



ForgeRock

Reviews, tips, and advice from real users



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Product Recap



ForgeRock

ForgeRock Recap

ForgeRock offers robust integration, customization, and identity management with support for SAML, OAuth 2.0, and DevOps readiness, ensuring enhanced security and scalability.

ForgeRock stands out in identity and access management featuring flexible authentication flows, risk-based authentication, centralized policy management, and comprehensive data protection. Its open-source foundation and cloud capabilities allow versatility and ease of use. While it provides excellent user path orchestration through the Journey feature, challenges exist in integration support and user-friendly customization. Improved documentation and streamlined interfaces are necessary to overcome deployment complexities. Additionally, the cost and support model may be burdensome for smaller organizations.

What are the key features?

- **Flexible Authentication Flows:** Personalizes user login experiences.
- **Risk-Based Authentication:** Adjusts security measures based on user behavior.
- **Identity Management:** Manages digital identities efficiently.
- **Policy Configuration:** Automates access control policies.
- **DevOps Readiness:** Integrates seamlessly with DevOps workflows.

What benefits should users expect?

- **Enhanced Security:** Protects data and user identities.
- **Scalability:** Supports growing business needs.
- **Developer-Friendly:** Simplifies deployment and management processes.
- **Centralized Management:** Streamlines access control and policy enforcement.
- **Versatile Cloud Offerings:** Facilitates deployment across cloud environments.

ForgeRock is widely utilized in industries like telecommunications, insurance, and open banking for secure user authentication and access management. It supports microservice authentications, customer identity management, single sign-on, and multi-factor authentication, integrating effectively with existing infrastructures to enhance security and user experience.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“ForgeRock enabled us to deliver a more secure and compliant onboarding experience while also improving efficiency.”



Shreya Reddy

Software Engineer at a financial services firm with 10,001+ employees



“We never experienced any user ID, user password, or personal information being leaked because it was a very secure system that we implemented properly.”



Atowheed Tahid

Principal Consultant at Road2Value



“ForgeRock has had a very positive impact on my organization, especially in terms of standardization, security posture, and operational efficiency.”



Sravanakumar Nidamanooru

Identity and Access Management Specialist at a university with 10,001+ employees

- ✓ “ForgeRock provides a complete solution for authentication and authorization, which is excellent.”



Anderson-Moura

Assistant Architect at a energy/utilities company with 501-1,000 employees

- ✓ “ForgeRock has positively impacted my organization by allowing us to migrate from the older system to the newer ForgeRock component, enabling us to go live with many products across geographies, enhancing security as it is all cloud-based, and with the company taking care of availability, it has reduced costs for the company.”



SumitGupta5

IAM CONSULTANT at a tech services company with 10,001+ employees

- ✓ “ForgeRock offers a very scalable solution, which is one of its best features, and ForgeRock positively impacts our organization as we manage a large number of users with ease, providing a standard IAM solution that simplifies our processes.”



Verified user

CIAM Engineer at a tech vendor with 10,001+ employees



“Since ForgeRock is an authentication tool, it gives more use cases and more revenue for companies.”



Verified user

IAM Solution Architect at a tech services company with 1-10 employees

What users had to say about valuable features:

“ForgeRock offers a very scalable solution, which is one of its best features. You can have a lot of functional components operating simultaneously, and it is very developer-friendly. The solution is highly scalable, allowing us to define our own managed objects. Additionally, ForgeRock provides excellent features for workflows, which we use for account claiming and linking, highlighting the solution's scalability and flexibility.

ForgeRock positively impacts our organization as we manage a large number of users with ease, providing a standard IAM solution that simplifies our processes..”

Verified user

CIAM Engineer at a tech vendor with 10,001+ employees

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“The most valuable features ForgeRock offers are its support for standards-based authentication and authorization protocols including OAuth 2.0 and SAML, which make it a secure integration. The fine-grained role-based access control has been essential for managing complex user permissions across different onboarding workflow stages. Centralized policy and configuration management allows us to enforce consistent security and compliance. The platform's extensibility, along with RESTful APIs, makes it easier for us to integrate with our existing Spring Boot backend and other enterprise systems. Multi-factor authentication support and risk-based authentication have added significant value by enhancing security without compromising user experience.

