aws marketplace

ARCON Privileged Access Management

# Reviews, tips, and advice from real users

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# Product Recap

ARCON Privileged Access Management

# ARCON Privileged Access Management Recap

ARCON Privileged Access Management provides effective security and compliance through features like password vaulting and session recording, ensuring controlled access to critical systems with user-friendly management and dual-factor authentication.

ARCON Privileged Access Management enhances security by monitoring remote access to critical servers and networks. It records user activities, supports just-in-time access, and manages passwords with vaulting. These capabilities help in maintaining compliance and protecting sensitive data against unauthorized use. Its integration with dual-factor authentication and ability to log server interactions make it suitable for environments requiring strict auditability and access monitoring across platforms.

**What key features define ARCON Privileged Access Management?**

- Password Vaulting: Secure storage and management of sensitive access credentials
- Seamless Session Recording: Records all interactions for security analysis
- Detailed Activity Logs: Provides comprehensive tracking of user actions
- Automated Password Updates: Ensures passwords are regularly updated for security
- Dual-Factor Authentication Integration: Enhances secure access control

**What ROI benefits should be evaluated in reviews?**

- Enhanced Security: Protects against unauthorized access and data breaches
- Compliance Support: Facilitates adherence to regulatory mandates through robust logging
- Operational Efficiency: Streamlines administrative tasks with automation and reporting
- Risk Mitigation: Reduces risks with controlled access and comprehensive monitoring
- Flexibility: Supports diverse IT environments and security requirements

ARCON Privileged Access Management is implemented in industries demanding secured access to critical infrastructure, including finance, healthcare, and telecommunications. Organizations utilize its capabilities to control administrative access, protect sensitive data, and ensure comprehensive logging and monitoring, which are vital for maintaining stringent security standards and compliance.

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# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Overall, I would rate ARCON Privileged Access Management nine out of ten."

  Daleep Singhal
  System and DBA at a energy/utilities company with 1,001-5,000 employees

- "Recording all videos of commands entered into devices is highly valuable."

  

  PRAVINKHISMATRAO
  Assistant Vice President at Metropolitan Stock Exchange of India Ltd.

- "The product's deployment phase was easy."

  SarojMohapatra
  Zonal Credit Head at ICICIBANK Ltd

- "The session management capabilities are helpful. The session recording feature for system handling is good. It also eliminates the need to open many ports for end-users, simplifying access."

  ArjitYadav
  SME for Cybersecurity at Locuz Enterprise Solutions Ltd

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"They don't just stick to a base version; instead, they actively enhance and improve it based on client feedback and industry trends."

Faares Shaikh

PAM Consultant at ProNoesis

"We use ARCON Privileged Access Management to monitor and record our admin users' activity."

Nazmul Huda

Chief Technology Officer, Senior Executive Vice President at Midland Bank Plc

"The most valuable feature is it is easy to use and the interface is intuitive."

Kunal Patil

Assistant Manager at Axis Bank

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## What users had to say about valuable features:

"Feature-wise, remote access, and server access are some of the things I found to be valuable in the solution. Also, our customers are satisfied with the solution.."

**S Azeem**
Senior Technology Manager at a outsourcing company with 501-1,000 employees

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"Some of the most valuable features include security measures such as password vaulting, as well as other features that help prevent big losses. The powerful vaulting feature is also quite useful.."

**Validated user**
Analyst at a manufacturing company with 10,001+ employees

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"The most valuable feature of ARCON Privileged Access Management is the recording of sessions. It has all the basic features we need to fulfill our use case.

We receive automatic updates as part of our subscription.."

**AMISHHASAN**
Head - IT Infrastructure at Honda Cars India

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My company policy identified ARCON Privileged Access Management as good for communicating with our server from a security perspective. When I access our server through ARCON Privileged Access Management, it stores all recordings and activities. These records can be helpful for troubleshooting or addressing any security threats. It offers session monitoring capabilities, which adds another layer of security.

**Daleep Singhal**
System and DBA at a energy/utilities company with 1,001-5,000 employees

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"One standout feature of ARCON is its ability to resolve lagging issues, especially noticeable in Linux environments. Beyond that, it matches up well in terms of capacity with other products, though some minor quirks may pop up, but those have been successfully addressed for the customers I have worked with. Additionally, ARCON's session monitoring and recording features are quite good.."

