



Ping Identity Platform

Reviews, tips, and advice from real users



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Product Recap



Ping Identity Platform

Ping Identity Platform Recap

Ping Identity Platform offers cloud capabilities for applications, supporting Single Sign-On, Multi-Factor Authentication, and passwordless authentication. It features flexible integrations and federated identity management, enhancing security through detailed compliance features and seamless IDP integration.

This platform meets enterprise needs with role-based access control, device management, API security, and risk-based adaptations. Its BYOD support, ease of integration, biometric authentication methods, and customizable options with PingFederate aid in enhancing security and convenience. Challenges such as the complex management console, network reliability, and limited customization are present. Users find areas for improvement in incident response features, bio-certification, and network handling for IP classification. Community support and documentation need strengthening to address existing device tracking and token management issues.

What are the key features of Ping Identity Platform?

- **Cloud Capabilities:** Built for cloud applications with flexible integrations.
- **Federated Identity Management:** Allows easy integration of multiple IDPs.
- **SSO and MFA Support:** Ensure secure and seamless access.
- **Passwordless Authentication:** Enhances user convenience.
- **API and Device Management:** Protects and secures devices and APIs.

What benefits and ROI can be expected from Ping Identity Platform?

- **Enhanced Security:** Through detailed compliance features and multi-protocol support.
- **User Convenience:** Enabled by passwordless access and integration flexibility.
- **Improved Access Control:** With role-based permissions and identity management integration.
- **Seamless Integration:** Across a range of identity providers and authentication protocols.

In industries such as finance, healthcare, and IT, enterprises deploy Ping Identity Platform for its ability to implement seamless SSO and MFA. It integrates with protocols like SAML, OAuth, and OpenID Connect to secure communications and user identities. This enhances security and user convenience for customer-facing and internal applications.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Personally, I appreciate Identity Orchestration the most about Ping Identity Platform, as with a simple drag-and-drop interface and the correct options we can build a complex and personalized process very efficiently and effectively for registration, login, and profile management.”



AmitRathod

Senior Analyst at Toll Holdings Limited



“Overall, I see PingFederate as a stable product and I do not see any bugs at the moment.”



Prabhakar P.

Iam Consultant at itcinfotech



“Ping Identity Platform can provide a solution for both workforce identity and access management and also for consumer identity and access management, which is CIAM.”



KunwarNitesh

VP Engineering at Inspirit Vision

- ✓ “Ping Identity Platform demonstrates strong stability, as it is not prone to bugs, with the development team consistently fixing issues, making it highly recommended by many clients.”



Prakash Mantha

Founder at APSSIAM

- ✓ “I would recommend PingFederate as an IAM solution for its no-code environment, single sign-on, multi-factor authentication, bidirectional services, and advanced features.”



Shruthi R Varikoti

Senior ServiceNow Developer at Wells Fargo

- ✓ “It's convenient for users to log in through Ping using the Kerberos adapter because it doesn't require them to authenticate again.”



Faiz Mohd

Sr. IAM Engineer at Southwest Airlines

- ✓ “It is a scalable solution.”



Dilip Reddy

Ping Engineer at Equitable

What users had to say about valuable features:

I appreciate that the Ping Identity Platform does not require coding and offers flexible integrations and federated identity management. Generative AI helps to automate access review and streamline governance workflows. The platform enhances security measures by analyzing multi-factor authentication attempts, highlighting suspicious patterns, and generating compliance reports.

Shruthi R Varikoti

Senior ServiceNow Developer at Wells Fargo

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“From a security perspective, I highly value the product's biometric authentication methods such as FIDO, FaceID, YubiKey, and the mobile app. These methods provide a higher security level than email authentication, which can be compromised if the email is breached..”

Validated user

Sr IAM Consultant at a healthcare company with 10,001+ employees

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“Ping Identity Platform's most valuable feature compared to other tools is its extensive customization capabilities. Unlike some competitors that are cloud-only, Ping Identity Platform can be accessed both on-premises and in the cloud, allowing for high flexibility in creating user flows and policies tailored to client requirements. However, a drawback is that it does not manage users directly in the interface, requiring interaction with third-party entities or LDAP gateways..”

