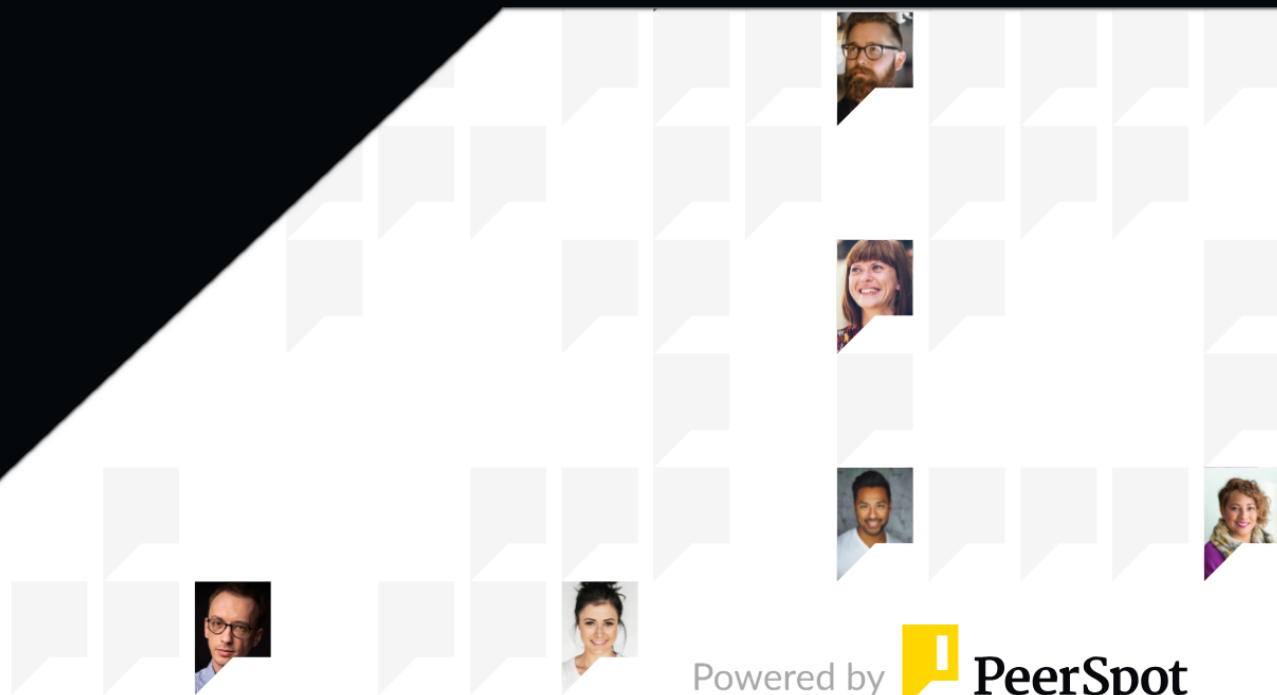




Autho Platform

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Autho Platform

Auth0 Platform Recap

Auth0 Platform utilizes JWT-based authentication and supports over 30 social logins, enabling integration with various codebases. Known for robust security, compliance, and scalability, it's tailored for enterprises needing customizable, efficient authentication solutions.

Auth0 Platform is a comprehensive identity management system used for customer, business-to-business, and API authentication across cloud infrastructures like AWS, Azure, and GCP. It simplifies user logins and identity management with features like Single Sign-On, identity federation, and multi-tenancy. Enterprises rely on it for its dynamic authentication capabilities and efficient management of user roles. However, areas for enhancement include authorization features, flexible pricing for small developers, and enhanced documentation for machine-to-machine authentication. Improving multi-tenancy support and customizable login experiences could elevate its appeal.

What are the key features of Auth0 Platform?

- **JWT-Based Authentication:** Simplifies infrastructure with secure token-based access.
- **Social Logins:** Supports over 30 social platforms for seamless user experiences.
- **Customizability:** Tailors authentication flows to meet enterprise specifications.
- **Multi-Factor Authentication:** Adds layers of security to authentication processes.
- **API Integration:** Facilitates robust connections between applications and services.
- **User-Friendly Documentation:** Provides clear guidance for developers implementing Auth0 features.

What benefits and ROI should users look for when evaluating Auth0?

