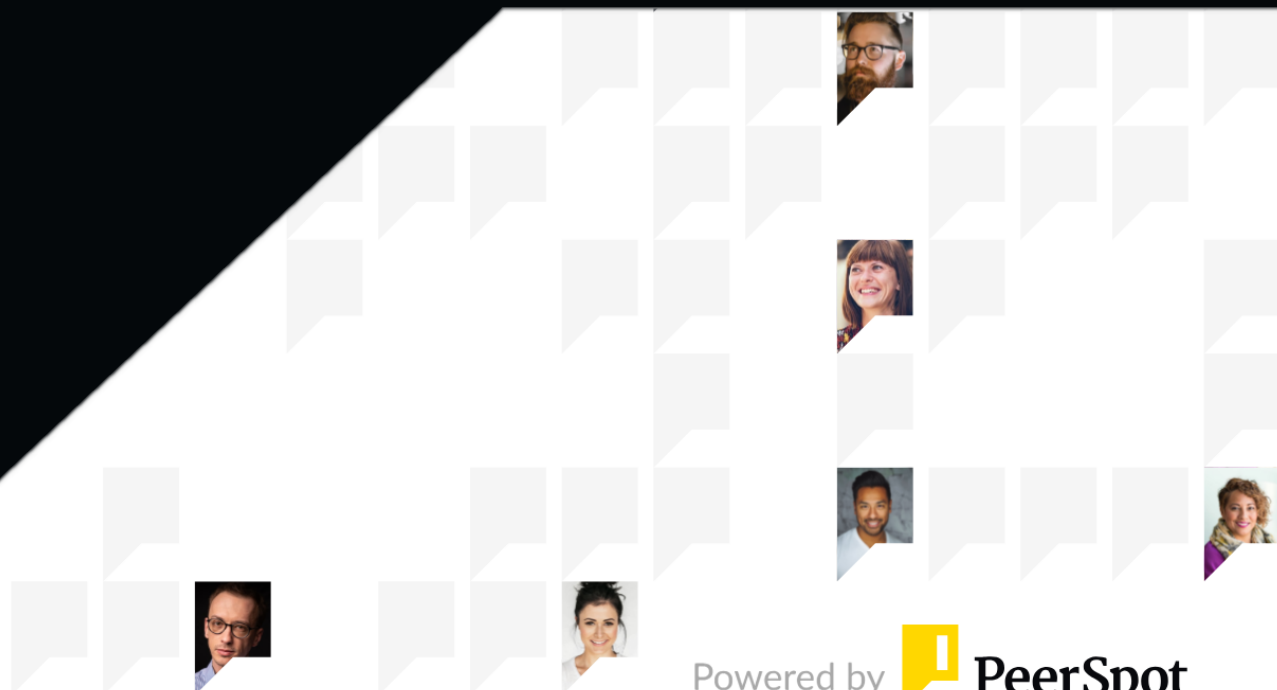




Idira Identity

Reviews, tips, and advice from real users



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Product Recap



Idira Identity

Idira Identity Recap

CyberArk Identity is a versatile identity management solution suitable for a wide range of enterprises. It is designed to enhance enterprise security and improve user experience. Its focus on security, compliance, and operational efficiency, combined with positive user feedback, makes it a strong contender in the identity management space.

CyberArk Identity offers a robust suite of features to manage user identities and access privileges. It focuses on securing access to resources across various environments, including cloud and on-premises applications. Its capabilities include single sign-on (SSO), multi-factor authentication (MFA), lifecycle management, and privileged access management. These features are engineered to streamline access control, enhance security, and ensure compliance with regulatory standards.

- Single Sign-On (SSO) simplifies user access by providing a single authentication point for multiple applications.
- Multi-Factor Authentication (MFA) adds an extra layer of security by requiring additional verification methods.
- Lifecycle Management automates user account provisioning and deprovisioning, aligning with HR processes and compliance requirements.
- Privileged Access Management secures and monitors access to critical systems and data by privileged users.