Prakash Mantha

Founder at APSSIAM

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“The most valuable feature I have found in PingFederate is that it is quite similar to other competitors regarding the problem. If I am comparing it with another competitor, such as Excel or Microsoft, it provides a similar kind of feature in terms of single sign-on. In terms of business, I am not sure about the value for money and how much they are charging for the same credit. I do not know about it, but in terms of the feature, I do not think there are many differences between other competitors. Other competitors also provide the same feature, and I see that they could also provide the same feature..”

Prabhakar P.

Iam Consultant at itcinfotech

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“Ping Identity Platform can provide a solution for both workforce identity and access management and also for consumer identity and access management, which is CIAM.

“There are many things that are better in Ping Identity Platform. First, it is a very lightweight product. Second, I would say it's a converged platform which can do both identity management, access management, and recently they are bringing privilege management capability as well. Another thing is that they also have something very unique, which is their user interface-based journeys, which provides their single sign-on experience. That is a very good thing. Ping Identity Platform also supports all the latest features such as passwordless and managing agentic identity. They also have AI capabilities within the product itself.

“They provide out-of-box almost all the MFA options, including email OTP, text-based OTP, TOTP, HOTP, biometric, and passwordless. They can also integrate with any third-party MFA provider. From that perspective, it's a complete platform.

“They support OAuth and OpenID. They also have this product called Ping Gateway, which you can use to implement API security. It provides features such as throttling, adding authentication, or everything you can do as part of Ping Gateway..”

KunwarNitesh

VP Engineering at Inspirit Vision

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“With Ping Identity Platform, I was using it in my previous organization, which is the Great Software Laboratory, which is an India-based organization. It is a completely comprehensive hybrid capable Identity and Access Management feature which provides features such as multi-factor authentication, Single Sign-On, then Identity Orchestration, centralized authorizations such as ABAC. As well as it provides directory services, then API security, and fraud detection.

“Personally, I appreciate Identity Orchestration the most about Ping Identity Platform. We don't need to define too much code. It is just a simple drag-and-drop interface. With the correct drag-and-drop options, we can build a complex and personalized process very efficiently and effectively for registration, for login, for profile management. Another thing I appreciate is that it provides great Identity Governance features. We don't need to define too much. It will take very less time for deployment. One of the great features of Ping Identity Platform is Ping One Protect, which protects against bot attacks, account takeover, and other fraudulent and misleading activities.

“The platform's API security features, particularly with Ping Gateway, are one of the great features in Ping Identity Platform that help protect my API. Ping Gateway provides the secure data flow and also it protects the API that is used by OAuth, OpenID, and SAML, which is used by their API connector tool. It integrates with multiple Workday applications and multiple contractor applications. With Ping Gateway, it will be completely secured and all the APIs are secured by the help of Ping Gateway..”

AmitRathod

Senior Analyst at Toll Holdings Limited

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Other Solutions Considered

“My company decided to use PingFederate rather than a different product because the salesman sold the product without involving the technical team, and we are not comparing it with other products, opting instead for a slim project..”

Prabhakar P.

Iam Consultant at itcinfotech

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“If a customer inquires about using Ping Identity Platform for the first time, I would advise them to consider their budget, license costs, and how many applications they have before proceeding. I also compare Ping Identity Platform with other products such as Okta or JumpCloud to ensure it meets their needs..”

Prakash Mantha

Founder at APSSIAM

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“If you want to use PingFederate for the first time, I would recommend going with the other competitors to compare what the business wants. The business needs to focus on cost and efficiency. If you think any of these three are enough, then go for the other competitors. At the end of the day, what matters is how much money you spend. This other competitor is providing a similar kind of feature with one amon, while another competitor is providing it with two amon, so you will always opt for one amon..”

Prabhakar P.

Iam Consultant at itcinfotech

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“My advice for others looking to implement Ping Identity Platform is that if you are looking for a cloud-first company, you can prefer other platforms such as OneLogin or Okta. If a customer wants a hybrid environment where they can use on-premises applications and cloud-based applications while requiring advanced compliance and customization, then I would recommend the client to prefer Ping Identity Platform..”

