aws marketplace

Idira Secrets Management

Reviews, tips, and advice from real users

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Product Recap

Idira Secrets Management

Idira Secrets Management Recap

CyberArk Secrets Management provides credential rotation automation, integration with applications, audit trails, and access controls to enhance security and efficiency.

CyberArk Secrets Management is a comprehensive solution for managing credentials across multiple platforms. It automates password rotation and integrates seamlessly with CI/CD tools, AWS, and healthcare industries. Its audit trails ensure compliance, while granular access controls boost security. Although its documentation needs improvement and some integrations have delays and setup complexities, it remains a scalable and efficient option for credential management.

What are the key features of CyberArk Secrets Management?

- Credential Rotation Automation: Automatically rotates credentials to reduce human error.
- Integration Capabilities: Connects with applications and tools like Bamboo and GitLab.
- Granular Access Controls: Provides enhanced security through detailed access management.
- Audit Trails: Supports compliance and regulatory requirements.

What benefits and ROI should users consider?

- Enhanced Security: Reduces risks with automated credential management.
- Regulatory Compliance: Maintains adherence to industry standards like HIPAA.
- Operational Efficiency: Supports seamless integration with existing tools.

CyberArk Secrets Management is widely used in industries like healthcare and finance for secure credential handling. In the healthcare sector, it supports HIPAA compliance, ensuring sensitive data protection. Financial institutions rely on its automation and integration capabilities to handle sensitive information efficiently, minimizing manual errors and enhancing operational security.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "With CyberArk Secrets Management, we were able to resolve the automatic change of the passwords based on timelines. We were also able to retrieve the passwords in an encrypted format by utilizing the CyberArk platform, which was not provided to us by UiPath."

  Rajat-Jain

  Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

- "One of the most important features for us is the system's performance, particularly its speed of retrieving secrets."

  SJP

  Solution Architect at a insurance company with 10,001+ employees

- "The granular controls of CyberArk Secrets Management are very niche in their development and very secure from the overall secret management perspective, offering high-level functionalities where we have control over user access, which can be tracked and monitored."

  Ashish Pandey

  Delivery Manager at Tech Mahindra Limited

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"It's vital for effectively managing and securing my credentials."

Validated user

IT Security Architect at a comms service provider with 1,001-5,000 employees

"The audit trails have been extremely important for us in helping our organization meet regulatory requirements."

Validated user

Head of Data at a comms service provider with 1,001-5,000 employees

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What users had to say about valuable features:

"CybereArk is vital for effectively managing and securing my credentials. The product is also scalable, so it can expand based on account types and application needs.."

Validated user
IT Security Architect at a comms service provider with 1,001-5,000 employees

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"The automatic rotation of the password is the top feature. The integration with the platform allows for a direct change of the password. No one sees the passwords while resetting or upgrading them. The automatic rotation of passwords is crucial.."

Rajat-Jain
Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

Read full review

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"The granular controls of CyberArk Secrets Management are very niche in their development and very secure from the overall secret management perspective, offering high-level functionalities where we have control over user access, which can be tracked and monitored. There are sessions that get monitored and audited, representing the major features within CyberArk that combine with this Secret Manager.

In terms of discovering secrets, CyberArk provides two types of functionalities. One is a separate tool called the DNA tool that discovers overall secrets within the customer enterprise, and they publish a dashboard that needs discussion with the customer. Post the DNA tool discovery and analysis, CyberArk portal has an auto-discovery tool that facilitates quick onboarding based on customer discussion.

CyberArk Secrets Management is the best tool used in the healthcare industry as it comes with HIPAA compliance, which is already available in the CyberArk portal. That is why, atop the Gartner tool, CyberArk is preferred, although from a commercial perspective, it is not a cheap solution, and customers must pay a significant price.."

Ashish Pandey
Delivery Manager at Tech Mahindra Limited

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"The features of CyberArk Secrets Management that I value the most are flexibility and the numerous integration offerings they have. It is not easy to use, but it is secure enough.

"I utilize the credential rotation automation feature.

"It has helped reduce human error and mitigate the risk of data breaches significantly. From a scale perspective, once configured, there is much less friction in terms of human involvement inside the procedure, which gives us much more confidence that we are getting what we wanted.

"I would assess the integration capabilities of CyberArk Secrets Management with existing applications, databases, and dev tools as straightforward. It is very easy as they supported many tools we were using.

"I use the audit trails for compliance purposes.

