

aws marketplace

WatchGuard Firebox

Reviews, tips, and advice from real users



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Product Recap



WatchGuard Firebox

WatchGuard Firebox Recap

WatchGuard Firebox is a high-performance firewall known for its ease of setup, offering robust security with layered protection and centralized management capabilities.

WatchGuard Firebox stands out for its intuitive management and high throughput, addressing security needs with features like VPN, web filtering, and threat detection. Its centralized control and reporting abilities, along with Active Directory integration, make it popular among varied organizations. Its user-friendly interface and ongoing updates enhance usability and reliability. However, there's a call for better cloud-based administration, scalability, and improved integration with third-party vendors.

What are the key features of WatchGuard Firebox?

- **Ease of Setup:** Quick and straightforward installation process.
- **GUI:** User-friendly graphical interface for simplified navigation.
- **VPN Features:** Secure and efficient virtual private network management.
- **Web Filtering:** Advanced filtering for safer browsing experiences.
- **Threat Detection:** Proactive monitoring and detection of cyber threats.

What benefits or ROI should be evaluated?

- **Centralized Control:** Streamlined management from a single point.
- **High Throughput:** Efficient data handling and processing capacity.
- **Stable Performance:** Consistent and reliable operational functionality.
- **Active Directory Integration:** Seamless connection with user directories.
- **Customer Service:** Strong support service for customer inquiries.

WatchGuard Firebox is implemented across industries to secure internet gateways and protect data in multi-site businesses. Its applications span from Unified Threat Management (UTM) and intrusion prevention to compliance support in business environments requiring secure connectivity through VPNs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “We had many bottlenecks before deploying WatchGuard Firebox, but when we switched to a higher version of our firewalls, the bottlenecks were solved.”



Pedro Soteras

CEO at ajuntament del Prat

- ✓ “In my experience, WatchGuard Firebox offers a good balance between security, performance, and operational simplicity.”



Alexander Tabacman

Security Engineer at Antina Empleos

- ✓ “I appreciate the interface and the client of WatchGuard Firebox the most, since many firewalls do not have a client to connect and instead rely on CLI only, and I also use the fully managed management server and appreciate the feature to schedule operations.”



Raphael Diacamille

Administrateur Systèmes Et Réseau at Btp Consultants

- ✔ “For us as an MSP, we experience a reduction in system bottlenecks after implementing WatchGuard Firebox, which translates into a more billable engineer who can do more work in the same time period.”



Maikel Broekx

Chief Technology Officer at Falcon Automation

- ✔ “WatchGuard Firebox has improved visibility and control over the network traffic and reduced unauthorized access attempts.”



Salbu Kumar

Manager at Cyvogenix

- ✔ “WatchGuard Firebox has positively impacted my organization by providing very good secure remote connectivity and helping with faster investigations for suspicious traffic, improving network perimeter protection, reducing malicious web access, and making firewall management easier.”



Verified user

Soc Analyst at a consultancy with 11-50 employees

- ✔ “The stability of WatchGuard Firebox is good.”



Syed Pasha

Senior Network Consultant at NETOPS

What users had to say about valuable features:

“WatchGuard Firebox has excellent documentation. The setup and documentation are the best features. WatchGuard Firebox helps simplify aspects of the job for my clients. The features of WatchGuard Firebox are most valuable for maintaining network security..”

Yevheniy Moyko

Cyber Security Engineer at Underdefense

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“The most significant features for network security in WatchGuard Firebox are the VPN and the firewall, including the configuration of the entrance and in-out ports for communication with external sites. We have many site-to-site connections, and we use this feature frequently.

“We had many bottlenecks before deploying WatchGuard Firebox, but when we switched to a higher version of our firewalls, the bottlenecks were solved. Currently, we have no bottlenecks around the communications with any of our sites..”

Pedro Soterias

CEO at ajuntament del Prat

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“WatchGuard Firebox has strong firewalls, intrusion prevention, SSL inspection for encrypted traffic, and an easy-to-use management interface with reliable VPNs.

Regarding SSL inspection for encrypted traffic, almost all traffic is encrypted today, and attackers use that to hide malware or malicious downloads. Without SSL inspection, you are basically blind. After enabling it, we are able to detect risk downloads and suspicious websites that would otherwise pass unnoticed. SSL inspection has a big impact because most threats today are hidden in encrypted traffic.

