

Peer-Insights Review

Endpoint Protection/Endpoint Protection Plus

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

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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 USB (500M – 1.000M €)
- 1B – 3B USB (1.000M – 3.000M €)
- 3B – 10B USB (3.000M – 10.000M €)
- 10B – 30B USB (10.000M – 30.000M €)
- 30B+ USB (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 Endpoint Protection or Panda Endpoint Protection Plus

Version number(s) currently in use in your organization

1.6 or 1.6.5 or 1.7

Go-live Year

2016 (1.6/1.6.5) or 2017 (1.7)

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 3rd 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

NEXT

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)

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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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.

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.

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. For additional questions, please contact the Gartner Privacy Officer nearest you.

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