aws marketplace

Idira Endpoint Privilege Manager

Reviews, tips, and advice from real users

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Product Recap

Idira Endpoint Privilege Manager

Idira Endpoint Privilege Manager Recap

CyberArk Endpoint Privilege Manager enhances security by controlling access, removing admin rights, and managing privileges. It supports diverse environments with simple integration, focusing on credential detection, threat protection, and compliance.

CyberArk Endpoint Privilege Manager secures enterprise passwords, monitors session connections, and enhances cybersecurity by controlling privileged access. It blocks unauthorized applications, monitors user activities, and secures credentials across platforms. Key areas include Just-In-Time Access, privilege separation, and local administrator password rotation. While robust, challenges exist with performance, complexity, and setup. Integration with Linux and Unix needs improvement, requiring advanced reporting tools and easier policy management. Pricing concerns and maintenance issues with Windows servers persist, as well as database issues in the on-prem version.

What are the key features of CyberArk Endpoint Privilege Manager?

- Admin Rights Removal: Eliminates unnecessary permissions to enhance security.
- Privilege Management: Offers detailed control over user access rights.
- Password Rotation: Automatically updates passwords to protect sensitive data.
- Threat Protection: Blocks malicious applications and threats proactively.
- Audit Capabilities: Provides comprehensive security and compliance tracking.
- Application Control: Confines access to authorized applications only.
- Automatic Updates: Ensures security protocols and software remain current.

What benefits should organizations expect from CyberArk Endpoint Privilege Manager?

- Enhanced Security: Reduces risks by controlling credential and application access.
- Compliance Assurance: Meets industry standards through thorough tracking and reporting.
- Scalable Integration: Adapts to different environments smoothly.
- Reduced Management Efforts: Automates credential and policy management.

Organizations deploying CyberArk Endpoint Privilege Manager in industries such as finance, healthcare, and technology benefit from secure credential management across Unix, AWS, and GCP. By implementing privilege separation and monitoring user activities, they achieve effective risk mitigation and compliance across multiple platforms.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "The most valuable feature is the ability to control users with admin rights. Even if developers and senior folks maintain their admin rights, we can still manage their activities."

Sumit Chavan

Lead Consultant at a tech vendor with 501-1,000 employees

- "Our setup process is moving to the cloud, which is very good. It reduces complexity."

Padmanabha Hegde

Manager at a computer software company with 1,001-5,000 employees

- "CyberArk Endpoint Privilege Manager enhances computer security by providing minimal access, effectively preventing ransomware attacks."

Gani Habib

Cybersecurity Manager at a consultancy with 10,001+ employees

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"The most valuable feature of CyberArk Endpoint Privilege Manager is its scalability."

Validated user

Global Security Systems Consultant at a insurance company with 10,001+ employees

"It doesn't affect operational efficiency. If you set everything correctly, the user doesn't notice that it is in the background."

Marek Neumann

Solution Architect at a consultancy with 10,001+ employees

"Regarding the granularity of the managed controls in CyberArk Endpoint Privilege Manager, we have different levels of features to define compensations and capabilities, which help us verify configurations and access, ultimately keeping the safety of rights intact."

Diego Rivera

Commercial and Technical Professional Manager at Evolution Technologies Group

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"There are many valuable aspects of the product, but the most common feature is working with the privileges. The controls of CyberArk Endpoint Privilege Manager influence the visibility into endpoints for my customers. It allows them to granularly manage controls to prevent some malicious activities on the endpoint machine."

Validated user

Head of Sales Services Department at a comms service provider with 51-200 employees

What users had to say about valuable features:

"The solution blocks unknown applications automatically. It allows whitelisting. Whitelisted applications have limited access compared to blocked and graylisted applications. Unknown applications that attempt tasks require credential prompts for access. These features are very valuable since they protect me. It safeguards against any unforeseen background tasks.."

Padmanabha Hegde

Manager at a computer software company with 1,001-5,000 employees

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"CyberArk Endpoint Privilege Manager effectively reduces malicious content in applications by allowing us to identify and block dangerous applications. We can also elevate certain things based on the user's needs. In our environment, we have three levels: auto elevate, golden image, and no elevation.."

Jayasree Sriram
Security Delivery Analyst at Accenture

Read full review

"The most valuable feature is the ability to control users with admin rights. Even if developers and senior folks maintain their admin rights, we can still manage their activities. For example, despite having admin rights, we can control what applications they can run on their laptops with their admin rights. This is the main feature provided by CyberArk Endpoint Privilege Manager. We do not need to notify them that we are modifying their admin rights. We can create and push a policy from the backend. This access control is significant for us.

