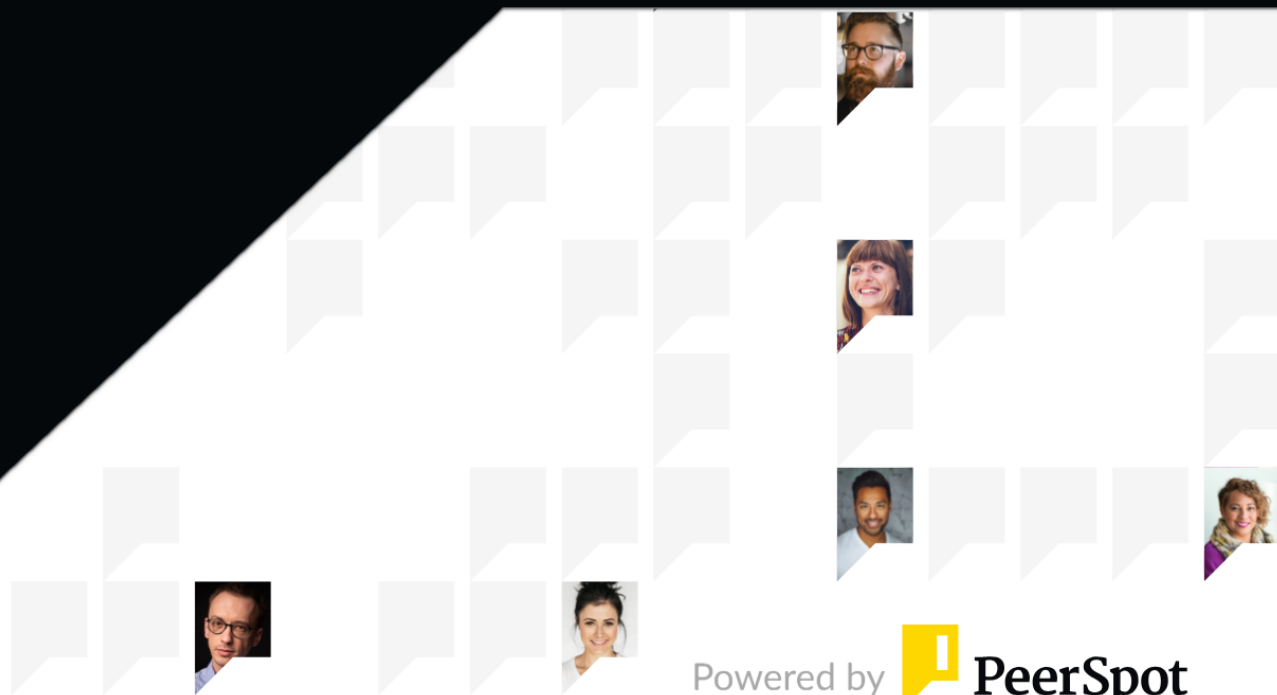




JumpCloud

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 15

ROI..... 16 - 17

Use Case..... 18 - 21

Setup..... 22 - 24

Customer Service and Support..... 25 - 27

Other Advice..... 28 - 31

Trends..... 32 - 33

About PeerSpot..... 34 - 35

Product Recap



JumpCloud

JumpCloud Recap

JumpCloud offers efficient device management, single sign-on, and integration capabilities. It integrates seamlessly with Microsoft 365 and Google Workspace, streamlining user management across diverse environments.

JumpCloud delivers device, user, and application management across platforms like Windows, Mac, Linux, and cloud services such as AWS and Azure. Acting as a cloud-based directory, it facilitates single sign-on and identity access management, making it an attractive replacement for Active Directory and LDAP directories. Its policy management and centralized directory simplify user and device administration, offering a user-friendly interface with flexible access control and remote management. Organizations can experience streamlined onboarding and offboarding processes, robust authentication, and scalability. Despite being powerful, room for improvement is noted in alert capabilities, comprehensive MDM for Windows, multi-tenant features, and API reliability.

