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AlgoSec
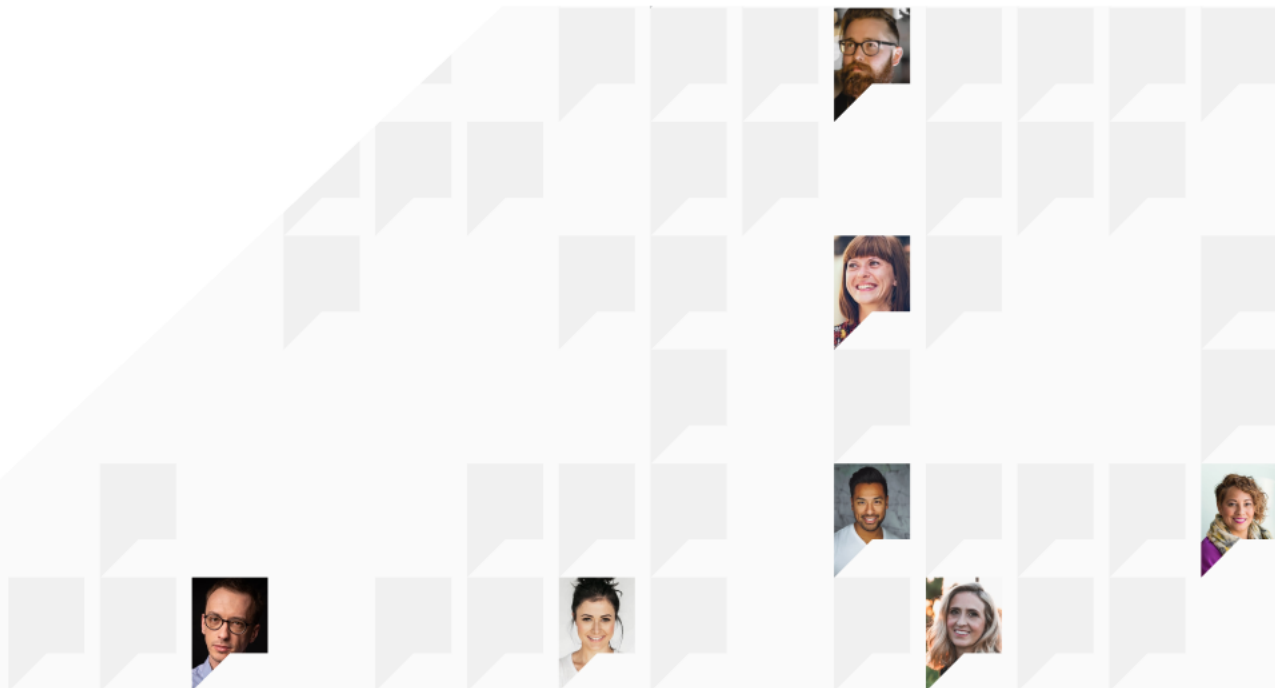
User Interview

Interview conducted Aug 25, 2024

Felipe-Vieira
Security Manager at Logisticas

A network security management solution to manage network security policies, optimize firewall rules, and automate security workflows

What is our primary use case?

"AlgoSec was used as a firewall setting, but we had issues with change management, approvals, and the workflow to deploy firewall rules. The tool covers the technology and intelligence, but we had a lot of manual work to convince sponsors and correlated areas that used AlgoSec or needed to open a firewall rule. "

What is most valuable?

"AlgoSec has a feature that provides intelligence on which rules are correct. It was crucial in helping us understand which rules were important and which ones could be turned off or removed, simplifying the structure. It helps prioritize actions and performance needs. The performance boost we had was huge. We were considering buying new firewall structures, but with AlgoSec, we just organized the rules and avoided spending more money on the environment. "

What needs improvement?

"We faced internal challenges with our services and the process. If we had a closer approach from AlgoSec with instructions on how to build or change the management process, how to improve our environment, it would have been better. The big problem was more about the approval and request roles, and bureaucratic side of things."

For how long have I used the solution?

"I left the company a couple of years ago. I bought AlgoSec in 2022, and after a few months, I left the company and joined a different one that already had AlgoSec infrastructure in place.
"

What do I think about the stability of the solution?

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We had no stability problems. After we engaged with the project and started using AlgoSec, we established that no rule could be done without AlgoSec's approval. We removed admin rights from the technical team, and we didn't have any issues because AlgoSec worked as intended. We removed manual admin rights and only allowed AlgoSec to create and edit rules.

How are customer service and support?

"The technical support was really technical and had a more technological view of the problem. Here in Brazil, we have a lot of discussions, conversations, and meetings, so the technology didn't resolve the problem we had like that. "

How was the initial setup?

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We had some troubles when deploying the environment, but the technical support was fast enough to solve them. The complexity of our site was an issue, but with technical support, any problems with maintenance were covered. It was not a big issue for us.

What was our ROI?

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In terms of return on investment, we achieved our targets. The money spent on after-hours work with the team paid for the tool in the first year, therefore, the investment was worth it.

What's my experience with pricing, setup cost, and licensing?

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I compared the prices of AlgoSec with Tufin and FireMon. I don't recall the exact cost, but it was within budget and not very expensive. In addition to standard licensing fees, we didn't have any significant additional costs. We did hire new people for the change management process, but that's not a technology issue.

What other advice do I have?

"I wouldn't recommend AlgoSec for environments with fewer than 500 rules or without multiple offices, as the solution is quite complex to deploy and engage teams. It's more suitable for larger enterprises with complex environments. If you have a complex environment, AlgoSec is a good choice, but for smaller or medium-sized companies with fewer firewalls, it's easier to manage with the console

provided by the vendor. If your site has complexities and you deal with multiple firewall vendors, AlgoSec simplifies management. However, if you only have one vendor, it's better to avoid adding more consoles. For environments with multiple vendors and many rules, AlgoSec or any firewall management tool would help.

Overall, I would rate AlgoSec ten out of ten, considering the complexities of the companies I've worked with. The tool needs to be managed by expert teams who understand both the technology and the change process.

"

AlgoSec

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