- **Scalability:** Handles growth while maintaining performance.
- **Security Compliance:** Meets multiple regulatory requirements with ease.
- **Integration Flexibility:** Adapts to diverse environments and codebases.
- **Enhanced User Management:** Offers tools for efficient user role handling.
- **Dynamic Authentication Processes:** Accommodates varying enterprise authentication needs.

In industries deploying Auth0 Platform, such as cloud-based service providers and enterprises using API-driven architectures, its implementation focuses on secure and seamless user logins. Many leverage its readiness for scaling authentication processes and its extensibility, including support for Single Sign-On and identity federation, to create streamlined user experiences across businesses. Expanding multi-factor authentication beyond traditional methods and refining social login integrations are common approaches to address specific industry needs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Auth0 Platform is effective for businesses looking to simplify authentication and identity management, and I would strongly recommend it.”



Verified user

Partner Account Manager at a wholesaler/distributor with 51-200 employees

- ✓ “Auth0 Platform has been working as expected, and we only need to scale our system.”



Vishnu Tripathi

Lead Engineer at a tech vendor with 11-50 employees

- ✓ “With multi-tenant integrations, I found Auth0 Platform to be one of the most seamless integrations I have ever done.”



Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

- ✓ “After implementing Auth0 Platform, I have seen measurable improvements in scalability, security, and developer velocity with our cloud environments.”



Suraj Ranjan Sahoo

Systems Engineer at cmc

- ✓ “It is scalable, it is safe, and it has all the features that an organization needs or might need in the future, making it future-proof.”



Sebastian Micu

Auth0 | Ciam Consultant at Intragen

- ✓ “Auth0 Platform has positively impacted my organization mainly by improving our developer velocity, which is basically the biggest one.”



Oladipupo Olatunji

Software Engineer at a financial services firm with 51-200 employees

- ✓ “There have been many improvements in our cloud technology since we are using Auth0 Platform, and it reduces our development time while providing many features to integrate and utilize so that everything is available in one place and we can develop our application faster, which minimizes our time and maximizes utilization.”



PiyushTripathi

Senior Software Engineer at a consultancy with 10,001+ employees

What users had to say about valuable features:

“It offers stronger security and flexibility with API keys, which are generated on runtime. This is valuable as they are reusable and can be used for confidential applications..”

Anees Shoukat

Full Stack PHP/Python AWS Developer at Binary Port

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“Autho Platform's best features include automating the entire login stream in a secure way, providing storage for user credentials, offering a robust password reset facility that users can use by themselves without involving any of my support personnel, and providing a log of all user interactions in terms of logins, logouts, and password resets.

“Autho Platform positively impacts my organization because, in terms of development work I do, I don't have to spend really any time at all on authentication features or password reset features or anything that Autho Platform automates for me..”

Stephen Latz

Principal Consultant at Building Block Technologies Inc.

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“When comparing Auth0 Platform with Azure, you have to do a lot of things yourself if you want it to work and look and feel in a certain way. With Auth0 Platform, that comes more out of the box. You can see that it is focused on giving this experience to the user but also to the developers. There is a lot possible and there are a lot of features within Auth0 Platform. It is an all-in-one solution for this. The ease of use as a developer is what I appreciate the most.

“Regarding how Auth0 Platform secures applications, I have configured Auth0 Platform for logging into apps and also to a mobile app, so several things. I use Auth0 Platform by using OAuth and OpenID Connect. What I especially appreciate is that for single sign-on, it has a lot of options. Everything seems to be there and everything seems to be working. I have not encountered a single sign-on with a third party that did not work or was not compatible. When looking at the applications, most are headless. I have an API and a frontend, a backend and a frontend, and some backends are microservices..”

Verified user

[Read full review](#) 

Software Architect .Net at a tech services company with 11-50 employees

“Auth0 Platform is especially helpful if you are dealing with a customer-facing application. It gives you a wide variety of integration possibilities. That is the advantage about Auth0 Platform that I see. It is very easy to integrate with in-house applications. It has a catalog of more than 3,000+ applications. If you want to integrate any one of them, it is pretty much straightforward.

