

aws marketplace

Cisco Duo

Reviews, tips, and advice from real users



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Product Recap



Cisco Duo

Cisco Duo Recap

Cisco Duo is a cloud-based identity security platform safeguarding critical resources for any user and device worldwide. Known for its ease of use, Duo offers seamless protection across multi-cloud, hybrid, and on-premises environments.

Cisco Duo is designed to secure access with identity-first protection and provides extensive visibility throughout an organization's identity ecosystem. Offering multi-factor authentication, Duo facilitates easy integration and management, allowing teams to protect data effectively on VPNs, applications, and networks. Its single-pane management improves security processes while enhancing trust, making it suitable for diverse IT infrastructures.

What are the key features of Cisco Duo?

- **Multi-factor Authentication:** Strengthens user verification with multiple methods.
- **Push Notifications:** Simplifies authentication with quick approvals.
- **Single Sign-On:** Enhances convenience by allowing one set of credentials.
- **VPN Access:** Secures remote connections with reliable authentication.
- **User Activity Visibility:** Offers comprehensive insights into access patterns.

Which benefits and ROI should users consider?

- **Quick Deployment:** Facilitates rapid integration within existing systems.
- **Effective Management:** Streamlines IT operations with centralized control.
- **Regulatory Compliance:** Aids in meeting industry standards for data protection.
- **Enhanced Trust:** Strengthens security posture across networks.
- **User-friendly Approach:** Simplifies authentication for non-technical users.

In industries like education and finance, Cisco Duo is widely employed to secure multi-factor authentication across platforms such as email, databases, and servers. Its integration capabilities with Microsoft 365, Active Directory, and VPNs like AnyConnect are instrumental in verifying user identities using mobile apps or OTPs, catering effectively to both remote and on-premise environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✔ “Cisco Duo seems very scalable; in my experience, I started with a small-medium business, and in my last contracting position, it was a large one for a major worldwide airline that had hundreds of thousands of devices that could use Cisco Duo, and it scaled very well.”



Charles Slaustas

Information Technology Contractor at Insight global

- ✔ “For one of my clients, the ROI was somewhere between 25 to 27 percent in year one.”



Verified user

Sr. Cloud Security Architect at a tech services company with 11-50 employees

- ✔ “The feature of Cisco Duo that I prefer the most is the policies, being able to control what we need to within the policies. You can get pretty granular.”



Thomas Botts

Senior Network Engineer at a educational organization with 1-10 employees



“I appreciate the features that Cisco Duo offers.”



Syed Mohammed Ghouse

Network Security Engineer at a consultancy with 11-50 employees



“Cisco Duo has strengthened the ability to defend against both phishing and identity-based attacks.”



Cihan Alacamli

Manager, Business Unit at a tech vendor with 10,001+ employees



“The Verified Duo Push feature is valuable. It gives an extra level of security beyond just the regular push.”



Chris Kincaid

Chief Technology Officer at University of Redlands



“Looking back at my initial investment in Cisco Duo versus the total value it has delivered over time, that choice has paid off for my company massively.”



Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

What users had to say about valuable features:

“**Passwordless authentication** – This is the future of secure access. By eliminating passwords entirely through FIDO2/WebAuthn, Duo removes the primary attack vector for credential theft while also simplifying the login experience for users..”

Fabrice Vaucher

Security Engineer at Netcloud

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“The features I appreciate most about Cisco Duo are its simplicity for the end user and its integration into conditional access for Entra.

These features benefit my company by providing ease of use for our user base, thus driving fewer support tickets. It is easier to deploy, integrates into Intune and Jamf for end-user platforms, and fits very well with our bring-your-own-device policy for mobiles..”

Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

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“The best feature Cisco Duo offers is its simplicity.


The interface is what makes Cisco Duo simple for me.

Cisco Duo has positively impacted my organization as we can analyze the logs to detect threats.

Analyzing logs and detecting threats with Cisco Duo helps customers gain confidence in our company, showing the positive effects it has had on my organization..”

Pjeware Pjeware

Researcher at a tech vendor with 1,001-5,000 employees

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“Cisco Duo's secure access for VPNs and remote users stands out as a valuable feature, as it integrates with Cisco AnyConnect and third-party firewalls and VPN solutions such as Palo Alto, FortiGate, and SonicWall, which is valuable for hybrid and remote work environments.