Centralized management makes the biggest difference because it allows us to define, update, and enforce security and compliance rules from a single location, which is crucial given the complexity of our onboarding workflows and the need for strict compliance. This feature reduces manual configuration errors, improves consistency across different modules, and makes it much easier to audit and demonstrate compliance to internal and external stakeholders. It also streamlines collaboration between development, security, and compliance teams since everyone can work from a unified set of policies. Overall, policy management not only improves our security but also accelerates our development..”

Shreya Reddy

Software Engineer at a financial services firm with 10,001+ employees

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“When we started using ForgeRock, it was the only premium platform that could provide this kind of security for different platforms. Its platform was built in a way where it could be applied to consumer-based use cases, but also to B2B in different capacities with token and tokenized systems, giving all kinds of options for both consumer-based and B2B scenarios.

In the B2C space, ForgeRock gave our consumers a very strong and good customer experience. We were able to manage security for B2C devices, which totaled 60 million at one location. We always took feedback from customers through surveys after implementing ForgeRock, and they gave very positive feedback. The customers of TomTom were very loyal and had been using TomTom services for a very long time, even using their personal navigation devices. Because of a single user ID being used across platforms, we had a lower amount of abandoned baskets since previously, customers would be confused about which user ID and password to use, whether it was for the web, mobile app, or device. This created very good synergy and a better experience for our customers.

On a B2B level, it opened up the market for TomTom to sell its services in a more efficient way to car companies. In the past, it used to be very complicated to set up separate servers for traffic flow and different information. Now we did not have to do that. Although it is difficult for me to give a specific percentage, it opened up the market for TomTom, and I believe they made several millions from it..”

Atowheed Tahid

Principal Consultant at Road2Value

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“ForgeRock is very easy to use, and the UI is very simple to navigate. The platform includes a lot of use cases that can be utilized during training. ForgeRock provides a complete solution for authentication and authorization, which is excellent. There is no need to buy additional products to complete the solution, as it can be used with many business cases to improve authentication and authorization for websites.

The installation process is very easy and fast to start using ForgeRock technology. After installation, you can immediately start using the solution to manage your websites.

Considering the impact on the organization and trainees, we received very positive feedback after the trainings. Trainees agreed to upgrade to the new version after using older releases, and they noticed they could connect with apps or different websites and create workflows to access and share the data they want. This feedback is very positive.

ForgeRock, being based on Linux, has very good documentation about the files generated by the application. However, if everything works fine, it is easy to use, but if there are errors, you need to know where the log files are and what to check. The documentation regarding integration capabilities is very comprehensive because ForgeRock is an agnostic solution. We can use a Linux image from ForgeRock with different systems, applications, websites, and mobile apps to create various types of access for users.

The main purpose of ForgeRock is security because you can create internal groups and users or connect with on-premises or cloud security tools like Active Directory. You can use both, and during trainings, we performed tests that showed its effectiveness..”

Anderson-Moura

Assistant Architect at a energy/utilities company with 501-1,000 employees

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“The best features ForgeRock offers depend on the use case or requirement of the customer. ForgeRock has a variety of access management and identity management tools, and they have new offerings as well, especially the Advanced Identity Cloud. Everything is in ForgeRock Cloud, and I don't need to manage my infrastructure at all. I will be configuring it to my company requirement and can access it. I can integrate ForgeRock Identity Management and access management for employee lifecycle management, covering joiner, leaver, and mover related workflows. From a customer point of view, there are many other functionalities available depending on what kind of use case they are interested in and how they want to integrate, authenticate, or authorize the applications. I can use the tool in various ways, either through authentication tree-based workflows, WebAuthn, or many other options, integrating and using it according to my needs.

“The cloud offerings through Advanced Identity Cloud mean I don't need to set up infrastructure and I don't need to worry about application requirements for infrastructure. It's seamless and available almost immediately. I just need to configure ForgeRock Identity Cloud, connect to my company name and standards, and it's ready to be usable. I just need to customize my flow for custom business workflows. For POC and for very basic testing purposes, it's straightforward. I just need to do fine-tuning so I can use it immediately to test the use cases or basic scenarios.