“The benefits are that the integration options are so strong. It is also very developer-friendly and provides us with SDKs and documentation. It is globally acclaimed, so there is no need to have fear about how the authentication works. We can claim everything because Auth0 Platform is so widely used as it is an Okta subsidiary product.

“It basically has all the frameworks that have been established based on the current criteria and requirements. That is how it has very secure features.

“The best part is the log management. We can have all of this in an integrated dashboard..”

Merin K Oommen

Systems Engineer – Iam & IT Operations at Deepwatch

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“The best features in Auth0 Platform include the authorization without sharing your password, the access tokens, and cookies, the way you use the cookies. Refresh tokens on the back end, for instance, when I am validating a user, I think when I use the normal custom approach, I always have to store the tokens in the local storage. Every time I go into the system, the new tokens are generated. With Auth0 Platform, for instance, I can use the cookies to set access tokens and refresh tokens where I give a lifespan based on how I set it. The person can constantly have access to the system without having to generate the tokens all the time over again when they log in. That puts a lot of latency and pressure on the back end and then the data flow within the CPU consumption.

“These are what makes me appreciate Auth0 Platform. The refresh token, the access token, and the aspect with Google, signing in with Google for instance. I am a GitHub user, so I use GitHub constantly. When I use GitHub to sign in into Render, and I am going back into it for instance, it gives me access. I do not have to come and input all of those data again, but I am going in straightforward. The main benefits that I have seen from using Auth0 Platform include the fact that above all, when I was assigned to a UK company that I am supposed to plan the infrastructure for the system that they are coming to do, I was to plan the security compliance and all of that for it. One thing that I would say helped with the planning, with my knowledge of Auth0 Platform, is the fact that security-wise, I am able to configure user data with the limited information that a system is required to use. For instance, I usually use name and email or, for this instance, I want to be using the phone number. With the data that I want to use to validate the person, I have Auth0 Platform to help with the improvement of the security from the streams, how the person uses their data on my platform. I think that also gives the user a good experience. Usually, people get frustrated with consistently having to log in into the system, but with it, I have a more flexible user experience that makes it easier for people to visit my system. One other thing I would say is the SSO, the single sign-on, where you sign in once and that is a very good thing about Auth0 Platform. I would also say it is good for third-party integrations..”

Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

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“From my experience, the dashboard and management UI is genuinely one of the best in this space. Managing users, checking logs, setting up APIs, defining roles and permissions—everything is accessible and intuitive. It saved our team a lot of time that we would have otherwise spent writing admin tooling ourselves.

Auth0 Platform handles token signing, automatic key rotation, HTTP enforcement, and brute force protection by default, providing security out of the box. As a developer, I do not have to think about whether my security fundamentals are correctly implemented. Auth0 Platform takes care of that, which is a big deal in an enterprise context.

For a tool this complex, the documentation is surprisingly good. The Spring Boot quickstart guides got us up and running fast, and the concept docs around JWTs, scopes, and grants are well-written.

In all my time using Auth0 Platform in production, we never had a significant outage that impacted our users for authentication, which is literally the front door of our applications. That reliability is non-negotiable, and Auth0 Platform delivered on it consistently.

Auth0 Platform had several meaningful positive impacts. The biggest one was speed of development. Before Auth0 Platform, every new service or application we built had to implement its own authentication logic, which is a significant amount of work and more importantly, is error-prone. With Auth0 Platform, we essentially removed that burden entirely. New services could be secured within hours rather than weeks.

Auth0 Platform gave everyone a single, consistent way to handle authentication and authorization across our organization. In a large enterprise with multiple development teams working on different services, that consistency reduced bugs, made code reviews easier, and made onboarding new developers much faster because they only had to learn one auth system.

In an enterprise environment, security audits are a reality. Having Auth0 Platform

as our auth layer meant we could point auditors to an SOC 2 certified, industry-standard platform rather than trying to defend our own custom auth implementation.

We did not have to worry about rotating keys, patching auth vulnerabilities, or managing certificate renewals. Auth0 Platform handled all of that, which freed our team to focus on actual product features rather than infrastructure maintenance..”

Saurabh Namdev

Senior Software Engineer at a tech services company with 11-50 employees

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Other Solutions Considered

“I evaluated whatever were the range of similar services available at the time before choosing Auth0 Platform, but Auth0 Platform was the best and continues to remain one of the best..”

