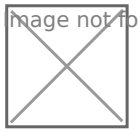
NeoProtect -

NeoProtect used to be one of our partners between March-August 2023 who were for DDoS mitigation and attack management for our clientele but unfortunately due to many cases of poor performance, failed communication and undeveloped infrastructure.

During our partnership, unfortunately many communications with the team were not transparent enough or lackluster to report back to our clientele about the issues, leaving us to handle most of the unsatisfied clients who expressed their high annoyance for the service.

What is immensely frustrating is that we recommended NeoProtect over TCPShield throughout the partnership due to much lower costs for bedrock support at $40 a month instead of $100. After our partnership ended, on their terms mind you and not ours, we managed to achieve the same deal with TCPShield.

Looking back at our conversations, some comments from Kilian came across as sarcastic or condescending, wasting a lot of time of getting to the real issues at hand, causing partner frustration and client annoyance.





With the below, this is unfortunately what ultimately lead me to migrate my clients to TCPShield. I shouldn't have to ask for more information, you should be transparent in the first place.



As you can see below, our ending of the partnership didn't end very well, putting emotion first and best business practices second. It took a day and a half for Kilian to finally state the below.

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And finally... apparently we have to believe NeoProtect's systems are "cool" before becoming partners again...

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Some of our clients who had issues during the time we were partnered with NeoProtect are listed below, but the list isn't exhaustive as we had over 100 reports during the duration of partnership.

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We want to make you aware that this information is correct as of August 2023. We attempted to use them again in June 2024 and still has these issues for 8 clients, so until we see some improvements in both communication and network stability, we will not be using them.

After speaking to some staff members individually about their opinions of the NeoProtect team and infrastructure, some decided to write their own personal reviews on how the team are operating:

"*Unfortunately, Noah and Killian social skills are absolutely trash. I can tell this now because they were nice to me previously when I had no one else to rely on. As for NeoProtect's ability to mitigate DDoS attacks, i'd still like to mention that Noah and Killian are two very skilled Go & XDP protection developers. Neo remains to be one of the most advanced DDoS protection services I have seen to date.*

For customers, I simply cannot recommend them, having taken into account their social skills. For me, I would assume that they are trying to hide something based off of their ego. After all, the scope of DDoS protection is to make the internet a better place (right?). The lack of transparency that they demonstrate just doesn't make for a good cloud DDoS protection provider. It's really sad to see that they decided to change staff very quickly without providing some of us proper feedback at all.

As a note for customers, the only thing I would recommend purchasing from NeoProtect would be their XDP filter, which is sold as their "On-Site Shield" package. It remains a very well designed protection stack for all kinds of attacks, a web panel, and good monitoring."

Revision #2
Created 21 September 2023 16:19:44 by JasmeowTheCat
Updated 18 October 2024 00:52:39 by JasmeowTheCat