"The audit trails have been extremely important for us in helping our organization meet regulatory requirements. It actually enabled us to do things that would have been impossible without it.

"CyberArk Secrets Management has been able to enforce granular access controls, and that has impacted our security strategy by giving us more ability to interact with third parties knowing that CyberArk Secrets Management keeps us safe.."

Validated user

Head of Data at a comms service provider with 1,001-5,000 employees

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Other Solutions Considered

"We were using CyberArk products prior to taking on CyberArk Secrets Management. We have multiple CyberArk products already deployed in the organization.."

Validated user
Head of Data at a comms service provider with 1,001-5,000 employees

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"I have experience with Hitachi ID systems, now known as Bravura Security, for PAM and application management credentials. Their orchestration and password randomization processes are different.."

SJP
Solution Architect at a insurance company with 10,001+ employees

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"Before CyberArk Secrets Management, we did not use any similar product. We used internal key vaults specific to a particular laptop, such as the Windows key vault, or the UiPath assets built into the orchestrator.."

Rajat-Jain
Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

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“ I have also evaluated HashiCorp Vault, a robust enterprise-level vault system. It's challenging to get people to adapt to new solutions like CyberArk Secrets Management. However, it will be beneficial if CyberArk continues to add features and use cases covered by other solutions..”

SJP

Solution Architect at a insurance company with 10,001+ employees

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ROI

Real user quotes about their ROI:

"The return on investment is primarily in compliance. During audits, such as SOC audits happening quarterly, having passwords saved and retrieved in an encrypted manner is a significant advantage. It allows us to pass all audits. It is mainly towards SOC audit and compliance. We have seen about 15% ROI.."

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

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Use Case

"The primary use case for CyberArk Secrets Management is rotating credentials for all service accounts, especially those managed by Puppet for file deployment. This includes rotating AWS keys and credentials used by Terraform. Additionally, we use CyberArk to rotate credentials for Bamboo, our chosen CI/CD tool.."

Validated user

IT Security Architect at a comms service provider with 1,001-5,000 employees

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"We own a robotic process automation platform called UiPath. We use CyberArk Secrets Management to bring the credentials into robotic process automation for the bots during runtime.."

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

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"We use CyberArk Secrets Management for applications that utilize GitLab, CI/CD pipelines, and Kubernetes. These are our primary use cases, and we are also exploring additional options.

We implemented CyberArk Secrets Management to ensure seamless application access to the latest passwords during secret rotation, eliminating delays caused by outdated credentials. This proactive approach prevents disruptions in report execution and other critical processes, which can lead to financial losses and operational inefficiencies across various industries.."

SJP
Solution Architect at a insurance company with 10,001+ employees

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"The main use case for CyberArk Secrets Management is application integrations and the CI and CD part. In CyberArk Secrets Management, there are a variety of tools that they cover, one being the Credential Provider, another the Central Credential Provider, and then there is ACP, along with Conjur. Excluding Conjur, we are using those three methodologies, which cover use cases for user-to-machine as well as machine-to-machine. For user-to-machine use cases, if there is any kind of secret being used by users, we use the Credential Provider to manage those secrets, and Secret Manager also exposes some APIs for machine-to-machine use cases in the customer environment. The named features are used for user-to-machine and machine-to-machine use cases.."

Ashish Pandey
Delivery Manager at Tech Mahindra Limited

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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.

"We are finalizing the deployment of CyberArk Secrets Management. While the lower environment deployment is complete, we're facing challenges in production. Our policies require all software to be deployed via Puppet, but CyberArk lacks direct Puppet integration. To overcome this, we are working with third-party vendors to develop a solution for deploying the Conjur module to our Linux servers. This integration complexity is our current obstacle.."

Validated user

IT Security Architect at a comms service provider with 1,001-5,000 employees

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“We have had both on-premises and SaaS models. The on-premise setup was a little difficult, but now that it has been moved to the SaaS model, everything is controlled by CyberArk. We just go and do our work.

The initial on-premises setup took two weeks because it was an integrated effort. I had to spin up the servers and bring in the CyberArk Secrets Management resource to deploy the scripts. I then had to open networks and firewalls between CyberArk Secrets Management's on-premise servers and the application server. In the initial phase, it took two to three weeks, but it became easier when moving to the SaaS model.

In terms of maintenance, it requires patching or upgrades, which happens one day in a month. If there is a failure, we have to roll back and try once again, which takes more time, but if everything goes smoothly, there is three to five hours of downtime..”

