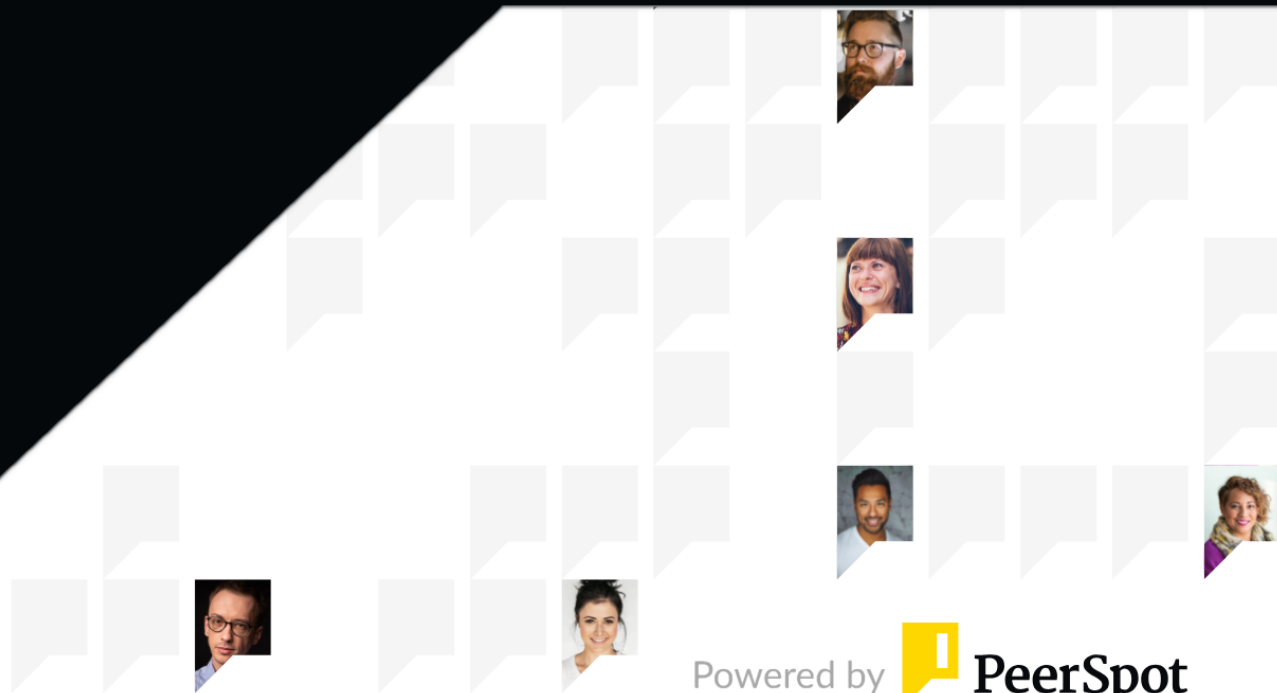




**Axiad Conductor**

# Reviews, tips, and advice from real users



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# Product Recap



Axiad Conductor

# Axiad Conductor Recap

Axiad Conductor offers intuitive management for authentication processes, streamlining tasks like YubiKeys and smart card issuance, catering to organizational needs with a user-centric approach.

Axiad Conductor facilitates credential lifecycle management and multi-factor authentication by simplifying the deployment and management of authentication devices. "One Click Issuance" ensures easy user enrollment in a cloud environment, reducing administrative burdens. While interface enhancements and authenticators' nickname features could improve usability, its approach to managing cryptographic credentials and handling smart cards and YubiKeys stands noteworthy. Although Apple's macOS changes present challenges, Canadian hosting preferences are recognized.

## What are Axiad Conductor's main features?

- **User-Friendly Management:** Streamlines the process with minimal steps for issuing devices.
- **Credential Lifecycle Management:** Allows users to self-update and manage credentials with ease.
- **Managed Cloud Environment:** Reduces administrative efforts by addressing needs flexibly.
- **One Click Issuance:** Facilitates easy enrollment and updates of user authentication elements.

