



**Idira Secure Cloud Access**

# **Reviews, tips, and advice from real users**



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# Product Recap



Idira Secure Cloud Access

# Idira Secure Cloud Access Recap

CyberArk Secure Cloud Access improves security with its dynamic role-based access and efficient management of private keys, minimizing security risks and enhancing user experience in demanding cloud environments.

CyberArk Secure Cloud Access is designed for lightweight deployment, offering high availability and robust security features. Its seamless integration with SIEM enhances user experience, while private key management reduces manual entry dependency. Comprehensive audit trails and visibility facilitate monitoring and risk reduction in CI/CD environments. Despite its robust capabilities, on-premises deployments can be complex, requiring improvements in customization and real-time monitoring features. Expanding availability across various clouds, especially in compliance-focused regions like India, is necessary to address AI challenges and hybrid multicloud needs.

## What are the Key Features of CyberArk Secure Cloud Access?

- **Dynamic Role-Based Access:** Provides scalable and adaptable access controls tailored to specific user roles.
- **High Availability:** Ensures continuous access and protection in cloud environments.
- **Robust Security Features:** Offers advanced security mechanisms, including private key management.
- **Seamless SIEM Integration:** Enhances security monitoring and management efficiencies.
- **Comprehensive Audit Trails:** Facilitates in-depth access monitoring and auditing for compliance.

## What Benefits and ROI Can Users Expect?

- **Reduced Cybersecurity Risk:** Lowers cybersecurity risk score ratings through effective access management.
- **Improved Operational Effectiveness:** Streamlines operations with less complexity for administrators.
- **Enhanced Cloud Security:** Strengthens security within dynamic environments, particularly beneficial for CI/CD processes.
- **Efficient Access Management:** Simplifies identity management across platforms like AWS, Azure, and Google.
- **Zero-Trust Access:** Promotes an enhanced security posture with secure, controlled access.

CyberArk Secure Cloud Access is widely implemented in industries requiring robust privileged access management, governance, and auditing. It provides valuable insights into access details and actions, aiding organizations in managing access within secure environments. With extensive use in identity management across major cloud platforms, it supports tracking

changes and permissions, crucial for cybersecurity operations in complex network and cloud infrastructures.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “My advice to others looking into using CyberArk Secure Cloud Access is that it is a must-go product if they want to have a secure platform and secure product, and integrate it with the different products that the organization is using or virtual machines.”



**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

- ✓ “Access control has improved by more than 20% with CyberArk Secure Cloud Access, and with over 1,100 users utilizing this solution, I have eliminated the need for RDP access, ensuring that users can only access servers with the proper multi-factor authentication and manager approval, achieving complete coverage and reducing the risk of breaches.”



**Sasikiran Sakalabattina**

Sr Infrastructure engineer at TechMahindra

- ✓ “We were partners and a Tier 1 partner with CyberArk Secure Cloud Access, so the support was very high.”



**Isaac-Hammond**

Head Of IT at NetPulse Limited

- ✓ “The features of CyberArk Secure Cloud Access that I find most valuable are the monitoring, recording, and auditing capabilities.”



**Arkajit Das**

CTO at Fraoula

- ✓ “We have reduced approximately 70 to 75 percent of our time when accessing resources through CyberArk Secure Cloud Access, and the productivity has significantly increased with respect to CyberArk Secure Cloud Access.”



**Syedbasha Basha**

IT platform engin8 at Infosys

- ✓ “The use of dynamic role-based access controls enhances our organization's cloud security as it is part of the controls that we require to meet our TFL obligations.”



**Mohammed\_Talukdar**

Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees



“CyberArk Secure Cloud Access has positively impacted my organization by reducing attack surfaces and improving compliance; it has helped us with ISO, SOC 2, and PCI DSS requirements.”



**Rajeshk Kumar Nayak**

Solution Architect at Dhanyaayai enterprise private limited

What users had to say about valuable features:

“The features of CyberArk Secure Cloud Access that I find most valuable are the monitoring, recording, and auditing capabilities.

I find them valuable because both products are quite interchangeable, and the main feature we love is the temporary access. Secondly, it does not require sharing a password, which is really helpful. Additionally, PAM is the core strength of this product, and it provides a dashboard for continuous threat detection, which is quite helpful for taking action against threats.