What are the key features of JumpCloud?

- **Device Management:** Manage Windows, Mac, and Linux devices efficiently.
- **Single Sign-on:** Seamlessly integrate with Microsoft 365 and Google Workspace.
- **Centralized Directory:** Simplifies administration by consolidating user credentials.
- **Policy Management:** Enforce policies and provide VPN access.
- **Remote Management:** Provides flexible access control.

Why should users consider JumpCloud?

- **Streamlined Onboarding/Offboarding:** Efficient user management saves time.
- **Robust Authentication:** Enhances security through strong credential management.
- **Scalability:** Adapts well to growing business needs.
- **Integration Capabilities:** Supports seamless connections with cloud applications.

Companies across industries utilize JumpCloud for comprehensive management of devices and user identities. It is especially beneficial in technology-driven sectors where centralized directory services replace traditional Active Directory and LDAP models. Organizations employing platforms like AWS and Azure find it essential for maintaining efficient and secure access management.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “A key positive impact JumpCloud has on my organization is significant time savings, and by centralizing user and device management, IT teams can reduce the time spent on manual tasks, potentially freeing up 20 to 30 percent of their time.”



Arun Jose

System Administrator at Mensa Brands

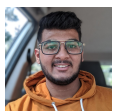
- ✓ “JumpCloud has positively impacted our organization by drastically improving our security posture with better control over access, and we are definitely saving considerable time with automated onboarding and device management, allowing us to focus more on strategic projects.”



Arun Jose

System Administrator at Mensa Brands

- ✓ “JumpCloud has solved my needs by consolidating what I was previously using into one solution.”



Karsh Trivedi

Security Engineer at Payatu



“The cross-platform support and easy policy deployment from JumpCloud have greatly assisted my team, especially since it is typically difficult to deploy services across various directory services on Linux.”



Rajesh Kumawat

System Administrator at Girnarcare



“My advice for others looking into using JumpCloud is that if a person is looking for a directory solution that combines single sign-on identity and password management, this will be the best option.”



Bsubbiah Bsubbiah

Infrastructure Team Lead at Scalecomputing



“JumpCloud has given us a much more secure environment, and as we move toward a SOC 2 Type 2, having JumpCloud in place made it very easy to gather the evidence we needed to prove that we were doing what we should be doing.”



Validated user

Principal Systems Engineer at a healthcare company with 51-200 employees



“JumpCloud has positively impacted my organization because we can work more efficiently by focusing on the one user portal to use the applications.”



Joddy Krisnadi

Technical Support and Engineer at EIKON Technology

What users had to say about valuable features:

“The good thing about JumpCloud is having something where in a single tool, I can manage everything: users, groups, their permissions, their different applications, integrations, and the devices.

“I think JumpCloud positively impacts the organization because all employees just need to remember one credential, not more than that.

“For user positivity, I noticed that the users don't need to log in to all different tools..”

Sachin Sharma

Lead DevOps at a consultancy with 201-500 employees

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“The top three features would be SSO, user lifecycle management, and remote support, which is well integrated and intuitive.

“JumpCloud has helped me significantly, especially with features like remote lock and remote erase for devices. These are helpful in case of stolen devices or if a user is remote and unable to reach their laptop. This has enhanced my security policies considerably. Because of the JumpCloud agent, I can configure conditional access policies on the user, which has also helped me secure my applications in the organization.

“JumpCloud's multi-factor authentication feature is good. It performs the job and gets the job done. It is simple and workable..”

Karsh Trivedi

Security Engineer at Payatu

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“In my experience, the best features JumpCloud offers are simple directory integration and good insights about our audit-related data for user login, which are available in the directory logs. We don't need to struggle to get those logs the way we do with Microsoft Active Directory, and we can use many filters in the dashboard to get those log details easily, along with a straightforward SSO setup that can be completed in just a few steps for many applications.