## What benefits or ROI do users find valuable?

- **Simplified Deployment:** Quick setup and management of authentication devices save time and resources.
- **Enhanced Security:** Robust update and lifecycle management bolster organizational security.
- **User Autonomy:** Self-update capabilities empower users and reduce support overhead.
- **Regulatory Compliance:** Meets stringent compliance needs through effective certification processes.

In industries where multi-factor authentication is critical, Axiad Conductor is widely implemented for internal and contractor workforce authentication, managing PKI on smart cards, and YubiKeys for VPN and local access. The ability to manage smart cards and machine certificates aids in maintaining regulatory compliance, while the transition to cloud-based certificate management streamlines operations and supports seamless integration.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The life cycle management of credentials is the aspect that we have found to be the most useful... The differentiator that Axiad provided was the ability to provide users a way to self-serve the updating of their credentials on their private keys. That was the feature we were most interested in and Axiad does an excellent job of it.”



**Verified user**

Lead Architect at a wellness & fitness company with 10,001+ employees

- ✓ “Aside from Active Directory, anything that is a multi-factor platform is handled through Axiad Cloud. It is critical for helping to enforce usage of authentication devices across our organization.”



**Eric Brown**

Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

- ✓ “The solution has also saved us time by having end-users troubleshoot issues through the MyCircle feature, and has definitely reduced the efforts of our administrators. It is saving us five to 10 minutes per incident.”



**Damon Becknel**

Vice President, Chief Information Security Officer at Horizon Blue Cross Blue Shield of New Jersey

- ✓ “What I have found most valuable is the overall way Axiad listened to our problems and helped us solve them. They provided guidance and expertise, with their experience, that enabled us to be successful in a very challenging space.”



**Verified user**

Sr. Manager, Training Services at a transportation company with 10,001+ employees

- ✓ “And when it comes to enrolling a user, it's super easy with One Click Issuance... It's so easy now that we can offload the process to our clients who can self-enroll. Previously, we would have to do the enrollment process because it was so complicated.”



**Tony Ventura**

Director of Information Technology Services at a government with 1,001-5,000 employees

- ✓ “It's very user-friendly. We're issuing YubiKeys for our corporate users and they just plug it in, go to the Axiad Cloud portal, and click the issue button. It's a couple of steps.”



**DaveP**

Enterprise Security Architect at a retailer with 10,001+ employees

## What users had to say about valuable features:

“What I have found most valuable is the overall way Axiad listened to our problems and helped us solve them. They provided guidance and expertise, with their experience, that enabled us to be successful in a very challenging space.

Also, our users required almost zero training once they were in the Axiad portal.

We are using Axiad for workstation, cloud, as well as our web single sign-on and our VPN access. They've covered everything..”

### Verified user

[Read full review](#) 

Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“We have some self-imposed restrictions. We want to make sure a card is being issued to the right person so they go through a lot of validation steps. We don't want something as secure as a smart card being issued in one click. But the number of steps is as minimal as it can be and as easy to use as you would hope it would be, but it's certainly more than one click. Still, it takes seconds to enroll a user. It's quite quick. You select the user and say "enroll." But then there's the other side of that, which is the user activating their credential. Generating the certificates for the user is incredibly easy, but deploying those users' certificates requires a little more involvement because you want to make sure it's the correct user pulling the credential loading it into the card. Overall, it's intuitive and simple..”

### Damon Becknel

[Read full review](#) 

Vice President, Chief Information Security Officer at Horizon Blue Cross Blue Shield of New Jersey

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“It's very user-friendly. We're issuing YubiKeys for our corporate users and they just plug it in, go to the Axiad Cloud portal, and click the issue button. It's a couple of steps.

It is also the single platform to manage all the authentication requirements for our staff for smart cards and YubiKeys. And we're also going to extend it over the next couple of months to back our entire PKI. We have an internal one today, but we liked how Axiad worked with the multifactor project, so we're going to move our entire internal platform over to them as well for certificate-backing.

Axiad also does a great job with device lifecycle management. It seems to be as good as it could be..”

**DaveP**

Enterprise Security Architect at a retailer with 10,001+ employees

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“The most valuable feature is the overhead management of the platform. There is less for my team to worry about. The day-to-day tasks, running the servers, and making sure that everything is patched is all handled by the platform. We just consume the service and work with them to refine it, making it even more valuable.