We also get reports on what kinds of activities are performed and which applications are launched from users' laptops.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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"There are many valuable aspects of the product, but the most common feature is working with the privileges.

The controls of CyberArk Endpoint Privilege Manager influence the visibility into endpoints for my customers. It allows them to granularly manage controls to prevent some malicious activities on the endpoint machine.

Integrating CyberArk Endpoint Privilege Manager with the existing systems is usually very easy. It does not cause any conflict with other solutions.

CyberArk Endpoint Privilege Manager is user-friendly to configure. The initial setup is mostly straightforward. In addition to this, the product has very strong documentation, so administrators can use the documents as well.."

Validated user

Head of Sales Services Department at a comms service provider with 51-200 employees

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"I love the product. It works very well.

I also appreciate the automatic agent updates, which is a new feature for CyberArk EPM.

It's good at preventing attacks or threats on infrastructure and data. I can see an incident on the board, and it is clear to analyze what is happening on the endpoint devices. I am able to manage endpoints from a different perspective.

You can scale by department.

The user interface is quite easy to use.

We did immediately begin to see results when using CyberArk. We were able to manage endpoints and see what is happening right away.

We've been able to reduce mean time to detect. We can see anything on the report. It's really clear if you need to analyze anything that's happening on endpoints.

It helps with data privacy. We can configure the websites and monitor what is happening inside the application. We can see what is happening and what is being monitored. We can record endpoint screens as well – which the users are aware of.

It doesn't affect operational efficiency. If you set everything correctly, the user doesn't notice that it is in the background. ."

Marek Neumann
Solution Architect at a consultancy with 10,001+ employees

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“We use CyberArk Endpoint Privilege Manager to complement a privilege access management solution in order to avoid golden ticket attacks and strengthen services against attacks.

It serves as a complement to our asset management solution. The architecture of CyberArk Endpoint Privilege Manager is beneficial for integrating with all customer ecosystems; it's easy to deploy, and achieving that level of integration and control is more challenging with other solutions.

The ability of CyberArk Endpoint Privilege Manager to safeguard our financial services infrastructure is very important, as we need to record actions on privileges in our information systems.

Regarding the granularity of the managed controls in CyberArk Endpoint Privilege Manager, we have different levels of features to define compensations and capabilities, which help us verify configurations and access, ultimately keeping the safety of rights intact.

Our initial challenge with CyberArk Endpoint Privilege Manager is to comply with Colombian regulations in the financial sector, particularly identifying users and managing password changes and rotations. We needed to certify the identities and provide necessary information for government investigations, if required. CyberArk Endpoint Privilege Manager is very important for helping our organization meet compliance and regulatory requirements.

We have to comply with international regulations such as SOC, but also with local regulations unique to the financial sector, which is crucial for us due to the high risks involved. CyberArk Endpoint Privilege Manager helped us reduce the time for regulatory processes to approximately two to four months, completing the solution and training.

CyberArk Endpoint Privilege Manager has helped us reduce the mean time to detect within our organization. That's our main goal. Regarding MTTD, the solution provides enough information to enhance our overall detection process.

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We have an 85% improvement in MTTD.

CyberArk Endpoint Privilege Manager helps ensure data privacy through strategies that manage information in real-time.

CyberArk Endpoint Privilege Manager helps save costs by avoiding risks and future expenses associated with security incidents. It's essential to communicate the value of CyberArk Endpoint Privilege Manager to users, as its controls help improve system security. My role at the company involves service and sales activities. ."

Diego Rivera

Commercial and Technical Professional Manager at Evolution Technologies Group

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Other Solutions Considered

"I don't recall the previous solution we used. The main differences between the past solution and CyberArk Endpoint Privilege Manager are in ease of integration and administration; past solutions were much more difficult to keep operational.."

Diego Rivera
Commercial and Technical Professional Manager at Evolution Technologies Group

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"I previously worked with Symantec and McAfee antivirus solutions. However, they are not the same as CyberArk Endpoint Privilege Manager, which is a broader endpoint security tool.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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"I have used ManageEngine's PowerBroker tool in the past. However, CyberArk Endpoint Privilege Manager is a mature endpoint security tool that offers credential and access management, making it more comprehensive than competitors.."

Gani Habib
Cybersecurity Manager at a consultancy with 10,001+ employees

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"We did PoC with BeyondTrust and CyberArk. BeyondTrust is good, but because we also use CyberArk PAM, staying with CyberArk Endpoint Privilege Manager gives us multiple advantages. We can achieve multiple functions through both, solidifying the choice.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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"We have tried other products. We have tried, for example, BeyondTrust, and the MicroFocus Time Solution. However, neither was what we expected and therefore we need up coming back to CyberArk. ."