“Since ForgeRock is an authentication tool, it gives more use cases and more revenue for companies. This is useful for everyone, creating a win-win situation for the customers and the implementers. It is very useful for revenue generation as well as day-to-day work for employees..”

Verified user[Read full review](#) 

IAM Solution Architect at a tech services company with 1-10 employees

“The best features ForgeRock offers, in my experience, include their directory services, access management, and identity management, along with the Journeys feature that lets you orchestrate and design your user path in various easy ways. They are very configurable using JavaScript, which I find to be the most useful part.

“The Journey feature has made my work easier and more effective because, unlike other tools, from the input we receive from the user, such as the username, we can decide whether to prompt them for a password, send a one-time password link, or a one-time passcode. Many actions can be performed at runtime based on the inputs received, which I find quite useful, and for anything that cannot be achieved out of the box, a simple JavaScript can be written to transform data or perform additions for passing to the next node. There are many out-of-the-box nodes available for integrating with other Ping components or calling out to other SaaS services.

“The other features are pretty much the same as other components such as Oracle or Ping, but the Journeys in ForgeRock are something that I really appreciate, while the rest of the features are fairly standard across other IAM components.

“ForgeRock has positively impacted my organization by allowing us to migrate from the older system to the newer ForgeRock component, enabling us to go live with many products across geographies, enhancing security as it is all cloud-based, and with the company taking care of availability, it has reduced costs for the company.

“In terms of specific outcomes, previously, single sign-on was not implemented, requiring users to remember their passwords across various systems. Now, those issues have been resolved, and users have appreciated this initiative. We centralized all systems from Okta and Microsoft on-premise AD to ForgeRock, which is quite beneficial, and there is also a self-service functionality available for tasks such as resetting passwords or retrieving usernames, leading to a significant reduction in customer service calls..”

SumitGupta5

IAM CONSULTANT at a tech services company with 10,001+ employees

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Other Solutions Considered

“Before using ForgeRock, I had to use a homemade solution to execute all the features that ForgeRock provides, which was very difficult. I find ForgeRock very good because it provides everything needed to develop and check for security while connecting with different technologies..”

Anderson-Moura

Assistant Architect at a energy/utilities company with 501-1,000 employees

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“We tried many different SaaS applications before ForgeRock. We used an on-premises application, and later we thought ForgeRock would be a better option. We evaluated different options in the market and determined that ForgeRock would be the better choice, so we migrated everything to ForgeRock..”

Sravanakumar Nidamanooru

Identity and Access Management Specialist at a university with 10,001+ employees

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“Before using ForgeRock, I had to use a homemade solution to execute all the features that ForgeRock provides, which was very difficult. I find ForgeRock very good because it provides everything needed to develop and check for security while connecting with different technologies..”

Anderson-Moura

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Assistant Architect at a energy/utilities company with 501-1,000 employees

“Yes, we did comparisons with other IAM tools, like IBM SAM, Oracle Access Manager, and Ping Identity solution. We needed a better user experience and flexible authentication, like adaptive authentication plus multi-factor authentication capabilities, where ForgeRock seem to be the best match among them all..”

Verified user

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IAM CyberSecurity Consultant at a tech services company with 10,001+ employees

“I previously used a different solution before ForgeRock, which was custom-built and homegrown. It was stitched together across platforms; the web had a different solution, the mobile app was different, and the navigation device had different setups. All solutions were homegrown and home-brewed.

I inherited the project when we were evaluating ForgeRock as the final solution. I do not remember the other company because it was in 2015..”

Atowheed Tahid

Principal Consultant at Road2Value

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ROI

Real user quotes about their ROI:

“I can definitely see that fewer employees are needed compared to using different SaaS applications. We have seen this as a return on investment using ForgeRock..”

Sravanakumar Nidamanooru

Identity and Access Management Specialist at a university with 10,001+ employees

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“ForgeRock's integration capabilities are very easy to use because it is an agnostic solution. We can use a Linux image from ForgeRock with different systems, applications, websites, and mobile apps to create various types of access for users..”

Anderson-Moura

Assistant Architect at a energy/utilities company with 501-1,000 employees

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“I do not have the precise price point on the return on investment, but I have heard in management calls that we have reduced the number of employees needed, and money has definitely been saved..”