Aside from Active Directory, anything that is a multi-factor platform is handled through Axiad Cloud. It is critical for helping to enforce usage of authentication devices across our organization. One of our requirements to continue some of our contracts is to have multi-factor authentication across all devices accessing the network.

It is extremely easy to enroll a user with “One Click Issuance”. I have had very few calls to the service desk regarding enrollment. It takes a couple of minutes to enroll a user with "One Click Issuance".

Deploying and managing authenticators is very easy, either done by a mobile application or enrollment of an OTP token. It is very simple. This is important to my userbase, which makes it important to me.

Functionality-wise, it is pretty solid..”

**Eric Brown**

[Read full review](#) 

Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

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“One of the things that we find the most valuable is not actually a feature, but it's the fact that we are not managing the environment ourselves. Because it is a managed solution in the cloud, it takes away a lot of the drudgery of having to run our own PKI environment.

And the product has proven itself to be incredibly flexible and has been able to address all of our pain points. That's why we bought it. And even while we've been going through it, new pain points or challenges keep coming up, and Axiad has been able to deal with all of them. It was very impressive in terms of its utility right from the get-go, and has shown its ongoing utility when we have reached these catch points, issues it has been able to resolve.

And when it comes to enrolling a user, it's super easy with One Click Issuance. It's far easier than the solution we replaced. I haven't put a stopwatch on it, but I'm sure it takes less than a minute with Axiad, whereas before it was taking three to five minutes. It's so easy now that we can offload the process to our clients who can self-enroll. Previously, we would have to do the enrollment process because it was so complicated.

In addition, it's super simple for deploying and managing authentication devices. Our IT department is rather small, so all the incremental wins that we can get are hugely important to us..”

**Tony Ventura**

Director of Information Technology Services at a government with 1,001-5,000 employees

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## Other Solutions Considered

“As part of our due diligence we did review other solutions, but that was four or five years ago. We initially looked at three solutions, narrowed it down to two, and, after speaking with both, chose Axiad..”

### Verified user

Lead Architect at a wellness & fitness company with 10,001+ employees

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“We looked at a few options, including doing things ourselves by running our own PKI, but that is costly and very complex. We couldn't find any solutions that met our needs other than Axiad..”

### TonyVentura

Director of Information Technology Services at a government with 1,001-5,000 employees

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“Before using Axiad, users were logging into the system in a different way. We switched over to security keys and we needed a way to manage the certificates on those keys. We didn't have anything like Axiad before we introduced it.

Prior to that, users would call the help desk and try to resolve their access issues. It was a manual, traditional way of resolving access issues..”

**Verified user**

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Lead Architect at a wellness & fitness company with 10,001+ employees

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“We had a number of different point solutions for multi-factor, and we've now consolidated on Axiad's solution.

We are an older organization and we had always relied on usernames and passwords. The move to MFA not only required changes to technology, but the solution had to be robust enough to remove friction that might be caused by requiring our users to change behavior..”

**Verified user**

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Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“We have a rigorous supplier process that we have to follow, and we put out a request for proposal. Axiad won that and we then went through the implementation with them.

Axiad's price was very competitive and the solution they proposed was based directly on our requirements and customized to our needs. The other vendors were all selling something of a turnkey, "Here's what you get and make it work" type of solution. Axiad was the opposite: "We're going to make it work for you," which was awesome. The only con is that they are a small, but growing, organization. For a large enterprise, sometimes the viability of an organization is a concern. But it was about five years ago that we started talking with them, and four years ago when we started implementing. They've shown that they have some staying power..”

**Verified user**

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Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“Our old solution was SafeNet Authentication Manager and the way it was architected and built wasn't very good to begin with. It wasn't ever a very modern product, even when we first bought it. We also made the switch because SafeNet was end-of-life and because the vendor was getting out of that space. We were never really thrilled with them, but we didn't have a lot of choice, so we stuck with them.

Whereas Axiad is built with the most modern approaches and it works super fast because it's well designed.

Our old solution was cumbersome and inflexible. There were a lot of problems that we just had to live with because there was no way to address them. We were using it largely because 90 percent of services like ours in Ontario were doing the same thing. It was a necessary evil and we adopted it because there was no better option seven or eight years ago when we bought that solution..”

