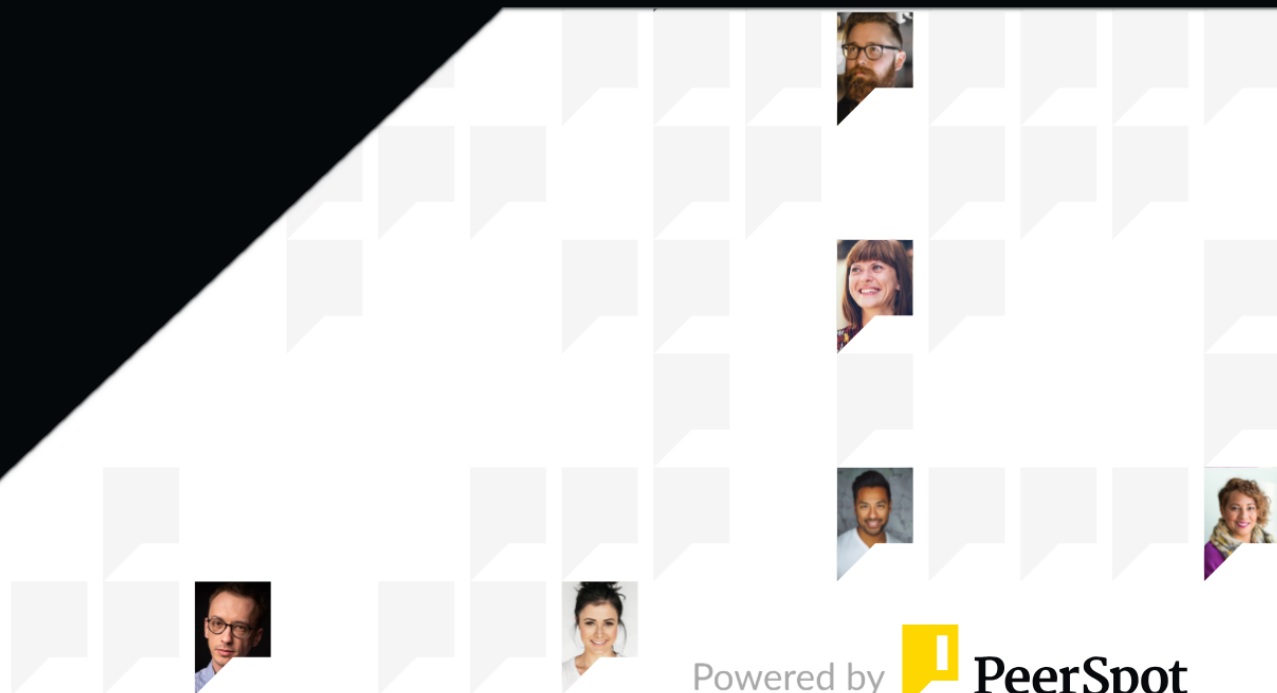




SailPoint Identity Security Cloud

Reviews, tips, and advice from real users



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Product Recap



SailPoint Identity Security Cloud

SailPoint Identity Security Cloud Recap

SailPoint Identity Security Cloud is known for its user-friendly interface, high-level automation, and a wide range of pre-built connectors, making it flexible for workflow customization and robust identity lifecycle management with AI integration.

SailPoint Identity Security Cloud provides strong security features such as provisioning and certification, enhanced by AI and machine learning. It effectively manages user access, roles, and governance across environments. The platform offers scalability, comprehensive documentation, and seamless integration with third-party solutions. Despite its high cost and complex configuration, it is designed to meet enterprise needs in application provisioning, access management, and lifecycle management. Cloud and on-premises deployments are supported.

What are the key features of SailPoint Identity Security Cloud?

- **User-Friendly Interface:** Intuitive and simple to navigate for effective management.
- **Robust Automation:** Automates identity lifecycle processes efficiently.
- **Out-of-the-Box Connectors:** Extensive connectors available for rapid integration.
- **AI and Machine Learning:** Integrates AI for smarter provisioning and certification.
- **Flexible Customization:** Tailors workflows and identity management as needed.