According to our user interviews, CyberArk Identity is praised for its reliability and user-friendly interface. IT professionals highlight the ease of integration with existing systems, while business executives appreciate the visibility it provides into access and identity management across the organization. Users also commend the responsive customer support, which is crucial for enterprise-level solutions.

IT Professionals found that CyberArk Identity's focus on multi-layered security significantly reduced the risk of data breaches and unauthorized access. With a centralized dashboard and automation features, you can streamline identity and access management tasks, saving time and reducing complexity. Finally, it helps meet various compliance requirements.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The best features in CyberArk Identity that I appreciate most are the recent updates that have added features in the cloud privilege environment, including Secure Infrastructure Access, Secure Cloud Access, and Secure Web Sessions.”



Hariharan Thangasamy

Cybersecurity Delivery Analyst at Accenture



“The straight-through approach of CyberArk Identity is very easy to start with; after you start with it, you can very easily onboard your privileged accounts, and from there on, you can advance further and make it more and more secure.”



Giovanni Perini

Cloud Specialist at Perini Beheer



“From my perspective, platformization is an advantage because it's an experience that big customers can take advantage of, or the platformization part because it's easier to manage and easier to deploy because of that.”



Radosław Szyszko

Security Consultant at Clico



“CyberArk Identity's ability to safeguard financial services infrastructure is good.”



Isaac Hammond

Head of IT at Skutin Solutions



“I had one machine that I could not use due to an invalid token. They resolved the problem immediately after I reported it, on the same day, within one hour. It is a very good experience.”



Julio Montero

Access Management Analyst at Telefónica



“The best feature of CyberArk Identity is the single sign-on feature that offers quick and one-click access.”



Joseph Andiwo

Private Wealth Advisor at Arima Fund Limited



“As soon as it is implemented, it fundamentally changes how users access systems, providing immediate security benefits.”



Derrick Akankwasa

Cyber Security Engineer at Isolutions Associates Ltd (ISOLS)

What users had to say about valuable features:

“CyberArk Identity offers Single Sign-On, Adaptive MFA, Web Password Manager, and Secure Web Sessions for recording sessions from web applications. It also provides federated services, Directory Service integration with popular IDPs, and management of joiners, leavers, and movers in an organization..”

DerrickAkankwasa

Cyber Security Engineer at Isolutions Associates Ltd (ISOLS)

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“What I like most about CyberArk Identity is the model that is in place. It is very good. It is the most powerful access management system. There is a lot of security – especially when you have to onboard and allow access for new users for the corporate and new applications. It's wonderful.

We saw results very quickly. I saw the power of identity management almost right away. It's one of the best in the industry. It competes very well against other solutions and Active Directory. It's very low cost in comparison to Microsoft solutions. .”

Julio Montero

Access Management Analyst at Telefónica

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“The UI is very simplified, and the documentation of CyberArk Identity is very crisp and clear. The support of CyberArk Identity is also really good.

From the support perspective, there is an excellent feature for identity verification.

When someone calls with identity issues, CyberArk Identity has provided one of the best features where we can use MFA verification. It sends a code to the user and validates the caller.

CyberArk Identity can be integrated with applications such as Secure Hub, Secrets Hub, Conjur, and Privileged Cloud. However, getting usage reports for specific applications is difficult. Tracking user activity across different integrated applications is challenging as the logs don't provide detailed information about which application users accessed..”

VishalPawar

Lead Identity Engineer at a tech vendor with 501-1,000 employees

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“The best features in Idira Identity are the modern PAM.

“Idira is a new label for CyberArk under Palo Alto. Palo Alto is making it more of a platform approach rather than some independent parts. They are brought together to form a platform. This is something that I observe; platformization is going on, and I would say that platformization is now the coolest part of this transition.

“From my perspective, platformization is an advantage because it's an experience that big customers can take advantage of, or the platformization part because it's easier to manage and easier to deploy because of that. It's an advantage. I wouldn't say it's a disadvantage because some disadvantages are that this process took so long..”