Ebenezer D
Network Security & Data Management Admin at Digitaltrack

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"CyberArk Endpoint Privilege Manager has two main competitors: BeyondTrust and Thycotic. Thycotic has integrated with Centrify to become Delinea. While these tools compete with CyberArk Endpoint Privilege Manager, particularly in identity management, they use some backend features from Centrify. Still, CyberArk Endpoint Privilege Manager stands out in other areas.."

Padmanabha Hegde
Manager at a computer software company with 1,001-5,000 employees

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ROI

Real user quotes about their ROI:

"The value or the benefits derived from the use of the product revolve around the fact that it is a reliable tool. Though it may come across as a complex product, its customers can rely on its efficiency.."

Aparna Solanki
Security Consultant at SNSIN

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"I don't think I could quantify ROI, to be honest. Reducing risk is always something that is going to cost you. But when it comes to share price, stock price, etc., if a breach were to occur that would have huge implications.."

WarranGrin
Enterprise Cyber Security Advisor at a energy/utilities company with 5,001-10,000 employees

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"We have indeed seen a return on investment with this solution. I cannot put a monetary value on it, but it is valuable information that we are protecting. If it were to be leaked then it would result in damage to reputation, as well as a loss in confidence.."

Uchechukwu Ukazu
Tech Support at a tech services company with 11-50 employees

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"I consider CyberArk Endpoint Privilege Manager's return on investment to be good since it effectively accomplishes the goals expected from privilege access management solutions. After implementing CyberArk Endpoint Privilege Manager, we saw the time to value after a year.."

Diego Rivera
Commercial and Technical Professional Manager at Evolution Technologies Group

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"Regarding return on investment, it's hard to put a number on it since it's in security. You might be able to calculate if a company has been successfully attacked a couple of times, then installs EPM and stops being attacked. But you don't know if there would have been attacks without it. It's hard to estimate, and I'm not calculating these things.."

Validated user
Technical Consultant at a computer software company with 11-50 employees

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"In terms of ROI, deploying CyberArk Endpoint Privilege Manager has secured the infrastructure, which saves money, time, and resources.

Resources do not have to spend time monitoring screens and checking logs of events on user laptops to capture any malicious activities. Decreased manpower reduces costs. It also reduces the need for monitoring solutions. CyberArk Endpoint Privilege Manager has reduced costs and manpower. It has saved 20% to 30% of resources after implementation.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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Use Case

"For privileges itself, I, as a Windows administrator, can connect to a laptop or desktop, and I need multi-factor authentication. This is what I am using it for - to authenticate identities and access privileges.."

Padmanabha Hegde
Manager at a computer software company with 1,001-5,000 employees

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"I have been using CyberArk in financial services. The specific use case depends on my customer's needs. Sometimes, it is just about securing some departments, and some customers want to have protection against certain threats.."

Marek Neumann
Solution Architect at a consultancy with 10,001+ employees

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"My organization specializes in IT security solutions for the finance and manufacturing sectors. We use CyberArk Endpoint Privilege Manager as a core component of our endpoint protection strategy, alongside other essential security measures such as network security, security operation center services, vulnerability management, credential management, and identity access management.."

Gani Habib
Cybersecurity Manager at a consultancy with 10,001+ employees

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"Customers use CyberArk Endpoint Privilege Manager to limit the administrative abilities of user accounts on laptops and endpoints. The big issue with Microsoft Windows operating system is a huge difference between advanced privileges that administrators have and simple user privileges that users have. Customers sometimes need something in the middle of those two positions, and Windows doesn't give a user-friendly interface to configure this from the operating system itself.."

Validated user
Head of Sales Services Department at a comms service provider with 51-200 employees

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"My use case involves users who have admin rights and who do not have admin rights. We control the activities of users to stop them from downloading certain things from the Internet. We control their activities via CyberArk Endpoint Privilege Manager. There could be some plugins in some of the applications or some files that are not whitelisted in the infrastructure and could be harmful or disruptive for the organization. Only whitelisted applications are allowed on the end user's laptops, as well as the servers, and we control them via CyberArk Endpoint Privilege Manager.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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"I have worked on multiple projects for our clients. The day-to-day use case involves checking in CyberArk Endpoint Privilege Manager to see if there is any elevation request. I also create incidents for tracking purposes. We create accounts for different types of platforms and onboard the accounts. We check if any user has any issues with reconciling accounts or verifications. We track all that with the tickets.

For a project in the UK, the user raises the request for an application, and we will go and check the application to see whether the user has given a correct justification or not and why and where the user needs to download that application. After doing various checks, we decide whether to add that application to the trusted policy or not. Otherwise, we will require higher approval for whitelisting that application.