“Whenever we are onboarding new SaaS applications or any new application our company is going to use, we simply set up the SSO. It's not a day-to-day setup, but when a new application comes, there is some work involved. The directory service logs are very useful for compliance audit purposes, and we use those on a monthly and weekly basis to fetch the reports, but not on a daily basis..”

Bsubbiah Bsubbiah

Infrastructure Team Lead at Scalecomputing

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“The best features that JumpCloud offers are Single Sign-On, which is probably the strongest feature as it lets everyone access all their apps with just one login, saving them considerable time and hassle, and conditional access, which is critical as it helps us ensure only trusted devices can connect.

“Conditional access has helped our team by blocking a contractor who attempted to access sensitive data from an unmanaged personal device, eliminating that potential security risk before it could become a problem.

“Patch management in JumpCloud has been quite helpful as it ensures everyone's systems are updated, providing another layer of security for Mensa Brands.

“JumpCloud has positively impacted our organization by drastically improving our security posture with better control over access, and we are definitely saving considerable time with automated onboarding and device management, allowing us to focus more on strategic projects..”

Arun Jose

System Administrator at Mensa Brands

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“In a day-to-day context, the best features JumpCloud offers for my organization are the unified directory and device management. The ability to consistently manage user access and security policies for a diverse fleet of devices from a single pane of glass is critical for daily operations. It simplifies routine tasks including onboarding and offboarding and significantly strengthens security.

“Integration capabilities are a key component of JumpCloud. JumpCloud integrates seamlessly with many common cloud applications through SSO and SCIM provisioning, which streamlines access and enhances security. For reporting, JumpCloud provides detailed audit logs and reports on user activity, device status, and policy compliance, which is crucial for security and regulatory compliance.

“A key positive impact JumpCloud has on my organization is significant time savings. By centralizing user and device management, IT teams can reduce the time spent on manual tasks, potentially freeing up 20 to 30 percent of their time. Security is also improved, with specific metrics showing a reduction in security incidents due to enforced MFA and conditional access. Employee productivity benefits through seamless SSO and faster onboarding..”

Arun Jose

System Administrator at Mensa Brands

[Read full review](#) 

“Because we're in healthcare, we're all about security, and JumpCloud gives us the ability to lock down the device and make sure only approved apps are installed, which is beneficial.

“Recently, JumpCloud rolled out the ability to host apps in their repo, so I no longer have to host them myself for install. I just upload them to JumpCloud and push and they're good to go. I also appreciate that JumpCloud has a remote desktop included, which makes life very easy.

“I'm in a company that's fully remote, and because we have no on-site location, having a remote desktop was important to me so I can provide remote support when needed or troubleshoot when needed. Having that built-in has been very nice and made supporting my end users significantly easier.

“JumpCloud has given us a much more secure environment, and as we move toward a SOC 2 Type 2, having JumpCloud in place made it very easy to gather the evidence we needed to prove that we were doing what we should be doing.

“We needed fewer employees, and by adding JumpCloud, we were able to remove the need for at least one employee because we had less hands-on device imaging..”

Validated user

[Read full review](#) 

Principal Systems Engineer at a healthcare company with 51-200 employees

Other Solutions Considered

“We previously used a mix of on-premises Active Directory and some cloud tools. The switch to JumpCloud was mainly to achieve a unified platform for better security and scalability for our remote teams..”

Arun Jose

System Administrator at Mensa Brands

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“I previously used Microsoft Active Directory for a while, but it does not act as a cloud directory. Microsoft Active Directory is a directory service, and it lacks other features such as SSO, JumpCloud Password Manager, and access controls..”

Bsubbiah Bsubbiah

Infrastructure Team Lead at Scalecomputing

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“Before choosing JumpCloud, we evaluated other options such as Microsoft Azure ID and Okta, but JumpCloud felt like the best fit for our specific cross-platform needs and zero-trust approach..”

Arun Jose

System Administrator at Mensa Brands

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“Before choosing JumpCloud, I evaluated other options, such as Microsoft Azure Active Directory and Okta. JumpCloud was ultimately chosen due to its comprehensive cross-platform management capabilities and its native zero-trust approach..”