Radosław Szyszko

Security Consultant at Clico

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“The straight-through approach of CyberArk Identity is very easy to start with. After you start with it, you can very easily onboard your privileged accounts. From there on, you can advance further and make it more and more secure. I think that the easy way to start with CyberArk Identity is one of the benefits of using it.

“The best feature for us is the regeneration of passwords after every use that we have implemented with CyberArk Identity. The two-factor authentication is very important, but the fact that every account is being regenerated every time we use it is the most important security feature for us.

“Session monitoring with CyberArk Identity is helping in making us feel secure with our vendors. We're also using the vendor implementation. The fact that we know that we can look back and that we tell that to our vendors gives us a good secure feeling. We haven't really found it necessary to look back, but the fact that we know that we can makes us feel secure..”

Giovanni Perini

Cloud Specialist at Perini Beheer

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“The best features in CyberArk Identity that I appreciate most are the recent updates that have added features in the cloud privilege environment. In the SAS solutions, they have added connectors. Except for PSM and CPM, they have included SIA, Secure Infrastructure Access, Secure Cloud Access, and Secure Web Sessions. These are additional features I have seen in the recent updates.

“For multi-factor authentication, we use CyberArk Identity's multi-factor authentication integrations, LDAP integration and SSO, Azure SSO, LDAP and SIM. These authentication mechanisms we implement. Mostly, we use LDAP and Azure SSO.

“Just-in-time access, also called ephemeral access, is especially beneficial, particularly with SIA and SCA features. The recent updates from CyberArk Identity have been impressive. If a requester needs access to a platform, such as Windows, Linux, or any database, the request goes to the approval level for a particular time period. The approver can approve the request within that set time frame, granting just-in-time access to the end user.

“Session monitoring is beneficial as it detects if the user is trying to log in and records all activities stored in the vault. It gives us more insights into what activities are happening inside. If there are any breaches or issues arise, I can go back to the log report and check all those activities that are captured, where it failed exactly, and what the issue was. From there, I can find and fix it..”

Hariharan Thangasamy

Cybersecurity Delivery Analyst at Accenture

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Other Solutions Considered

“While Arkon PAM is a competitor, that product is not as good nowadays. CyberArk Identity is at the top. When it comes to premium products, CyberArk Identity stands alone..”

S Azeem

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

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“A different solution can be, for example, Microsoft Azure Active Directory. It is a very powerful identity management system and very good for a company that needs to improve constantly. Another good solution instead of CyberArk can be SailPoint, which has been making significant strides in recent years..”

Julio Montero

Access Management Analyst at Telefónica

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“A different solution can be, for example, Microsoft Azure Active Directory. It is a very powerful identity management system and very good for a company that needs to improve constantly. Another good solution instead of CyberArk can be SailPoint, which has been making significant strides in recent years..”

Julio Montero

Access Management Analyst at Telefónica

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“I always prefer CyberArk.

If you talk about the Turkish market, CyberArk has an excellent reputation in Turkey. And Other SSO providers and CyberArk Identity are very similar solutions. They are providing the same thing. That said, CyberArk has a really good reputation in Turkey. That's why customers always prefer CyberArk in this 4D market..”

Verified user

Solution Architect at a tech services company with 11-50 employees

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“Okta is a more mature product compared to CyberArk Identity. Policies and customization are easier with Okta. Integration with different applications through the Okta Integration Network is straightforward, with clear guides and steps. CyberArk Identity could improve in these areas. The main difference is in the UI and some features.

The reporting functionality in Okta is superior. In Okta, you can control imports and manually import users from AD, applications, or CSV files. These options and the ability to schedule periodic imports are not available in CyberArk Identity..”

Vishal Pawar

Lead Identity Engineer at a tech vendor with 501-1,000 employees

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“We've compared CyberArk Identity for our other customer and did a real peer review between BeyondTrust and CyberArk Identity. It was very close. In the end, CyberArk Identity had a better offer for us and was a little bit cheaper. That's why we decided to go with CyberArk Identity at the other customer. This customer already decided they wanted CyberArk Identity because it's a government agency and they've got a lot of other governments using CyberArk Identity. There was a lot of trust in CyberArk Identity, and there wasn't very much experience with BeyondTrust. It was a very quick choice to use CyberArk Identity for them..”

