

Case Study

Cisco Secure Email



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- ✓ Review by a Real User
- ✓ Verified by IT Central Station

What is our primary use case?

We are using it as our email firewall. It's our first line of email defense.

How has it helped my organization?

Overall, the ease of migration to Cisco's cloud email security from the on-prem solution was a positive experience. We are very happy with the change. It makes security easy. The cloud solution is doing a great job. We are stopping more emails, and in a better way, than we did in the past. It's also not stopping as many good emails, but I think this is because Talos has gotten better, rather than something to do with the cloud technology. But the numbers over the past year are significantly better compared to the past.

What is most valuable?

We like

AMP Threat Grid Sandboxing The spam protection is also very good and the solution is very configurable. It has enabled us to configure some specific filters to stop emails that general configurations didn't stop.

It's a powerful solution. It can analyze a lot of emails simultaneously, with no problems in terms of capacity or system load. It seems that machines on the cloud are more powerful than the ones that we had, in the legacy solution, on-premises.

What needs improvement?

They can do it better with web links, with the URLs. They have a technology called Outbreak but it doesn't work as well as we would like. It



does have a new feature called Cloud URL Analysis, but we can see enough information about detection, information that helps us to properly configure the technology.

For how long have I used the solution?

We have been using the cloud solution for one year, but before that we were using it on-premises for three years.

What do I think about the stability of the solution?

It's very stable. We haven't had any issues with the stability. It hasn't gone down, and it has managed the flow of our email volume really well.

How are customer service and technical support?

The technical support is excellent. They are proactive. They are monitoring things and helping us every step of the way. The technical support is at an excellent level.

How was the initial setup?

The migration to the cloud email security was complex because we have a lot of customization. We needed to reevaluate some

of the policies that we were applying via the email security. But technically we had more difficulty previously because we didn't have the premium support. We had to read a lot of documentation and experiment. Now, with the premier support, it's easier.

We re-created everything in the cloud solution. We re-evaluated everything when we migrated. There were some things we didn't migrate, while some new things were created.

It took us nearly one year for all the integrations and the migration to be complete, from the initial evaluation of the new product to the end of the migration to CSE, when it assumed all the email traffic for our organization. We didn't have any particular problems with downtime during the migration. That time includes analyzing, configuring, and improving things in production.

Our team that works directly with Secure Email consists of five people who are configuring the tool.

What about the implementation team?

We used consulting from Cisco the whole time during our migration. With the premium support we now have one person who knows our configuration, our needs, and who can help us more than in the past when we didn't have that level of support.



What was our ROI?

ROI is difficult to determine. We think we have seen ROI, but we need to have an incident to evaluate whether the investment has really paid off. But no incidents means it's a good investment.

We haven't saved money by moving from on-prem to the cloud email security because we acquired the premium support. But we are happy with it, as they help us not only with issues that have happened, but also with configuration and with learning the technology. This is a very important factor, which we value.

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

Cisco Secure Email and the support are priced well. It's not cheap, but there are other solutions that offer less and cost so much. For example, Microsoft is more expensive than Cisco.

Which other solutions did I evaluate?

We know there are some solutions that have a higher level of protection for email, but we're very happy with the price of this one and with the way it is working.

We have Microsoft email security too, but not as

the first line of defense. Microsoft's email security has its advantages but it is less secure, less configurable, and less powerful than Cisco's solution.

What other advice do I have?

It's a great solution for big enterprises that need a higher level of security than is offered by Microsoft solutions. Other solutions are targeted at smaller enterprises, that are without a security administrator and without people monitoring and supervising the technology. But for a big enterprise, Cisco Secure Email is a great option.

We have integrated the solution with SecureX and Threat Grid, and we already had Talos, of course. The Sandboxing is needed, it's a basic functionality for us. As for the rest of the integrations, they are less important. We integrate with some external feeds, but Talos is good enough for the technology not to need additional feeds.

When migrating from on-prem to the cloud email security, the interfaces are basically the same. The new interface was developed only for the cloud solution, but the classic interface, when it comes to the configuration of the machine, is basically the same for both the on-premises and cloud solutions.

Overall, it's a very configurable technology. We think it has all the weapons we need to fight against threats.



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