**Tony Ventura**

Director of Information Technology Services at a government with 1,001-5,000 employees

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# ROI

Real user quotes about their ROI:

“With any security technology, I don't know if there is ever a return on investment. It's more a matter of risk reduction through investment. You're not going to make any more money because you're more secure. But you're not going to lose money because you are not secure. By that calculus, we have absolutely easily recovered our investment costs based on how we've reduced our risk posture..”

**Damon Becknel**

Vice President, Chief Information Security Officer at Horizon Blue Cross Blue Shield of New Jersey

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“We have gotten the value that we were looking for with a simplified user experience. It took us three months from the beginning of the deployment to see this value.

It has driven down the number of our calls. This, in turn, saves labor hours on both our service desk and on the users. At this point, our calls to the service desk for multi-factor have dropped by about 35%..”

**Eric Brown**

Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

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“ROI in the security space is always a challenge. I would liken security programs to insurance policies, so a set ROI is probably not achievable. It would not fully recognize the value of reducing risk in the org. We could quantify how many fewer tickets and how much less help desk time we're using, but that would ignore that reduction in risk.

The overall risk reduction and ease-of-use have been our two, longer-term returns on our investment..”

**Verified user**

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Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“We did some calculations to determine how much it costs when a user calls the help desk to have an issue resolved. We tried to estimate how much time was wasted while they were waiting to be helped and how much we paid the help desk agent who was helping them. We came up with a figure of around \$120 per user, per incident. The licensing for Axiad, per user, was less than that.

In terms of return on investment, we estimate it at somewhere between 10 and 15 percent savings per user..”

**Verified user**

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Lead Architect at a wellness & fitness company with 10,001+ employees

# Use Case

“The main use case is to register and manage smart cards for all of our users. We have investigated using Axiad for other forms of multi-factor, but haven't had the time to implement those projects yet..”

## Verified user

Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“Our use case is credential management for one of the business units. Axiad provides credential management for those users, including the creation of new credentials and life cycle management of them. When credentials expire, users can self-serve and perform updates..”

## Verified user

Lead Architect at a wellness & fitness company with 10,001+ employees

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“We're using it to back a multifactor authentication project. We are using it for the PKI on smart cards as well as YubiKeys.

We're still in the beginning stages of the rollout, but Axiad Cloud will make us more compliant and secure. We need to use it to comply with certain regulations..”

**DaveP**

[Read full review](#) 

Enterprise Security Architect at a retailer with 10,001+ employees

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“Our primary use case, and the reason we initially bought the solution, was to migrate our on-premises PKI environment into Axiad Cloud, and move all of our certificate management.

We have about 3,200 smart cards in the form of E-tokens, which have a PKI certificate on them. We have been managing them through our own PKI but we're moving that to Axiad. We have another 4,500 machine certificates for desktops, laptops, and servers, that we are also moving to Axiad.

Axiad is a private instance in a public cloud..”

**TonyVentura**

[Read full review](#) 

Director of Information Technology Services at a government with 1,001-5,000 employees

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“We use it for internal employees and our contingent or contractor workforce. We extend it, additionally, to vendors who are entities that are completely offsite but not full-time contractors and who still need periodic access to the environment.

Our primary use case is for multi-factor authentication through VPN, as well as for local endpoint access and VDI. A more limited use case is for additional digital signatures or encryption, code signing and digital signatures for documents and for email, and for email encryption.

We use the solution for managing the cryptographic credentials for everyone on staff. Authentication is a process that the credentials are used for. Axiad is not controlling our authentication, they escrow and provide the certificates to support authentication.

They run the backend in a cloud. It's extended to us via a lockdown connection. They do all the administration and we're the front-end user. From a usability perspective, we load keys onto their smart cards or onto YubiKeys, which are something like a USB version of a smart card..”

**Damon Becknel**

Vice President, Chief Information Security Officer at Horizon Blue Cross  
Blue Shield of New Jersey

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Anything multi-factor being integrated into an existing environment is complex. However, working with Axiad, it was relatively easy for my team to partner with them and get this deployed in a little over a month for about 30,000 users..”