Giovanni Perini

Cloud Specialist at Perini Beheer

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ROI

Real user quotes about their ROI:

“Cost savings have been possible since my company has not had to pay any penalties after using the product. The product has also secured our company's environment..”

Joble John

Vice President - Global Head of Privilege Access Management, Data Services and Certification at Barclays Capital

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Use Case

“I work with Direct Identity. I was studying CyberArk, and I have used it a few times. Then I switched to a new project. I have some experience with CyberArk Identity..”

Julio Montero

Access Management Analyst at Telefónica

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“My use case for CyberArk Identity involves multiple reasons: for identity to gain access to the clients' environments, to provision on-demand access, and to provide services via the Access Manager..”

RiaanDu Preez

Senior Cyber Security Specialist Architect at a outsourcing company with 11-50 employees

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“It's not being purchased through AWS, but we're using CyberArk Identity as a SaaS solution. I think it's running on AWS, but we bought it directly from CyberArk..”

Giovanni Perini

Cloud Specialist at Perini Beheer

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“The main use cases for CyberArk Identity help us to strengthen security to protect sensitive data centers and systems. We can store sensitive credentials, user credentials, and privileged accounts inside our CyberArk PAM tool. This helps us rotate passwords for privileged account credentials and monitor sessions. It is very useful for audit purposes. If there are any unsuspected activities happening, we can review the log files and identify where issues are occurring. It is very helpful for monitoring and strengthening security levels..”

Hariharan Thangasamy

Cybersecurity Delivery Analyst at Accenture

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“I'm working with on-premises solutions. Back in the time there were no other options.

“I use multi-factor authentication with Idira Identity. I sell it, I deploy it, so it's something that is really important in the strategy of Idira Identity platform from top to bottom where the MFA part is at the bottom. Every day users should use it every day, and it should be developed in the future.

“The password vault, the origin of CyberArk 25 years ago, is still used for some specific use cases. It's still required by privileged access. This is something that customers use, and in my region, I think it's still the most used part of Idira Identity, of CyberArk..”

Radosław Szyszko

Security Consultant at Clico

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“We are using CyberArk Identity for user provisioning, and we have integrated multiple applications, most of them being SAML-based authentication ones.

We are also provisioning users to target applications and using CyberArk Identity as an authentication method for two-factor authentication.

I have worked on multiple projects where we have integrated external IdPs with CyberArk Identity. We have also implemented AD integration to get users from Active Directory to CyberArk Identity. We are using the reporting functionality and role-based access control.

We have created several roles for one client where I was working. It was an all-suite ISPS model that CyberArk has where CyberArk Identity, Privileged Cloud, and all those applications were present. In this case, we were using roles from CyberArk Identity to grant users access to their respective safes in the Privileged Cloud..”

VishalPawar

Lead Identity Engineer at a tech vendor with 501-1,000 employees

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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.

“I faced some challenges during the initial setup of CyberArk Identity. At some points, I could not find proper documentation for deploying, enhancing, or integrating with other components. I could not find the proper documentation in the community portal..”

Hariharan Thangasamy

Cybersecurity Delivery Analyst at Accenture

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“After implementing CyberArk Identity, in a big implementation, it took about four months for my organization to see time to value, while in a smaller implementation, it was a month..”

RiaanDu Preez

Senior Cyber Security Specialist Architect at a outsourcing company with 11-50 employees

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“The setup process for CyberArk Identity is singular, but it differs for all customers. Customers provide the data for implementation, based on which we receive payment. From a product perspective, it's easy, but we need to gather customer data and implement according to their requirements..”

S Azeem

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

“The initial deployment was straightforward. CyberArk provides the tenant, and the documentation for integrating with Active Directory is clear. You need to build the server and set up the agent. The AD integration itself takes about ten minutes, but the complete process, including server build and approvals, takes a couple of days. If all resources are ready, the actual integration is very straightforward and takes only five to ten minutes..”

