



BlueCat Edge

Reviews, tips, and advice from real users



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Product Recap



BlueCat Edge

BlueCat Edge Recap

BlueCat Edge is an intelligent DNS resolver and caching layer that leverages existing DNS infrastructure to provide unprecedented visibility and control over DNS traffic. As a first hop DNS resolver, BlueCat Edge intelligently manages DNS forwarding rules and logs all queries to offer intuitive analytics and data governance. By monitoring all queries and IP addresses with BlueCat Edge, enterprises can also leverage BlueCat's advanced Threat Protection and policy-based network/security features to protect the enterprise against cyber threats, such as domain name generation algorithms and tunneling that lead to data exfiltration or network downtime.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Edge has reduced the complexity and has been more reliable.”



Verified user

IT Engineer at a construction company with 10,001+ employees



“The namespace and access control features are notable.”

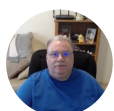


Mohamed Jaffar Hussain

Works at a tech vendor with 10,001+ employees



“What I found most valuable is the ability to put it in place and integrate it very quickly. It allows us to create routing rule sets to route DNS traffic where it needs to go most efficiently in our environment.”



David Muscat

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



“The unparalleled visibility offered by BlueCat Edge is arguably the most critical benefit we receive.”



Leandro Freitas

Senior Network Engineer at a computer software company with 10,001+ employees



“We implemented BlueCat Edge to solve the visibility and security issues we were having.”



Verified user

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



“It allows us to easily monitor our subnets and routers.”



Verified user

System/Network Administrator at a manufacturing company with 1,001-5,000 employees



“IP Address Management (IPAM) is the most valuable.”



Verified user

Eservices Administrator at a computer software company with 51-200 employees

What users had to say about valuable features:

“The namespace and access control features are notable. The caching parameter resolves challenges effectively. Another valuable aspect is the conditional forwarding based on region and IP. BlueCat is doing a good job with DNS threats detection and identifying malicious queries.

We can track where queries are coming from, especially in DDoS attacks. The security dashboard and discovery features are useful. Additionally, there has been a significant cost reduction with BlueCat Cloud DNS handling external solutions..”

Mohamed Jaffar Hussain

Works at a tech vendor with 10,001+ employees

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“The most impressive feature of BlueCat Edge is its versatility combined with robust security. It acts as a central platform that intelligently routes traffic to the correct resolver while simultaneously enforcing security policies. This includes the ability to blacklist malicious domains or redirect traffic, providing a significant security advantage. In my experience, I've successfully migrated nearly 100,000 internal IP addresses across 14 global data centers using BlueCat Edge, handling a substantial amount of traffic with ease.

The interface is user-friendly, and what I find most helpful is the ability to quickly view logs. These logs contain all the queries from internal clients and the corresponding responses from the DNS service, making troubleshooting DNS traffic significantly easier. In the past 24 hours, we've seen 86,000 unique IP addresses using the service, though this number likely fluctuates seasonally. Overall, it's the best solution I've found for troubleshooting DNS traffic.

The unparalleled visibility offered by BlueCat Edge is arguably the most critical benefit we receive..”

LeandroFreitas

Senior Network Engineer at a computer software company with 10,001+ employees

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Other Solutions Considered

“We previously used Microsoft's DHCP DNS and were utilizing BlueCat to manage it. We needed to choose a platform when BlueCat ended a product we were using for IPAM, so we decided to go fully with BlueCat..”

Verified user

IT Engineer at a construction company with 10,001+ employees

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“Before BlueCat Edge, we lacked functionality, flexibility, a unified management panel, and strong security features. Edge filled this gap with new features, but we continue to use another BlueCat product for classic DNS..”

LeandroFreitas

Senior Network Engineer at a computer software company with 10,001+ employees

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“We migrated all DNS records from our Active Directory infrastructure. Previously, each domain within our internal network had its own separate DNS server on Active Directory. These servers hosted a variety of zone types, including public, private, and antivirus-specific zones. We consolidated all of these records onto BlueCat Edge..”

Verified user

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

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“I evaluated Infoblox five years ago when we had a specific need: our use case involved having multiple SOAs for the same Route Zone. At that time, BlueCat offered a resolution method that could handle this scenario by querying multiple SOAs to find the desired answer.

While Infoblox has since improved its capabilities, BlueCat was the only solution that met our requirements at the time of our analysis. During the initial phase of our migration, we indeed had multiple SOAs, and we needed the ability to send queries to different name servers for the same zone. BlueCat was able to fulfill this requirement, while Infoblox was not..”