**Eric Brown**

[Read full review](#) 

Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

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“The initial setup was incredibly straightforward. We went from proof of concept to production deployment in 45 days.

Our implementation strategy was to have all local and VPN users off within six months.

For maintenance of the solution, there's the printing of the cards which is a periodic task for one person. The facilitation of the issuance and backend management, et cetera, is a part-time role. But to provide resilience, we have three or four people involved, part-time..”

**Damon Becknel**

[Read full review](#) 

Vice President, Chief Information Security Officer at Horizon Blue Cross Blue Shield of New Jersey

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“The initial setup of Axiad was very straightforward. It's a very guided process. Everything is there for you out-of-the-box. I believe it was set up in one day. There's not a lot of complexity to it. PKI is a complex thing to begin with, but what's great about Axiad Cloud is that the complexity has been hidden behind the beauty of the software.

Our implementation strategy was to first stand it up in a proof of concept, but we stood it up in the same way that we would eventually migrate it to production. We played around with it, played with the features, and simulated workflows. Then we slowly started to roll people into it. We then adopted that PoC environment as our full, final production environment.

Ongoing maintenance has been relatively low so far and I don't expect it to grow very much. Because it's a managed solution, it requires a fractional FTE..”

**Tony Ventura**

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Director of Information Technology Services at a government with 1,001-5,000 employees

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“The initial setup was about what we thought it would be. It's not extremely simple, but it's also not extremely complex. It's in the middle.

There is some configuration that you have to do on your Active Directory. We followed all of their instructions and we still weren't able to get it to work. We had to involve some Microsoft support folks and we were finally able to get it working. Looking at what was needed, it should have been fairly obvious to us, to get it set up immediately. It's not super-simple but it shouldn't be complex.

The deployment took a couple of months to get everything set up and rolling. We still haven't scaled it. If you really had all your ducks in a row, it could be done in under a month.

Getting users enrolled with the One Click Issuance is fairly straightforward. The tricky part is getting all of the software prerequisites installed, but that's on the IT side of the house, for us to make sure that stuff is there before the user wants to issue a certificate. But once all of the software prerequisites are installed, it is truly a One Click Issuance and very straightforward. The actual One Click process takes about 30 seconds. It's very quick.

For maintenance of the solution you need one person, if that. There's not much work there on our side..”

**DaveP**

[Read full review](#) 

Enterprise Security Architect at a retailer with 10,001+ employees

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“Since we're on-premises, the setup was really complex. We had to build infrastructure underneath. The Axiad part of the solution was implementing the credential management, and that was relatively straightforward, but the overall integration was complex. Having their expertise engaged was really how we got through it.

We have a specific flow, a manual process, when it comes to authentication, following the NIST standard for identifying our users. We force them to show government credentials to identify themselves before we'll issue credentials. My team takes care of that for our users.

But I've walked through the deployment of Axiad Cloud, and it's a very different experience. That infrastructure isn't required, the certificate authority and the hardware HSMs aren't necessary. It takes a lot of the complexity out of the equation when you just use their native cloud offering.

The deployment of the technology for us, being on-premises, took about four months. We took a risk-based approach. We started with the users with the most access and ended up rolling out to the entire organization over about a two-year period.

The deployment was done by a team of four within our organization and maintenance is about half of one FTE..”

**Verified user**

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Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“They deployed a dedicated instance for us that we renew every year. It's all cloud. The on-prem components are not Axiad, per se. The solution is 100 percent on the cloud.

I was involved in the deployment from an architectural perspective. I helped in defining what we needed, in looking at the marketplace for solutions, and then I worked with the delivery and engineering teams to implement and deploy it.

The deployment was very straightforward, partly because Axiad was there to help with every aspect of it. There were only two complicated parts. The first was that we are in a very regulated industry, so there are a lot of requirements that the vendor has to meet. It was the very first time they were deploying in our type of environment, so it was a little bit challenging to get Axiad through all those checks and requirements.

Secondly, to connect Axiad Cloud to our internal environment, there were a number of requirements that we had to ensure were met. The logistics of going through the checks that were needed to make it happen, because Axiad at that time was a small company and hadn't done many other larger integrations, was the hardest part.

