

Peer Review for Cequence Application Security Platform

Vendor Overview

“Fantastic Product With Great Service That Has Made A Huge Difference To Our Business”

Submitted: March 17, 2021

★★★★★ Overall User Rating

Product(s): Cequence Application Security Platform

Overall Comment: "We only subscribe to the Bot Management product and we are in a far better position than we were with the previous vendor. The hands-on approach is a breathe of fresh air compared to others and is vital in trying to tackle bot attacks as they happen."

 Evaluation & Contracting

 Service & Support

 Integration & Deployment

 Product Capabilities

Reviewer Profile



Service Delivery Manager

Industry:

Retail

Role:

Infrastructure and Operations

Firm Size:

500M - 1B USD



Implementation Strategy:

Worked with just the vendor

Lessons Learned

What do you like most about the product or service?

The team are hands very hands-on and are working with you during attacks to help mitigate.

What do you dislike most about the product or service?

The initial reaction time to bot attacks needs some tweeking.

Please explain the business problems or needs that prompted the purchase of this product or service.

Our business sells very high profile products that drive a lot of demand. This demand is often dictated by the after-market resale value of the products we sell. That then encourages some uses to create automated bot tools to buy all the product we have with a view to sell them on and make money. Not only does this lead to a poor customer experience that prevents genuine customers from getting the product but also has an impact on our infrastructure because of the huge traffic volumes these bots generate. This vendor was bought in to identify and block bots and prevent costly downtime. The previous vendor we had was very hands-off and was largely ineffective causing downtime and a lot of lost revenue.

Review Source

Invited by Vendor (direct, user community)

If you could start over, what would your organization do differently?

We'd have a formal way of measuring success and ROI rather than anecdotally.

What one piece of advice would you give other prospective customers?

You will get back what you put in so ensure you engage on a regular basis.

Evaluation & Contracting

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Why did you purchase this product or service?

- Improve customer relations/service
- Drive revenue growth
- Create internal/operational efficiencies
- Improve business process outcomes

What were the key factors that drove your decision?

- Strong services expertise
- Product functionality and performance

Which other vendors did you consider in your evaluation?

Akamai

Integration & Deployment

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Version number(s) currently in use in your organization

n/a

How extensively is this product being used in your organization?

Specific divisions, regions, or business units

When was this product or service deployed at your organization?

2020

How long did your deployment take?

0 - 3 months (<3)

What was your implementation strategy?

Worked with just the vendor

Service & Support

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Product Capabilities



API security



Bot mitigation

DDoS Protection

Downward Scalability

Management and MSS

Monitoring and Reporting



Positive Security/Anomaly Detection



Programmability

Rule-Based Controls and Signatures



Scalability and Geographic Presence



Technical Architecture



Additional Context

Deployment architecture

Cloud (SaaS or PaaS or IaaS)

In which region(s) did your deployment take place?

Europe, Middle East and Africa

How long have you used this product or service?

6 months to less than 12 months

How frequently do you use this product?

Daily

What is your role with this product or service? (Select all that apply)

- I am on the team that set up, implemented or customized this product
- I am a user
- I helped select or purchase this product