WatchGuard Firebox has improved visibility and control over the network traffic and reduced unauthorized access attempts. It is helpful in our organization and very impactful for using and giving services to clients. We see fewer suspicious connections reaching internal systems and have better control over user internet access. It is a very helpful tool for us, and our employees are also using it in the best and most protected way..”

Salbu Kumar

Manager at Cyvogenix

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“The best features of WatchGuard Firebox are the technical flexibility the product delivers to us.

“The most valuable features of WatchGuard Firebox for maintaining our network security include the application control that is integrated in the firewalls.

“The solution simplifies aspects of my job by providing cloud management that greatly simplifies our ease of onboarding new engineers and getting them into the technology that is provided. This greatly simplifies our technical difficulties within our tech stack.

“For us as an MSP, we experience a reduction in system bottlenecks after implementing WatchGuard Firebox, which translates into a more billable engineer who can do more work in the same time period.

“I estimate that it saves me between 10 and 15% of my workload..”

Maikel Broekx

Chief Technology Officer at Falcon Automation

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“I believe the best features WatchGuard Firebox offers are the Gateway Antivirus, APT Blocker, Reputation Enabled Defense, and Intrusion Prevention Service.

“WatchGuard Cloud is a good feature.

“With WatchGuard Firebox, the main outcomes were improved network security, better visibility of traffic, and more stable VPN connections. We also reduced incident response times thanks to better logging and reporting.

“Using faster ports on WatchGuard Firebox helps avoid congestion, especially during busy periods. For example, high-bandwidth applications and VPN traffic run more smoothly, which helps maintain user productivity.

“The features of WatchGuard Firebox that I find most valuable for maintaining network security are SD-WAN, VPN capabilities, and threat prevention. They provide solid perimeter security and protect the network from common attacks. Intrusion Prevention and APT Blocker are particularly notable..”

Alexander Tabacman

Security Engineer at Antina Empleos

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“Having all those features together in one platform has made my daily work easier and more efficient because it has the best security service bundle that includes IPS, web filtering, and gateway antivirus. From a security perspective, it provides simplified management and policy control. I can monitor network threats, control web access risks, and block malicious downloads all from the same console. For example, IPS has helped block exploit attempts from port scans and suspicious traffic patterns while web filtering has restricted access to risky or non-business websites, such as those related to phishing, malware, and gambling, and its antivirus scanning effectively stops known malicious files before they reach endpoints. All these features provide alerts from different controls visible in one place, significantly speeding up triage processes. Instead of checking multiple tools, I can quickly understand whether an alert indicates a web threat, exploit attempt, or malware download. Overall, it reduces complexity and improves response speed.

“One more valuable feature of WatchGuard Firebox is secured remote connectivity, which stands out as one of the best aspects of this tool.

“WatchGuard Firebox has positively impacted my organization by providing very good secure remote connectivity and helping with faster investigations for suspicious traffic, improving network perimeter protection, reducing malicious web access, and making firewall management easier. It also offers better visibility into internet usage..”

Verified user

Soc Analyst at a consultancy with 11-50 employees

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Other Solutions Considered

“I work with other vendors aside from WatchGuard depending on customer needs. Sophos is an alternative vendor I use on rare occasions compared to WatchGuard..”

Gert Vr

Systems Integrator at It- Consulting

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“I do not have the choice to compare WatchGuard Firebox with other solutions or other vendors because my internet provider works with Fortinet for all our agencies. The Fortinet solution is in the MPLS setup, but that choice was made by the provider, not us..”

Raphael Diacamille

Administrateur Syst mes Et R seau at Btp Consultants

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“I previously used different firewall solutions, such as Fortinet, Palo Alto, and pfSense. I switched to WatchGuard mainly for easier management, better visibility, and a more balanced cost-to-feature ratio. Overall, the switch simplified operations without compromising security..”

Alexander Tabacman

Security Engineer at Antina Empleos

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“Before choosing WatchGuard Firebox, I evaluated other options, including Cisco Meraki, Sophos Firewall, and Fortinet FortiGate for one of our USA-based top audit clients..”

Verified user

Soc Analyst at a consultancy with 11-50 employees

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“In my opinion, WatchGuard Firebox is more targeted towards the small and medium business branch of customers, where the security is a notch above small and medium-sized businesses. Comparing to Fortinet, WatchGuard Firebox is at least less prone to security exploits..”

