Case Study
Veracode

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✓ Review by a Real User

✓ Verified by PeerSpot

What is our primary use case?

We use Veracode for static and dynamic code analysis, as well as software composition analysis (SCA). Using it ensures that our products are compliant, and it also provides an external method to assure our customers that our products are free from any flaws, or application security issues.

Our product resides on the Azure Cloud, and we have Veracode access it directly.

How has it helped my organization?

Using Veracode has helped to improve our organization in that we now have discipline in terms of periodically scanning our systems. We do this every six months, and it is done to meet our compliance requirements.

We are now at the point where it is integrated as part of our software lifecycle automation. I can't point to a particular example of how it has improved our product, although it has helped in terms of validating our product. Also, it has shown us the competency of our teams.

What is most valuable?

The certification levels are helpful. They are different levels where I think that five is the highest, and we are at level four. Having that badge and showing that we are compliant to that level helps one's reputation in the market.

The interface is easy to use.

What needs improvement?

The training lab is not very user-friendly and takes a long time to set up. This is an area that should be improved because we've not used it as much as we should have.

For how long have I used the solution?

We have been using Veracode for more than a year, since January 2021.

What do I think about the stability of the solution?

This is a pretty stable product. I would rate the stability an eight out of ten.

What do I think about the scalability of the solution?

I can't specifically speak to scalability because we only engage with them for a single product. However, I do think that scaling might be expensive and is probably something that needs to be negotiated.

How are customer service and support?

The Veracode technical support is very good. They are responsive and very knowledgeable.

Every time we wanted to set up a meeting, they responded very quickly. In terms of the instructions that they provide, the details are very explicit and although there's a lot to refer to, we can get what we want fast. We don't get lost in what we need to look at.

I would rate the customer support an eight out of ten.

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

We did not use another similar solution prior to Veracode.

How was the initial setup?

I was not heavily involved in the initial setup and deployment, although I understand that it was straightforward. We were able to start using it and scanning our code on day one.

It's all on the web, so there is not much to set up. We just have to configure the access so that the web tool can connect, and it takes it from there.

Except for the Lab component, we didn't have to keep contacting our Veracode account manager.

What about the implementation team?

We completed the deployment ourselves.

There were two people involved. The first was our IT person, and the second was a senior member of the engineering team. There is no maintenance required.

What was our ROI?

It's too early to say whether we have seen ROI because we're marketing our product and services to newer customers. We haven't had visibility from that perspective, yet.

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

The pricing is a little on the high side but since we combine our product into one suite, it is easy to do and works well for us. It's an expensive product but we are paying for quality.

Which other solutions did I evaluate?

We evaluated two or three different products before choosing Veracode.

The reasons that we chose Veracode were their reputation and ease of use. Also, one of the senior people on the team had previous

experience with it.

Another point is that their pre-sales team was very professional. Their discussions helped us in terms of getting to what we wanted.

What other advice do I have?

My advice for anybody who is looking into Veracode is that it's one of the very few solutions that can perform dynamic, static, and software composition analysis.

I would rate this solution an eight out of ten.

Which deployment model are you using for this solution?

Public Cloud

If public cloud, private cloud, or hybrid cloud, which cloud provider do you use?

Microsoft Azure

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