SumitGupta5

[Read full review](#) 

IAM CONSULTANT at a tech services company with 10,001+ employees

“The most significant benefit is from the security perspective. We were able to assure that there were no challenges with security. We never experienced any user ID, user password, or personal information being leaked because it was a very secure system that we implemented properly.

On a B2B level, it opened up the market for TomTom to sell its services in a more efficient way to car companies. In the past, it was very complicated to set up separate servers for traffic flow and different information. Now we did not have to do that. Although it is difficult for me to give a specific percentage, it opened up the market for TomTom, and I believe they made several millions from it..”

Atowheed Tahid

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Principal Consultant at Road2Value

Use Case

“The main use case for ForgeRock is to work with IAM for authentication and authorization trainings, using the environments during the training sessions and providing samples for ForgeRock customers. I have trained both enterprise organizations and smaller companies. Enterprise organizations are checking if they really need to upgrade to the new version or release, while smaller companies are trying to determine if they need to start using ForgeRock..”

Anderson-Moura

Assistant Architect at a energy/utilities company with 501-1,000 employees

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“My main use case for ForgeRock includes user provisioning, deprovisioning, reconciliation, workflows, cross-federated SSO, integrating applications, third-party applications into ForgeRock, managing users and entities, and handling password resets, among other functionalities.

I onboard applications into IDM for user provisioning and SSO, managing user identities effectively. We also integrate and onboard those applications into ForgeRock Access Management, allowing users to log in to their applications, get their identities authenticated against ForgeRock, and access their applications seamlessly. This approach is especially pertinent as we focus on customer IAM, utilizing CIAM profiles..”

Verified user

CIAM Engineer at a tech vendor with 10,001+ employees

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“My main use case for ForgeRock is mostly access management related fine-grained access management for customer identities.

“For fine-grained access management, I use ForgeRock based on the customer base, whether they belong to a particular company or a particular third party. I consider what their use cases are and how they want to integrate or access the applications. Accordingly, I expose ForgeRock Access Management integration either via OAuth 2 or SAML 2 integration, allowing them to access the application in a secure way.

“My customers also want to include the multi-factor authentication component, using mobile verification or email verification. They want to store their profile details so that every time they log in, they won't be prompted for MFA. It will be remembered for at least the next 30 days, and they won't be prompted for any second factor, allowing them to log in seamlessly..”

Verified user

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IAM Solution Architect at a tech services company with 1-10 employees

“My main use case for ForgeRock is designing user journeys, specifically customer user journeys, and how they interact with the system.

“A specific example of a user journey I designed using ForgeRock is when we migrated from an older IAM system, Okta, to ForgeRock. We designed a journey to log into one of the partner portals, where the password was still authenticated via Okta for the first-time migration users. We configured pass-through authentication, and once the user's login is completed, we mark it as a migrated user, synchronizing their password with ForgeRock Directory Server. In that journey, we implemented various configurations such as step-up control and orchestration, where based on the risk level populated via PingProtect service, either a step-up is required via email or via a one-time text message before granting access.

“In addition to my main use case, we have multiple use cases, with over 30 journeys live for the different systems that the company uses, including various flows such as forgot password, reset password, and forgot username, which utilize utility journeys that are repetitive in nature..”

SumitGupta5

[Read full review](#) 

IAM CONSULTANT at a tech services company with 10,001+ employees

“In 2014, we had two use cases with ForgeRock. One was for consumers, with 60 million consumers of the TomTom navigation system. The other was approximately half a million use cases for B2B purposes for implementing ForgeRock in cars, with the first batch of cars being Korean vehicles.

For the consumer use case, we launched a program called One TomTom ID where a single user ID could be used to log into the web, app, and navigation device with ForgeRock. Previously, there were three different user IDs because of how the company had grown with different platforms. This was a main use case for better customer experience and improved security. For the B2B use case, different car companies wanted to get traffic information into their dashboards, and the best way to authenticate was to embed custom code into their dashboard. Whenever the car started up, the car's VIN number would be authorized if it was on the list to receive traffic information from TomTom, and they would receive it.