Maikel Broekx

Chief Technology Officer at Falcon Automation

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“Before moving to WatchGuard Firebox, we were using mixed basic firewall setups, mainly Sophos XG Firewall in our environment and some older edge devices in another. The main reason we decided to switch was around usability and consistency. With the earlier setup, policy management was complex and time-consuming. Troubleshooting during an incident took longer. Performance dropped when multiple security features were enabled.

When I evaluated WatchGuard Firebox, a few things stood out. The interface was much simpler, so day-to-day management became easier. There was better balancing between security features and performance. VPN setup and management were more straightforward. Overall, there was less operational overhead for the team. It was not that the previous solution was bad, but for our use case, we needed something that was easier to manage without compromising core security, especially in a small team environment. The switch was more about practical efficiency and smoother operation, not just features..”

Salbu Kumar

Manager at Cyvogenix

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with WatchGuard Firebox as it provides better secure VPN capabilities, reduces network-related security incidents, and simplifies management across various locations..”

Verified user

Soc Analyst at a consultancy with 11-50 employees

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“It's challenging to put a monetary value on the return of investment for this product as it primarily enhances security. Its effectiveness in preventing breaches significantly impacts overall cost savings..”

Petri Alhainen

Administrator at a manufacturing company with 51-200 employees

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“There is an ROI for some time. However, after the first year, it becomes less straightforward to see a return on investment when equipment needs to be changed or licenses need to be renewed..”

Horacio L. Mille

Founding Partner at Innovadvice

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“From the budgetary perspective, I believe the proposed price for WatchGuard Firebox was certainly much better than the other model that had been promoted to us before because the concerned department in our company procured the tool. I don't have any specific information on it..”

Verified user

Chief Information Technology Officer / Head Emel at a government with 1-10 employees

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“I do not see any return on investment after WatchGuard Firebox implementation in terms of cost reductions. Operational costs were about the same with Palo Alto, but with WatchGuard Firebox, we have three or four tools to do our job, which means our operational costs are probably 20 to 25% higher. We expected to reduce the amount of hours needed for operation and administration when we acquired WatchGuard Firebox..”

Pedro Soteras


CEO at ajuntament del Prat

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“In terms of ROI from WatchGuard Firebox, from a data perspective, I couldn't share only because my company doesn't have any metrics on ROI. However, I can say that the threat management and prevention features such as IPS and IDS caught several malicious files coming in through the firewall or WatchGuard Firebox, so I suppose that alone makes it worth its weight in gold..”

Zachary Russ

Lead IT Systems Engineer/Solutions Architect at Queensland Aboriginal and Islander Health Council

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Use Case

“I use WatchGuard Firebox mainly for perimeter security, secure remote access, and traffic inspection in our organization.

I use WatchGuard Firebox to control inbound and outbound traffic. For example, we block suspicious IPs, restrict risk applications, and manage VPN access for remote employees. This is very helpful for our company..”

Salbu Kumar

Manager at Cyvogenix

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“WatchGuard Firebox is configured as a perimetral firewall across all our locations. We have two sites that are connected to the internet, and each site has WatchGuard Firebox configured as a firewall. The most significant features for network security in WatchGuard Firebox are the VPN and the firewall, including the configuration of the entrance and in-out ports for communication with external sites. We have many site-to-site connections, and we use this feature frequently..”

Pedro Soteras

CEO at ajuntament del Prat

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“I use WatchGuard Firebox for our private cloud protection, addressing our needs regarding DLP, firewall, and intrusion detection.

“I host solutions for files and honey behind WatchGuard Firebox, but we no longer host websites or anything that would require bottlenecks..”

Raphael Diacamille

Administrateur Systèmes Et Réseau at Btp Consultants

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“My experience with WatchGuard Firebox has been that it operates similar to other firewall services available in the market, such as Palo Alto and Fortinet, however, it does not provide the same level of throughput and features.

We are using it as a firewall, enabling geofencing, creating policies to allow or block traffic, and setting up site-to-site VPN connections on the box. WatchGuard Firebox is deployed on-premises, as it is a hardware box..”