Stephen Latz

Principal Consultant at Building Block Technologies Inc.

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“We initially conducted POCs with other providers including Cognito and some open-source providers before selecting Auth0 Platform. We chose Auth0 Platform because it provides excellent multi-tenant tenancy support, including creating multiple organizations and having separate users within each organization..”

Vishnu Tripathi

Lead Engineer at a tech vendor with 11-50 employees

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“Before choosing Auth0 Platform, I mainly evaluated CyberArk, which is a great product but its graphical user interface is not quite user-friendly. For anything I need to check, I often have to search for where this option is or what I have to do, and it is integrated into one portal, which makes it difficult to remember where everything is. In contrast, with Auth0 Platform, I see everything clearly on the left-hand side menu, and I can navigate without confusion. This is a significant advantage..”

Suraj Ranjan Sahoo

Systems Engineer at cmc

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“Auth0 Platform is basically for customer-facing, B2C requirements, which is what we used.

“Entrust B2C requires customization, which is very low compared to Auth0 Platform. Microsoft B2C is something of a Microsoft-oriented or dedicated product, so you can feel that Microsoft touch.

“We have a partnership with Okta. I also think we also provide the same because if any customer is purchasing Auth0 Platform through us, we can also give it at a discounted rate for them, based on our partnership..”

Merin K Oommen

Systems Engineer – Iam & IT Operations at Deepwatch

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“I have used Azure B2C, as I mentioned before. Before that, I used the old world approach of doing it myself with OAuth and OpenID Connect, and also on-premise Active Directory. I also used Keycloak.

“In my opinion, Auth0 Platform is right in the middle of those options, and that makes it, I am a little biased, but that makes it for me the best solution. With Azure, you have it maybe more out of the box with other products that you are using in Azure, but it has limitations that Auth0 Platform does not. Keycloak is the most not out-of-the-box option, where you have to do a lot of things yourself and configure yourself and host yourself. That is also nice in some cases and can be nicer if you have a case that requires that. However, if not, I would go with Auth0 Platform because it is both managed and it does a lot of things out of the box..”

Verified user

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Software Architect .Net at a tech services company with 11-50 employees

“Regarding which other solutions I evaluated before choosing Autho Platform, I used Kloc, I think. I used it so that it helps with the state management, but then it was not as smooth. There was a lot of configurations I needed to do before I was able to do all of that. I used other state management solutions, a few of them before I finally landed on Autho Platform.

“When it comes to the key differences, both pros and cons of Autho Platform in comparison to other identity management products that I have used, for me, advantage one, Autho Platform is seamless and the configuration is okay. I do not need to do a lot to use Autho Platform. The other identity management systems, even though they make a noise about it being good and it is actually good to work with, the configurations are quite heavy. I do not have much to say on that, but I feel Autho Platform is quite easy to use than the other ones. That is the best way I can put it..”

Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

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ROI

Real user quotes about their ROI:

“The biggest return on investment for me using Auth0 Platform is that, compared to Okta, which is an identity provider with a good reputation, Auth0 Platform was a new product. Compared to SailPoint or CyberArk, Auth0 Platform's graphical user interface is quite user-friendly, very easy to use and integrate, and also easier to learn..”

Suraj Ranjan Sahoo

Systems Engineer at cmc

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“I do not have specific metrics available at this time, but various brands have reported significant increases in consumer engagement since adopting Auth0 Platform. Comparatively to the previous identity provider, their releases are faster now. However, I cannot provide specific metrics, but we have observed substantial feedback from our brands and consumers..”

Mark ruth

IT Manager at a manufacturing company with 10,001+ employees

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“Auth0 Platform is a famous identity provider. When we onboard clients and they ask about our tech stack and security approach, and we mention that we use Auth0 Platform for their login flow, they are already familiar with it. We do not have to explain much about it. This is beneficial when we onboard clients and explain our architecture because they recognize that Auth0 Platform is a large platform with compliance and security measures in place. This represents a good investment..”

Vishnu Tripathi

Lead Engineer at a tech vendor with 11-50 employees

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“Auth0 Platform does provide return on investment.