Verified user

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

Use Case

“It's our DNS server. We have thousands of users. We're a university with over 70,000 students. The medical school alone has roughly eight to ten thousand users. .”

Verified user

System/Network Administrator at a manufacturing company with 1,001-5,000 employees

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“We have Edge deployed at roughly forty locations and use it as the primary DNS server for all our locations. Each location points to an Edge instance, which then points back to the Integrity instance..”

Verified user

IT Engineer at a construction company with 10,001+ employees

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“We are utilizing it as DNS traffic management and security solution. This way, we can capture and utilize BlueCat's cloud AI solution to find malicious DNS requests, get them over to us, and take corrective actions on those..”

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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“In our network, BlueCat Edge acts as the central point of contact for all DNS requests. It essentially functions like a DNS resolver, directing our internal devices to the correct resources. This makes BlueCat Edge the first stop for all DNS traffic within our organization..”

LeandroFreitas

Senior Network Engineer at a computer software company with 10,001+ employees

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“We have deployed BlueCat Edge across our organization globally. Regional-based queries are directed to BlueCat Edge, and they are resolved within the regions themselves. For instance, we have an Anycast setup with a single IP assigned to specific regions, allowing queries to be resolved efficiently without needing to reach out to different locations..”

Mohamed Jaffar Hussain

Works at a tech vendor with 10,001+ employees

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“We primarily use BlueCat Edge for our entire internal infrastructure and all internal clients for all DNS resolution needs. We also leverage it for DNS redirects, integrations between cloud and on-premises providers, and as a sorting engine to direct queries to the appropriate internal DNS infrastructure. This is necessary because we have multiple internal infrastructures for resolving internal system queries.

We implemented BlueCat Edge to solve the visibility and security issues we were having.

Our infrastructure, including both Edge and BlueCat components, utilizes a full hybrid cloud and on-premises model..”

Verified user

Enterprise Architect at a financial services firm 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 setup was manageable after initial training. Initially, it was a bit challenging due to the new technology, but it became easier once we started using it..”

Mohamed Jaffar Hussain

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Works at a tech vendor with 10,001+ employees

“It wasn't that complex even though I wasn't the one who did that entirely.

It's on-premises only. You'd have to get a virtual appliance and things like that..”

Verified user

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Eservices Administrator at a computer software company with 51-200 employees

“The initial deployment of BlueCat Edge service points in Azure was simple. We have a large, geographically distributed infrastructure with fourteen data centers, some containing four service points and others with two. This brings our total to potentially over 50 physical boxes plus the four in the cloud, for nearly 60 edge service points in all. Due to our company's size, the implementation was phased by region and country, with each location completed at a different time. The Edge installation and configuration itself did not impact the project timeline because subsequent deployments were replications of the initial setup. This efficient process allows us to create a new service point in under an hour thanks to our centralized management system, which stores configurations for easy deployment and replication.

Setting up BlueCat Edge requires creating a host environment first. However, the Edge configuration itself is fairly straightforward and can be done by one person in about 30 minutes. This assumes we already have a clear understanding of our requirements. For the larger project spanning data centers across 12 countries, cloud environments, and involving other BlueCat products, we needed a few people..”

LeandroFreitas

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Senior Network Engineer at a computer software company with 10,001+ employees

“This architecture can be complex, but I initially found it quite simplistic. However, it's significantly more intricate than single-service systems like Active Directory due to its multiple components. I managed to perform Edge upgrades, BDDS deployment, and BAM deployments simultaneously. By implementing a full DDI configuration from the outset, the system gained further complexity. However, I found the logic behind it intuitive. While slightly more intricate than freely available versions, I didn't find the architecture or deployment overly challenging, thanks in part to collaboration with BlueCat's architecture team.

Our Edge deployment took four to six months and required a hybrid infrastructure with specific virtual infrastructure, firewalls, and connectivity at 18 sites. However, much of the delay stemmed from the need to upgrade our infrastructure, which involved additional legal work due to our status as a financial fintech company. We faced stricter regulations regarding permissible connections to the SaaS portal, resulting in delays related to whitelisting and verifying data security and privacy.

I was the only one involved in the deployment from our organization. .”

Verified user

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

Customer Service and Support

“The support we receive is prompt and follows up thoroughly to resolve issues. Unlike other companies where the support has degraded, BlueCat’s support remains excellent..”

