigur Rahman

Senior System Engineer at Omgea Exim Ltd

Read full review ↗

"The initial setup with Sophos Central, encompassing deployment for firewalls, AV, and other products, has been straightforward. It involves a two-step deployment process. We have to add a firewall to the route. Further, we have to deploy the configuration, and it starts working. It takes around 15 minutes to complete.."

Jayden Beard

Support Engineer at a comms service provider with 201-500 employees

Read full review ↗

"The product's initial setup phase was easy.

In one of the cases where I had to take care of around 1000 installations, I initially built a dummy for the on-premises version, after which I collected updates on the on-premises version, post which the PCs and laptops can download or update it from the main server, which is an easy process.

The solution is deployed on a private cloud.

The solution can be deployed in an hour or two. The problem during the deployment phase can only arise due to some internet connectivity issues. If a company has a good internet connection, then the deployment process takes less time.."

Fahrul Raji   Read full review ↗

System Administrator at PT. Intikom Berlian Mustika

"The product's initial setup phase is straightforward. If ten were the easiest, I would rate the setup phase as a ten on a scale of one to ten.

Once you have the endpoint software through Splashtop SOS on the client's desktop, install and download the program. In less than five minutes, it can be installed and protected.

Only one person is required to deploy the product through Splashtop SOS.

The product does not require maintenance since it is not an automatically managed process.

The solution is deployed using the cloud services offered by Sophos.."

Marcelino Mongcal
Senior Systems Tech/Admin at Samco Software Inc.

Read full review ↗

Customer Service and Support

"I have not contacted Sophos support for any issues regarding Sophos Central, as we usually get notifications when Sophos Central is going to go down, so we know when it is not available.."

IT Enquires
IT Support Engineer at Tibbetts Group

Read full review [↗]

"I have experience with the product support team in Indonesia. The solution's technical support was very good and communicative, which were factors that helped me resolve my problems.."

Fahrul Raji
System Administrator at PT. Intikom Berlian Mustika

Read full review [↗]

"The technical support for the solution is good, and they responded pretty quickly since our company has a good relationship with Sophos. At times, whenever we need some urgent support, we can push it to our own local contacts. I rate the technical support an eight out of ten.."

Rajender Bhandari
Chief Technology Officer at Binary Global Limited

Read full review [↗]

"Regarding technical support in my region, there are two separate entities, one being Indian-based. Unfortunately, the quality of support from the Indian region is lacking, although I have worked with other providers such as Check Point. In comparison, the support provided by Check Point surpasses that of the Indian-based support. Locally, we have two distributors available, but we currently only collaborate with one. While we generally find satisfaction with their services at the local level, there are occasions when issues arise that they cannot resolve on their own, particularly with Sophos Central. During these times, we encounter significant challenges, often experiencing prolonged wait times for responses and resolution. I would rate it four out of ten.."

Champika Wijewickrama   Read full review [↗]
Senior Network Security Engineer at EIT

"The customer service and support used to be good. Right now, it is okay.

In France, many technicians have lost jobs, and new ones are coming, but they are not knowledgeable. There's a problem of human interference in India. We need English support to solve product issues.

Worldwide support is needed because French support doesn't understand. They say, "Okay, report to legal, stage two." It's not good. We have ten years' experience. We don't need to explain every time. We call support because we're important. We need a response. Not, "I'll take the question to another level." ."

Serge GROLLIER   Read full review [↗]
CEO at Linfogereur

"I contacted the product's technical support for some of the organization's issues. Once, a person who was taking care of the Sophos Central console completely changed the console's password, so I contacted the tool's technical team to change the administrator passcode, which took around three to four working days. When my company faced the aforementioned issue related to passwords, Sophos Central was not able to change the password immediately. As a customer, if someone has hacked my console's password, then I won't be able to log in to the cloud of Sophos Central, especially in cases where it shows a different email address and the registered user's email address is different. The priority has to be to ensure that my organization changes the email address and the phone number in the product to the ones that were used when we obtained the licenses, which can be re-registered later if needed. The main issue revolves around the fact that Sophos Central takes around three days to register the new email address and to create a new password ID at a channel account manager level.

I rate the technical support a ten out of ten.."

Arunkumar MV
Technology Specialist at Locuz

Read full review ↗

Other Advice

Customization, particularly in phishing campaigns and training, would enhance the user experience. Outdated training materials should be updated with real-life scenarios to highlight the impacts of phishing campaigns. For the overall solution, I give Sophos Central a rating of nine out of ten.

Haridos
Cyber Security Lead Engineer at GAVS

Read full review ↗

"I believe incorporating Sophos Central into security infrastructure could further enhance the defenses. However, considering customers' perspectives and budget constraints, particularly for small and medium-sized organizations, it's essential to ensure cost-effectiveness. In Bangladesh, there's a growing preference for Sophos due to its suitability for various environments and budget scales. Therefore, I suggest focusing on improving sales and after-sales support to meet the increasing demand and effectively deploy Sophos solutions across Bangladesh. Overall, I would rate it six out of ten.."

Mostafigur Rahman
Senior System Engineer at Omgea Exim Ltd

Read full review ↗

"The tool has improved our company's ability to monitor network health and security.

I recommend the solution to others who plan to use it because it is one of the best and the point security solutions available on the cloud for me. The product is also easy to use, install, control, and manage.

