aws marketplace

One Identity Active Roles

Reviews, tips, and advice from real users

Powered by **PeerSpot**

Contents

Product Recap

One Identity Active Roles

One Identity Active Roles Recap

One Identity Active Roles is a highly regarded solution for Active Directory (AD) security and account management. One Identity Active Roles will enhance group, account, and directory management while eradicating the need for manual processes. The end result is a significant increase in the overall speed, efficiency, and security of the organization.

Using One Identity Active Roles, users can:

- Easily increase and strengthen native attributes of Active Directory (AD) and Azure AD.

- Quickly unify and automate group and account management while protecting and securing critical administrative access.

- Free up valuable resources to concentrate on other IT tasks, fully confident that your user permissions, critical data, and privileged access are safe and secure.

Managing accounts in AD and Azure AD can be tremendously challenging; continually keeping these important systems safe and secure presents an even greater challenge. Traditional tools can be inefficient, error-prone, and very disjointed. In today's robust marketplace, organizations are finding it somewhat difficult to keep pace with the constant access changes in a hybrid AD ecosystem. Additionally, there are significant security issues to consider (government compliance, employee status/access changes, and other confidential business requirements). And, of course, there is a requirement to properly manage Active Directory and Azure Active Directory access in addition to managing all the other numerous SaaS and non-Windows applications that organizations use today.

Users can easily automate all of these tedious, mundane administrative tasks, keeping their systems safe and error-free. Active Roles ensures users can perform their job responsibilities more effectively, more efficiently, and with minimal manual intervention. Active Roles was created with a flexible design, so organizations can easily scale to meet your organizational needs, today, tomorrow, and in the foreseeable future.

Reviews from Real Users

A PeerSpot user who is a Network Analyst at a government tells us, "It has eliminated admin tasks that were bogging down our IT department. Before we started using Active Roles, if one of our frontline staff members deleted a user or group, it could take several hours to try to reverse that mistake. Whereas now, the most our frontline staff can do is a deprovision, which just disables everything in the background, but it's still there. We can go in and have it back the way it was two minutes later.Instead of it taking two hours, it only takes two minutes."

Becky P.,Sr Business Analyst at George Washington University, shares, "In addition, with the use of workflows and the scheduled tasks, we were able to automate and centrally manage a

number of the processes as well as utilize them to work around other product limitations. Those include, but are not limited to syncing larger groups, which have 50,000 plus members, to Azure AD. We sync up to Azure AD using ARS. If we had not already had ARS in place, it would have been impossible for us to have done so in the time period we did it in. We did it in under six months. ARS probably saves us at least two weeks out of every month. It's reduced our workload by 50 percent, easily."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The ease of managing on-prem and cloud-based directories through a single pane of glass is good."

Grzegorz Kosela
solution architect/ engineer at APEX.IT Sp. z o.o.

✔ "Active Roles helped reduce our identity-based breaches."

Verified user
IAM Specialist

✔ "The access templates help set up granular permissions and the web portal to manage Active Directory."

Jeremy Dhuit
Head of Global Digital Identity Services at a hospitality company with 10,001+ employees

✔ "The solution improved our organization's security posture by framing the end users and ensuring that capabilities that could cause mistakes are hidden from the web interface."

Joffrey Meyer
IAM Product owner at a hospitality company with 10,001+ employees

✔ "It is very intuitive and close to the native tools. Since it is web-based, it does not require extensive training for our end users."

Neera Jain
Team Lead, Technical & Enterprise Directory Services Vita Program at AIS Network

✔ "Active Roles is easy to configure. It isn't a plug-and-play solution, and you need expertise to set it up. However, once you have your templates, it's easy to deploy in a highly decentralized environment. The custom configuration for our customers is fantastic, especially the web interface."

Verified user
Senior Systems Engineer at a government with 10,001+ employees

✔ "The best part of this Active Roles is the workflow engine. It features an industry-leading workflow automation feature. It's a visual PowerShell that allows task interruption."

Verified user
Senior Cyber Security Architect at a tech vendor with 1,001-5,000 employees

What users had to say about valuable features:

"The most valuable features are the access templates, which allow for granular permissions, and the policies that provide a framework for usage and standardization across entities. The solution improved our organization's security posture by framing the end users and ensuring that capabilities that could cause mistakes are hidden from the web interface. It helps us ensure that entities do not make any mistakes by hiding those capabilities directly in the tools with the access templates.."

Joffrey Meyer
IAM Product owner at a hospitality company with 10,001+ employees

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"The access templates help set up granular permissions and the web portal to manage Active Directory. Active Directory is usually managed through a heavy console, and using One Identity Active Roles allows it to be managed through any internet browser. Additionally, it helps in removing custom Active Directory delegation, which enhances security by eliminating unnecessary privileges, addressing identity-based breaches by reducing the number of Active Directory delegations.."

Jeremy Dhuit
Head of Global Digital Identity Services at a hospitality company with 10,001+ employees

Read full review ↗

"The most valuable features include

  - auditing
  - dynamic grouping
  - creating dynamic groups based on AD attributes.

Also, as part of the cloud identity, meaning expanding identity to the cloud, it gives me a single workflow to expand on-prem. I can create a user in the cloud and give them access to resources through a single workflow.

And for regulatory, auditing, and security requirements, it's critical that the solution enables Zero Trust security with hybrid AD fine delegation and role-based access control.."

JosephChandrasekaram   Read full review ↗
Active Directory Engineer at Maybank

"The best part of this Active Roles is the workflow engine. It features an industry-leading workflow automation feature. It's a visual PowerShell that allows task interruption.