Additionally, we manually upgrade computers and handle onboarding, offboarding servers, and account monitoring.."

Jayasree Sriram
Security Delivery Analyst at Accenture

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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.

"It's quite easy. It's a user-friendly tool to configure, and you can see what you configure, so it's not complicated to perform this task. It is one of the easiest products. In some cases, customers only buy the license and do the implementation process on their own.."

Validated user

Head of Sales Services Department at a comms service provider with 51-200 employees

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"The initial setup was straightforward but time-consuming due to the number of applications needing policy setup. The deployment took three months to complete, but we did not work on it daily because we were also working on other projects.."

Validated user

Global Security Systems Consultant at a insurance company with 10,001+ employees

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"Earlier, it was on-premises, but in 2020, CyberArk moved to the cloud, so we migrated from on-premises to the cloud.

Its deployment was easy. Migration to the cloud was also easy.."

Sumit Chavan

Lead Consultant at a tech vendor with 501-1,000 employees

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"The solution is easier to deploy than other solutions and easy to deploy in the cloud. The initial integration in the beginning may be complex due to the different technologies and architectures involved in preventing attacks. There are some limits in terms of what you can do to customize the solution. ."

Diego Rivera

Commercial and Technical Professional Manager at Evolution Technologies Group

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"The initial setup is easy for me. The deployment took us one month from start to finish.

The initial setup could be done by one person.

There is some maintenance needed after deployment. You might have some incidents, or you may need to check for disconnected agents. ."

Marek Neumann

Solution Architect at a consultancy with 10,001+ employees

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"The implementation policy involved deploying the agent without restricting applications or elevated access, allowing us to gather data on all applications. Based on this data and organizational needs, a policy was configured to allow only authorized applications and block unwanted tools. A pilot group tested the policy by removing elevated access to ensure functionality. Once confirmed, elevated access and local admin rights were gradually removed from the remaining users based on team or group. Finally, crew link batches were removed for all users.

Integrating CyberArk Endpoint Privilege Manager with existing solutions can present moderate difficulty for those unfamiliar with EPM and its operational mechanisms.."

Gani Habib

Cybersecurity Manager at a consultancy with 10,001+ employees

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Customer Service and Support

"I have not seen many technical support requests, but customers are satisfied with this aspect of CyberArk products. Based on my experience with them, I would rate their support a nine out of ten.."

Validated user
Head of Sales Services Department at a comms service provider with 51-200 employees

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"Over three years, we only created two tickets, and their customer support was excellent. They respond immediately to our inquiries, resolve issues promptly, and provide valuable guidance, especially in critical situations. I would rate them a ten out of ten.."

Jayasree Sriram
Security Delivery Analyst at Accenture

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"I would rate their customer service as eight out of ten. Over the past six to seven months, support has been difficult to get due to increased customers. Earlier, we received support for normal tickets within a day, but now it takes one or two days to resolve issues. It also depends on the engineers assigned to a particular ticket.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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"I would rate CyberArk Endpoint Privilege Manager's technical support an eight out of ten.

My reasoning for this rating is that, despite newer versions and functionalities, CyberArk Endpoint Privilege Manager lacks sufficient knowledgeable support staff, resulting in longer wait times for assistance.."

Diego Rivera
Commercial and Technical Professional Manager at Evolution Technologies Group

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“On a scale from one to ten, I give a seven for customer service.

While support processes have changed, making it more challenging to obtain vendor support, CyberArk Endpoint Privilege Manager's support is still segmented into multiple levels, causing delays. Compared with newer market tools, their lack of segmented support allows for quicker response. However, CyberArk Endpoint Privilege Manager requires a more streamlined escalation process..”

Padmanabha Hegde
Manager at a computer software company with 1,001-5,000 employees

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“One of the product's strengths is the large international user community. Often, you don't need to speak directly to the vendor because you can find solutions on the community site, where there are discussions or officially closed cases with solutions provided by the vendor. You can usually solve most issues on your own this way. However, if you can't find a solution, you can open a case through their ticketing system. If the issue is relevant, tech support will connect with you to solve it, especially if you are the first to encounter a specific bug. Once resolved, they anonymize the case and make it available to others so that the same question doesn't have to be answered repeatedly.

I'm quite happy with the support. The documentation and guides are generally okay, although you might find some minor mistakes. Still, you can accomplish a lot on your own. Compared to smaller competitors, they have a quite extensive e-learning platform with self-paced courses, which is very helpful. They also offer paid live courses and labs.