Mohamed Jaffar Hussain

Works at a tech vendor with 10,001+ employees

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“The standard support was fairly good; response time varied depending on the issue. We have since upgraded our support level and now have a dedicated team. Bringing their support in-house has greatly improved the support experience..”

Verified user

IT Engineer at a construction company with 10,001+ employees

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“We're very impressed with BlueCat's premium support service. They're highly engaged, holding bi-weekly meetings to discuss our open cases and promptly involving other internal teams as needed to expedite resolutions. Their client-centric approach is evident in their transparency, keeping us informed of any issues and readily sharing relevant data. Overall, they're one of our favorite vendors to work with..”

LeandroFreitas

Senior Network Engineer at a computer software company with 10,001+ employees

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“Technical support responsiveness presents a concern. While it's comparable to other vendors like Microsoft, I expect someone to answer my call within five minutes. Unfortunately, that wait often extends to an hour. The knowledge base, however, seems adequate. I believe BlueCat is rebuilding its content, as it was exceptional when I first started using it. While the current support team is competent, it pales in comparison to their previous level of expertise..”

Verified user

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

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“I would rate them a solid nine out of ten. They are there. They always jump in when we have an issue. The issues are far and few. I am told I am one of the early adopters. We are using the tool on the bleeding edge. What makes us a little bit special is that we pay extra for their enterprise support, so we have a dedicated team for us in BlueCat. If I ever have an issue, they are on top of it immediately, and it is the same group of people over and over again. I do not get a new person who does not understand our environment. Their enterprise team is engaged. They have our architecture documents. They know our environment just as well as I do. They know all the configurations, so when somebody from their enterprise support team jumps in, three-quarters of the battle of explaining everything is pretty much done because they know how everything is, but I cannot say how the process would work if somebody calls their general support number and puts in a general ticket..”

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

“BlueCat Edge receives a rating of nine out of ten overall.

Any advice for others would be to ensure all future product developments are promptly addressed..”

Mohamed Jaffar Hussain

Works at a tech vendor with 10,001+ employees

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“New users should know how they want their queries to route, especially if they are operating internationally where they might want to route some queries internally and others directly to the Internet.

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

Verified user

IT Engineer at a construction company with 10,001+ employees

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“I would rate BlueCat Edge nine out of ten.

BlueCat Edge will release optics patches which will require manual deployment by our IT team. Due to company policy, automatic updates are disabled, even though BlueCat Edge offers an auto-upgrade feature. This aligns with our general policy of avoiding automated tools in certain situations.

DNS-specific security solutions offer the first line of defense by providing greater visibility and control compared to traditional methods like individual firewalls. Consolidating all DNS queries in a central location enhances effectiveness and simplifies management, making it superior to utilizing a basic firewall for DNS security, such as a Cisco firewall.

I recommend completing the Edge homework. Make sure to understand the main list, name servers, resolution process, and similar concepts. It's also crucial to grasp the nature and function of caching. Remember, thorough understanding is key..”

Verified user

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

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“If a colleague said to me that their next-gen firewall and other security tools mean that they do not need a DNS-specific security solution, I would say that DNS is the heart and soul of your firewall to begin with. Without that, you are not going to know where things are coming and going.

I am going back to the old adage. The company that I am with right now has been bought and sold a few times. Back in 2012, during the course of a sale, we were being spun off to a new entity. Nobody took into consideration DNS, and I raised my hand in the meeting with only six days to go to launch as a new entity and asked, "What are we doing for DNS?" I was told that they would just stand up a couple of servers and dump information there. I said no because DNS is not just a name and an IP. DNS goes way beyond that. There is so much more than that. You get management making decisions and people who do not understand solutions generalizing. Once they got the third-party company that was assisting in the transition involved, they started to see all the nuances of what DNS entails. They did not realize the complexities and should have had it on the tote board long in advance. That is the analogy I use for how general people do not understand the complexities of DNS.

I would rate BlueCat Edge a solid nine out of ten just for the fact of how well it provides ease of use and time savings for us. We can also use Edge endpoints wherever we need to deploy them. The reason why I am not giving it a ten out of ten is that it is always a work in progress. .”

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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“I would rate BlueCat Edge ten out of ten. Edge is my favorite BlueCat product that we use.

Our typical maintenance routine involves updating BlueCat Edge whenever the

company releases new versions and security patches. In the past, troubleshooting specific issues has occasionally required waiting for updates to external libraries used by BlueCat Edge. While waiting isn't ideal, it's important to understand that BlueCat relies on these libraries. During such times, we implemented workarounds until the necessary updates were available. Additionally, some major upgrades have required rebuilding our entire environment, which we accomplished through a batched virtual machine recreation process. This was necessary because the upgraded software involved significant technological changes, including a new underlying Linux version.