I have used the product's automated threat response feature. With the help of the automated threat response feature, I can get a report and track malware and services.

I rate the overall tool a nine out of ten.."

Fahrul Raji
System Administrator at PT. Intikom Berlian Mustika

Read full review ↗

"In terms of the product's integration capabilities with other security tools, I would say that they are centralized and easy to manage. You just click on the customer and launch that customer, and you will see everything from that customer, including all the endpoints and firewalls that are being monitored.

I don't know whether the product offers any AI features.

I am not really keen to find out if the product offers features like predictive analytics or automated responses.

As an admin, it will give you a feeling of ease since your endpoints are protected, meaning the real computers are protected from viruses and malware.

I rate the tool a ten out of ten.."

Marcelino Mongcal
Senior Systems Tech/Admin at Samco Software Inc.

Read full review ↗

"Sophos Central gains efficiency because everything is all in one screen that we need to observe.

"It is easier to customize Sophos Central to our needs, so it shows us what we need to know when we need it.

"I recommend Sophos Central to anybody who is trying to manage anything with diverse security.

"The biggest benefit of Sophos Central for me is that it works.

"I rate Sophos Central nine out of ten.."

IT Enquires
IT Support Engineer at Tibbetts Group

Read full review ↗

"In terms of the benefits derived from the use of the product, I would say that we have a good kind of expertise with Sophos Central, so that is why we are comfortable with the tool internally within our organization.

The tool improves security posture overall since Sophos has multiple products, such as a firewall, SASE, and SD-WAN. The tool integrates very well with many products. The solution can serve as one or a single integrated tool for managing multiple products. The tool is mostly integrated with the suite of products offered by Sophos, not with some other solutions.

The tool provides very good visibility of all the endpoints. The product offers anti-ransomware capabilities.

The product has some AI features that help give recommendations to users. The tool has some automation options.
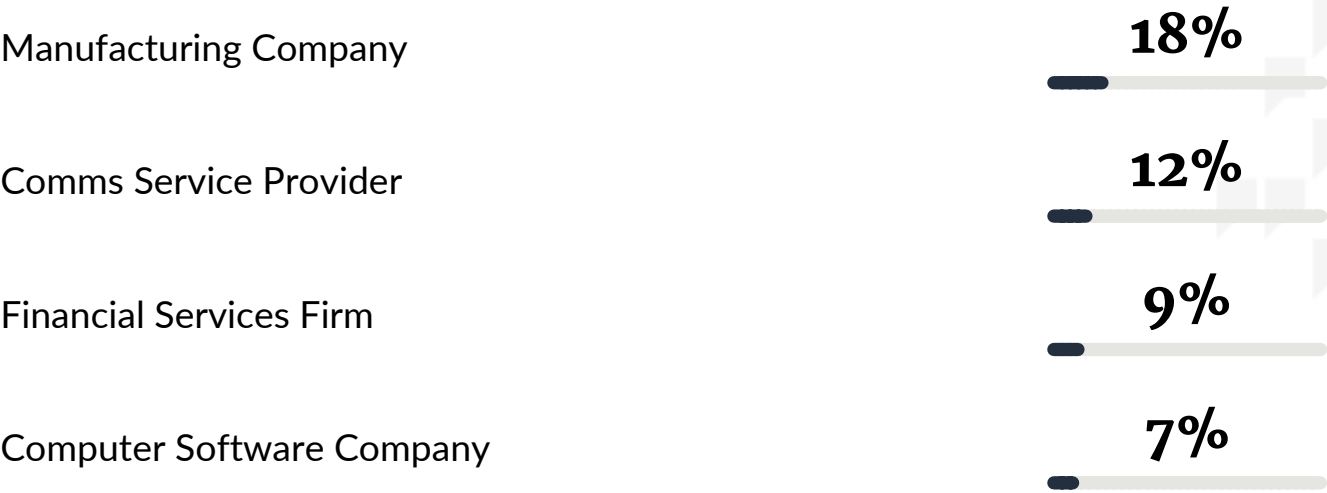
I rate the tool an eight out of ten.."

Rajender Bhandari
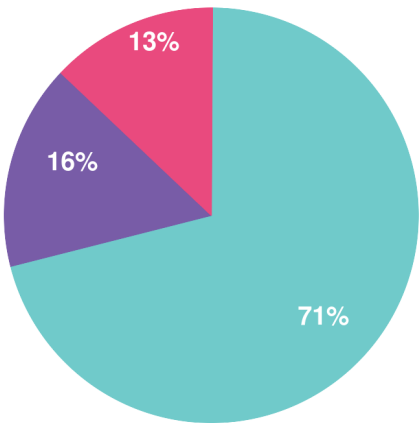Chief Technology Officer at Binary Global Limited

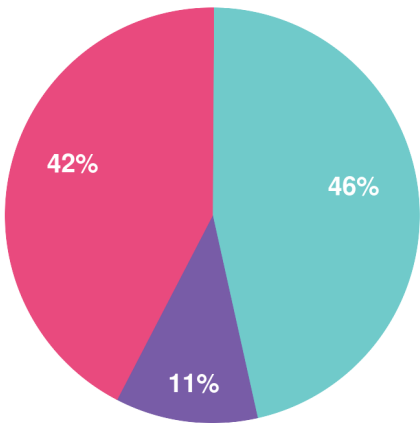Read full review ↗

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16%

71%

42%

11%

46%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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