I use the unified identity intelligence in Cisco Duo to facilitate understanding user behavior, and this understanding helps my organization by providing a consistent and centralized identity for a user across all systems, applications, and other access methods, allowing a single identity for all systems and applications.

I use the end-to-end phishing resistance feature in Cisco Duo, which helps my security posture by securing the entire authentication journey, meaning that phishing attacks fail even if a user is tricked into entering credentials up to the final access..”

Kartik Amin

Network Operations Engineer at Redex IT Limited

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“The multi-factor authentication features of Cisco Duo have been particularly valuable to us. One key feature is Duo Unix, which can be implemented directly on Linux servers for SSH access. Additionally, we use Duo Authentication Proxy, which can be separately integrated with other tools such as OpenLDAP for server authentication. We also integrate Cisco Duo with various tools that have dashboards, such as Grafana, to enable secure login capabilities. We primarily use Duo Unix and Duo Authentication Proxy.

After searching through many tools, we found that Cisco Duo can work without requiring PAM modules and can integrate with the other services and tools we were already using. I believe we are fully reliant on Cisco Duo; it is completely reliable with our system, and we use it primarily for the authentication process. Without Cisco Duo, we cannot operate effectively. Cisco Duo is so integral to our core operations that we cannot perform any task without it..”

Utkarsh_Singh

Dev Ops Engineer at Celeris

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“The best features Cisco Duo offers and which stand out to me is Duo Push because it's the convenient option where we can just send a Duo Push and the person can just approve the push and then right away they can get in, saving the time to type in the password.

The convenience of Cisco Duo has impacted my workflow and my clients by providing ease of access, enhanced security, reduced risk, and reducing phishing and spam instances.

I would add that the integration among different applications and partner applications, such as Microsoft and other tenants, which includes Cisco Duo sitting as an agent or an intermediary between both the APIs, is a vital feature.

Cisco Duo has positively impacted my organization by reducing the metrics taken to resolve the issue. If the person can reset a password using the self-service password reset where they can verify using a Duo Push, it saves them time because they can do that in 10 minutes. When we need to do it on the domain controller and we need to sync over the password with the domain, it could take more than 30 minutes. We are definitely saving out of 30 minutes here..”

Aarvin Sadhotra

System Administrator Level 2 at ITBD

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Other Solutions Considered

“I picked Cisco Duo at the end of the day again for its flexibility and the range of features that it has, particularly with ease of use for our end user. That is paramount. Providing that extra layer of security with that ease of use for our end user has been superb..”

Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

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“After searching through many tools, we selected Cisco Duo because it can function without PAM modules and can integrate with the other services and tools we were already using..”

Utkarsh_Singh

Dev Ops Engineer at Celeris

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“In considering other solutions before choosing Cisco Duo, Microsoft Azure with Microsoft Authenticator came up as a competitor, and in the enterprise, I think Cisco Duo stands out as one of the biggest competitors I know, primarily because of how easy it is to integrate on the backend..”

Albert Trippensee

Technical Consultant at SPIE ICS

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“As I mentioned earlier, we were using another multi-factor authentication tool, but it was not compatible with our Active Directory solution. We were searching for a solution that would be compatible with our Active Directory and the other services we were using, which included dashboards and portals for logging into systems. After evaluating many tools, we discovered Cisco Duo MFA..”

Utkarsh_Singh

Dev Ops Engineer at Celeris

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“My organization used Microsoft Authenticator before Cisco Duo, and I switched because it was an option. I switched from Microsoft Authenticator to Cisco Duo because the GCP one is on Microsoft Azure..”

Aarvin Sadhotra

System Administrator Level 2 at ITBD

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“Although my company uses only Cisco Duo, I have considered other solutions such as Microsoft Entra ID, which integrates identity provider, MFA, SSO, and conditional access for Microsoft ecosystems, with deep conditional access and risk policies tied to Azure services and Microsoft 365. When comparing Cisco Duo with Okta, Okta includes Universal Directory, advanced SSO, lifecycle automation, and API access management, along with a massive integration ecosystem with thousands of pre-built app integrations, making it ideal for large and diverse enterprises..”

Kartik Amin

Network Operations Engineer at Redex IT Limited

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ROI

Real user quotes about their ROI:

“Looking back at my initial investment in Cisco Duo versus the total value it has delivered over time, I see that it has paid more than what we invested, so we are getting a good return and a good service with improved security..”