When authenticating a car to determine whether it was authorized to receive traffic information with ForgeRock, it was not straightforward because anyone could drive a car, so it could not be user-based. Authentication had to be based on the car's navigation ID, the dashboard ID, and the VIN number, which are directly related to the car and apply to whoever is driving it. To accomplish this, we had to issue a token. Every time a car started up for the first time and connected with the back-end system, it was issued a token that would authorize it to receive traffic information, which was a very efficient and neutral solution..”

Atowheed Tahid

Principal Consultant at Road2Value

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“Our main use case for ForgeRock is to manage secure user authentication and authorization for our enterprise platform. For example, we use ForgeRock to implement OAuth 2.0 authentication flows and ensure that only authorized users can access sensitive onboarding workflows and data. A specific scenario would be when a new user is onboarded. ForgeRock handles the authentication process, enforces multi-factor authentication, and manages user roles and permissions to control access to different stages of the onboarding lifecycle, such as draft, submission, approval, and finalization. This integration helps us maintain regulatory compliance as well as auditability and security with multiple user roles, while also streamlining user experience and reducing the risk of unauthorized access.

Integrating ForgeRock with our onboarding workflows has been a valuable learning experience because there are both smooth and challenging aspects. The smoothest part is ForgeRock's standards-based support for Auth and SAML, which makes it straightforward to set up secure authentication and single sign-on for our onboarding module. ForgeRock's comprehensive documentation and RESTful APIs also help accelerate the integration. One challenge is mapping our complex multi-stage onboarding workflows, where users transition between draft, submission, and approval stages to ForgeRock's role-based access controls and policy configurations. We had to carefully design custom policies and attribute mappings to ensure that only the right users could perform specific actions at each stage, which required close collaboration between our development and security teams. Another tricky aspect is handling legacy user data and ensuring seamless migration to ForgeRock without disrupting existing user access or compliance requirements. Overall, the integration is successful, and the flexibility of ForgeRock's platform allows us to tailor the solution to our specific needs.

One thing that stands out about our main use case and the integration process is how ForgeRock's centralized policy management makes it much easier to enforce consistent security and compliance rules across all stages of the onboarding process. We are able to implement fine-grained access control, so permissions can dynamically adjust based on user roles and the current status of the onboarding request. ForgeRock's auditing and versioning features are particularly valuable for

our compliance needs, allowing us to track every access and every modification event. Additionally, the flexibility to integrate with our existing tech stack including Java, Spring Boot, and Apache Kafka helps us avoid major architectural changes and keeps the project timeline on track. ForgeRock's extensibility and strong support for enterprise standards are key factors in the success of our implementation..”

Shreya Reddy

Software Engineer at a financial services firm with 10,001+ 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.

“The installation process is very easy and fast to start using ForgeRock technology. Installation is straightforward and quick, and after this, you can start using the solution to manage your websites..”

Anderson-Moura

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Assistant Architect at a energy/utilities company with 501-1,000 employees

“The product is easy to set up. However, the evaluation setup lacks a few components. I rate the process a nine out of ten. The deployment involves access management and directory services configuration. It is time-consuming to set components like directory table policies and target DNS. It takes around ten days to complete..”

Daouda Faye

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Integrator Solution at ITR

“The initial setup is out of the box and simple, especially if you are creating a basic user journey with a registration and login. If you are going with an identity gateway, it may require some basic understanding about the technology.

To deploy it from start to finish, took six to seven months..”

Jatin Sawhney

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Information Security Associate Manager at a tech services company with 10,001+ employees

“On the pricing side, it was reasonable. As a customer, one always prefers lower costs or pricing. On the setup and implementation side, since we were doing it for the first time and the impact would have been substantial, it took considerable time and money to implement. There was a setup cost at that moment. However, we knew that later versions would have been much easier, but we were early adopters..”

Atowheed Tahid

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Principal Consultant at Road2Value

“The product's initial setup phase was not difficult as it started supporting Helm charts. With the latest releases, it has been made easier to manage. Just making the tool highly available requires some expertise.

The product is easy to use in a development environment. It is easy to set up the tool, and it is easy to configure the product in the development environment, but it requires expertise to set up a highly available deployment and use the product in multiple environments.