AmitRathod

Senior Analyst at Toll Holdings Limited

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“Based on the environments, I would say that I used to work in two environments, like development and production. PingFederat is a standard tool. The product has four nodes, out of which, one node is both admin and engine. The remaining engine nodes, we use direct cluster, like, Ping in front of the proxy and external LBs on the top of it.

There are some issues with the tool's stability, such as where improvements are required..”

Dilip Reddy

Ping Engineer at Equitable

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“ I have around eight years of experience in total IT and six years of experience in the Identity and Access Management domain. I've worked with different identity and access tools, such as PingFederate, PingDirectory, PingOne, Oracle Identity and Access Manager, ForgeRock, SailPoint, and CyberArk. I have more experience with US clients, and my last organization was Ping Identity.

At my previous company, I implemented a CDP identity portal with a Python DevOps model. We worked with four types of customers: CPB, QRadar, DUP, and DIRAS. We used PingFederate as an Access Manager and Federation Server to enable user authentication, single sign-on operations, and multi-factor authentication (MFA). It operated as an identity federation and provided secure access to authorized resources.

We also used PingDirectory as a structured repository for customer, partner, and external employee identity data to build unified user profiles. Apart from that, I've worked with Python and Shell scripting for about three years, enabling automation in Azure and AWS cloud environments..”

SandeepKumar30

Senior IAM Platform Enigeer at Loblaw Companies Limited

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ROI

Real user quotes about their ROI:

“The product generates a return on investment especially for organizations prioritizing on-premises control and security. It offers robust features and customization options that justify the cost..”

Lakshmi Kanth Muthyala

IAM lead at Tata Consultancy

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“I see an ROI. It's not a revenue generator. So it's purely from a cost perspective, but on the other hand, because we protect so much of our data now through multi-factor, I don't know the statistics of how many times we've been hacked or passwords were stolen. But because we have done that, we've probably saved ourselves a lot of money in reputational damage in breach recovering from breaches.

.”

Validated user

Senior Staff Technical Program Manager at a manufacturing company with 10,001+ employees

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Use Case

“Ping Identity Platform provides federation services for third-party applications, which is essential for organizations with high-security needs to manage all logins with a single sign-on, making it easy to onboard third-party applications..”

Prakash Mantha

Founder at APSSIAM

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“The main use case for PingFederate is that we are maintaining the centralized single sign-on with DuroSengel and Carabras as the two main instances to review. If any application is hosted outside our organization, then we have front desk and third applications for SDM authentication. Along with that, we have all my answers in place..”

Prabhakar P.

Iam Consultant at itcinfotech

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I work with Governance, Risk, and Compliance (GRC), IT Service Management (ITSM), and Customer Service Management (CSM) modules of ServiceNow. My project is related to cybersecurity. I have touched on generative AI and integrations like SOAP APIs. I have used the Ping Identity Platform for seamless Single Sign-On (SSO) in enterprises, offering flexible integrations and federated identity management within a mid-sized enterprise environment.

Shruthi R Varikoti

Senior ServiceNow Developer at Wells Fargo

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“I primarily use the platform for OAuth and SAML-enabled applications, especially third-party and SaaS applications. I utilize the SAML protocol for those that support SAML, while for OAuth-supporting applications, I use OAuth, OIDC, and OpenID tokens. Additionally, for server-to-server communication, I employ the client credentials grant. For mobile-based native applications that require refresh tokens, I utilize those as well. I manage OAuth client ID registrations for certain SaaS applications and implement various authorization flows, such as Kerberos authentication for intranet requests and form-based authentication for external network requests. Furthermore, I have integrated Multi-Factor Authentication (MFA) to enhance the security of critical applications..”

Validated user

Sr IAM Consultant at a healthcare company with 10,001+ employees

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“I run my own IT company where we work with multiple products. Nowadays, we are not doing a lot of Ping Identity Platform projects because there are other technologies like Ping and Okta and other options available which are better than Oracle. That is why we don't have a lot of Oracle projects these days.