The value of the insights provided by audit trails is significant for me since it allows checking user logins and accessibility, helping identify potential threats and block or restrict access from high-risk zones. It effectively tracks user login attempts, access requests, approvals, and policy changes, which are crucial for implementing recent policies..”

**Arkajit Das**

CTO at Fraoula

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“In CyberArk Secure Cloud Access, I find the central point where it is easy to access and easy to configure most valuable.

“I assess the effectiveness of real-time monitoring in identifying potential threats as very important nowadays, noting the use of algorithms and large language models.

“Comprehensive audit trails in CyberArk Secure Cloud Access have provided valuable insights, especially with suspected misuse of credentials.

“When someone obtained a vendor's details and attempted to access them, with monitoring enabled, it was easy to see from which area it came from and then confirm with the user whether they were trying to access it or had forgotten something at that point in time..”

**RiaanDu Preez**

Senior Cyber Security Specialist Architect at a outsourcing company with 11-50 employees

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“The best features of CyberArk Secure Cloud Access include Zero Standing Privileges, which eliminates the need for permanent admin access by providing users with temporary access only when required, ensuring it automatically expires after task completion. This significantly reduces insider threats and credential misuse. In scenarios such as patch deployment in Azure, CyberArk grants admin access for just two hours after approval, which is revoked automatically once the activity is completed. Furthermore, it supports passwordless access, multi-cloud environments, and includes session monitoring that records privileged sessions to assist during audits and investigations, providing better compliance visibility. Agentless browser access is another significant feature, as it eliminates the need for VPN dependency, making operations easier for DevOps and cloud teams.

Role-based access control (RBAC) improves cloud security by providing access based on job roles and responsibilities, which helps reduce unauthorized access. For example, I provide full infrastructure management rights to cloud admins while offering limited access based on role specifications for DevOps engineers and read-only access for auditors. RBAC includes implementing least privileged security, thus preventing accidental changes and limiting the attack surface, ensuring only authorized users can modify sensitive resources. This improves compliance auditing through traceable access control, monitoring, and documentation..”

**Sasikiran Sakalabattina**

Sr Infrastructure engineer at TechMahindra

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“CyberArk Secure Cloud Access offers the best feature of providing no need to search extensively for access points. If I want to access resources on a private cloud or even public clouds, it provides a single access point or single source where I can access everything without any hurdles or vault complications, which is excellent.

In terms of security, the impact is definitely very positive on team productivity on a daily basis. The activities and tasks we perform save significant time and effort for the teams, allowing the team to focus on core areas and their goals without being burdened by security concerns because we can trust CyberArk as one of the leading security and management identity management providers. This is definitely positively impacting our day-to-day tasks and activities, enabling the team to increase their productivity in their respective core areas.

CyberArk Secure Cloud Access has positively impacted our organization significantly within projects where we are migrating from on-premises to AWS clouds, with CyberArk playing very important roles. It provides single accessibility or a single access point for all resources, allowing us to focus on automation tasks. It directly provides all securities and passwords in a digital secured vault system where we can integrate our automation codes and directly execute them, leading to significant improvements in our current projects..”

**Syedbasha Basha**

IT platform engin8 at Infosys

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“The best features CyberArk Secure Cloud Access offers include secure remote access, identity-based access control, privileged access protection, and support for cloud and hybrid environments. These are the main features.

“Out of those features, support for cloud and hybrid environments has made the biggest impact for my team because we have multi-cloud clusters for AWS, Azure, GCP, as well as some on-premises data centers. This feature is available for all of the platforms, making it very useful for us.

“CyberArk Secure Cloud Access has positively impacted my organization by reducing attack surfaces and improving compliance; it has helped us with ISO, SOC 2, and PCI DSS requirements. We have better visibility, and it has reduced VPN dependencies, which addresses many challenges that we face.

“When I mention improved compliance and reduced VPN dependencies, I have noticed that traditional VPNs expose a large part of the network, so ZTNA is much safer, and that is how it reduces the VPN dependency..”

**Rajeshk Kumar Nayak**

Solution Architect at Dhanyaayai enterprise private limited

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“The use of dynamic role-based access controls enhances our organization's cloud security as it is part of the controls that we require to meet our TFL obligations.