What benefits can users expect when evaluating SailPoint Identity Security Cloud?

- **Scalability:** Easily scales with the growing needs of enterprises.
- **Comprehensive Governance:** Ensures thorough compliance and governance measures.
- **Seamless Integration:** Supports easy integration with third-party applications.
- **High-Level Security:** Protects data with robust security features.
- **Regulatory Compliance:** Facilitates adherence to regulatory requirements.

SailPoint Identity Security Cloud is employed across industries for application provisioning and identity access management, supporting onboarding, offboarding, and role management. It addresses the needs of cloud and on-premises environments, providing centralized control and compliance assistance for account administration in enterprises.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“SailPoint Identity Security Cloud offers simplicity and a user-friendly interface, along with excellent support from SailPoint's company.”



Mitch MO

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



“I am satisfied with the overall performance and stability.”



Narayanan D

Principle at a manufacturing company with 10,001+ employees



“The solution can be customized to adapt the workflow to our industry, offering considerable flexibility.”



Mitch MO

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

- ✓ “The most valuable features include its ability to integrate with AI and machine learning, the automation of reports, and the built-in connectors that enable easy connection with both legacy and cloud-based applications.”



Praveen Jalumuru

Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

- ✓ “SailPoint has an edge in terms of security since administrators have limited access, unlike ServiceNow where you can change everything. This adds a significant security advantage.”



Kaustubh Partha

Technical Support Analyst at CLSA

- ✓ “The product feature is quite nice and simple, especially in terms of the UI and implementation.”



DharmendraKumar1

Senior Manager Cybersecurity at LTI - Larsen & Toubro Infotech

- ✓ “It reduces the operational overhead of audits.”



Verified user

Vice President Sales at a tech vendor with 1-10 employees

What users had to say about valuable features:

“The most valuable feature is the automation. The automation of provisioning and deprovisioning, managing contractors, temporary users, and the overall automation factor is fantastic. It brings efficiency in onboarding identities, restoring and extending accesses, and terminating accesses..”

Verified user

Vice President Sales at a tech vendor with 1-10 employees

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“We find flexibility to be one of the most valuable features. The solution can be customized to adapt the workflow to our industry, offering considerable flexibility.

Additionally, it is considered a good solution for large companies due to its scalability and ability to cater to the needs of many customers. It has also enhanced security and provided significant flexibility for our specifications module..”

Mitch MO

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

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“There are two things I find valuable. The product feature is quite nice and simple, especially in terms of the UI and implementation. Additionally, the customer support is very good. Whenever a consultation or solution guidance was needed, the team was available to answer questions and concerns. Furthermore, from a project management point of view, the tool supports audit success with features to segregate permanent and contractor employees, integrate with HR systems, and indicate other sources for contractors. These features are really beneficial..”

DharmendraKumar1

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Senior Manager Cybersecurity at LTI - Larsen & Toubro Infotech

“One of the most valuable aspects of SailPoint is its open integration interface. In my experience, it seamlessly connected with four different digital identity management solutions, offering both API and low-level code integration options. This flexibility, coupled with extensive documentation and strong support, ensured smooth integration without encountering issues like lost events or operational challenges.

Additionally, its reporting capabilities are exceptional, providing detailed and granular insights without any issues. Reporting features are highly effective for managing user certifications and role management..”

RaziFarooqui

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Hse Manager at a retailer with 10,001+ employees

Managing user access has been a specific action with the operations team, and they would be able to provide updates. I'm part of the cyber assurance team, so these operational aspects or tool usage-related questions need to be checked with the operations team members.

We have role management and groups management taken care of, and there are no challenges highlighted in that area.

“We have managed our identity governance with SailPoint Identity Security Cloud while dealing with some legacy systems and moving to the latest versions on-prem or cloud related stuff, managing both the physical machines configured in our environment and the on-prem or cloud related machines effectively without seeing any difference in solution speed or service. .”

Narayanan D

Principle at a manufacturing company with 10,001+ employees

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“The benefit of using SailPoint IdentityIQ is that it significantly reduces the workload for certification processes. Before implementing IdentityIQ, the corporation relied heavily on manual methods to gather accounts and permissions for review. Each host machine had to be checked manually to ensure account collection accuracy, followed by manually identifying accounts for certification. This entire process was labor-intensive, with human involvement at every step.