“We are working mostly with Ping technology and ForgeRock, and we do have some Oracle projects that we are running, but majorly we are running Ping and ForgeRock..”

KunwarNitesh

VP Engineering at Inspirit Vision

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“The use case I mentioned, particularly for Single Sign-On, is that we have used it for Single Sign-On. It allows users to access multiple applications with one set of credentials. Users don't need to remember different kinds of credentials. Single Sign-On comes into the picture where Ping Identity Platform provides the Single Sign-On feature.

“Another thing is that Ping Identity Platform provides adaptive multi-factor authentication. It uses context-based security, based on things such as location, device, and different networks, which triggers extra authentication only when the risk is detected. That is what we call adaptive multi-factor authentication.

“Then comes Identity Orchestration. It is one of the great features that Ping Identity Platform has. It provides a no-code, drag-and-drop interface which builds complex, personalized user journeys, from start to bottom, from when a user starts, then their updates such as transfers, then when a user leaves. All of these things are managed by Identity Orchestration. If we need to define it, we can define it as per the client's requirements. It is completely feasible as per client requirement. As well as it provides complete API security. We have secure data flow which protects APIs through OAuth and OpenID Connect protocols. These are the SSO protocols.

“Again, it has great features such as Ping One Protect, which is a real-time AI-driven threat detection that prevents bot attacks, account takeovers, and fraudulent activity. Ping Identity Platform is also used for IGA; we have SailPoint, we have Okta. Ping Identity Platform is useful for IGA, that is Identity Governance, which is helpful for user lifecycle management, which includes provisioning, deprovisioning, and compliance, as well as for recertification.

“I utilize analytics tools for Autonomous Identity within Ping Identity Platform. This product uses machine learning for Identity Governance, specifically for auto-provisioning access, analyzing access patterns which reduces roles, then identifying high-risk access outliers, where it will be used for Autonomous Identity. Then comes PingHelix, which is an AI product used for Ping Identity Platform. It is a strategic initiative that embeds AI at the core of Ping One platform which creates a more intelligent, proactive identity secure posture. Finally, there's Ping Intelligence, which is used to detect anomalies and threats specifically

against APIs, identifying potential data breaches in real-time. That is the use for advanced analytics..”

AmitRathod

Senior Analyst at Toll Holdings 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.

The initial setup of PingFederate in a cloud environment using Generative AI took around one to two weeks. Once everything is set, it does not require much maintenance.

Shruthi R Varikoti

Senior ServiceNow Developer at Wells Fargo

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“The product deployment can be complex, especially when migrating from on-premises to cloud environments like AWS. It involves reconfiguring settings and ensuring minimal downtime, which requires careful coordination..”

Lakshmi Kanth Muthyala

IAM lead at Tata Consultancy

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“I would rate my experience with the initial setup a seven out of ten, with ten being easy to set up.

The initial setup is not too complex. Deployment is really quick and typically the entire process takes two hours. .”

Validated user

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Level 3 it security engineer at a manufacturing company with 5,001-10,000 employees

“For PingFederate implementation, we have different options. We can have an on-premise implementation, meaning we install it on our own procured servers. Alternatively, we can use the cloud version of PingFederate.

The initial setup itself isn't overly complex. With the cloud version, it's primarily deploying WAR files.

While the full implementation takes time due to development and testing, the core installation process is relatively straightforward..”

Satish Shekhar Singh

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Iam Technical Architect at Emprest Innovations Private Ltd

“The setup is generally straightforward, but it can depend on the environment. For example, in a previous organization, two companies merged, each with its own Active Directory and identity management instances. I had to build a new environment to match both the SSO-enabled applications. Although the process was straightforward, it depended highly on the organization’s architecture and requirements.

The deployment timeline depends on the availability of the application team. I aim to make SSO seamless between environments, avoiding multiple authentication logins for end users. Typically, the implementation takes about a month, considering network ACLs and other configurations. However, migrating applications can be challenging and may take months. My last project took almost one and a half to two years to complete the migration process..”

Validated user

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Sr IAM Consultant at a healthcare company with 10,001+ employees

“Sometimes we need to configure PingFederate as an OAuth authorization server and OpenID Connect policy. We also configure SAML 2.0, register web applications and different applications, on-premises applications, and any cloud applications that integrate with PingFederate.