“I assess the effectiveness of real-time monitoring in identifying potential threats as extensive, as we have extensive testing procedures, including performance testing, load testing, and monitoring the impact of the platform on any of our Telco operational systems. We have a very extensive testing lab facility with a comprehensive list of tests that we conduct.

“Integration with existing IT ecosystems had some problems, and there is room for improvement. On the IT side, there were some problems, but we have overcome those problems. On the Telco estate, as we move towards our cloud-native platforms on the Telco side, there are still many question marks as to whether CyberArk Secure Cloud Access would be able to deliver the necessary capabilities and performance, but we are evaluating how that develops.

“Comprehensive audit trails have provided valuable insights on the IT estate. We haven't rolled it out into full production on the Telco estate, and that is something we are evaluating right now.

“I use adaptive risk-based policies. They have helped improve security measures quite extensively because it is a very dynamic environment, and we need those adaptive policies in place..”

**Mohammed\_Talukdar**

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Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

# Other Solutions Considered

“Before choosing CyberArk Secure Cloud Access, we evaluated other options such as Okta single sign-on, but that does not have much value, so we chose CyberArk..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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“Technically, the solution matches the offerings from different service providers. In that way, I think they are quite competitive. However, this is use case specific for workloads hosted on a public cloud. I think this is a promising platform..”

**Vijay Ramani**

Practice Head at a consultancy with 11-50 employees

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“Before switching to CyberArk Secure Cloud Access, we previously used HashiCorp Vault based on client demands and project needs, as well as AWS-provided secret management services. In my current organization, we are now using CyberArk Secure Cloud Access..”

**Syedbasha Basha**

IT platform engin8 at Infosys

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“When comparing CyberArk Secure Cloud Access with other solutions such as BeyondTrust, Delinea, and ManageEngine, I focus on security capabilities, Zero Trust architecture, cloud-native features, integration ecosystem, and deployment complexity. I find that CyberArk ranks high in PAM maturity, particularly with its advanced features such as Zero Standing Privileges and Just-in-Time access that surpass those of competitors. CyberArk also demonstrates exceptional compliance and audit capabilities and excels in multi-cloud support..”

**Sasikiran Sakalabattina**

Sr Infrastructure engineer at TechMahindra

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“We had not used a solution previously. Once there was a breach in the organization, that is when the company attempted to implement secure access management.

When we were looking for products that provide secure access management to the organization, we moved directly to CyberArk Secure Cloud Access after the breach because we found that CyberArk is the most valued product.

We were using a single sign-on login, but that does not align with the industry standards now, which led us to choose CyberArk Secure Cloud Access..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“There has definitely been a return on investment from using CyberArk Secure Cloud Access. We confidently rely on CyberArk to manage and securely store our credentials. We have reduced approximately 70 to 75 percent of our time when accessing resources through CyberArk Secure Cloud Access. If we are saving time, we are indirectly reducing workforce needs, which is a negative consideration, but the productivity has significantly increased with respect to CyberArk Secure Cloud Access..”

**Syedbasha Basha**

IT platform engin8 at Infosys

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“I definitely would like to share the relevant metrics regarding the return on investment. We have seen a lot of time saved instead of saving the private keys over the system, which can be configured to CyberArk. Additionally, we have money saved in the long run on infrastructure costs. Fewer employees are needed for certain tasks, though it does require people to maintain the security policies and all those aspects that need to be upgraded every time..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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# Use Case

“I purchased the solution through a third party. We have it deployed on our IT estate and we're still rolling it out across parts of our Telco estate, so it was easy to implement in my system..”

**Mohammed\_Talukdar**

Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

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“My usual use cases for CyberArk Secure Cloud Access involve primarily working on PAM, which is Privileged Access Management, and this generally helps us with admin and high-level account accessibility. We also use credential vaulting alongside its JIT, which is temporary access, and this has proven quite helpful for our needs..”

**Arkajit Das**

CTO at Fraoula

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“CyberArk Secure Cloud Access is being used in this project, and I have been involved for approximately 20 months.

I am using CyberArk Secure Cloud Access for accessing resources such as virtual machines and microservices, which are integrated with both on-premises services and cloud-based environments.

