

## Peer-Insights Review for Adaptive Defense or Adaptive Defense 360

**Before you begin** sharing your opinions of an IT solution you helped select or implement, please note:

### VISIBILITY

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## More Information

What industry do you work in?

What is the size of your company?

- <50M USD (<50M €)
- 50M-250M USD (50M-250M €)
- 250M-500M USD (250M-500M €)
- 500 – 1B USD (500M – 1.000M €)
- 1B – 3B USD (1.000M – 3.000M €)
- 3B – 10B USD (3.000M – 10.000M €)
- 10B – 30B USD (10.000M – 30.000M €)
- 30B+ USD (Más de 30.000M €)
- Gov't/PS/ED < 5.000 Employees
- Gov't/PS/ED 5.000 -50.000 Employees
- Gov't/PS/ED 50.000 + Employees

How would you best describe your job role?

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## Your review for Panda Security

### 1. Product Selection

Select the Endpoint Protection Solutions vendor you implemented

Panda Security

Select the product(s) or service(s) from this vendor that you implemented in a single deployment

Panda Adaptive Defense or Panda Adaptive Defense 360

Version number(s) currently in use in your organization

2.3.5 or 2.4

Go-live Year

2016 (2.3.5) or 2017 (2.4)

Deployment architecture

Cloud Solution

Choose the option that best describes the complexity of your implementation

<Number of licenses>

What was the nature of your involvement?

Analytics Team Leader

Analytics User

Application Lead

Business Analyst

Data Scientist

Data Steward

Development/Integration

End User Computing Stakeholder

End User Support Manager

Executive Sponsor

Functional Assessment

Implementation, Maintenance or other IT support

System Administrator

Technical assessment

User Training

Vendor Management

Vendor/Product Selection

Other...

Why did you purchase this product or service?

Cost management

Create internal/operational efficiencies

Drive innovation

Drive revenue growth

Enhance decision making

Improve business process agility

Improve business process outcomes

Improve compliance & risk management

Improve customer relations/service

Improve supplier or partner relationships

Reduce time to market

Other...

What other vendors were considered?

Carbon Black

Check Point Software Technologies

Cisco

CounterTack

CrowdStrike

Cyberbit

Cybereason

Cynet

LightCyber

Nehemiah Security

Nuix

Outlier Security

Red Canary

SentinelOne

Sophos (Invincea)

Symantec (Blue Coat)

Digital Guardian  
 Endgame  
 F-Secure  
 Fidelis Cybersecurity  
 FireEye (Mandiant)  
 Guidance Software  
 Infocyte  
 Intel Security (McAfee)

Tanium  
 Tripwire  
 Verint Systems  
 WatchGuard  
 Ziften  
 None  
 Don't Know  
 Other...

What were the key factors that drove your decision?

Strong services expertise  
 Product functionality and performance  
 Breadth of services  
 Pre-existing relationships  
 Product roadmap and future vision  
 Overall cost  
 Financial/organizational viability  
 Strong consulting partnership  
 Strong customer focus  
 Strong user community  
 Other...

What was your implementation strategy?

Worked with just a vendor  
 Worked with 3<sup>rd</sup> party service providers  
 Worked with both the vendor and 3rd-party service providers  
 Completely internal  
 Don't know

What was your technology adoption bias for this implementation?

Willing to adopt technologies while relatively new and risky  
 Adopt maturing technologies with manageable risk  
 Adopt only proven technologies

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## 2. Overall Summary

Please rate your overall experience with this vendor \*

(From 1 to 5. 1=Completely Dissatisfied to 5=Completely Satisfied)

Please provide comments on your overall experience. Describe what has worked well and what hasn't

Create a headline summary of your review that would be helpful to your peers

Example: Implementation was easy but needs additional features to complete the toolbox

### Lessons Learned

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

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

What one thing do you wish the vendor did differently?

What do you like most about the product or service?

What do you dislike most about the product or service?

Would you recommend this product or service to others? \*

Yes  
 Yes, but with qualifications  
 No  
 I'm unsure

How satisfied is your organization with the product meeting your needs?