The effectiveness of a next-generation firewall depends on its features. While some offer limited functionality, I'm satisfied with our current product's flexibility, improved log visibility, and strong security, especially its DNS features like tenant detection and global availability. However, there might be even better options out there. For instance, while web proxies can handle some modern threats, DNS security offers a more targeted approach. Overall, I wouldn't change BlueCat Edge unless a new option demonstrably surpasses its capabilities.

For a new BlueCat Edge implementation, I'd prioritize high availability using an Anycast architecture. Even the best solution is useless if unavailable. Secondly, implement security features as early as possible to avoid later complications and permission requests. Finally, establish a schedule to review generated reports, take action on observations, and closely monitor infrastructure for optimal performance and availability..”

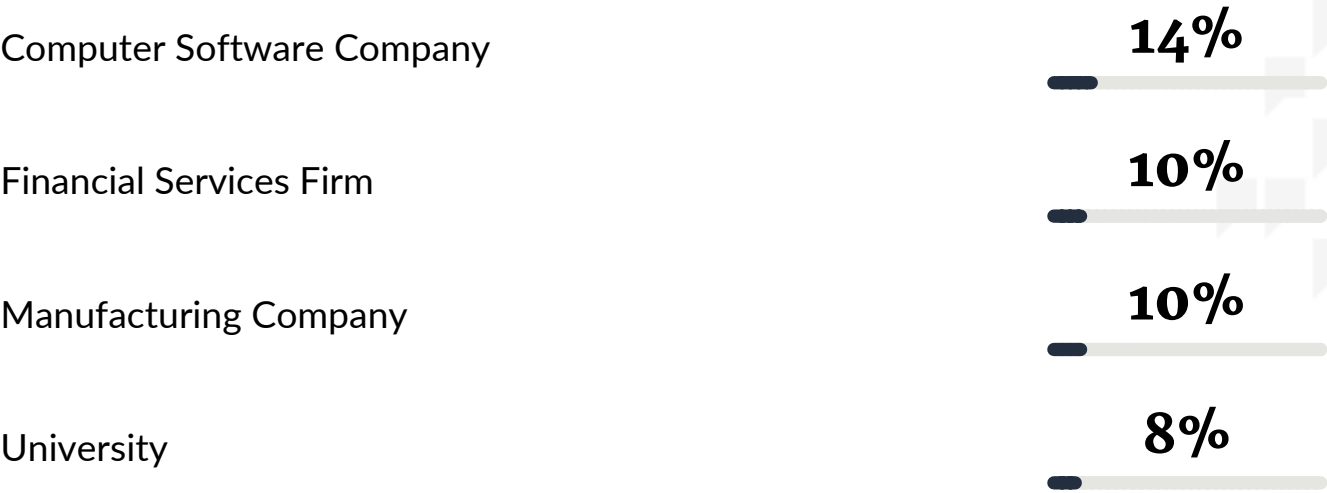
LeandroFreitas

Senior Network Engineer at a computer software company with 10,001+ employees

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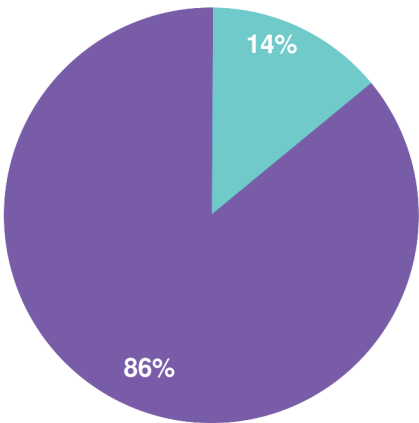
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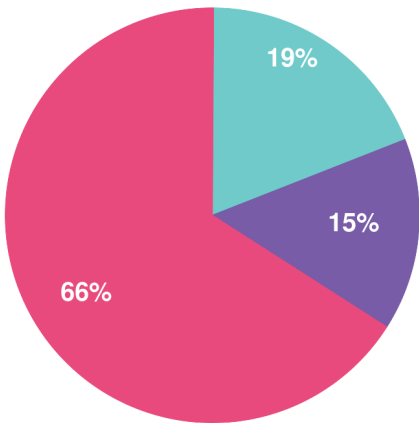



Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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