It took about a month to gather notification data and initiate the certification process. Tracking the status of certifications was challenging since it was managed through Excel, making it difficult to determine completion percentages. Once all certifications were completed, SailPoint shifted through Excel sheets to finalize reports.

With IdentityIQ, the process is streamlined, reducing the time required for certification, and it also has an automated aggregation of accounts, assets, and groups. There's no opportunity for human error or intentional concealment of accounts, enhancing security..”

Edwin Yang

Technical Account Manager at Infoarchi

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Other Solutions Considered

In general, I have handled Okta and OpenText and noted that those companies have a longer history in the market, which gives them an advantage over SailPoint Identity Security Cloud and Saviynt in aspects like account provisioning and life cycle management.

Narayanan D

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Principle at a manufacturing company with 10,001+ employees

“We previously worked with IBM IM products like ISIM and Oracle IM, and we switched to SailPoint IdentityIQ because it is an enhancing product. SailPoint IdentityIQ is the best in feature enhancement..”

SushantAggarwal

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Architect(IAM) at a tech services company with 201-500 employees

“I've tried Saviynt but compared to SailPoint IdentityIQ, Saviynt isn't stable. It also has fewer features compared to what you get from SailPoint IdentityIQ. For me, SailPoint IdentityIQ is better because of its stability, and it offers many features. However, cost-wise, Saviynt is cheaper..”

Verified user

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Assistant Manager at a financial services firm with 10,001+ employees

“Saviynt is a main competitor. However, SailPoint is better since it comes with a legacy and is available in both cloud and on-premises models, unlike Saviynt, which is cloud-only..”

Verified user

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Vice President Sales at a tech vendor with 1-10 employees

“Broadcom was previously utilized for similar purposes, but it lacked certain capabilities, particularly in terms of traceability and governance functionalities like attestation, recertification, and periodic certifications. Additionally, Broadcom faced support issues and relied on outdated technologies which presented challenges. SailPoint, on the other hand, was sought as a more contemporary and comprehensive solution to address these limitations, offering numerous advantages over Broadcom..”

RaziFarooqui

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Hse Manager at a retailer with 10,001+ employees

“The difference with Saviynt is that it offers tools and investigation capabilities all in a cloud solution.

“I know that SailPoint also has a cloud solution, but I am not very familiar with the SaaS solution that SailPoint offers.

“Regarding pricing, I believe SailPoint is more expensive compared to Saviynt, but there is a difference.

“SailPoint has different tools, greater experience, and works with large companies, so that accounts for the price difference..”

Mitch MO

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

ROI

Real user quotes about their ROI:

“There is an ROI. I have worked in this domain for 12 years on different continents and have not heard of people replacing SailPoint IdentityIQ on-premise with other solutions..”

SushantAggarwal

Architect(IAM) at a tech services company with 201-500 employees

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“We haven` t calculate the ROI. Mainly, cost savings are associated to:

- Identifying unused or unauthorized accounts and reports them back to the appropriate business sponsor for removal and potential cost savings
- Reduce the cost of compliance by automating access review processes

Verified user

Senior IT Consultant at a consultancy with 10,001+ employees

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“We achieve two returns in the investment in a SailPoint implementation. We were able to streamline access control related business processes and reduce identity management and access control risks, including potential audit/regulatory findings. .”

Verified user

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Tech Consulting Sr Associate at a consultancy with 10,001+ employees

“The client has had a positive reduction in the time taken to get a user on boarded and productive. There has also been a significant improvement in their access and Identity Management controls, reducing risk and closing audit items..”

Matt Thomson

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Principal Consultant at CyberCX

“Through our implementations we’ve seen the existing manual access review processes shrink from a team of people used to gather, send and review certification results down to one or two administrators. Gathering of account data, sending of access review notifications, escalation of incomplete access reviews and detection of remediation is all automated. Administrators can focus on reviewing the results not doing the heavy lifting, results can be easily summarised for the people that need it.