**Gavin Romario**
Solution Engineer-Cyber Security at Asia Pacific Technology Systems Pvt Ltd

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"ARCON PAM has several strengths. Firstly, they are very agile and constantly evolving their solution to meet the changing needs of their clients. They don't just stick to a base version; instead, they actively enhance and improve it based on client feedback and industry trends. Secondly, their management interface is robust, although it can be complex. They provide comprehensive data and analytics to help organizations manage privileged access effectively. Additionally, they regularly introduce new features such as RPA to stay relevant and innovative in the market. ."

**Faares Shaikh**
PAM Consultant at ProNoesis

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# Other Solutions Considered

Previously, the RDP access policies were managed by our IT team. But over the last two years, the scenario at our company has changed. We are now using ARCON Privileged Access Management to access our server.

**Daleep Singhal**
System and DBA at a energy/utilities company with 1,001-5,000 employees

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"I have experience with several similar products across different organizations. These include SIEM solutions, as well as Micro Focus ArcSight and IBM QRadar.."

**Md. Shahriar Hussain**
Information Security Analyst at Banglalink

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"We did an internal evaluation of many solutions, such as CyberArk and PAM, we selected ARCON Privileged Access Management as the best for our use case.."

**AMISHHASAN**
Head - IT Infrastructure at Honda Cars India

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"Before ARCON Privileged Access Management, my company had used many solutions. My organization started to use ARCON Privileged Access Management since it was a management decision.."

**SarojMohapatra**
Zonal Credit Head at ICICIBANK Ltd

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"We had choices other than Arcon and we shortlisted a few products. We had selected a Dell solution, Arcon, and one other product. Then we went to a tendering process to learn about pricing. Ultimately whoever would quote the best price would get the order.."

**Praveen Yadav**
Information Security Professional at a energy/utilities company with 10,001+ employees

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"We did a few POC, proof of concept. One was with Centrify and also with another solution. When our POC was done, it was clear that PAM was the best solution for us and I was happy with the result. We also heard from other companies that they were happy with this solution and word-of-mouth is also an important source. ."

**Validated user**
Project Manager at a healthcare company with 10,001+ employees

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# ROI

Real user quotes about their ROI:

"It indirectly saves a lot by providing security to critical infrastructure. The recording and auditing features deter illegal or suspicious activities, ultimately saving money and time.."

**ArjitYadav**
SME for Cybersecurity at Locuz Enterprise Solutions Ltd

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"In terms of quantity, I have not measured the ROI. But in terms of quality, I would put it more in terms of the man-hours my people wasted in complying with whatever requirements there were. With this solution, we have been able to do away with all those man-hours and do things in a very straightforward way. We look at ROI more in terms of the usability and how it makes our life simpler.."

**Praveen Yadav**
Information Security Professional at a energy/utilities company with 10,001+ employees

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# Use Case

"During my training days, I used ARCON PAM as part of mandatory training. I even installed a version on my personal portal back then. Currently, I support a banking client who has implemented ARCON in their organization. ."

**Faares Shaikh**
PAM Consultant at ProNoesis

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"We mainly use ARCON Privileged Access Management for managing the storage account password. Additionally, we maintain user activity logs from the server end to end.."

**Deepagowri Murali**
Cyberark and Unix Administrator at Wipro Limited

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Currently, I access our server through the R-Course application, which serves as a part of RDP, Remote Desktop. However, I connect to my RDP server through the ARCON Privileged Access Management credentials using two-factor authentication, rather than directly through RDP.

**Daleep Singhal**
System and DBA at a energy/utilities company with 1,001-5,000 employees

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"We have used ARCON Privileged Access Management for recording videos of user actions taken after logging into systems. Around thirty people, including network engineers, server engineers, and application engineers, use it in the company.."

**PRAVINKHISMATRAO**
Assistant Vice President at Metropolitan Stock Exchange of India Ltd.

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"I use the solution in my company since the product is very good.

In one of the use cases attached to the solution, I remember that an ID got locked after being unable to unlock the ID three or four times as per company policy. As per the organization's policy, if you try to run a password three or four times, it will get locked. No options are available in ARCON Privileged Access Management to unlock a locked ID.."

**SarojMohapatra**
Zonal Credit Head at ICICIBANK Ltd

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"ARCON can be used to protect privileged entities by granting access via remote RDP, SSH, or recorded systems. Any activity on the server, endpoint, or network device is recorded for compliance.

Traffic is routed through a gateway, which enhances security by not requiring many open ports. This provides secure connectivity between the end user and the servers. ARCON also has password vaulting features, so passwords are not shared with users.

