Voice of the Customer for Cloud Web Application and API Protection

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Cloud web application and API protection services are security models that safeguard web applications and APIs from various runtime attacks. This note guides security and risk management leaders to learn from ratings and reviews by their peers shared on Gartner Peer Insights.

To view the Interactive Voice of the Customer for this market, click the Launch button at the top of this page.

What Is Cloud Web Application and API Protection?

Gartner defines cloud web application and API protection (WAAP) as a category of security solutions designed to protect web applications and APIs from different types of attacks, irrespective of the hosting location. Typically delivered as a service, cloud WAAP is a consolidation of multiple capabilities offered as a series of security modules and designed to protect against a broad range of runtime attacks. Core capabilities are web application firewalls (WAFs), distributed denial of service (DDoS) mitigation, protection against advanced API attacks and automated (bot) traffic management. A cloud WAAP solution must incorporate all four core capabilities within the same offering.

What Is Gartner Peer Insights "Voice of the Customer"?

"Voice of the Customer" is a document that synthesizes Gartner Peer Insights reviews into insights for buyers of technology and services. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process. Peers are verified reviewers of a technology product or service, who not only rate the offering, but also provide valuable feedback to consider before making a purchase decision.

Along with the historical peer-based perspective represented in this document, Gartner has a related expert-led **Market Guide** for the cloud web application and API protection market. For related research in this market, please visit the **Market Guide for Cloud Web Application and API Protection**.

Figure 1 shows all "Voice of the Customer" eligible vendors in the market categorized into four quadrants based on scores assigned for User Interest and Adoption (x-axis), and Overall Experience (y-axis). The midpoint of each axis, labeled "market average," represents the average score as calculated exclusively from vendors included in the document.

Vendors' User Interest and Adoption (x-axis) scores incorporate three factors: review volume, user willingness to recommend, and review market coverage across industry, company size and region. Vendors' Overall Experience (y-axis) is a composite score that incorporates average user ratings for "Overall Experience," "Capabilities" and "Support/Delivery." See the Methodology section for more detail.