“I want to back up to an offsite location, so that is something I built. I prefer to do everything with infrastructure as code. When there are new features or new things, I like to go on top of that and update my infrastructure as code with the new features. Things are also changing, so some things might phase out and get replaced by newer features. I then have to do some maintenance, but it is not a lot. With Keycloak, it would be more..”

Verified user

Software Architect .Net at a tech services company with 11-50 employees

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“The specific outcomes or metrics I have noticed since implementing Autho Platform include the measurable metric of the time saved on implementation and building the auth from scratch.

“The measurable improvements I have seen in scalability, security, or developer velocity within my cloud environment since implementing Autho Platform include a huge gain in API response time. Some session-based flows require a database call on every request to validate the session, which adds tens to hundreds of milliseconds per request. With Autho Platform JWTs, validation is local and cryptographic, so there is no network call needed..”

Oladipupo Olatunji

Software Engineer at a financial services firm with 51-200 employees

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“The measurable improvements I have seen in scalability, security, or developer velocity within my cloud environment since implementing Autho Platform include the fact that initially using the normal way of authenticating people into a system takes a bit longer. For instance, if you are using 500 milliseconds, one of the things I would say about Autho Platform is it reduces the time, the seconds by which the authentication processes go fast. I would attribute it to the fact that there is improvement because authenticating people into a system takes a few seconds, knowing that connecting to the databases and because everything is on the cloud and it is connected, it makes it easier for me to integrate and authenticate somebody into a system. The time, the latency periods have been reduced drastically. On that aspect, there is improvement..”

Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

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Use Case

“We use the solution for API security and management. We implement our solution with almost ten to fifteen vendors' APIs, like Salesforce and HubSpot.

It involves generating leads, invites, adding contacts, and opportunities, mostly challenging with Salesforce integration due to limited documentation..”

Anees Shoukat

Full Stack PHP/Python AWS Developer at Binary Port

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“My main use case for Autho Platform is as an authentication service for apps that I build.

“I have an app that has retail users who require a log in. My app provisions them both in my local database and creates an identity in Autho as well. They create their password and use that subsequently every time they want to log in..”

Stephen Latz

Principal Consultant at Building Block Technologies Inc.

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“I use Auth0 Platform for Identity and Access Management. Additionally, I use it for several different cases for end-users to log in and for internal users to log in. I have used Azure Business to Consumer as well as Entra ID. However, when a project comes up and I have the choice to work with Auth0 Platform, I really prefer to use Auth0 Platform for logins and for user management..”

Verified user

Software Architect .Net at a tech services company with 11-50 employees

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“For the past two years, I have been working with Auth0 Platform for CIAM requirements, which is customer identity and access management.

“Basically, for my requirement, we needed to have SSO implementation for in-house applications. We have two applications, one for partners and one for customers. Customers can log in, so it basically acted as the authentication platform for the application we hosted. This allows users who have multiple identity providers, such as Google, Facebook, or a Microsoft account, to use any of their own IDPs to log into the application we built.

“For the customer requirement, we do have another tenant where the application itself has been hosted. For machine-to-machine communication, if a machine is required to connect with an external database or to understand how exactly to pull up records, we can get it done. This is also known as a lightweight directory authentication protocol.

“Identity is majorly integrated based on accounts. Wherever there is a requirement for logging into an application or for having service-to-service communication, we cannot depend on the API. Sometimes it requires a real-time authentication protocol..”

Merin K Oommen

Systems Engineer – Iam & IT Operations at Deepwatch

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“We adopted it at the enterprise level as a reliable authentication solution for our Java Spring Boot-based API, and it has been a meaningful part of our backend security stack for a considerable time.

Our main use case for Auth0 Platform has been API authentication and authorization. We use it to secure our backend API built on Java and Spring Boot, including issuing JWT tokens, validating them on incoming API requests, defining scopes and permissions for different services, and managing role-based access control across our microservice architecture.

In one of our enterprise projects, we have multiple Spring Boot microservices that needed to communicate securely with each other and also serve authentication requests from a frontend application. We integrated Auth0 Platform to act as the central authorization server. Whenever a user logged in, Auth0 Platform would issue a JWT access token. Each of our microservices would then validate that token on every incoming request, checking the signature, expiry, and the specific scopes attached to the token to decide whether to allow or deny access. This made a significant difference because before Auth0 Platform, each service was handling authentication independently, which was messy and inconsistent. Auth0 Platform gave us one centralized place to manage who has access to what, and rolling out new permissions or restricting access became a configuration change in the Auth0 Platform dashboard rather than a code change across multiple services.