The main use case for CyberArk Secure Cloud Access is to access servers that should be logged into the AWS cloud and authorize for ourselves. These tasks previously required passing through vault gateways or providing assigned single sign-on credentials. However, with CyberArk Secure Cloud Access, the process has been made easy and very secure. I simply provide my hostname or host ID, and the necessary files, whether RDP files or SSH login files, are automatically downloaded. This approach is very secure and manages all accessibility and identity management in the backend..”

**Syedbasha Basha**

IT platform engin8 at Infosys

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“CyberArk Secure Cloud Access is used primarily for secure administrator access to cloud consoles like the AWS console, Azure portal, and GCP console without sharing permanent credentials. It allows for better passwords and passwordless access, temporary admin privileges, and full audit tracking. Just-in-Time privileged access is utilized when a cloud engineer needs temporary production access for maintenance or troubleshooting; access is granted for only an approved duration, which is automatically revoked once the work is done. Additionally, it manages DevOps and Kubernetes access, provides third-party vendor access, and facilitates multi-cloud access governance for AWS, Azure, and GCP. It also caters to emergency situations such as break-glass access during critical production outages and assists in compliance and audit management, such as for SOC audits, while implementing Zero Trust security principles..”

**Sasikiran Sakalabattina**

Sr Infrastructure engineer at TechMahindra

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“My main use case for CyberArk Secure Cloud Access is that we have multiple clusters. We use CyberArk Secure Cloud Access with one of our clusters to reduce the attack surfaces, so a user cannot get access to the full network, and access is specific to approved resources. It also provides single sign-on as well as Zero Trust Network Access, which is called ZTNA.

“In my day-to-day work, single sign-on and Zero Trust Network Access function as follows: instead of opening the whole corporate network through any VPN, CyberArk gives only specific applications or systems. For example, a developer only gets access to a particular Kubernetes or OpenShift cluster or any particular applications or database, not the full internal network, which reduces security risk significantly.

“I would add that CyberArk Secure Cloud Access gives IT-based access control, privileged access protections, session monitoring, and recording. These are the most important features and use cases that we are using..”

**Rajeshk Kumar Nayak**

Solution Architect at Dhanyaayai enterprise private limited

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“I have been dealing with CyberArk Secure Cloud Access for over three years now, and I have been working with CyberArk for 10 years plus.

“I work with their CASB solution, CyberArk Secure Cloud Access, and I am a certified deployer for CyberArk.

“I use adaptive risk-based policies in CyberArk Secure Cloud Access to learn and understand the environment.

“The use of dynamic role-based access controls in CyberArk Secure Cloud Access enhances my cloud security by helping not to prolong the access granting process. In other words, just-in-time access is very quick.

“Integrating with existing IT ecosystems like AWS or Azure IAM or Azure AD helps streamline my administrative and compliance efforts when that is set up correctly.

“I have been both a customer and reseller of CyberArk..”

**RiaanDu Preez**

Senior Cyber Security Specialist Architect at a outsourcing company with 11-50 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 CyberArk Secure Cloud Access is straightforward, given its proactive communication and support in terms of providing updates and new features regularly through client conferences.

**AtulGujar**

Works at Airtel Africa PLC

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“Implementation of CyberArk Secure Cloud Access is quite straightforward. The basic installation of CyberArk Secure Cloud Access takes mostly a couple of hours..”

**Radosław Szyszko**

Security Consultant at Clico

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“The setup is straightforward. Nowadays every SaaS solution is designed and architected with the understanding that deployment is intuitive, and even with moderate skills, an engineer can deploy it seamlessly..”

**Vijay Ramani**

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Practice Head at a consultancy with 11-50 employees

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“The experience with pricing, setup cost, and licensing for CyberArk Secure Cloud Access is that the setup cost initially will be higher as it needs to be integrated with different applications that the organization has. The initial setup cost may increase, but in the long run, that will drastically decrease..”

**Manojkumar Reddy**

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Associate Technology Consultant at a tech vendor with 10,001+ employees

# Customer Service and Support

The technical support from CyberArk is generally good. They adhere to SLAs, and most issues are resolved effectively. However, for critical cases, support response needs to be quicker. Sometimes, contacting the right team for severe issues can take longer than preferred.

**AtulGujar**

Works at Airtel Africa PLC

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“During my 20 months of experience with my current organization, I have not directly contacted CyberArk customer support. My team lead has handled support inquiries, so I have not been involved in that aspect..”