Arun Jose

System Administrator at Mensa Brands

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“Prior to choosing JumpCloud, I evaluated other options like Windows Directory Services for Windows and LDAP services for Linux. If JumpCloud were not available, those were the solutions I would have turned to. However, after implementing JumpCloud, I found it very manageable with a console that provides role-based access to users, which has been very helpful for my needs..”

Rajesh Kumawat

System Administrator at Girnarcare

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“JumpCloud has solved my needs by consolidating what I was previously using into one solution. I have experience with Microsoft Azure AD. Based on my experience, JumpCloud is much better and more intuitive in terms of MDM and identity management.

“I did not switch from another solution to JumpCloud. I did not have any solution previously, and I implemented JumpCloud. I tested Microsoft identity management and Azure AD on some other clients. Based on that experience, I said that JumpCloud was better when it comes to complete identity management. Of course, Microsoft has its own good features, but JumpCloud is overall a better and smoother product..”

Karsh Trivedi

Security Engineer at Payatu

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ROI

Real user quotes about their ROI:

“JumpCloud saves us money in some features, such as the password manager, as we can keep everything in one place, which definitely saves money for our company..”

Bsubbiah Bsubbiah

Infrastructure Team Lead at Scalecomputing

[Read full review](#) 

“We have definitely seen a return on investment. The time saved on onboarding and device management is significant, probably a 75% reduction, and our security incidents have dropped close to zero, which is a huge positive..”

Arun Jose

System Administrator at Mensa Brands

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“I have seen a significant return on investment. Metrics show a reduction in identity and access management costs, potentially between 40 and 60 percent. Time saved on onboarding and offboarding users is also measurable, leading to improved employee productivity..”

Arun Jose

System Administrator at Mensa Brands

[Read full review](#) 

“I think that there is ROI with JumpCloud. It eases a lot of burden. It facilitates the central management of user identity. Though there are some improvements to be made, I really do like the system access that they provide..”

Validated user

IT Engineer at a government with 201-500 employees

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“I have seen a return on investment with JumpCloud, as the money saved is significant. If I had planned to deploy an entire machine on Windows, it would have been very costly. After implementing JumpCloud, I found I do not require Windows installations, which is very helpful and cost-effective, while also maintaining effective security levels..”

Rajesh Kumawat

System Administrator at Girnarcare

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Use Case

“My main use case for JumpCloud is managing a fleet of Windows and Mac devices. I manage the complete life cycle of the device from imaging to offboarding using JumpCloud, so when a new employee joins the company, the device gets enrolled with JumpCloud, any apps that the user may need are automatically installed via JumpCloud, and then the device is shipped out..”

Validated user[Read full review](#) 

Principal Systems Engineer at a healthcare company with 51-200 employees

“JumpCloud serves as my master Active Directory. I manage all user accounts and assets via JumpCloud, and we have access controls built into JumpCloud for managing cloud applications, using a single sign-on for many of our SaaS applications.

“My main use case also includes using SSO with SCIM for integration, and we are using JumpCloud password management solution..”

Bsubbiah Bsubbiah[Read full review](#) 

Infrastructure Team Lead at Scalecomputing

“JumpCloud's remote support feature and SSO capabilities are excellent, particularly the one-click access to everything. The dashboard is quite intuitive, and for administrators, the remote support functionality is outstanding. I use JumpCloud as my PAM solution, SSO solution, and almost like an MDM solution. I also use it for remote support to my employees..”

Karsh Trivedi

Security Engineer at Payatu

[Read full review](#) 

“Our main use case for JumpCloud is unified identity and device management. Since Mensa Brands continues to grow, we need one central platform to handle everyone's access and ensure all devices are secure across different brands.

“A good example of how I use JumpCloud for unified identity and device management in my day-to-day work is during onboarding. When a new employee joins one of our brands, we can set them up with a single identity in JumpCloud, which automatically provisions their access to various apps and grants them the right permissions for their devices, streamlining that process significantly..”