Aarvin Sadhotra

System Administrator Level 2 at ITBD

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“The return on investment I have seen with Cisco Duo is quite good. Although it is expensive, once established, it proves to be very efficient and helps with authentication significantly, leading me to estimate approximately a fifty percent return on investment..”

Kartik Amin

Network Operations Engineer at Redex IT Limited

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“I don't have quantifiable ROI data. The value is primarily in risk mitigation – preventing phishing and credential theft. The cost of a single breach would far exceed the investment in Duo. I cannot speak to operational cost savings like reduced password reset tickets..”

Fabrice Vaucher

Security Engineer at Netcloud

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“I believe Cisco Duo has helped my company and my clients reduce their overall authentication-related costs. I would like to tell some numbers, but I am just an architect, and I do not have this kind of data..”

Lasha Lomjaria

Architect at Greennet

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“I can say I have seen a return on investment from having Cisco Duo, as the deployment was not hard to do, saving time for our IT team, and we are able to block a lot of identity risks and issues. Although I have not calculated it, there is definitely a good return on investments..”

Verified user

Chief Information Security Officer at a computer software company with 201-500 employees

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“From my point of view, the biggest return on investment when using Cisco Duo is the low support costs. Obviously, you have to have MFA, it is non-negotiable, and the fact that the platform is so easy to use and so flexible provides that return.

Looking back at my initial investment in Cisco Duo versus the total value it has delivered over time, that choice has paid off for my company massively. We were able to implement zero trust extremely quickly because of the platform and its ongoing developments, including Cisco Duo Network Gateway, which enabled that transition to zero trust extremely quickly. This has been a fantastic journey for us and our strategic objective..”

Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

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Use Case

“Cisco Duo is a cloud-based multi-factor authentication and zero-trust security platform used primarily to verify that users logging in are who they claim to be and that their devices are trusted before access is granted..”

Kartik Amin

Network Operations Engineer at Redex IT Limited

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“Our main use cases for Cisco Duo are to start using it for multifactor authentication and then to enforce the controls around endpoints and user behavior, and also the Identity Intelligence part to ensure a holistic approach around identity security..”

Verified user

Chief Information Security Officer at a computer software company with 201-500 employees

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“My main use cases for Cisco Duo involve implementing zero trust very early. We launched a project to do so, evaluated the market space, and chose Cisco Duo as a platform for its simplicity and ease of use, particularly for the end user..”

Chris Benham

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Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

“My main use case for Cisco Duo is to detect network-based threats.

There is one situation where malware is downloaded via a link, and Cisco Duo has blocked this URL, demonstrating how I use Cisco Duo as a detector for network-based threats.

We can correlate Cisco Duo with other data sources such as cloud and Azure, which represents another interesting scenario about how I use Cisco Duo..”

Pjeware Pjeware

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Researcher at a tech vendor with 1,001-5,000 employees

“I work in a FinTech-based organization that primarily deals with card payments and payment orchestration solutions. As a FinTech company, we are required to maintain a high level of security for secure data and transactions occurring through our systems and servers. For our authentication process, we were using OpenLDAP and were searching for a solution that could be implemented with OpenLDAP to create a robust multi-factor authentication system within our infrastructure. This allows us to authenticate securely, ensuring that only authorized personnel can access the infrastructure and servers based on their identity.

We use this authentication mechanism exclusively for internal purposes and do not expose it to the public. Cisco Duo is deployed on my cloud servers..”

Utkarsh_Singh

Dev Ops Engineer at Celeris

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“My main use case for Cisco Duo is identity and access management or verification, authentications, resetting passwords, self-service password reset, and managing and improving the security layer of the environment.

I use Cisco Duo for access management or verification, for example, when resetting the password for a client and we need to verify them, we could send them a reactivation text or we can send them a Duo Push. That's how we follow the process.

Other scenarios with Cisco Duo include Duo reactivation where people change their device and receive a new one. Then we have to get it onboarded and we send the reactivation text. They can activate with a single click..”

Aarvin Sadhotra

System Administrator Level 2 at ITBD

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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 setup is straightforward and fast. Duo's phased rollout approach shows they understand real-world deployment challenges. Overall, it's very easy to implement..”

Fabrice Vaucher

Security Engineer at Netcloud

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“It was handled by a different team but I know that there were some challenges and they were quickly resolved it because there was a collaboration between Cisco and Emerson..”