We also used Auth0 Platform for machine-to-machine authentication, not just user-facing authentication, but also service-to-service communication within our microservices. Each service had its own client credentials and would request tokens from Auth0 Platform independently, which kept things secure even internally. We also leveraged custom claims in JWT tokens, embedding user roles and permissions directly into the token payload. This meant our downstream services did not need to make extra database calls to check permissions because they could read it straight from the token, which improved performance. While the setup for all this was well-documented initially, managing token expiry and refresh cycles across all these services in production is where we had to do a lot of custom handling, which is the one area where Auth0 Platform could improve its

enterprise-level guidance..”

Saurabh Namdev

Senior Software Engineer at a tech services company with 11-50 employees

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“A few use cases for Auth0 Platform include using it for authentications and authentication systems and security for good user experience in terms of logging in and logging out into the system and for security itself.

“In terms of how I use Auth0 Platform for login flows, once I have the data using the OAuth systems, it is able to come in and come out without having to log in, type in the same passwords or username or having to start the entire process again, which makes it frustrating and does not provide a good user experience.

“The main benefits that I have seen from using Auth0 Platform include the fact that above all, for instance, yesterday I was assigned to a UK company that I am supposed to plan the infrastructure for the system that they are coming to do. I was to plan the security compliance and all of that for it. One thing that I would say helped with the planning, with my knowledge of Auth0 Platform, is the fact that security-wise, I am able to configure user data with the limited information that a system is required to use. For instance, I usually use name and email or, for this instance, I want to be using the phone number. With the data that I want to use to validate the person, I have Auth0 Platform to help with the improvement of the security from the streams, how the person uses their data on my platform. I think that also gives the user a good experience. Usually, people get frustrated with consistently having to log in into the system, but with it, I have a more flexible user experience that makes it easier for people to visit my system. One other thing I would say is the SSO, the single sign-on, where you sign in once and that is a very good thing about Auth0 Platform. I would also say it is good for third-party integrations.

“The way Auth0 Platform secures APIs, microservices, serverless applications, or containerized workloads in my cloud environment is through the security API integrations. OpenID and OIDC is what helps with the standardized way of validating users and authenticating them into my system. Integrating Auth0 Platform into my own API logic plus third-party integrations is where I serialize, and I have a serialization sequence that validates the user once, through the SSO system. I think it usually depends on the understanding of the engineer on the back end and how they integrate it with their API endpoints to make the experience seamless. Overall, it is easy to integrate with. My first time when I was

integrating, I did not have much challenge. Where I had a challenge was where I had to do the cloud setup for the other third parties, but not with the code. Integration-wise, it is fine and easy to use.

“The AWS services that I integrate with Auth0 Platform include S3, gateways, and Lambda. I use S3 for the cloud storage, then the rest for whatever they have to do.

“The way Auth0 Platform supports my SaaS or multi-tenant architecture running on public cloud infrastructure is surprisingly seamless. All the systems I have been building recently are multi-tenant based, perhaps one or two systems. With multi-tenant integrations, I found it to be one of the seamless integrations I have ever done. Initially, having to manipulate JavaScript to do that requires a lot of code. However, I started with one tenant, an administrator and a customer, then I expanded it to business to business, then business branches, and then I invite members of each or add them back to the system. Configuring the multi-tenant systems on the back end is easy. I just follow the same sequence where I just have to use the business ID, user ID, and the tenant owner ID to just validate if it belongs to this business and if the user's access token is right, then I just give the user access the way I create the normal user in the system. The flow is seamless when I am using multi-tenant. I have used the multi-tenant in that regard for businesses, people, and branches. It was easy and I did not have any challenge on that branch of the workflow.

“The industry or customer segment that my application serves is a vertical system. It is a vertical SaaS platform that is developing slowly into a classroom as a service. It serves all industries and is customized for Africa, because I am African. People are using fragmented systems to do their businesses and it does not really promote seamless business transactions and every data is elsewhere. I have a vertical SaaS that cuts across from finance to retail to manufacturing to wholesale to pharmaceuticals and then it continues from there..”

Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

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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 setup process is straightforward. We used Auth0 Platform SDK and backend support from the community. It required only a few lines of changes to make it work..”

Vishnu Tripathi

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Lead Engineer at a tech vendor with 11-50 employees

“To fully deploy it and have it all working and use infrastructure as code, I think a week would be fair. Now, it would easily be done in a day because I already have all this knowledge..”

Verified user

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Software Architect .Net at a tech services company with 11-50 employees

“Autho Platform is deployed in my organization by embedding the client SDK in my application, which is deployed to the cloud, allowing users to access my application by connecting to the cloud service and logging in..”

Stephen Latz

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Principal Consultant at Building Block Technologies Inc.

“Autho Platform's initial setup was not very complex. It was easier compared to other products because it functions as software as a service. We registered it on Entra ID as an application and then started using it..”

Suraj Ranjan Sahoo

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Systems Engineer at cmc

“From a pure engineering effort perspective, the setup cost was quite reasonable. Auth0 Platform offers a generous free tier that we used during our proof of concept and development phases.

Auth0 Platform pricing is primarily based on monthly active users, or MAUs. In the early stages, this worked well for us because our user base was manageable. However, Auth0 Platform can get expensive at scale. For large enterprise deployments with tens of thousands of monthly active users, the costs rise considerably. There were internal conversations within our organization about whether the cost was justified compared to alternatives or even building an in-house solution..”

Saurabh Namdev

Senior Software Engineer at a tech services company with 11-50 employees

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“The overall initial setup experience with Auth0 Platform is that my first time, I think to every integration with every new system, it is a try and error approach when it is my first time. Even though I read the documentations and get understanding on how it is implemented, my first time I definitely face a challenge. The more I keep using it and the more the system expands and the more I get familiar with it, integration becomes a normal thing I do every other day. Depending on the logic and how vast the system is and how I want it to be configured, I also have to adapt and then think in that regard. Integrating it for the first time is a try and error thing where every developer goes through that phase. It was not a new thing, so it was not a challenge. It was even easier than some other integrations I do. Once I do it, I get to grasp the concept on how it is done. I just have to adjust the concept to suit the skills of what I am coming to do. It was easy..”

Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

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Customer Service and Support

“We never reached out to customer support, as our team did not handle that. Our client dealt with customer support, so I do not have much insight into that area..”

Suraj Ranjan Sahoo

Systems Engineer at cmc

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“The support team is very good. We faced some issues and raised tickets. Our support team responded immediately and was very responsive. In one instance, a support representative joined a call and explained and resolved the issue. The support team provides immediate support..”

Vishnu Tripathi

Lead Engineer at a tech vendor with 11-50 employees

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“I would rate the technical support at nine or ten; I would say nine because most documentation is up-to-date and I can get answers in their forums. When I need to get support on something which is not there, then it takes some time, such as one to three days at times to get a response..”

Ashish Jha

Software Engineer at thealexa.dev

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“This was more consultancy support rather than support because there was an issue. It was more helping me understand how I should solve my case. I have not had support because there was an issue. For this consultancy, I had a call with Auth0 Platform here in the Netherlands, or Okta here in the Netherlands. I had a call with two people, and that was very pleasant and clear and good..”

Verified user

[Read full review](#) 

Software Architect .Net at a tech services company with 11-50 employees

“Customer support has been really good; we manage our own support for our channel partners through Okta, along with the support from our implementation services partner in Berlin.

On a scale of 1 to 10, I would rate customer support a 10, as they have always been very attentive and effective. It could be a nine if considering direct engagements, but overall, the product and customer service have been excellent..”

Verified user

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Partner Account Manager at a wholesaler/distributor with 51-200 employees

“The support team of Auth0 Platform is very incredible. Whenever you are purchasing the product, you will have their product team have an introduction with us. We will have a Slack channel or a CSM support agent.

“I rate it an eight because sometimes there are delays in reaching back to us, but most of the time, they are on point. If you go to other support providers, their support has L1, L2, and L3 levels. However, with Auth0 Platform or Okta, or whatever product they own, whenever I raise a customer support ticket, they tend to close it within the L2 level..”