**Syedbasha Basha**

IT platform engin8 at Infosys

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“Technical support from CyberArk is quite good sometimes, but it depends on who I meet on the first line. I would rate it between six and seven out of ten. It is quite good, but there are some issues..”

**Radosław Szyszko**

Security Consultant at Clico

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“I would rate the technical support provided by CyberArk as low, because the solution is actually being delivered by a third party, and all support and services are delivered through the third party, so we are not interacting unless there is a major issue with CyberArk directly..”

**Mohammed\_Talukdar**

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Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

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“I have communicated with the technical support of CyberArk Secure Cloud Access a couple of times.

My experience with CyberArk's technical support has been quite good. They are helpful and provide enterprise-level support with knowledgeable engineers and ample documentation, especially during setup and critical issue handling. Turnaround times may vary depending on the type of support..”

**Arkajit Das**

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CTO at Fraoula

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“We were partners and a Tier 1 partner with CyberArk Secure Cloud Access, so the support was very high. I even know the regional engineer for CyberArk Secure Cloud Access for both West Africa and East Africa. The support was really excellent. We could log cases and receive help. We could jump on a session with an engineer to assist us. As long as you have a license from them, the support is available during deployment. The level of support depends on the kind of support you have. Because we were a Tier 1 partner with CyberArk Secure Cloud Access, the support was excellent. They have even come down to Ghana to provide support..”

**Isaac-Hammond**

Head Of IT at NetPulse Limited

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## Other Advice

“I would advise others looking into using CyberArk Secure Cloud Access that if they are heavily dependent on VPN and now want a good alternative with more helpful features related to ZTNA, as well as if they want identity-based access controls and secure remote access, they can choose this product. I gave this product a rating of eight..”

**Rajeshk Kumar Nayak**

Solution Architect at Dhanyaayai enterprise private limited

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“I find the pricing definitely expensive, and it is something that we are debating as to whether we will continue longer term with CyberArk, but at the moment, it is the platform that is there and it is being rolled out to meet our TFL obligations, so it will continue, but there is significant discussion around the cost of the licenses. My review rating for this solution is 7.5..”

**Mohammed\_Talukdar**

Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

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“CyberArk Secure Cloud Access is currently a paid licensed product. While I would not suggest making it completely open source or free of cost, I recommend that CyberArk should provide some form of open-source access or trial for small startup companies or organizations wanting to implement CyberArk Secure Cloud Access. If they realize the value of CyberArk Secure Cloud Access in increasing efficiency and productivity, they would likely be inclined to purchase licenses.

I rate CyberArk Secure Cloud Access at a nine out of ten on a scale of one to ten. I chose a nine out of ten because if CyberArk Secure Cloud Access becomes open source for small teams or organizations, they could experience using the platform and improve productivity in their business. Additionally, the dashboard could be updated as mentioned previously, and if improvements are made there, it would reach a perfect ten.

I definitely recommend others to explore and experience CyberArk Secure Cloud Access, especially for small organizations looking to advance in securing their resources. CyberArk is one of the leading secure cloud providers from a security perspective, and I would definitely recommend it. If someone asks me, I would recommend using CyberArk Secure Cloud Access for any organization in the future. My overall rating for this product is nine out of ten..”

**Syedbasha Basha**

IT platform engin8 at Infosys

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“I use adaptive risk-based policies in CyberArk Secure Cloud Access, and while configuring these intelligent security policies, which dynamically adjust user access based on real-time risk analysis can be challenging, they significantly improve security. These policies evaluate user identity, device security, login location, time of access, user behavior risk score, and resource sensitivity to determine access permissions. For instance, if a cloud engineer typically logs in from the Hyderabad office during business hours but attempts to log in from an unmanaged device in another location, CyberArk blocks access and requests multi-factor authentication and manager approval before granting limited temporary access.

I assess the effectiveness of real-time monitoring in identifying threats in the environment by considering scenarios where an employee attempts to log in from a new location and needs manager approval. In such cases, multi-factor

authentication is required, ensuring a second layer of security. This mechanism significantly reduces both insider and external threats in my usage of CyberArk Secure Cloud Access.