Verified user

Global Manager, Firewall Policy at a manufacturing company with 10,001+ employees

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“Initially, I was uncertain about how to implement Cisco Duo MFA. However, through the blogs available on Cisco Duo's page and the manuals and documentation provided, I gradually learned how to implement it and integrate it with our system and other tools. The documentation and blogs were nearly complete and provided me with sufficient knowledge on the implementation process..”

Utkarsh_Singh

Dev Ops Engineer at Celeris

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“I had no challenges with Cisco Duo deployment; we simply tested when running a pilot before the final rollout, which was very easy. We leverage a lot of smart working and remote working in our company, so we did not have the opportunity to have everyone at the office for training. Therefore, we pushed everything remotely, and everything worked perfectly..”

Verified user

Chief Information Security Officer at a computer software company with 201-500 employees

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“I would describe the experience of deploying Cisco Duo as easy because I have mentioned several times that I appreciate Cisco Duo because it is so easy to work with. The deployment part is pretty easy. You have all this documentation, and you are just making several clicks and some changes, and you are up and running. You just have to deploy these mobile clients. The one thing Cisco Duo does not need to improve is the easiest part because I do not know what they can do to make it even easier..”

Lasha Lomjaria


Architect at Greennet

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“The deployment experience of Cisco Duo was straightforward. Another gentleman handled the workload that was fairly easy to roll out. It touched multiple teams because we had end-user support, operations, and integration to Entra, so it was a multi-phase approach and a multi-team effort, with change management throughout the organization. The key here is that the most important part, and the most difficult part to do, is our end-user base. At the end of the day, that is what Cisco Duo was picked for because the app is so easy to use for our end-user base on its multiple platforms. If you are going to look at the most challenging thing with a rollout, that is where you need to focus, rather than behind the scenes in the work for integrating it into your conditional access policies..”

Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

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Customer Service and Support

“I have no experience with their support – I have never encountered issues that required contacting Cisco. The product documentation and admin portal have been sufficient.”

Fabrice Vaucher

Security Engineer at Netcloud

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“Since I did not have any problems, I did not really use customer service, but I was able to talk with the Cisco Duo product team because we tested the Directory part a little bit earlier than others, and I had a good experience with them..”

Verified user

Chief Information Security Officer at a computer software company with 201-500 employees

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“When evaluating the support and technical service of Cisco Duo, I find it excellent. The team understands problems quickly and helps us very efficiently. I would rate the customer service and technical support a nine out of ten..”

Albert Trippenzee

Technical Consultant at SPIE ICS

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“I have never had to reach out to Cisco Duo's customer service or technical support, so I cannot comment from experience, but I am confident they are competent at what they do..”

Gardar Svansson

Network Administrator at Hringdu ehf

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“I have not experienced any difficulty connecting with customer support or any other support specialist. The documentation provided proved to be sufficient. By reviewing the documentation and blogs available, one can easily find solutions and processes for integration and usage. The documents are comprehensive and thorough..”

Utkarsh_Singh

Dev Ops Engineer at Celeris

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“The customer support and technical service from Cisco have been fantastic throughout. We speak to the product development team as part of that relationship, and they listen to our ideas readily, including the UbiKey ideas, for example.

I would rate the customer service and technical support as a nine out of ten, only because of the slight issues we had last year with the prompts that took a while to fix. It was one isolated incident..”

Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

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Other Advice

“9 out of 10. Duo is technically excellent – stable, feature-rich, with outstanding passwordless capabilities and straightforward deployment.

My advice: Take advantage of the free tier (up to 10 users) and 30-day trial to test it in your environment..”

Fabrice Vaucher

Security Engineer at Netcloud

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“I have not yet implemented Cisco Duo's end-to-end phishing resistance with capabilities such as proximity verification to strengthen my organization's ability to defend against modern phishing and identity-based attacks.

There are no other improvements needed with Cisco Duo that we have not discussed. I would rate this product an 8..”

Pjeware Pjeware

Researcher at a tech vendor with 1,001-5,000 employees

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“We have not experienced any issues regarding phishing attacks.

I have not deployed Duo Directory, but I have created many users in the user section of the Cisco Duo admin portal. We manage user authentication, their devices, and everything else directly from the portal.

Regarding the use of Cisco Duo for our requirements, I would rate it a nine. Overall, I would rate this product an eight..”