Additionally, ARCON allows for just-in-time access to privileged terminals when needed and has implemented approval levels for access to critical servers.."

**ArjitYadav**
SME for Cybersecurity at Locuz Enterprise Solutions Ltd

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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.

"In the environment I have worked with, a team of around 17 in the IT department manages ARCON. However, when it comes to handling the solution, two people are enough for smooth operation.."

**Gavin Romario**

Solution Engineer-Cyber Security at Asia Pacific Technology Systems Pvt Ltd

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"The initial setup is relatively easy. I would not say that it is overly easy or overly complex. However, the end-to-end implementation process is very complex. This is something that needs to be better.."

**Md. Shahriar Hussain**

Information Security Analyst at Banglalink

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"The initial setup was really simple but the database portion was a little more complicated and some of the features we had expected were not initially there. They were able to sort it out. Deployment was done in-house and expected to take two months but ended up taking four to five months until we were happy with it. It's a beautiful solution and we're much happier.."

**Validated user**

Project Manager at a healthcare company with 10,001+ employees

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"The initial setup was straightforward for this solution. The setup time depends upon the complexity of the customer network and hardware dependencies. It takes about three to four hours to set up.

For the solution deployment, first, we need to check the predictive data for SQL Injection. Then the SQL server will be introduced to the IaaS. Using the installation kit provided by our company, we can run the commands. We can also set up and monitor the GUI. For the deployment of this solution, only one technical provider is needed. ."

**Harsh Soni**

Cyber Security Engineer at Rah Infotech Pvt Ltd

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"The deployment process is a bit complex because no document is available. So we depend on YEM to confirm technical things. Also, if you need any new updates installed, we depend on YEM. The implementation takes an average of two days. Also, the time is based on the customer's requirements. For small customers, it may take two days. It will take a month for large customers with over ten thousand users.

Firstly, we understand the customer's requirements, like what they are looking for, and we gather that information. After that, we'll go for that implementation. First, we need to, like, go through the pre-sales stage, in which we try to understand their requirements and how they want to use the solution. Basically, we need to meet that scope of work initially.

Right now, in South India, I'm the only person taking care of the implementation.."

**S Azeem**

Senior Technology Manager at a outsourcing company with 501-1,000 employees

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“They need to simplify the implementation process. I've observed that sometimes the professional service is focused on the database, especially around log shipping, and it can be challenging.

I'm actively involved in the deployment process, but it's carried out by our professional service. Our plans are implemented through this service, acting as intermediaries between our clients and the professionals. The implementation typically takes around a month, but various issues, such as management, resources, and other challenges, may arise during the deployment.

One notable difficulty we face is the lack of exceptional resources for deploying the solution in our plans. Despite encountering challenges, our satisfaction with the professional service remains high. They are dedicated to implementing the solution effectively.

.”

**HailuDinku**

Senior Network System Engineer at a tech services company with 11-50 employees

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# Customer Service and Support

"It's not very satisfactory. We've found it difficult to get timely responses and resolutions. We don't always get priority support. So, there is room for improvement in the response time. ."

**ArjitYadav**
SME for Cybersecurity at Locuz Enterprise Solutions Ltd

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"We contacted technical support once or twice in the implementation stage because there was an issue with the database team. The problem got solved and we were happy with that. ."

**Validated user**
Project Manager at a healthcare company with 10,001+ employees

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"The product team, the support team is readily available, 24/7. We have direct contact. If there are any issues, I get direct support. I don't see any issue there. Overall, the tech support is very good. They are very supportive, and we are getting immediate support.."

**Rajesh Gurikar**
Manager, RPA at a financial services firm with 5,001-10,000 employees

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"As of now, we have only escalated issues regarding password vaulting and sometimes there are problems with bulk password requests.

The customer service and support team is good. ."

**Validated user**
Analyst at a manufacturing company with 10,001+ employees

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"They need to improve on technical support, because ARCON has become a critical application. They should provide 24-hour support. But we've observed, in many scenarios, we don't get the support we need until the managers are involved. So they have to improve on the tech support.."

**Validated user**
Systems Engineer at a tech services company with 10,001+ employees

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"We've made contact with the technical support team on multiple occasions. We even reached out about increasing the password security protocols as an added feature and they said they would consider it, however not much has changed there. They said they were going to release it as a new feature in the next release. That never happened. It's the reason we're looking at another product. It would have been great if they actually responded to their client's needs a bit more.."