Syed Pasha

Senior Network Consultant at NETOPS

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“My main use case for WatchGuard Firebox is especially strengthening Firebox configurations. I am proficient in IPsec VPN, assessment of configurations, and SD-WAN with client branches. I believe that I have great experience with WatchGuard Firebox.

“I worked with a client with more than 70 branches connected to the hub for SD-WAN. The principal connection was with MPLS, but there was an IPsec VPN through this MPLS and another connection with an ISP connection.

“This scenario with SD-WAN, branches, hub, IPsec VPN is one that repeats constantly, and I have worked many times with this configuration.

“In these scenarios I mentioned, SD-WAN helped the clients achieve better performance on branches and provide security for these branches and the hub..”

Alexander Tabacman

Security Engineer at Antina Empleos

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“My main use case for WatchGuard Firebox is protecting the branch office and the business network environments from unauthorized access, including malicious traffic and web threats, as well as suspicious outbound connections, since it has next-generation firewall capabilities, intrusion prevention, VPN, web filtering, and centralized security management. I primarily use it for firewall access control, web filtering, and VPN connectivity from remote users, and it also has IPS and threat blocking at a perimeter level.

“One real case I remember involving WatchGuard Firebox for threat blocking occurred when a user started making repeated outbound connections to a suspicious external IP address after a malicious file execution. WatchGuard Firebox detected unusual outbound traffic patterns, and the connection was blocked based on the security policy. I had written a few security policies stating that if any end users continuously make any outbound connections or unusual outbound connections, WatchGuard Firebox should detect and alert. Based on this policy, it was detected, I checked the firewall logs, identified the affected internal host, and coordinated with endpoint investigations immediately. Without perimeter visibility, the activity might have continued longer and potentially caused us issues in business operations..”

Verified user

Soc Analyst at a consultancy with 11-50 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.

I find that we have no trouble with the WatchGuard Firebox, as it is very simple to install because we have certified engineer installation, so it's very easy for us.

Verified user

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Consultant at a tech services company with 51-200 employees

“It depends on the company, however, it usually takes about two hours, not more than that. I have a team of specialists for this, consisting of three people..”

Manish Nalawade

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Owner at it logic

“My role in the initial setup and deployment of WatchGuard Firebox is limited to supporting the existing infrastructure for one customer, as I haven't been involved with any new implementations..”

Syed Pasha

Senior Network Consultant at NETOPS

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“The implementation of WatchGuard Firebox took approximately two months for us. It took us two months to have an approved version in order to go to production, and approximately three months until the deployment was already completed. This was not a problem with WatchGuard Firebox..”

Pedro Soteras

CEO at ajuntament del Prat

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“Setting up Firebox is not an easy task for everyone. To set up Firebox, one should have at least professional knowledge. Not everyone can do a Firebox setup because it is executed based on protocols.

One cannot simply pick up Firebox and go through a basic configuration. For Firebox setup, having knowledge equivalent to Cisco CCNA associate level plus professional level is essential.

Additionally, understanding basic routing and switching is necessary. Having knowledge of IPs and professional skills is crucial. Unlike Sophos, which is easy with a 'next' approach, configuring Firebox requires deep knowledge about protocols and how they work..”

Victor Massey

Solution Architect at Simvicitolutions

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“Overall the setup was quite straightforward, but as with any firewall, proper planning makes a big difference. With WatchGuard Firebox, the initial setup is actually simple. The basic setup, such as interface setup for WAN and LAN and bringing the device online, does not take much time. The web UI setup wizard helps tremendously, especially if you have worked with a firewall before. Licensing was also smooth in our case. Once the device is activated, you just apply the subscription license for features such as IPS and gateway, AV, and SSL inspection. There were no major issues there.

Where things need more attention is the configuration: defining proper firewall policies, setting up VPN for remote users, tuning IPS, and enabling SSL inspection carefully. For example, when we enabled SSL inspection, we had to fine-tune it to avoid breaking certain applications. That is something you usually adjust based on your environment. The basic setup is easy and quick, while advanced configuration requires some tuning and experience. Overall, we did not face major challenges, just the usual tuning expected with any network security devices..”

Salbu Kumar

Manager at Cyvogenix

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Customer Service and Support

“Customer support for WatchGuard Firebox has been very good; I have not needed to contact them because everything has been functioning smoothly, but if asked, I would rate their support around 7.5..”