Arun Jose

System Administrator at Mensa Brands

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“My main use case for JumpCloud is as an MDM tool. JumpCloud is essential for my team in mobile device management, and I also use it as an Active Directory solution. I use JumpCloud to provide admin access, enable specific application sideloading, manage all software, and handle inventory management. My primary use case for JumpCloud involves application management and Active Directory functionality. I use JumpCloud for monitoring devices and providing specific access controls, including administrative access and application-specific controls, as well as resource sharing. I can track or lock out systems in case of loss or other security concerns.

“An excellent use case for JumpCloud is addressing the management of a remote or hybrid workforce. A unique use case involves rapidly deploying devices to new employees without requiring them to come into the office. My team leverages pre-configured policies and zero-touch deployment to ship devices directly to employees, already configured and secure. This eliminates geographical limitations and ensures compliance from day one..”

Arun Jose

System Administrator at Mensa Brands

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“I have been managing all the users across the organization with JumpCloud, where I have been accessing their devices and their access to different portals like AWS and other applications as well.

“I had a lot of users, and for the laptops, some users were using Mac and some users were using Windows machines, so I was able to assign that there itself.

“With the Terraform provider and some automations, I was able to put every user directly into JumpCloud itself.

“In terms of managing JumpCloud or users, I was able to manage 300 people with just two people..”

Sachin Sharma

Lead DevOps at a consultancy with 201-500 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 initial setup of JumpCloud is very easy. I need to download SAML configuration and integrate it with the JumpCloud platform. It's a simple process, especially with AWS providing guidance through documentation and videos..”

MuhammadAzhar Khan

Senior DevOps Engineer at Alibaba Group

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“The initial setup is straightforward. Many helpful tools are available on the web, and there is a lot of helpful documentation. We will need knowledge of Windows and Linux. The product can be deployed in half a year. Our plan is to deploy it completely by the end of the year..”

Edwin Hop

Account Manager at Asely

[Read full review](#) 

“JumpCloud was purchased before I onboarded, so I did not handle the initial licensing. As they've rolled out new features, I have been in on the conversations on which ones to purchase and whether we needed to stick with the Platinum bundle that we were getting or if we could drop down. My manager made the purchasing decision on JumpCloud about two weeks before I joined the organization..”

Validated user

[Read full review](#) 

Principal Systems Engineer at a healthcare company with 51-200 employees

“JumpCloud has an incredible ability to allow users to start using the service in little to no time. It's a huge selling point. You can have JumpCloud up and running in under half an hour. It will adopt existing machines and identities. You can pull them in from Office 365 or from other LDAP sources.

My first rollout of this solution was in the spring of 2020 and as anxious as I was going through the process in a production environment, it was simple. I did not have a single problem..”

Brian Reichow

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President/Owner at Escape

“I was involved in the initial setup of JumpCloud. I integrated multiple applications and onboarded them to single sign-on and configured the policies as well. The first experience was quite good. The support I received when initially deploying it was good. The technicians were very helpful and knew what they were doing. They understood the use cases and suggested workarounds and possible solutions whenever I felt stuck. The pre-sales team was good enough to pitch and explain all the features of the platform.

“The setup was good, and I did not have any challenges..”

Karsh Trivedi

Security Engineer at Payatu

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“ I rate the initial setup a nine on a scale of one to ten, where one is difficult and ten is easy.

The initial setup was straightforward.

JumpCloud is a SaaS solution, so it is deployed on a public cloud by AWS.

Considering from an end-to-end perspective, the deployment project takes around a month..”

Jean-François FLAVIEN

Chief Technologist at Computacenter

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Customer Service and Support

“I would rate JumpCloud's technical support a nine out of ten. I would deduct one point because sometimes the reachability feels too slow. There were very few times when I really needed support, and they took time to answer..”