**Validated user**
Data Entry Specialist at a financial services firm with 1,001-5,000 employees

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# Other Advice

"Based on my experience with ARCON PAM, I would give it a solid seven out of ten. In my six months of selling the product, I haven't received many complaints.."

**Gavin Romario**
Solution Engineer-Cyber Security at Asia Pacific Technology Systems Pvt Ltd

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"I would give it a seven out of ten. It's not bad, but it could be improved.

I would definitely recommend it if it fits their needs, but if they have access to better solutions like CyberArk, they could explore those.."

**ArjitYadav**
SME for Cybersecurity at Locuz Enterprise Solutions Ltd

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"I am using the latest version of ARCON Privileged Access Management.

Since ARCON Privileged Access Management is very complex and not that user-friendly, I'll tell people to check it carefully before purchasing it.

Overall, I rate ARCON Privileged Access Management a five out of ten.."

**Nazmul Huda**
Chief Technology Officer, Senior Executive Vice President at Midland Bank Plc

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"I would rate it a ten out of ten overall. It's scalable and easy to deploy. However, I have some concerns. I noticed there are no instructional videos or guides on the network portal for initial configurations. There is limited information available, and this is a concern for me. I would like to see more resources and guides to address these issues.

Regrettably, this product remains incomplete, and the interim phase is still pending. It is challenging to determine its effectiveness due to some significant initial license issues.

."

**HailuDinku**
Senior Network System Engineer at a tech services company with 11-50 employees

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"The credential part of the product needs to be improved so that the tool can improve our company's security posture.

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The session monitoring and recording features in the product are okay.

I recommend the product for huge organizations.

The product's ability to offer supportive scalability features for our organization is good.

The value of using the tool stems from the fact that it is useful in areas like remote control and password encryption.

I rate the tool an eight out of ten.."

**SarojMohapatra**
Zonal Credit Head at ICICIBANK Ltd

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"The most effective features of ARCON PAM for securing privileged access are password rotation and password vaulting. Password vaulting ensures secure storage and monitoring of privileged passwords. Additionally, the solution offers an arch and light environment tailored specifically to client requirements, which enhances security without unnecessary complexity.

The session management and monitoring capabilities of ARCON PAM greatly impact security posture. For instance, in banking environments in India, session monitoring helps provide detailed logs and even video recordings of user sessions. This ensures transparency and accountability and allows organizations to detect any unexpected activities or unauthorized access.

The user interface of ARCON PAM is generally user-friendly, but it requires some training for users to get accustomed to it. Basic instructions are provided for logging in and using features like multi-factor authentication. However, additional guidance may be needed for users who are not familiar with the system, as they might encounter simple issues that require clarification.

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I would recommend ARCON PAM primarily for small to medium-sized organizations across various industries such as banking, insurance, finance, and healthcare. While it can also scale for larger organizations, it is particularly well-suited for medium-sized companies. Compared to other solutions like CyberArk, ARCON PAM offers similar capabilities at a more affordable price point which makes it a cost-effective choice for organizations with limited budgets or specific deployment requirements.

Overall, I would rate ARCON PAM as an eight out of ten. To make it a ten out of ten, they should focus on enhancing the user interface to make it more intuitive and user-friendly. Additionally, reducing dependency on specific browsers and versions would improve flexibility and ease of deployment for clients.."

**Faares Shaikh**
PAM Consultant at ProNoesis

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# Company Size

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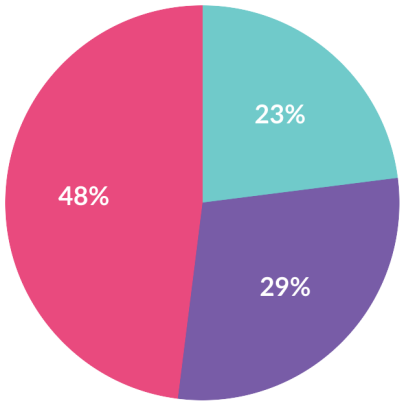


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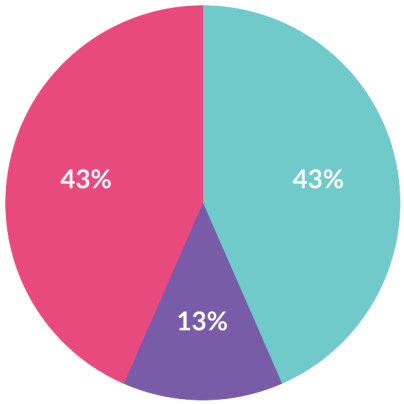


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