IdentityIQ is still a relatively new comer to identity management, but its implementation is modern and it has built on the lessons learnt from the older, harder to use and often cryptically complex provisioning systems. Workflows and connections to applications do not need to be complex and take far less time to implement than heavy provisioning systems.

IdentityIQ is quicker to implement than its pure provisioning counterparts, implementing IdentityIQ for compliance and governance means you can later reuse the existing on-boarded application connections to implement provisioning..”

Verified user

Principal Technologist

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“In terms of our phase one, to get people onboarded right away, within a day, that has saved us a lot of money. Also, the product discovered a lot of clean-up that we needed to do in the kind of systems that we integrate. Previously, we didn't know. So that helped us a lot in cleaning up some of our data.

There are so many other features and other things that we can do probably, that we haven't gotten to that we know is going to save a lot in terms of the password reset support. Right now, our outsource company handles that. Once we start implementing that in a few more weeks, people will have self-service password resets. They don't need to call the help desk to get it unlocked. It costs us money, using the help desk. They will be able to do it themselves and it will save us money.

Group management and access to the application will help us too. Right now, that's all done through ticket requests and manual access implementation. In our next phase, that's all going to be automated where do you go to a form and select that and you get access, get approved and get access. It will save us a lot of time from the support respect..”

JohnOdisho

IT Engineer at a energy/utilities company with 1,001-5,000 employees

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Use Case

“I raise requests on SailPoint, for example, if there is any server-related access needed. I use it more as an end-user, like raising simple tickets for identity access management..”

Kaustubh Partha

Technical Support Analyst at CLSA

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“I have experience with AirPods IAQ, primarily for identity and access management. I work on engineering the entire workflow of IAQ, including lifecycle certifications and application integrations as they relate to access management..”

Mitch MO

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

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“We use it to manage our lifecycle, to manage our access, and to make certification of our access.

“We use it for all approved access and all managed access..”

Mitch MO

[Read full review](#) 

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

We are already using SailPoint Identity Security Cloud in that space for the ID perspective and I think I did this inquiry quite some time back.

We are using SailPoint Identity Security Cloud to manage the identity life cycle, which includes managing recertification, confirming the status of account access, and determining when account access has to be revoked. .”

Narayanan D

[Read full review](#) 

Principle at a manufacturing company with 10,001+ employees

“We are proposing automated automation solutions like automatic JML processes, automation of different use cases, segregation of duties, and automation of entitlements. We are using the solution to reduce ticket count and are proposing a migration from SailPoint IQ to SailPoint Identity Security Cloud..”

Praveen Jalumuru

[Read full review](#) 

Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

“The use case involved architecting solutions for LogLabs and a major Canadian bank , focusing on two main user groups: Identity and Access Management users utilizing various heterogeneous IEM platforms like Broadcom, and Active Directory users. The challenge revolved around implementing attestation and governance certification processes, requiring integration for both groups. Specifically, integrating with third-party systems for users on non-AD platforms and with AD for those utilizing it.

The primary objective was to leverage IdentityIQ for identity governance and compliance within the organization. With over two hundred thousand IdentityIQ instances in use and a continual influx, the focus was on streamlining identity governance processes, particularly for onboarding, offboarding, and conducting periodic attestations..”

RaziFarooqui

Hse Manager at a retailer 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 application installation for SailPoint is straightforward. Challenges may arise at the infrastructure level, such as deciding on the server, database, and technology..”

Kaustubh Partha

Technical Support Analyst at CLSA

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“The setup for SailPoint Identity Security Cloud is straightforward since it is a cloud-based solution. SailPoint provides administrative credentials and takes care of the environment, making it a seamless process..”

Praveen Jalumuru

Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

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“The product's initial setup phase is not so difficult, so it is easy. There are no installation-related issues with the product.

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

Verified user

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System Engineer at a consultancy with 10,001+ employees

“The solution's initial setup is a little complicated, but that's often because a project is complicated. The setup could be easier, but it needs to be flexible to meet a project's demands.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup a six out of ten..”