VishalPawar

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Lead Identity Engineer at a tech vendor with 501-1,000 employees

“In our company, we haven't faced any such challenges with the product's initial setup phase because our requirements were pretty clean and clear.

The solution is deployed on an on-premises model.

The solution can be deployed in two weeks, and it includes every area because my company has a complex environment..”

Joble John

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Vice President - Global Head of Privilege Access Management, Data Services and Certification at Barclays Capital

“The solution can be deployed on cloud or on-premises. CyberArk is more on the cloud than on local hardware.

The deployment is initially quite difficult. That said, when you are doing the implementation of CyberArk, there are so many tutorials that make the learning process very easy. The only complaint could be the language barrier. It's difficult if you don't have a very good level of English. Otherwise, it is very easy.

You can have it set up within three months without much difficulty. It's hard to get started, however, once you get going, it gets easier. A full deployment takes half a year or less.

There is some maintenance necessary. A company is constantly hiring and letting go of employees. The access is always changing, so access must always be adjusted. Or, if we need another law of filter, we would need to add those, or even take them away. That's another aspect of maintenance. .”

Julio Montero

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Access Management Analyst at Telefónica

Customer Service and Support

“My experience with technical support has been very good. When I reached out to them, I received prompt responses and support, which I would rate as very good..”

Hariharan Thangasamy

Cybersecurity Delivery Analyst at Accenture

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“Usually, the solution's technical support team responds, but the skill set of the first engineer is not ideal. You need to keep pressing in order to have the appropriate person to help you with the support..”

Themis-Kotoulas

Obrela Group of Companies IT Manager & Security Integration Manager at Obrela

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“I have contacted technical support. We used their help with virtual machines that CyberArk gives. I had one machine that I could not use due to an invalid token. They resolved the problem immediately after I reported it, on the same day, within one hour. It was a very good experience..”

Julio Montero

Access Management Analyst at Telefónica

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“The quality of support is really good. They respond immediately when requests are raised, and they are always available for priority one tickets. The only requirement is having access to their community portal to raise cases. The support is comparable to other SaaS products such as Okta..”

VishalPawar

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Lead Identity Engineer at a tech vendor with 501-1,000 employees

“There is room for improvement in customer service and support. Since I started with CyberArk products about seven years ago, the support hasn't significantly improved. They haven't necessarily enhanced the organization, updates, or handovers, which should be addressed..”

RiyasAbdulkhader

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Security Consultant at a financial services firm with 10,001+ employees

“From my experience, the technical support of Idira or Palo Alto is that the first response usually meets the SLA. However, I would say that on the way, it takes a long time to get to the next level. If it's not something that I need from support, such as changing the configuration in the tenant, for example, that I cannot do manually by myself, I need to ask the tenant for that. This is a rather quick option, but sometimes the log analysis and getting more into details of the case, especially in on-premises, takes longer. I would say my experience is that getting beyond the first answer sometimes is quite time-consuming. It takes a long time to get things done.

“I would say maybe seven at this moment for support. I remember that when it was a smaller company, the support was a little bit better. Now it became larger, and there is a transition in the support layers. So now we are in the transition part, so for two years, I observe a little bit of the problem with the support going. It takes a long time, and I see a decreasing level of support. However, it's not hard, so it's still quite good according to other vendors..”

Radosław Szyszko

Security Consultant at Cllico

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Other Advice

“If I can share advice or recommendations for other companies considering CyberArk Identity, I would highlight the most powerful features in CyberArk PAM such as password rotation, session recordings, and just-in-time access as the best aspects of this product. On a scale of one to ten, I would rate this solution an eight..”

Hariharan Thangasamy

Cybersecurity Delivery Analyst at Accenture

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“Out of everything, I will rate it nine out of ten.

It can be a language barrier, however, not necessarily if you understand English quite well. There is complexity in understanding the multifactor access, however the CyberArk interface is wonderful. I like it. It gives the user a very good, simple way to access different features of the CyberArk product.