Sometimes we create data store connectors, password credential validators, and adapters to enable authentication, and we work with proxy servers. That kind of implementation with PingFederate.

Project-Specific Setup:

The complexity of the setup depends on the requirements of the project. Some architect teams and different customers have specific needs. If you want to deploy Ping on-premises, the team will handle that. We use the Ping Identity Portal and follow the core documents to integrate with any application.

We also create SOPs to enable authentication for different applications. We create high-level and low-level design documents and perform daily support activities for the PingFederate server..”

SandeepKumar30

Senior IAM Platform Enigeer at Loblaw Companies Limited

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Customer Service and Support

“The customer support team is quite responsive and knowledgeable. Whenever I encounter any issues or require assistance, they quickly provide solutions..”

Validated user

Sr IAM Consultant at a healthcare company with 10,001+ employees

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In Ping, I have reached out to technical support for troubleshooting SAML certificate mismatches and federated errors between Ping and enterprise apps. They have helped support incident resolution for authentication failures using ServiceNow incident workflows and Generative AI summary.

Shruthi R Varikoti

Senior ServiceNow Developer at Wells Fargo

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“I have contacted the support team of Ping Identity Platform for help before, and my experience with them varies depending on the situation at hand; I would rate their assistance as a seven out of ten based on my experiences..”

Prakash Mantha

Founder at APSSIAM

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“If some access is denied to some users, then they can contact the support team for help you can help them fix everything. At times, users are not able to access the applications, but with features like SSO, we can have a single set of credentials. We can access and get a set of login credentials to access the application..”

Dilip Reddy

Ping Engineer at Equitable

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“I have contacted the technical support team at PingFederate.

I would rate their help as two out of ten.

The problem with the support team is that I do not like support; the day of the threat image, they never come on the call and unless it is a priority, they never come to call to defend it and to provide any kind of solutions. It is very hard to bring them into the call when we have priority..”

Prabhakar P.

Iam Consultant at itcinfotech

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“We have six to eight members who provide operational support for Ping Identity products. They perform day-to-day operational support, including root cause analysis, Ping server installation, server maintenance, troubleshooting data sources, and any issues related to stopping processes.

We create standard operating procedures for them to follow. If there's a high-priority incident that cannot be resolved by our SOPPO, CTP, IDaaS, and other support teams, we escalate the issue to the Ping Identity vendor team. We set up meetings to discuss the issue and find a solution.

I am also part of the support team as a senior consultant. Considering our daily activities and customer identity issue resolution, I would rate the operational support for Ping products at six to seven out of ten..”

SandeepKumar30

Senior IAM Platform Enigeer at Loblaw Companies Limited

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Other Advice

I would recommend PingFederate as an [IAM](#) solution for its no-code environment, single sign-on, multi-factor authentication, bidirectional services, and advanced features. On a scale of one to ten, I would rate the Ping Identity Platform as ten out of ten.

Shruthi R Varikoti

Senior ServiceNow Developer at Wells Fargo

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“More than ten thousand people in my company might be using PingFederate.

I would rate PingFederate six out of ten, as it is up to you. For me, more technical ability of the person's things are great. I rate this review six out of ten overall..”

Prabhakar P.

Iam Consultant at itcinfotech

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“In my company, many people use Ping Identity Platform, especially among banking and retail customers, with at least five out of ten clients utilizing it for access management.

“Ping Identity Platform is expensive. However, I believe it is worth the investment despite its high cost because of the value it provides.

“For beginners, learning to use Ping Identity Platform for the first time is manageable; I can say that if one dedicates one to two months to it, they would grasp the tool effectively, rating ease of learning around six out of ten. I would give Ping Identity Platform an overall rating of eight out of ten..”

Prakash Mantha

Founder at APSSIAM

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“Ping Identity Platform has some analytic capability, but mostly it produces the logs which can be sent to any external [SIEM](#) tools such as QRadar or [Grafana](#) or anything similar. It basically produces the logs which can be consumed by any analytics tool.