Chris_Martin

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Head of Advisory at Dotnext Europe

“On a scale of one to ten, I would rate the initial setup of SailPoint as a two. It's rarely an easy process, and the ease of setup depends on the resources allocated. However, compared to my experiences with other enterprise systems, SailPoint's setup was relatively better. Its out-of-the-box integration with Broadcom and Active Directory was particularly advantageous, addressing around thirty-five to forty percent of our challenges without requiring additional customization..”

RaziFarooqui

[Read full review](#) 

Hse Manager at a retailer with 10,001+ employees

“The initial setup is not straightforward and takes around a month to complete. Two persons are required to deploy the solution. An experienced person is needed to use IdentityIQ.

The implementation involves installing the application and the database on different machines. Then, we will proceed with the integration based on the data we receive from SailPoint. After that, we will discuss with the customer the connections they need to close accounts and the rules for creating accounts.

Once this process is complete, we will check for related accounts and generate a report accordingly. This report will be sent to the responsible owner, who will be identified through SailPoint. We will assist the customer in assigning those accounts to the correct owner. Following that, we'll assist in setting up the business decision template and help the customer launch their subscription, guiding them through each step and aiding the manager in signing off on certifications..”

Edwin Yang

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Technical Account Manager at Infoarchi

Customer Service and Support

“SailPoint's technical support is better than ServiceNow's. SailPoint's team consists of specialists who handle tickets without needing to depend on other teams. This provides an edge in customer support..”

Kaustubh Partha

Technical Support Analyst at CLSA

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“The customer service is excellent, with quick response times and comprehensive support from the SailPoint team. Support for SailPoint Identity Security Cloud is more efficient compared to SailPoint IQ..”

Praveen Jalumuru

Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

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“ The support team is quite responsive and understanding. Initially, they provide prompt responses, but their answers can be quite general. They could offer more precise guidance on addressing specific issues..”

Edwin Yang

Technical Account Manager at Infoarchi

[Read full review](#) 

“Initially, there were numerous interactions with tech support, but after resolving some initial issues, the process became much smoother. While we faced challenges with offshore support resources, the onshore and nearshore teams provided excellent assistance. I would rate it five out of ten..”

RaziFarooqui

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Hse Manager at a retailer with 10,001+ employees

“The technical support in the Middle East is being done through partners. SailPoint IdentityIQ has no physical presence in the Middle East except through its partners and distributors. However, SailPoint IdentityIQ's remote support is always available. SailPoint IdentityIQ's technical support is good because they are always available when the partners or the implementation team face any issues..”

Verified user

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Sailpoint implementation Engineer at Starlink Ukraine

“I have not directly received support from this company because another department handles all support inquiries.

“However, I have heard that everything is functioning well with support from SailPoint teams..”

Mitch MO

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

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Other Advice

“As an architect, I feel quite comfortable with this product from end to end. Given my positive experiences and advocacy for SailPoint, I would rate it eight out of ten..”

RaziFarooqui

Hse Manager at a retailer with 10,001+ employees

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“I am happy with the solution's implementation as a partner, and the client was happy as a customer. Requirement-wise, it was fulfilling all of them, although there were some concerns on a few use cases. I would rate it nine out of ten..”

DharmendraKumar1

Senior Manager Cybersecurity at LTI - Larsen & Toubro Infotech

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“The solution receives a nine out of ten for being a strong, scalable, and flexible product. It reduces efforts and interventions, offering significant advantages over other identity and access management solutions..”

Praveen Jalumuru

Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

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“I would rate [SailPoint Identity Security Cloud](#) an eight out of ten.

My advice would be to make the workflow as easy as possible so that users can achieve their goals with minimal clicks..”

Kaustubh Partha

Technical Support Analyst at CLSA

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There are many points which we have highlighted for SailPoint Identity Security Cloud or the identity aspect, but we will not have enough time to disclose all those details here on this call.

The price is on a competitive edge, but as the number of suites and licenses increases, it adds more value. If we need to adhere to compliance like HIPAA, SOX, or GDPR, it remains competitive.

“I have been a customer and have handled some of the biggest contracts that Saviynt and SailPoint Identity Security Cloud have managed.