Utkarsh_Singh


Dev Ops Engineer at Celeris

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“The increase in phishing attacks is noticeable, as they appear to increase daily. My advice for others looking to implement Cisco Duo is that if they already have an existing solution and want to add something, Cisco Duo would be perfect. If they want to start from scratch, they can consider Okta, and if they have a Microsoft and [Azure](#) environment, they can opt for Microsoft. However, if they predominantly work within a Cisco environment, then Cisco Duo would be the best choice. I believe Cisco Duo is worth the investment, offering a good return on investment, as it is expensive but works very well without any downtime or high maintenance, and the support is also good. Approximately 2,300 users in my company use Cisco Duo. Cisco Duo is not entirely local or global, but rather is located in one place. Cisco Duo does not necessarily require any maintenance. Cisco Duo was purchased through the Marketplace rather than directly. I gave this review an overall rating of seven out of ten..”

Kartik Amin

Network Operations Engineer at Redex IT Limited

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“Cisco Duo was the first multifactor authentication platform that I decided on, approximately ten years ago.

I would rate Cisco Duo overall as an eight out of ten because it is a solid product that works incredibly well for our end-user base. It is secure and adaptable, but it does come at a cost above what competitors offer as part of packages we have to pay for already. We could do a better job in informing our users how to update the app ahead of time when that is necessary.

My advice to other companies considering Cisco Duo is to consider it very carefully for the points I have stated. It is a fantastic product that is easy to use and easy to roll out for our end-user base. However, that does come with a cost, which you are probably already paying for as part of well-known IDPs. We have found it a very valuable product to have, and that ROI has been shown specifically in the reduction in support costs.

There is another aspect I would love to share about Cisco Duo. We operate a good number of partnership relationships, and that is another part of the platform that we have found very easy to administer and track, especially for compliance measures..”

Chris Benham

Global Associate Director, Services at a leisure / travel company with 1,001-5,000 employees

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“We are using Cisco Duo Identity Intelligence as well.

“Cisco Duo Identity Intelligence has helped to improve the visibility of the identity risks because it is the platform that allowed us to gain more logs and more telemetry around identity.

“I have not noticed any increase in phishing attacks in my organization recently, since last August, when there was a peak in August followed by a new level that

was higher than before.

“I feel the phishing attacks I am dealing with are maybe not harder but more frequent, and the volume of the phishing messages is raising little by little, while the complexity of the phishing campaigns is growing.

“We have implemented the Cisco Duo end-to-end phishing-resistant solution.

“For high-risk applications, I use a different level of controls, and we have enabled proximity verification in our organization.

“The proximity check in Cisco Duo works fine, and it is easy to use, so my colleagues and employees are not so frustrated by the fact that they have to enter new data or clear a new level of authentication.

“We are in the process of rolling out the Directory in the coming months, and we expect to perform a migration in March, so we are close to enrolling and using the Directory pretty soon.

“I found that the Identity Intelligence feature was very interesting and an unexpected add-on because at the very beginning, it was not part of Cisco Duo four years ago.

“I now have the Identity Intelligence feature, which makes me very happy, and it was indeed the big feature, the big step ahead that we achieved thanks to Cisco Duo.

“I would rate this review as a 9..”

Verified user

Chief Information Security Officer at a computer software company with 201-500 employees

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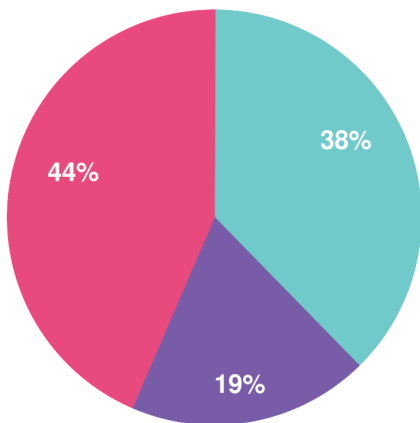
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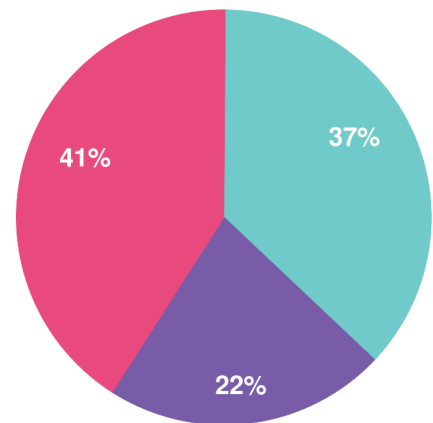


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