The solution is deployed on an on-premises model..”

Ahmet Murat Ülker

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Devops Engineer and Trainer at a tech vendor with 1-10 employees

“I worked on two different projects based on ForgeRock, and both are automated deployments. One is a UI-based deployment. It's an automated process using some scripts.

The deployments are done through Octopus, so it's also automated. We first deploy the essential components of AM and then implement additional configurations like Amster Imports. After that, we import all the SAML Federation data and add some certificates.

We have two teams of five and three team members working on the different deployment processes. One is working on the dev side, another is looking at the higher environment, and one is managing the data.

In another project, I'm the only developer. We also deploy on the dev environments so that anyone can test new features, configurations, and client requirements. They can test it on the dev environment, but a team of four people manages higher environments.

The Access Management component involves the most customization, which takes around 15 to 20 minutes because of the need to import the Amster configuration. If another deployment is simultaneously happening, it may be a little slower and take around 30 minutes. The other components, like the user data stores, take about five to seven minutes. It's another five to 10 minutes for Identity Management.

After deployment, the maintenance is mostly checking for security vulnerabilities. If ForgeRock shares security vulnerabilities or advisories, we check to see if there is something inside we need to maintain. Other than that, we just install updates when they add features each month. .”

Trisha Bhola

Senior Associate at Cognizant

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Customer Service and Support

“The customer support is fine; we typically have to go through an online ticketing system on their website. I would rate the customer support eight out of ten..”

SumitGupta5

[Read full review](#) 

IAM CONSULTANT at a tech services company with 10,001+ employees

“I would rate the support for this solution a three out of five because you can't depend entirely on them. You have to try troubleshooting by yourself as well. .”

Jatin Sawhney

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Information Security Associate Manager at a tech services company with 10,001+ employees

“As ForgeOps is not internally supported as a product feature, one always has to have professional service to support it. I rate the technical support an eight or nine out of ten..”

Ahmet Murat Ülker

[Read full review](#) 

Devops Engineer and Trainer at a tech vendor with 1-10 employees

“ForgeRock's technical support is pretty good compared to other products. The only thing is they don't want you to ask any questions about how to do something. They will not tell you, and you have to figure it out. You can get a lot of online material and blogs for products like SailPoint, Oracle, or Okta. Since ForgeRock is not used much, people do not put anything in blogs. So you have to figure it out on your own..”

Verified user

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CEO at a non-profit with 1-10 employees

“ForgeRock's customer support team has been responsive and knowledgeable, assisting us during our technical challenges and when we needed guidance on best practices. The support team provides timely assistance. The support portals offer comprehensive documentation, troubleshooting guides, and community forums that have been helpful for resolving common issues independently. Overall, my experience with customer support has been positive, contributing to smoother deployments and ongoing maintenance..”

Shreya Reddy

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Software Engineer at a financial services firm with 10,001+ employees

“I have interacted with ForgeRock support a few times, mainly for configuration clarifications and complex authentication flows. My experience was positive overall. For standard support tickets, response times were very decent, and the support team was helpful in identifying configuration issues, especially with authentication trees, token settings, and directory replications. I found their documentation fairly comprehensive, which helped reduce the need to open tickets for common configuration questions. The support quality was solid, and response times were very fast..”

Sravanakumar Nidamanooru

Identity and Access Management Specialist at a university with 10,001+ employees

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Other Advice

“My advice for others looking into using ForgeRock is that it is really good, particularly the Journeys functionality, which allows you to configure user journeys in a more efficient way. I do not have any additional thoughts about ForgeRock. I would rate this review seven out of ten..”

SumitGupta5

IAM CONSULTANT at a tech services company with 10,001+ employees

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“Others should check if they have a draft idea of how they want to use ForgeRock's authentication and authorization solution before starting. They can then use samples and documentation to understand how to implement the solution and plan for growth. They should also discuss possibilities with ForgeRock's sales and support areas. My overall rating for ForgeRock is nine out of ten..”