There have been some issues, like delayed responses or the time it takes for your case to be considered important enough for direct tech support. Additionally, to speak with high-level tech experts, you often need specific certifications, which can be frustrating for those with extensive hands-on experience but without the required certifications. This might mean they get support later than someone like me, who has taken the exams and can access support more quickly..”

Validated user

Technical Consultant at a computer software company with 11-50 employees

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Other Advice

“I rate the solution seven out of ten.

In terms of stability, CyberArk Endpoint Privilege Manager scores well. Considering scalability, it is good due to its distributed architecture. However, it primarily fits medium to large organizations, especially those with financial ties, which should utilize CyberArk Endpoint Privilege Manager..”

Padmanabha Hegde
Manager at a computer software company with 1,001-5,000 employees

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“It's important that EPM can safeguard our financial infrastructure. Every endpoint is like a door to the company. Any user using an endpoint can accidentally grant access. It's integral to have something like EPM to manage the endpoints and protect the company.

Overall, I would rate the product seven out of ten.

We are selling CyberArk and doing some deployments. We have a CyberArk partner..”

Marek Neumann
Solution Architect at a consultancy with 10,001+ employees

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“I would advise others to explore CyberArk and its comprehensive components, as

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it offers significant learning opportunities and career growth prospects.

For those constrained by budget, I suggest prioritizing privileged accounts for evaluation and assessing the prerequisites needed for implementation.

I would rate CyberArk Endpoint Privilege Manager an eight out of ten.."

Jayasree Sriram
Security Delivery Analyst at Accenture

Read full review

"Every company has unique requirements. Based on ours, we chose CyberArk. We recommend it because it allows multiple policies and customization levels. The solution also offers benefits not available with other EPM solutions. Customers should conduct a PoC and evaluate requirements against other PAM tools. Some organizations might not be able to go for CyberArk due to its cost.

Overall, I would rate CyberArk Endpoint Privilege Manager a nine out of ten. One point is removed due to its higher cost. However, the company continues to enhance its offerings, justifying the expense.."

Sumit Chavan
Lead Consultant at a tech vendor with 501-1,000 employees

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"Despite CyberArk giving the ability to control applications and similar tasks, usually, customers also have an EDR or Endpoint Detection and Response solution.

I usually suggest starting with a small Proof of Concept project to see all the abilities and address any concerns. The main concerns generally revolve around

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whether the solution will conflict with other endpoint solutions. Since it is a very lightweight agent on laptops, there is no conflict with other solutions while performing their main tasks, which alleviates those concerns.

Overall, I would rate CyberArk Endpoint Privilege Manager a nine out of ten.."

Validated user
Head of Sales Services Department at a comms service provider with 51-200 employees

Read full review

"I would rate CyberArk Endpoint Privilege Manager nine out of ten.

I recommend colleagues consider CyberArk Endpoint Privilege Manager. CyberArk offers flexible deployment options and is willing to negotiate to meet budgetary needs. Even with limited funding, organizations can start with a smaller deployment and expand it later based on their needs and budget availability.

Following the implementation of CyberArk Endpoint Privilege Manager, ongoing monitoring of new applications is crucial. This monitoring is essential for evaluating and configuring the system's policy, a manual process that must align with the organization's evolving application requirements. Continuous observation ensures the policy functions effectively and meets security standards.

I recommend gathering all applications and administrative rights information before implementing CyberArk Endpoint Privilege Manager. Using a centralized management tool for deployment facilitates the process.."

Gani Habib
Cybersecurity Manager at a consultancy with 10,001+ employees

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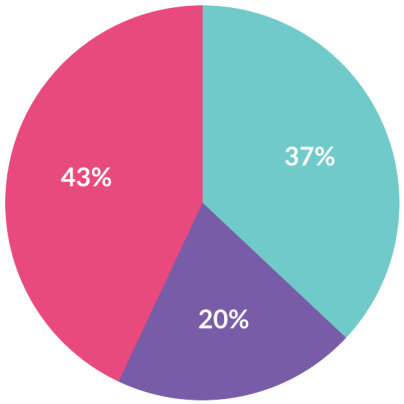

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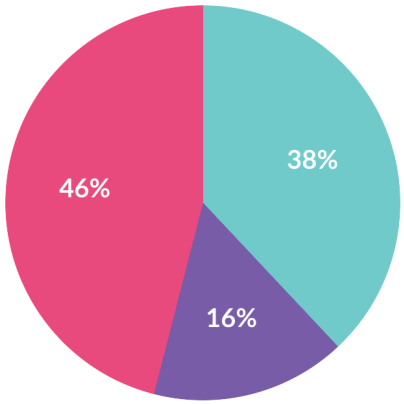

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