“On a scale of 1–10, I rate SailPoint Identity Security Cloud a seven out of ten. .”

Narayanan D

Principle at a manufacturing company with 10,001+ employees

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“We currently use [IdentityIQ](#) and do not have SailPoint Identity Security Cloud.

“We only have IdentityIQ on-premises.

“I do not have extensive experience with analytics, but I know that there are custom reports available to obtain information about data in SailPoint.

“I am not entirely familiar with analytics data.

“It is difficult to score because you have to compare with another product to assess it.

“We are satisfied with IdentityIQ.

“However, I understand that we will not have a choice but to move to a cloud solution in the future because SailPoint is not investing in new upgrades or evolution of IdentityIQ.

“My overall rating for this product is 7..”

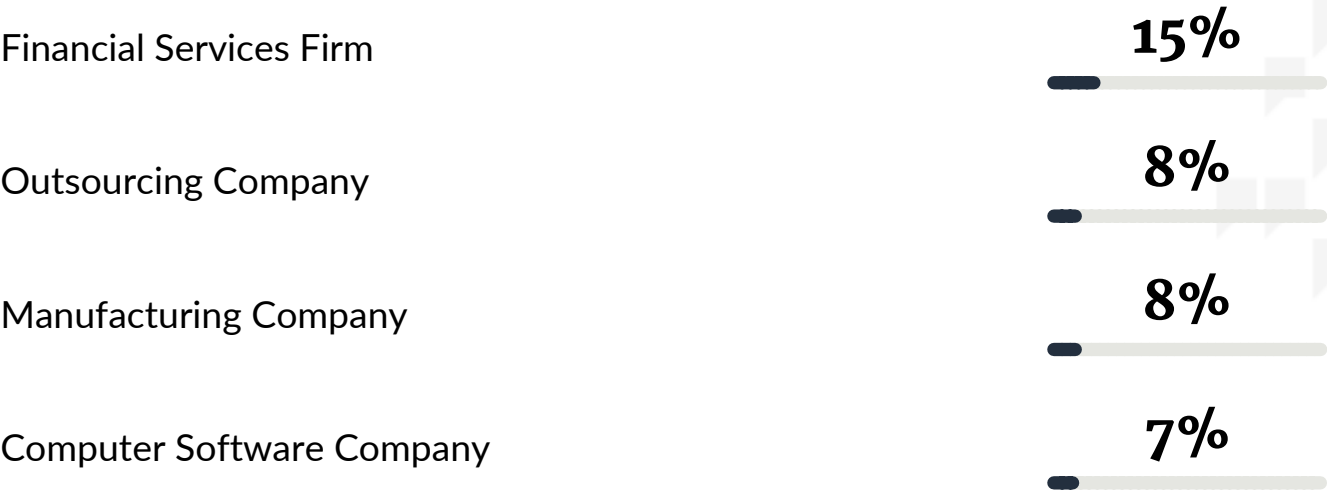
Mitch MO

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

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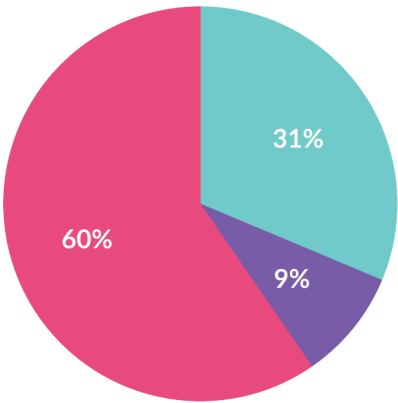
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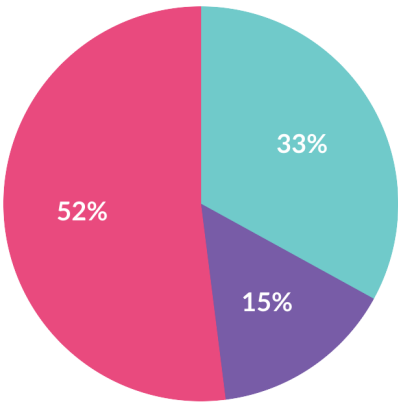


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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