“It is very easy to integrate.

“They have been the leader for the last eight or nine years according to Gartner and KuppingerCole or any other analyst reports.

“I would rate Ping Identity Platform at a ten. Overall, I would rate my experience between nine and ten. My overall review rating for Ping Identity Platform is nine..”

KunwarNitesh

VP Engineering at Inspirit Vision

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“I assess the Single Sign-On capabilities of Ping Identity Platform in streamlining user access as providing almost 200 to 300 pre-built applications. It provides Single Sign-On based on SAML 2.0, OAuth, and OIDC. It has a very great feature, but as compared to other applications such as Okta, it has a very low number of pre-built applications. However, when it comes to customization, it is very good. It provides greater flexibility. A client can define it in their own way. There is no limitation in customization. We can do a lot of customization in Ping Identity Platform. That is where it provides greater feasibility over Okta.

“In terms of the flexibility of integration with Ping Identity Platform, I have a couple of applications for cloud-based, a few based on on-demand, and several on-premises applications. We have some real-time applications we use for user lifecycle management as well as provisioning. Depending on the client's requirement, we set it as a customization as per their need. We define their user interface, then user logout interface, and there is also a thing such as self-registration forms, and log in and log out timing sessions. We can do that kind of customization as per the client's requirements. That is the greatest feasibility for Ping Identity Platform.

“Overall, I would rate Ping Identity Platform eight out of ten..”

AmitRathod

Senior Analyst at Toll Holdings Limited

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“I use [Ping Identity Platform](#) as the Multi-Factor Authentication solution. Once the first level of authentication is completed with a user ID, password, or card authentication, the request is directed to PingID. I have configured profiles that allow the use of devices like the mobile Ping app. I also use email in some scenarios, although I prefer FIDO authentication methods like [YubiKey](#) or FaceID for enhanced security.

I have integrated the platform into all environments using an adaptive clustering

model that operates in an active-active configuration. Two regions are active-active, while the third serves as a passive disaster recovery region. When integrating new applications, I follow a structured process, beginning with intake forms to determine whether OAuth or SAML is required, depending on whether the application is accessing internal or external systems. [ServiceNow](#) tickets are used for configuration. This adaptive clustering ensures that the requests are automatically routed to the disaster recovery center if two data centers are down.

It includes a centralized tool where users can create their OAuth client IDs. However, I do not recommend this practice as it can lead to unnecessary client IDs and access tokens, increasing system load. Instead, I have developed a controlled process where users can request what they need, and the request is then sent to me for approval. This approach ensures that the process is managed effectively.

Overall, my experience with the solution has been very positive. It has played a crucial role in enhancing the security and efficiency of our access management processes. While there are always areas for improvement, particularly in terms of scalability and phishing resistance, it has consistently met our expectations. I would highly recommend it to organizations looking for a reliable and secure access management solution.

I rate it an eight. .”

Validated user

Sr IAM Consultant at a healthcare company with 10,001+ employees

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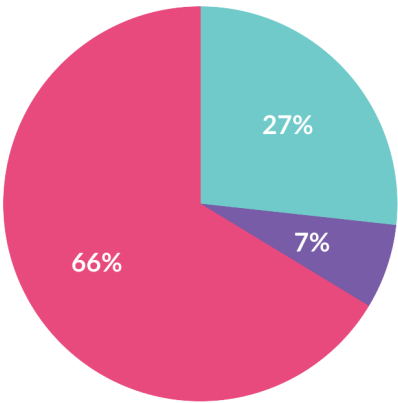
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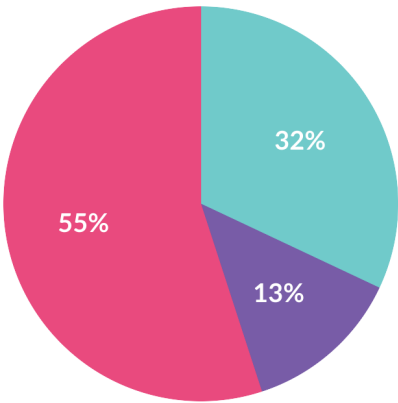


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+1 646.328.1944