Merin K Oommen

Systems Engineer – Iam & IT Operations at Deepwatch

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Other Advice

“My advice for others looking into using Auth0 Platform is to familiarize themselves with the underlying protocol standards, in this case OAuth. I rate this review ten out of ten..”

Stephen Latz

Principal Consultant at Building Block Technologies Inc.

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“I recommend the solution as it provides strong security with more control over access. It supports various authentication methods.

I'd rate the solution ten out of ten..”

Anees Shoukat

Full Stack PHP/Python AWS Developer at Binary Port

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“I advise organizations to go through the initial documentation, use the free tier plan, and start with a proof of concept before committing. Auth0 Platform's free tier is generous enough to build a meaningful POC. Organizations should do a realistic cost projection before signing an enterprise contract. My overall rating for Auth0 Platform is 9 out of 10..”

Saurabh Namdev

Senior Software Engineer at a tech services company with 11-50 employees

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“One piece of advice or recommendation that I would share with other organizations considering Auth0 Platform is that security is very important. In as much as in Ghana, for instance, the awareness is limited, security is very important to a system. When your security is not good and it has been breached, it costs you a lot to rectify it, more than you would spend to have a very good security system. Organizations should really be intentional about using systems like Auth0 Platform to be able to implement good security infrastructures to secure their systems, like the RBAC solutions and all of those things.

“When it comes to using Auth0 Platform to secure AI-powered, GenAI, or agent-based applications, I have not done any of that yet.

“My overall review rating for Auth0 Platform is 8..”

Ephraim Tetteh Apetorgbor

Software Engineer at aeTech Digital Hub

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“If companies have a good budget, they should definitely use Auth0 Platform. However, for small companies with limited budgets, Auth0 Platform's basic plan

has limited features, so budget considerations are important. If companies are comfortable with their budget, there are no other issues. For larger companies, Autho Platform is a good choice to move forward with.

“We spent approximately one or two days setting up the platform. Since then, we have not needed to worry much. Autho Platform has been working as expected, and we only need to scale our system. We are satisfied with the solution and do not touch Autho Platform for day-to-day operations. It is a one-time setup. There might be changes needed based on requirements, but we do not make changes to Autho Platform on a day-to-day basis. We do not have to worry about Autho Platform operations; we only need to scale our system. Our overall rating for this solution is 8 out of 10..”

Vishnu Tripathi

Lead Engineer at a tech vendor with 11-50 employees

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“For organizations who are opting for Autho Platform, I would highly recommend it. Apart from that, whenever you are integrating your self-hosted application, or any application that needs to be federated via customers, if they are facing any issues initially, finding the logs might be challenging. However, with experience or after a couple of calls with customer support, you will be all good.

“Besides that, I have heard about the cost-effectiveness, as outsourcing with Autho Platform drastically changes the resource burden. It speeds up onboarding and reliability. It reduces the operational overhead, so that is the major thing.

“Retail is one of them, and the other is the global food requirement. Exactly, the food industry and retail.

“I would rate this review a nine out of ten..”

Merin K Oommen

Systems Engineer – Iam & IT Operations at Deepwatch

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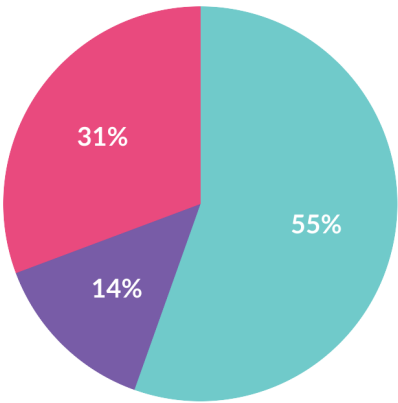
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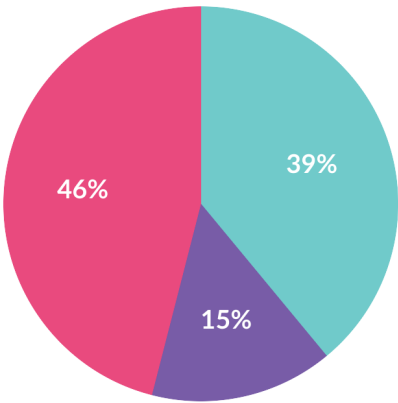


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