Karsh Trivedi

Security Engineer at Payatu

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“Customer support is generally responsive and helpful, with various channels available. However, faster response times and more comprehensive or specialized documentation would be beneficial, particularly for complex queries..”

Arun Jose

System Administrator at Mensa Brands

[Read full review](#) 

“The customer support provided by JumpCloud is fantastic, as they respond properly and provide solutions when required. Communication is great, and they can also respond over email, which enhances the support experience..”

Rajesh Kumawat

System Administrator at Girnarcare

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“Customer service is fairly good, and sometimes it takes a little time to hear back. Service was better in the beginning, but as JumpCloud has grown, they have not leaned into their support quite as much as I hope they would. However, they do get back to you within a reasonable amount of time..”

Validated user

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Principal Systems Engineer at a healthcare company with 51-200 employees

“Customer support from JumpCloud is very quick. Since adopting JumpCloud, I have noticed specific outcomes including very fast support; we get immediate support if something is not working properly, and it has minimal downtime. I have never faced significant downtime on JumpCloud, although I think I've faced a couple of instances, but they were resolved very quickly, so there is no problem with downtime..”

Bsubbiah Bsubbiah

[Read full review](#) 

Infrastructure Team Lead at Scalecomputing

“I think JumpCloud can be improved by enhancing their support because it takes so long to get feedback from them if I have a problem with a client to solve their problem.

“I would appreciate more content about the needed improvements, perhaps a tutorial on how to use some new features, such as RADIUS, or use cases that show the best practice on how to solve some cases.

“Customer support should be enhanced, especially the response time which should be much faster than it is now. I think it is slow..”

Joddy Krisnadi

Technical Support and Engineer at EIKON Technology

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Other Advice

“My advice for others looking into using JumpCloud is that if a person is looking for a directory solution that combines single sign-on identity and password management, this will be the best option. I would rate my overall experience with JumpCloud a 10..”

Bsubbiah Bsubbiah

Infrastructure Team Lead at Scalecomputing

[Read full review](#) 

“My main use case for JumpCloud arises from facing multiple challenges in controlling user access since 80% of my platform is Linux. I need solutions to control users and devices, and JumpCloud provides me with those solutions, making it very helpful for managing devices, users, groups, and resources. I give this product a rating of nine out of ten..”

Rajesh Kumawat

System Administrator at Girnarcare

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“The biggest advice I would give to others looking into using JumpCloud is to test, because the biggest thing you can do to make sure it's going to work for your environment is to sign up for the free demo and test JumpCloud as much as possible to make sure it suits your use case. JumpCloud is a good product and it marks all the boxes that I needed it to. I would rate this review a nine out of ten..”

Validated user

[Read full review](#) 

Principal Systems Engineer at a healthcare company with 51-200 employees

“I have multiple SaaS applications like Atlassian, [Jira](#), and [AWS](#) where I set up the JumpCloud instance as the identity provider, which has helped me streamline my login process. My users are happy that they do not need to enter passwords repeatedly or enter MFA repeatedly. They can just click on the icon and log into whatever they need.

“I am not too sure about JumpCloud's pricing, as I was not part of the procurement team. I would rate this review a nine out of ten..”

Karsh Trivedi

[Read full review](#) 

Security Engineer at Payatu

“We have seen specific outcomes since implementing JumpCloud, cutting our onboarding time significantly, probably by about 75%, and security incidents related to unauthorized access have dropped close to zero.

“More granular controls for specific policies and better third-party integrations with some of the niche tools we use would help to make my daily work even smoother.

“My advice to others looking into using JumpCloud would be to clearly define your specific priorities, especially for cross-platform management and security, and ensure to thoroughly test the setup with your existing tools to ensure smooth integration. I would rate this product an 8 out of 10..”

Arun Jose

System Administrator at Mensa Brands

[Read full review](#) 

“JumpCloud is typically deployed as a pure cloud solution, functioning as a public cloud-based directory and management platform. It is designed to replace or complement legacy on-premises systems, facilitating a hybrid model during transition, but its core functionality is cloud-native.