(From 1 to 5. 1=Completely Dissatisfied to 5=Completely Satisfied)

How satisfied is your organization with the value the product provides for the money spent?

(From 1 to 5. 1=Completely Dissatisfied to 5=Completely Satisfied)

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### 3. Evaluation & Contracting

Overall rating of evaluation and contract negotiation with the vendor \*

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Ability to understand your organization's needs

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Timely and complete response to product questions

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Pricing and contract flexibility (pricing and terms)

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

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### 4. Integration & Deployment

Overall rating of integration and deployment \*

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

How long did your deployment take?

0-3 meses

3-6 meses

6-9 meses

9-12 meses

12 meses o más

No se

Availability of quality 3rd-party resources (integrators, service providers, etc.)

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Ease of integration using standard APIs and tools

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Quality and availability of end-user training

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Ease of deployment

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

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### 5. Service & Support

Overall rating of service and support \*

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

Did you purchase a support package from the vendor?

Yes

No

Not sure

**Timeliness of vendor's response**

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

**Quality of technical support**

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

**Quality of peer user community**

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

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## 6. Product Capabilities

**Overall rating of product capabilities**

(From 1 to 5 or N/A. 1=Completely Dissatisfied to 5=Completely Satisfied) + Add comment (optional)

### Critical Capabilities for Endpoint Detection and Response Solutions

Please rate each of the following capabilities, where applicable. (1=Poor to 5=Outstanding)

- Infrastructure *(from 1 to 5 or N/A)*
- Architectural Considerations *(from 1 to 5 or N/A)*
- Detection *(from 1 to 5 or N/A)*
- Investigation *(from 1 to 5 or N/A)*
- Containment and Remediation *(from 1 to 5 or N/A)*

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

[Asia/Pacific](#)

[Europe, Middle East and Africa](#)

[Latin America](#)

[North America](#)

Was there a specific country where the deployment took place?

What encouraged you to write a review today?

[Invited by Gartner](#)

[Invited by Vendor](#)

[Self Directed \(Gartner.com, search, ad/promo\)](#)

[Other](#)

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User's right to privacy is of paramount importance to Gartner. When you register to use our [Website](#), Gartner will ask you to provide your name, organization, email address, and other related information. Gartner will use this information to provide you with a more personalized online experience and, where applicable, to process orders, as well as to keep track of what topics are of interest to our Users. Gartner will not share this information with any third party

#### Restriction on Use

User will not (i) violate the security of the Site nor attempt to gain unauthorized access to the Site, data, materials, information, computer systems or networks connected to any server associated with the Site, through hacking, password timing or any other means; (ii) take nor attempt any action that, in the sole discretion of Gartner, imposes or may impose an unreasonable or disproportionately large burden on the Site or its infrastructure; (iii) use nor attempt to use any "scraper," "robot," "bot," "spider," "data mining," "computer code," or any other automated device, program, tool, algorithm, process or methodology to access, acquire, copy, or monitor any portion of the Site, any data or content found on or accessed through the Site without the prior written consent of Gartner; (iv) forge headers or otherwise manipulate identifiers in order to disguise the origin of any other content.

## Gartner Online Privacy Policy

### Information Collection and Use

When you register on Gartner Web sites, or for Gartner events, or purchase products, we ask you for personal information. We use this information to provide you with the best advice and highest-quality service as well as with offers that we think are relevant to you. We may also contact you regarding a Web site problem or other customer service-related issues.

Gartner does not market to children and does not knowingly collect personal information from children on Gartner Web sites.

### Information Sharing and Disclosure

Gartner does not sell, share or rent personal information about you collected on Company Web sites outside the Gartner family of companies.

### How to Unsubscribe

If you no longer want to receive marketing communications from Gartner, you may unsubscribe by clicking the "Manage My Preferences" or "Unsubscribe" link within the Gartner electronic communications, or by otherwise following the instructions to "opt out" appearing on that communication.