If we were deploying it today, perhaps it would be different because they've been around for a while now, but at that time it was a little bit challenging.

There is no maintenance of the solution on our side. They provide the service to us and we consume that service. We don't deal with any maintenance of the solution..”

**Verified user**

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Lead Architect at a wellness & fitness company with 10,001+ employees

# Customer Service and Support

“The technical support is very good. We haven't had a lot of problems, but when we have had something, we have gotten engagement from them.

If it's a large problem, we typically see a very short turnaround. If it's a problem that is more of an inconvenience or we're looking for a report, we usually see that taken care of in the normal lifecycle of the product, in the next upgrade or a future version..”

## Verified user

[Read full review](#) 

Sr. Manager, Training Services at a transportation company with 10,001+ employees

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“The tech support is top-notch. They really know their stuff. The customer service is just as good. They are very polite and pleasant to deal with.

The tech support is very solid. Whenever we have had an issue, whether it is connectivity or other issues, they are pretty proactive in reaching back out to us. This is sometimes before we even know that there is an issue, letting us know that it might be something on our end or that they are working on something on their end that is unexpected. Therefore, they are very proactive..”

## Eric Brown

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Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

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“Technical support has been very responsive. Their CEO will actually personally reach out to me every couple of weeks and ask how things are going or if we need anything. I haven't experienced something like that in my 10 or so years in IT, where a CEO will get so involved in ensuring that a rollout is a success.

The company, Axiad, is a great partner. If we have any issues or if we want a feature, they're usually pretty good about getting it. Our SSO provider is PingFederate and we asked, "Hey, can you guys do an integration with Ping?" They said, "Yeah," and it was done about two months later. And then we asked them to integrate with Venafi, which is a PKI certificate provider and they said, "Okay, we'll do that too." They're very flexible and accommodating to the use cases that we have as a company.

Overall, I would rate their tech support a nine out of 10. I take one point off because sometimes it has taken them a while to figure out what's going on and fix it. But they're great otherwise, extremely responsive..”

**DaveP**

[Read full review](#) 

Enterprise Security Architect at a retailer with 10,001+ employees

## Other Advice

“Don't think twice about it. It really is a solid platform and well worth the money you spend. The technical expertise behind the team is top-notch. I would recommend them in a heartbeat.

I would tell someone who has deployed multi-factor authentication (MFA) for most of their use cases, but not all of them, "Hurry up and finish."

We have not deployed MyCircle yet.

I would rate this solution as 10 out of 10..”

### Eric Brown

Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

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[Read full review](#) 

“The biggest lesson I've learned using Axiad Cloud is that it has really helped to highlight some of the mistakes we made in the past. In particular, we made the mistake of deciding to do PKI ourselves, rather than outsourcing it and doing it this way via a managed service.

These days, anyone who is not using multifactor authentication likely cannot demonstrate due diligence or due care in their cyber program. Everyone needs to be doing multifactor.

It's been so good that even the new challenges that we've had have already been addressed by the product. It seems to be very well thought out. Are we going to encounter something where it could be better? Probably. But as of right now, it has been able to handle any problem that we have thrown at it..”

**Tony Ventura**

Director of Information Technology Services at a government with 1,001-5,000 employees

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“Axiad has been great. Make sure you take a look at it if you're looking for a cloud PKI provider or for cloud certificate management.

If someone has deployed multifactor authentication for most of their use cases but not all of them, I think it may be hard to switch. In that situation they should certainly take a look at Axiad, but they need to be careful because it might be more to bite off than they want or than they can handle.

We haven't really had any major issues with Axiad so far, and they've provided anything that we've wanted. They have honestly been one of the best vendors we've worked with. We've had a great experience with them so far and they've really exceeded expectations..”

**DaveP**

Enterprise Security Architect at a retailer with 10,001+ employees

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“My advice would be to read up on how public key infrastructure works and then look at extended use cases for going through that process, where you inherit digital signatures and person-to-person encryption.

The only device we have from Axiad is the card technology. The solution's life cycle is really transparent. They run impeccable security with highly restricted access and the access management from their side is incredibly tight as well, particularly based on their growth through the Department of Defense. A card stock is a card stock and its life cycle is about three or four years.