Anderson-Moura

Assistant Architect at a energy/utilities company with 501-1,000 employees

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“I believe it is important to clearly define and thoroughly assess your organization's identity and access management needs upfront. ForgeRock's flexibility can be both a strength and a challenge if requirements are not clear. It is crucial to pay close attention to initial architecture and design, especially around authentication flows, user journeys, and integration. Additionally, investing in training for your technical team is essential because ForgeRock's platform is powerful but can have a steep learning curve for those new to it. Be cautious about

potential complexity in customizations. While ForgeRock is highly extensible, over-customizing can complicate upgrades and maintenance. Ensure you have a solid plan for monitoring, logging, and compliance from the start.

I appreciate ForgeRock for its strong focus on security, which is critical for organizations handling sensitive data. My overall review rating for this solution is an eight..”

Shreya Reddy

Software Engineer at a financial services firm with 10,001+ employees

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“The advice I would give to others looking into using ForgeRock is that ForgeRock as an [IAM](#) platform is not the problem. The problem always lies with whether the customer is very clear on what they want to do and has made up their mind before acquiring the platform. Generally, the challenges occur on the implementation side when the customer is not ready to implement or does not have all the use cases figured out. That is why they get a very minimal return on investment. At our end, before we signed the deal, we were very strong on how we were going to implement, and we already had enough design documents in place to understand the different requirements. That is why implementing and executing was a key focus. Any future customer should know what they are going to do with the platform before acquisition; it is like learning to drive before buying a car. I gave this review a rating of eight..”

Atowheed Tahid

Principal Consultant at Road2Value

[Read full review](#) 

“My advice for others considering ForgeRock is that it completely depends on your

use cases. ForgeRock is a very potent product that can fit well into a variety of solutions. If you manage a large user base, particularly planning for RBAC and multiple applications, it is easily manageable with ForgeRock. The product's stability and cost-effectiveness are significant advantages.

Having worked with multiple tools such as CyberArk, Delinea, IBM [IGI](#), IBM [ISIM](#), and SailPoint, I find myself very inclined towards ForgeRock due to its capabilities, especially in [CIAM](#), which stands for Customer [Identity and Access Management](#). As an IAM developer and architect, I favor this tool over others due to its extensive functionalities..”

Verified user

CIAM Engineer at a tech vendor with 10,001+ employees

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“Since I am implementing this for the third party and managing the infrastructure for the actual customers, I am managing the infrastructure and the product on top of it. Whenever a new work order comes in, I work on it and based on the work I do, I will be billed and paid. This results in revenue generation.

“I would ask others looking into using ForgeRock to try the product and conduct a POC to see the look and feel of it, how it works, and how it can satisfy the main use case or the use cases for the organization. That way, you can determine whether it is for you. You can decide whether you want a traditional infrastructure-based model or the Advanced Identity Cloud.

“I have a different offering, such as the reverse proxy related offering from ForgeRock Identity. There are new offerings in the current or existing latest model. They have already moved away from the old infrastructure model to the cloud-based model and are adding AI integration as well, providing a more secure and intuitive interactive way for customers to interact with the product and get the details they want..”

Verified user

IAM Solution Architect at a tech services company with 1-10 employees

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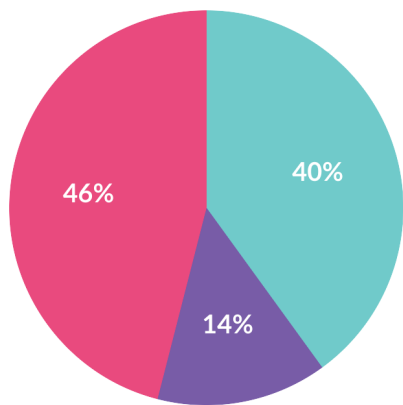
Top Industries

by visitors reading reviews

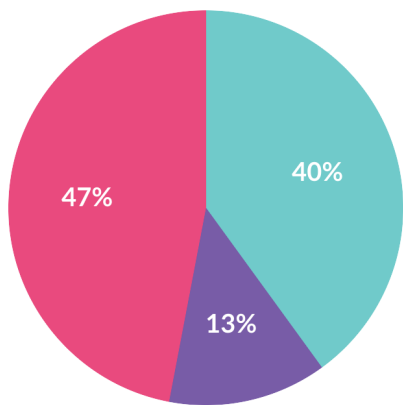


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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