Verified user

Soc Analyst at a consultancy with 11-50 employees

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“WatchGuard Firebox does help reduce bottlenecks. The reduction in system bottlenecks is significant. When comparing WatchGuard Firebox with other vendors such as Fortinet, SonicWall, Palo Alto, and Sophos, WatchGuard Firebox performs competitively..”

Yevheniy Moyko

Cyber Security Engineer at Underdefense

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“Customer support for WatchGuard Firebox is very good and very fast. In my experience with WatchGuard support, I believe that it is excellent. I would rate customer support at an eight out of ten..”

Alexander Tabacman

Security Engineer at Antina Empleos

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“My experience with WatchGuard's technical support has been that it was hard to get them on the call initially. Finally, we connected with someone, and I would rate their support as eight or nine out of ten once we were able to speak with them. The challenge is getting them on the line..”

Syed Pasha

Senior Network Consultant at NETOPS

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“The communication with WatchGuard is done through our provider, who are their partners. We have had some problems over the last three years. They have spent several hours on the phone with us, attempting to resolve all the configuration problems we encountered three years ago and following the sun to manage these issues. I would rate their service and support at about 7-8..”

Pedro Soteras

CEO at ajuntament del Prat

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“The technical support of WatchGuard Threat Detection and Response is generally helpful. We have had two issues related to the VPN, and we experienced 24/7 activity from their team. Their support was very powerful as they responded very quickly and stayed online with us for two days.

“However, when we find something strange in the firewall, such as access issues or configuration changes, the WatchGuard team has to recompile some new features or make a new deployment to our installation to solve the problem. This was not the case with Palo Alto. They are very powerful in this sector, but they have some issues in the way they manage the firewall system..”

PedroSoteras

Digital Solution Designer at Accenture

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Other Advice

“I work with WatchGuard Data Loss Prevention in addition to WatchGuard Firebox. My overall experience with software in the IT sphere is quite extensive. I am in a partnership with WatchGuard. .”

Gert Vr

Systems Integrator at It- Consulting

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“Do not rely on default policies. Proper tuning of the firewall rules and security features is very important. WatchGuard Firebox is a practical and reliable solution, especially for organizations that need strong security without too much complexity. I would rate this product an 8 out of 10..”

Salbu Kumar

Manager at Cyvogenix

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“My advice for others looking into using WatchGuard Firebox is that if you want a practical firewall with strong security features at a manageable cost, you should consider choosing this Firebox; it is worth checking out. Proper planning of policies from day one is also very helpful if you decide to proceed with this solution.

“WatchGuard Firebox is a dependable firewall solution, especially for organizations needing security for different branches looking for strong perimeter protection without complicating management; you can choose WatchGuard Firebox and successfully start your business operations. I would rate this product 8 out of 10..”

Verified user

Soc Analyst at a consultancy with 11-50 employees

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“My advice for others looking into using WatchGuard Firebox would be to focus on proper sizing, use best practices for policy design, and take advantage of the built-in security features. When it is properly planned and deployed, it delivers real value, both technically and operationally.

“In my experience, WatchGuard Firebox offers a good balance between security, performance, and operational simplicity. When properly sized and configured, it delivers consistent results. I would confidently consider it again for similar use cases. I have given this review a rating of 9 out of 10..”

Alexander Tabacman

Security Engineer at Antina Empleos

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“We had mostly twenty Firebox units, but now we have just one which is licensed, while the others are not licensed anymore because we go to an MPLS solution with our provider, so I use WatchGuard Firebox less than in the past.

“In IT, we have five people in production and around seven persons in development, which represents how many users work with WatchGuard Firebox in my organization. Overall, the company has about eight hundred or nine hundred persons.

“I have been working in IT for twenty years.

“I am not concerned about the spam blocking capabilities right now since we work with Google for email, and we are migrating to M365, so it is not behind WatchGuard Firebox. In the past, around seven years ago, I was concerned; however, I am not sure if it has improved since then, so I cannot give a rating for that.

“I recommend WatchGuard Firebox and would give it a nine in terms of recommendation. Overall, I rate this product a nine..”

Raphael Diacamille

Administrateur Systèmes Et Réseau at Btp Consultants

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“At least here in Belgium, the delivery times for new hardware are noteworthy.

“We deploy WatchGuard Firebox with about 85% on-premises and 15% cloud firewalls.