I have no relationship with CyberArk. I've only worked with the product..”

Julio Montero

Access Management Analyst at Telefónica

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“I would say that customers choose this product based on their current needs.

“Idira Identity definitely still has room for growth, especially the integration with

Palo Alto systems, particularly the support system, because Palo Alto has a really big support system. This somehow needs to match it. The new CyberArk technology must somehow fit the Palo Alto support system. I expect that this will align somehow, but I don't know which way it will go.

“I rated this product an eight overall..”

Radosław Szyszko

Security Consultant at Cllico

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“Comparing CyberArk Identity with products such as Ping, Okta, and RSA, CyberArk Identity still needs product development, as Okta offers additional features. Some features of CyberArk Identity are excellent, however, Okta is more user-friendly. The reporting functionality and Flows are areas for improvement. Since Flows is a new product, it needs to mature. They should conduct training, educate people, and provide clear documentation for better utilization.

In the Identity user portal, you can create secure notes, upload passwords or keys, and create bookmark applications. We have encountered some glitches when sharing applications with others, where users face issues despite having correct permissions.

I rate CyberArk Identity eight out of ten..”

VishalPawar

Lead Identity Engineer at a tech vendor with 501-1,000 employees

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“My experience of working with CyberArk solutions is quite extensive. With

CyberArk tools, I have experience working with Privileged Access, Identity Access, and Secrets Manager, although with Secrets Manager not as much, but the other two quite extensively.

My relationship with CyberArk is as a partner. I purchased CyberArk Identity through both the vendor and [AWS Marketplace](#), as it depends on what the client wants: through the vendor for purely bespoke installation or architecture and [AWS](#) for ease of use.

I would rate CyberArk Identity a nine out of ten overall.

I understand that different people have different requirements, which might mean they don't experience it the same way as I do..”

RiaanDu Preez

Senior Cyber Security Specialist Architect at a outsourcing company with 11-50 employees

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“The feature of just-in-time access in managing privileged accounts and security is going to be important, but not right now because we're only using CyberArk Identity for nine months. We're still in the phase of onboarding all the privileged accounts and making sure that everybody is on board. After that, we're going to decrease the amount of rights that each account has and we're going to use named accounts instead of personal accounts. That's when we're going to implement just-in-time.

“I don't think CyberArk Identity is cheap, but if you look at the security advantages that you get, I think it's the right price.

“My clients are medium and enterprise, not small.

“I would definitely recommend CyberArk Identity to other users because even though the implementation is difficult, the fact that you get so much more security is really a no-brainer for me. I think that everybody with multiple privileged accounts should implement at least a PAM solution CyberArk Identity, and CyberArk Identity is very good.

“I would rate CyberArk Identity overall an eight out of ten..”

Giovanni Perini

Cloud Specialist at Perini Beheer

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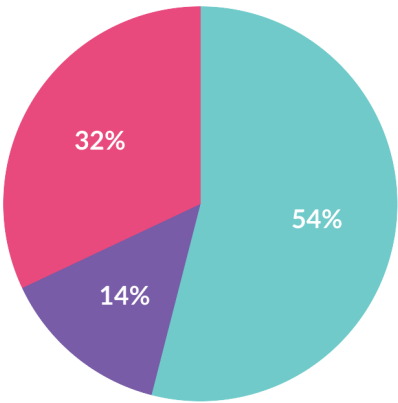
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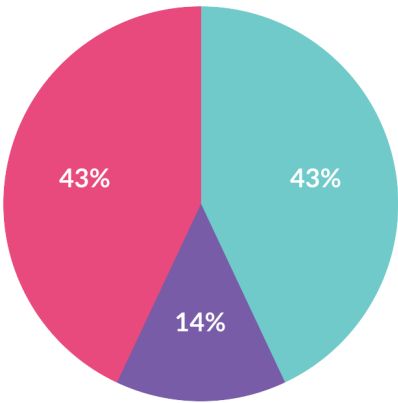


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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