### Registration

In order to use many features of Gartner Web sites, you may be asked to complete a registration form. During registration, you are required to provide contact information which is used to determine whether you are a subscriber or the authorized employee of a subscriber.

### Alerts

When you sign up for e-mail Alerts from Gartner Web sites, you are asked to provide your e-mail address and to select topics to be included in the Alerts. Other information may also be necessary depending on the type of Alert requested.

If you want to stop receiving Alerts from Gartner Web sites, click the "Alerts" link available from the top of the gartner.com homepage, then follow the instructions for deleting Alerts on the Alerts management page.

### Purchases and Fulfillment

When you place an order or register for a Gartner event, we may request additional information such as credit card number and expiration date. This information is used for confirmation and billing purposes. The contact information you provide is used to service the order. Also, when you register for an event, we may request additional information about your hotel, meal and other travel preferences. This information is used only for the specific event.

Gartner uses third-party service providers such as credit card processing companies, shipping companies, mailing houses and event coordinators together with other service providers as required to satisfy client requests.

When you register for a Gartner event, we provide necessary information to hotels and to facilities hosting events. These parties are allowed to use that personal information only to provide services relevant to the event.

### Usage Entitlements - Username and Passwords

- Passwords are for user's individual use
- Passwords may not be shared with others

### Document Use - Users May Not

- Store documents in shared folders.
- Act as a 'librarian' for redistribution of documents to non-users unless otherwise stated in their contract terms.
- Reproduce or distribute documents externally without Gartner's prior written permission from [vendor.relations@gartner.com](mailto:vendor.relations@gartner.com).

### Usage Tracking

We monitor how you use our Web sites including search terms you enter, pages visited and documents viewed. If you are a registered user, this information is stored with your registration information. It is unique-number identifiable, and is used solely for purposes of enabling us to provide you with a personalized Web site experience. Aggregated (not personally identifiable) forms of this data may also be used in order to help us understand areas for future research and to identify future features and functions to develop for the Web sites.

This data may also be used by Gartner, in the aggregate, to identify appropriate product offerings and subscription plans.

This same data is also used by Gartner clients to help them understand how their subscriptions are being used by their employees and in this case, is personally identifiable to the specific client.

### Cookies

A cookie is a small piece of computer code that enables Web servers to "identify" visitors. Each time you initiate a session on Gartner Web sites, a cookie is set in order to identify you and determine your access privileges. Cookies do not store any of the information that you have provided to the site. They are simply identifiers.

You have the ability to delete cookie files from your hard drive at any time. However, you should know that cookies may be necessary to provide you with access to much of the content and many of the features of Gartner Web sites. We use cookie technology to enable registered users to move quickly and securely through access-controlled areas of the sites. Cookie technology also enables registered users to take advantage of certain useful features on the sites, including "remember my password."

#### **Links to Other Sites**

Gartner Web sites contain links to other Web sites. Please be aware that Gartner is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our sites and to read the privacy statements of each and every Web site that collects personally identifiable information. This privacy statement applies solely to information collected by Gartner Web sites.

#### **Security**

Gartner provides its users with a secure online experience. To do this, we use a variety of security measures to maintain the safety and confidentiality of personal information about you. All user registration information is contained behind a firewall and only accessible by a limited number of employees who have special access rights to our production systems. Confidential personal information sent to us is transmitted using Secure Socket Layer technology. This information is then encrypted in our secure database. The database is further protected behind a firewall. If you have any questions about the security at our Web sites, please send an e-mail to [security.officer@gartner.com](mailto:security.officer@gartner.com).

#### **Updating Personal Information**

If your personal information changes, you may update it at any time. To correct or update personal information, go to your user profile on our Web sites.

#### **Notification of Policy Changes**

We will notify you about significant changes to our Privacy Policy by placing a prominent notice on our Web site and in some instances, we may send a notice to the primary e-mail address specified in your user profile.

#### **Contact Gartner**

If you would like to be taken off our marketing lists, please send an e-mail to [privacy@gartner.com](mailto:privacy@gartner.com). For additional questions, please contact the Gartner Privacy Officer nearest you.

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