“In my organization, about 10 specialists work with WatchGuard Firebox.

“Our clients are mainly small-medium businesses, comprising multiple clients.

“The solution requires easier maintenance because all the solution is combined into a cloud portal. If there is any maintenance, updates, or issues, we can get most of the work done through the cloud portal.

“We use the spam blocking capabilities as a secondary source of spam analysis; we have a primary solution that filters the bulk. It works and it does the filtering fine, but it is not our main spam solution.

“Most of our customer base, or 95%, is easily integrated with the solution that WatchGuard Firebox provides, either through some links that we have to connect or just by default connecting to their security stack.

“If others are in the same size as our customers, I would recommend WatchGuard Firebox without hesitation.

“I give this review an overall rating of eight..”

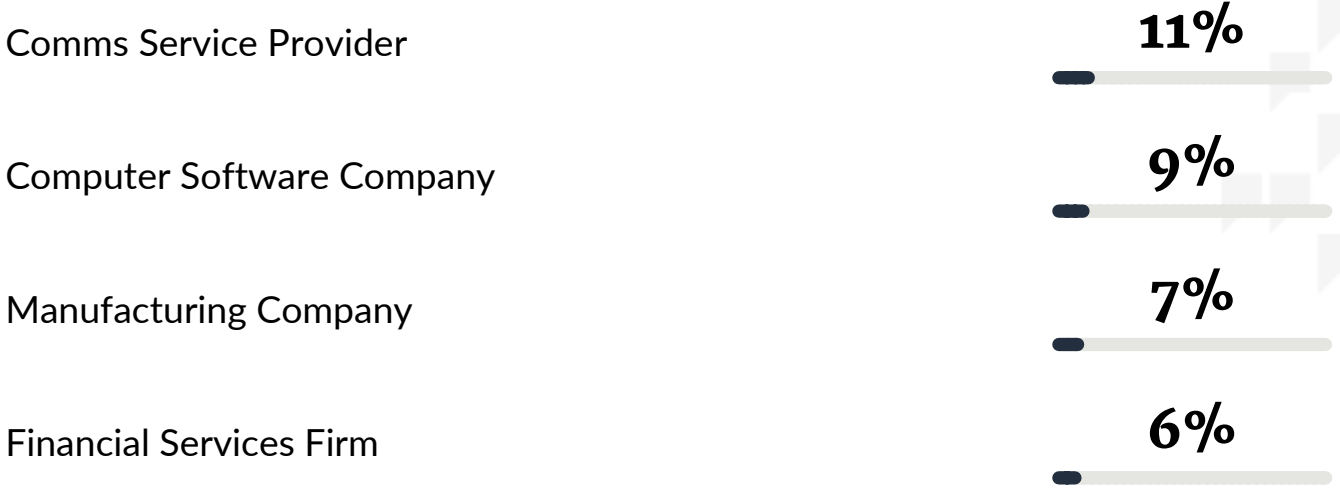
Maikel Broekx

Chief Technology Officer at Falcon Automation

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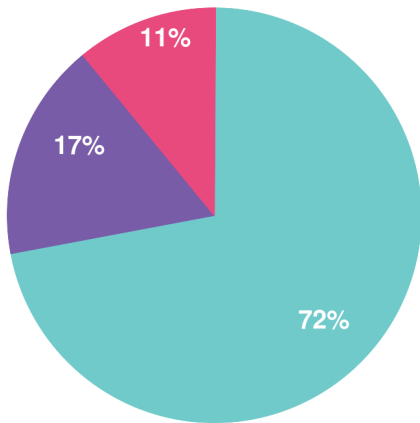
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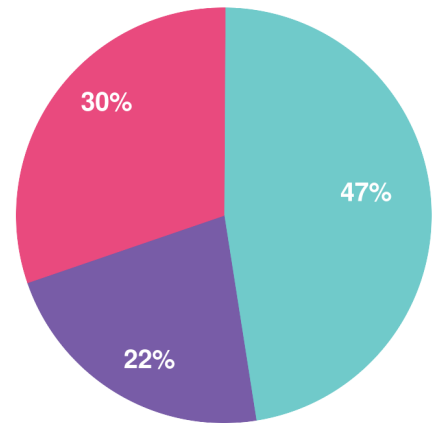


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