Axiad Cloud helps enable passwordless authentication for every use case, including workstation login, VPN, and cloud applications. The cloud does more than what we leverage. We use it for certificate-based authentication purposes. They do support push notification as well, we just don't leverage it. Our use cases are local and VPN, and it's all certificate-based.

The biggest lesson I've learned from using the solution is that security doesn't have to be difficult.

It's a key part of our security posture. It's incredibly important..”

**Damon Becknel**

Vice President, Chief Information Security Officer at Horizon Blue Cross  
Blue Shield of New Jersey

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“You have to understand the number of users and the number of devices that are going to use the solution. I'm saying that because of my experience with the licensing part. That's my one gripe. If you approach it the way we did, starting with one business unit and you then want to scale it across the enterprise, the cost can go much higher really quickly. It's not something you'd easily scale from a licensing perspective without significant additional budget increases. Scope it accordingly, because licensing can become an issue. Also, look at your certificate

authority because one of the things we did was go with another certificate authority, not believing that the Axiad solution would be sufficient. We ended up paying for another vendor to provide the CA capabilities when we could have gotten that as part of the package from Axiad. Do some analysis on the things that you already have and see what you could eliminate, things that Axiad, as a package, is going to provide. It may end up saving you money. That's the one mistake we made because we had already signed contracts with the other vendor. At the time, either Axiad didn't explain this aspect well enough or we didn't understand that they were offering CA as part of the package, so we missed out on that.

For the one use case that we specifically wanted to solve for that one business unit, it has performed perfectly. I haven't seen anything that I do not like. During presales, they said it was going to do this specific functionality and, when they deployed it, it did exactly what they said it was going to do. You rarely see that nowadays where you get a capability and you don't have to play around to make it work the way you want it to. But that wasn't the case with Axiad Cloud..”

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**Verified user**[Read full review](#) 

Lead Architect at a wellness & fitness company with 10,001+ employees

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“It's really about ease of use and focusing on your users. Security is always paramount, but if you give people something that is secure yet hard to use, they're going to find ways around it. With the solution we have been able to give our users, I see a lot of happy users, and our adoption is such that I don't see users trying to circumvent our processes.

If someone were to tell me they've deployed multi-factor authentication for most of their use cases but not all of them, I would say that multi-factor is the best control to stop initial access in the attacker lifecycle. If done correctly, the long-term impact to users becomes a positive. If people are hesitating based on the concern that users won't like it or it's hard to use or implement, what we have

found is that as long as you have support from management, you can get it done and you can prove to users that you can do it in a way that it's useful to them.

The Axiad Cloud [Airlock](#) feature wasn't available when we first implemented the solution, but we're investigating its use. Our main use case for it would be to do some additional programming on our security tokens when the users first register them.

The solution is a critical security control for our organization. It has visibility at the board level and is visible to every one of our users, yet it is very unusual for me to hear a negative about the Axiad solution that we've implemented.

I work with very few vendors that I don't have some kind of suggestion for on how they could improve, but Axiad is one that just provides a great solution. And they continue to grow that solution to do more, but they covered all of our use cases.

Using Axiad, I have learned that there are organizations out there that are engaged in helping their customers be successful on this journey. The proposal they gave us was really built around our requirements and not just, "Here's a solution." That was key to our being successful: understanding our business, understanding our use cases, and catering to those aspects. I have really seen success in this space, one that some of my peers have found it very difficult to be successful in..”

**Verified user**

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Sr. Manager, Training Services at a transportation company with 10,001+ employees

# Top Industries

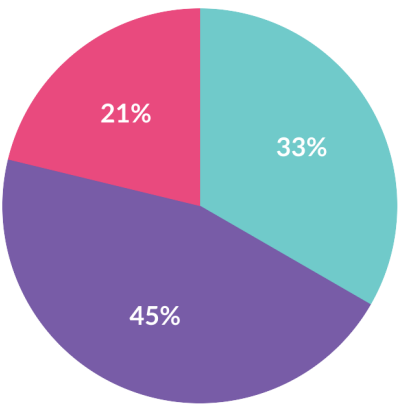
by visitors reading reviews



# Company Size

by reviewers

by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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