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

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Customer Service and Support

"We did not have a good experience with technical support because their numerous processes caused delays in engaging, leading to project delays or issues with production.."

Rajat-Jain
Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

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"CyberArk support is absolutely professional. There is dedicated support with defined SLAs, and for any architectural discussions, we can reach out for professional services, which has a good and standard support system.."

Ashish Pandey
Delivery Manager at Tech Mahindra Limited

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"CyberArk's support team is knowledgeable and helpful, consistently responding on time. If the assigned support person is unavailable, the ticket is passed to someone else. This is a great service.."

Validated user
IT Security Architect at a comms service provider with 1,001-5,000 employees

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"I have had to use their customer support and technical support. We are working with the professional services now to implement the solution.

"I would rate them six out of ten for customer service.."

Validated user
Head of Data at a comms service provider with 1,001-5,000 employees

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Other Advice

"I would definitely recommend CyberArk Secrets Management, but check the ROI before investment.

Overall, I would rate CyberArk Secrets Management an eight out of ten.."

Rajat-Jain
Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

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"I would rate CyberArk Secrets Management seven out of ten. Conjur is complex and involves several integrations with different applications and accounts. Implementing it and ensuring seamless password rotations present challenges.

The full benefits of CyberArk Secrets Management are not yet apparent as we are still in the exploration phase of this new tool. We are working to understand its functionalities and potential applications, which are proving to be slightly challenging.

Maintenance is required and managed by administrators and engineers.."

Validated user
IT Security Architect at a comms service provider with 1,001-5,000 employees

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"I would rate CyberArk Secrets Management a seven out of ten. It's important for CyberArk to continue adding features and covering more use cases.

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The learning curve is easy for those with prior experience in Secrets Management. However, without the CyberArk Conjur training, the concepts were often challenging to grasp. Improving the training with demos and real-world examples based on the latest use cases would be very beneficial.

CyberArk handles maintenance for its SaaS solutions, but if components are installed in the client environment, regular maintenance, like upgrades and patching, is necessary, particularly for Windows VMs.."

SJP
Solution Architect at a insurance company with 10,001+ employees

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"CyberArk Secrets Management is aimed at reducing meantime to detect, but one must be well-versed in the functionalities such as discovery, onboarding, and regular compliance activities that need to be extracted on a quarterly or monthly basis. CyberArk was already deployed with this healthcare customer. It just involved a different SI partner rather than Tech Mahindra who were not very skilled in that area.

There is a significant focus on automation and AI to expedite operations, optimizing the current BAU team toward compliance. CyberArk offers online training, some freely available, some paid, which upon completion, helps understand every aspect of Secret Manager to assist customers in meeting compliance needs.

Integration totally depends on the use case, and discussions should be had first regarding the specific needs. Once defined, complexity depends on the defined use case; if it is simple, it is easy. But if different use cases arise requiring APIs, then there is some effort from the customer's side.

It is effective in protecting against ransomware attacks. CyberArk components are

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hardened, and they provide a threat analytics tool called PTA, Privileged Threat Analytics. This tool offers a dashboard where restrictive policies can be enforced to block unauthorized commands. It is crucial to architect the system correctly, placing CyberArk components behind firewalls and in different domains, ensuring stability against cyber attacks.

I would recommend that anyone planning to use CyberArk Secrets Management ensure they have the requisite training on that particular Secret Manager, as it incorporates various components such as CP, CCP, ACP, Conjur, and more. In healthcare, I cannot confirm fines being avoided, but in telecom, they are avoiding fines under the stringent guidelines of the Telecom Security Act in the UK. CyberArk is the preferred tool for meeting all TSA requirements and is widely used among telecom operators in the UK. I rate CyberArk Secrets Management solution as a nine out of ten.."

Ashish Pandey
Delivery Manager at Tech Mahindra Limited

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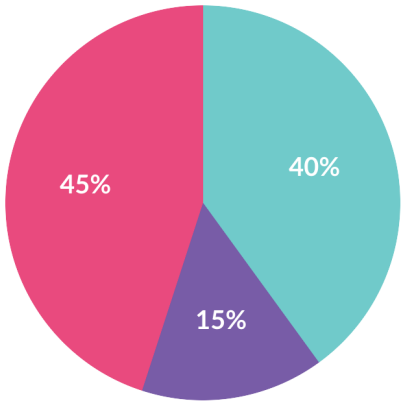
by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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