

The University Of Chicago

Introduction

This case study of The University of Chicago is based on an April 2016 survey of Cisco StealthWatch customers by TechValidate, a 3rd-party research service.



“Stealthwatch has delivered a strong benefit to our organization, providing a fast return on investment.”

“Support and resources have been especially invaluable when building a baseline and strengthening our initial Stealthwatch configuration.”

“Timeliness has been very important, especially compared to other vendors who can take weeks or even months in some cases to escalate or respond. Our interactions have a sense of ownership on both ends.”

Challenges

The University of Chicago has improved in the following areas as a result of working with the Customer Success team for Cisco Stealthwatch:

- Network baselining
- Incident response
- Overall security posture
- Network troubleshooting

Use Case

The University of Chicago realized the following benefits from their engagement with Stealthwatch:

- Faster threat detection
- Secure more of their network (devices, remote locations, etc.)
- Detect different types of potential threats on their network
- Integrate Stealthwatch with other security tools

Results

By engaging with the Customer Success team, the University of Chicago achieved the following results with Stealthwatch:

- Faster time to value
- Time to value in less than 30 days
- Rates Stealthwatch Customer Success team to be better than competitors in the following areas:
 - Concerned about the client’s success
 - Effortless to work with
 - Cost effective
- Rates Stealthwatch Customer Success team as much better than other security vendors.
- Rates their likelihood for re-engaging with the Stealthwatch Customer Success team in the following areas:
 - Learning & Development/Training: very likely
 - Support: extremely likely

Organization Profile

Organization:
The University of Chicago

Industry:
Educational Institution

About Cisco Stealthwatch

With Stealthwatch, organizations can improve both network security and performance, and avoid the high costs associated with downtime, security breaches and other issues.

Learn More:

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