“JumpCloud operates on its own cloud infrastructure rather than being deployed directly on a specific [AWS](#), [Azure](#), or [Google Cloud](#) platform by the customer.

“I rate JumpCloud an 8 out of 10 overall, balancing its strong unified management and security features with the potential for initial configuration complexity. I choose 8 out of 10 because this rating primarily reflects the areas for improvement, such as the initial complexity and the desire for more granular reporting and specific integrations. While it excels in its core functions, addressing those specific pain points would push it closer to a 9 or 10..”

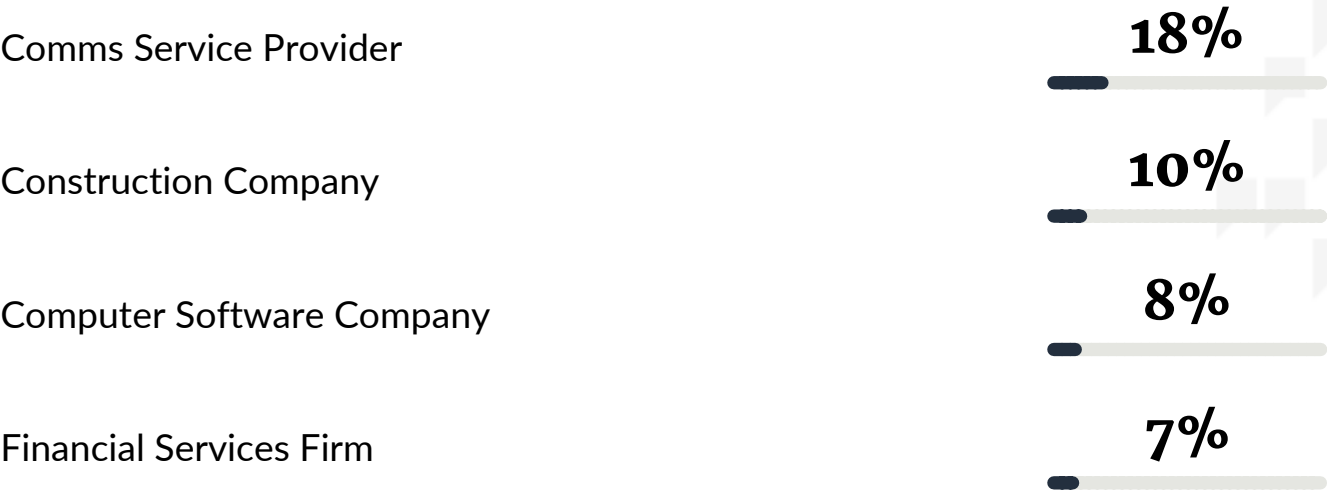
Arun Jose

System Administrator at Mensa Brands

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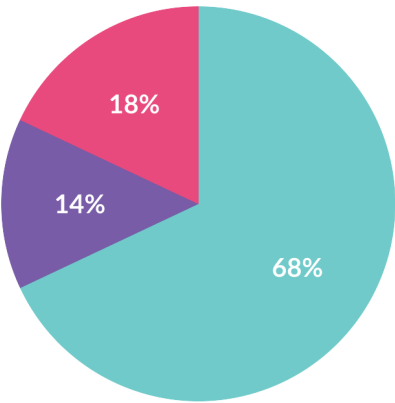
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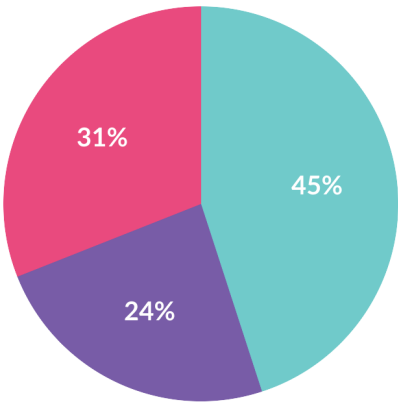


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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