CyberArk Secure Cloud Access requires some maintenance, particularly for role-based access, future upgrades, patch management, and lifecycle management, which may involve minimal downtime. While skilled engineers and vendor support are needed during issues, it is generally designed to reduce operational overhead, benefiting from agentless access and cloud-native architecture, with regular maintenance tasks such as policy management and compliance auditing handled through the backend platform managed by CyberArk. I rate this solution a 9 overall..”

**Sasikiran Sakalabattina**

Sr Infrastructure engineer at TechMahindra

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“I think adaptive risk-based policies are essential because when using any healthcare-related tool, the HIPAA-related compliance or SOC compliance will be completely different from the fintech platform. They definitely differ country-wise or region-wise, and whenever we use them for LATAM or the JPAC region, policy changes are necessary. There are three levels of risk that we configure: low risk for normal access, medium risk where we provide MFA, and high risk where we block that particular system or restrict the accessibility. This is how CyberArk works.

The effectiveness of real-time monitoring in identifying potential threats for my customers is really high because real-time threat detection is a helpful feature. It enables me to analytically check high-risk zones or systems and identify potential threats based on configured access, IP addresses, or analytical reports.

The use of dynamic role-based access controls enhances cloud security for my

customers because dynamic roles are essential in current cybersecurity features. They assist in assigning roles dynamically based on user roles or groups configured for them, thus offering just-in-time privilege elevation that works directly with identity providers.

Integrating with existing IT ecosystems helps my customers streamline administrative and compliance efforts by configuring it with [Microsoft Azure](#) Directory and providing [SSO](#) for any external integrations. [Azure](#) offers the highest level of security from Microsoft, and the integration areas include similar functionalities such as MFA, which significantly aid in connecting to VMs or managing cloud workloads.

The pricing of CyberArk Secure Cloud Access is relatively reasonable. It is not as expensive as other cybersecurity software, but it is also not cheap. For enterprises, paying a little more is acceptable, especially considering that one data leak can lead to significant financial problems, making the transparent and flexible pricing worthwhile. I would rate this product an overall eight out of ten..”

**Arkajit Das**  
CTO at Fraoula

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“I am not really working with Trellox that much anymore. It is more something like CrowdStrike.

“I have not had experience with [Falcon LogScale](#) by CrowdStrike yet.

“When it comes to implementation, I usually refer to the physical implementation or the preparation to implementation.

“Overall, I usually say it takes about three months at least for both preparation, implementation, and configuration because this helps to plan and understand the client's environment so that you do not forget something and also do not break

connections or anything when you do the implementation.

“In South Africa, everything is expensive, so there is always going to be environments where this is seen as a luxury product instead of an enabler.

“I rate CyberArk Secure Cloud Access as also a nine, but I would like to see what happens with the Palo Alto acquisition.

“I would generally recommend CyberArk Secure Cloud Access to others, but there are other good options, depending on what the client is looking for.

“For companies in South Africa, I would not recommend CyberArk Secure Cloud Access for medium to small companies, but it also depends on what their security appetite is.

“My overall rating for this review is nine..”

**RiaanDu Preez**

Senior Cyber Security Specialist Architect at a outsourcing company with 11-50 employees

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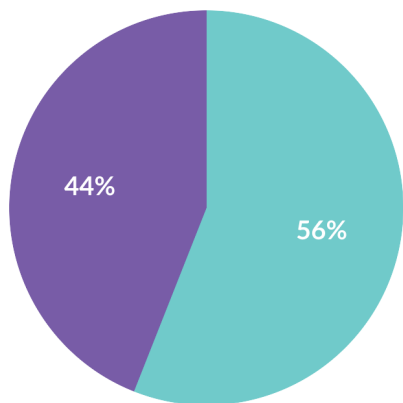
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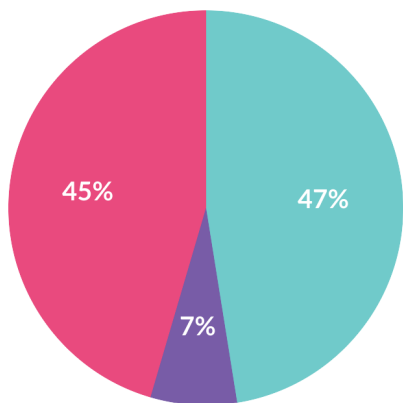


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