It offers single-pane-of-glass management to a degree. Right now, the Azure side can only be done from the web UI, not the console. The administrative side can only be done from the console, not the web UI.

Conditional access works well. Combined with RBAC, it always works well with Active Roles because Active Roles can do access based on dynamic implementation.

The permission management feature is also excellent, clearly showing delegated permissions. Active Roles tells you when any permissions are done without going into this crazy fine-grained permission strategy that is horrible compared to Active Roles' template-based permissions. You can design on your own. It easily shows where all the permissions are delegated.

Unfortunately, you can't do much with zero trust and Active Roles at the moment unless you combine them with Safeguard. It lines up with using zero trust if you combine a couple of different workflows together.."

Verified user   Read full review ↗
Senior Cyber Security Architect at a tech vendor with 1,001-5,000
employees

"The feature I appreciate most about the solution is the ability to lock down Active Directory Roles granularly. For instance, our support personnel can only change passwords for users; the only thing they can change in the user object is the password. They cannot alter anything else. This allows us to manage multiple One Identity Active Roles from a single pane of glass. We're very satisfied with the granularity.

We have eased the burden on the support desk and reduced the risk of them doing something they shouldn't. We have limited the use of domain administrators and gained a better view of what is happening in One Identity Active Roles. It is easier to find rogue and malicious users, and end users can now request access through the web interface instead of creating a ticket.

We've lowered the amount of privileged accounts. We can have support staff that have privileged access however, we've limited privileges so that they can only do what they are meant to do in the directory.

Active Roles helped reduce our identity-based breaches. I don't have a number of how many. It's maybe between 10% and 20%. Now, we know what users we actually have in our IT directory. It has helped us to find the dormant users that we don't need anymore.

It's improved our security posture. It has limited access to our crown jewels, where all our identities lie within Active Directory. It's not a stand-alone product. It doesn't fix everything. However, it does help to the overall security posture. Before, we had domain admins logging directly into our directory user's computers, and doing stuff. They don't do that anymore. We've limited priveledges. The directory is more secure today and we have better visibility.."

Verified user   Read full review [↗]

IAM Specialist

"Currently, task automation, like provisioning, deprovisioning, and reprovisioning, is very effective. When a user moves from one organization to another, it automatically changes their group membership and performs similar functions.

Secondly, the granular delegation feature is very nice and much simpler and easier than it is natively in Microsoft.

Two years ago, One Identity Active Roles was under Dell. It was quite poor. However, now, there have been notable improvements, such as faster system processing, better logging, enhanced information, and a more user-friendly interface. Once it was sold by Dell, things got better. The interface became a bit more user-friendly.

The Angular user interface is much more flexible for adjusting to customer needs, and a completely new and customizable one can be created, aligning with all settings and scripts required by a customer.

The ease of managing on-prem and cloud-based directories through a single pane of glass is good. I'd rate it nine out of ten.

The solution's ability to provision and deprovision resources and directories like Azure AD is very simple, especially when you can integrate with the HR system and grab some data from HR. It's actually fully automatic. I don't need to even touch it.

It's helped increase operational efficiency by 50%.

It's helped decrease security problems around privileged accounts. We were able to decrease the number of privileged accounts and have been able to delegate more effectively.

We decreased the number of high-level permissions that administrators had. For example, if someone is a DNS administrator, he has access only as far as the specific actions he needs to handle. We don't need to give away such high

privileges for such a daily job. It's helped clarify roles and access.

It's helped reduce identity-based breaches. If someone leaves a company, we can easily undo provisioning and close accounts. We can generate reports to see which people have which permissions and at what times.

We've just integrated with our HR system. It helps us follow activated and deactivated users.

I'd rate the granular controls on offer ten out of ten.

We've saved on manpower in terms of the work of the administrators. There's good reporting and functionality, and it's very transparent. You can connect more than one directory and manage everything from one pane. You can do many things from one interface. ."

Grzegorz Kosela   Read full review [↗]
solution architect/ engineer at APEX.IT Sp. z o.o.

13

Other Solutions Considered

"I've been working with the system for so many years, it's very simple and easy. It's one of the best solutions. There are a few things missing, however, I prefer it and if it fills in the existing gaps, it would be the best option on the market.."

Grzegorz Kosela   Read full review ↗

solution architect/ engineer at APEX.IT Sp. z o.o.

"We have been using Active Roles since I have been on the team. We rolled it out and have been using it for the last 15 years or so. They were using native tools earlier.

I have not used other vendor solutions, just native tools. ."

Neera Jain   Read full review ↗

Team Lead, Technical & Enterprise Directory Services Vita Program at AIS Network

"I have used KAOSoft and AD Access previously. Active Roles has PowerShell modules and a whole PowerShell backend that none of the other solutions do. That's where they lose the most. PowerShell makes a considerable difference compared to those other applications.."

Verified user   Read full review ↗
Senior Cyber Security Architect at a tech vendor with 1,001-5,000 employees

"CoreView offers better Entra ID delegation. They conducted a study and found that CoreView has better features than One Identity Active Roles in terms of Entra ID delegation.."

Jeremy Dhuit   Read full review ↗
Head of Global Digital Identity Services at a hospitality company with 10,001+ employees

"In comparison to native Active Directory tools, using Active Roles for delegation is so much better. It uses an access template and that makes it easy to see who can access what.

In fact, you can do that for many objects as well. You can see what that object can manage and who can manage the objects. You can answer an auditor's questions fairly quickly. It's just much clearer than it is in Active Directory.."

Verified user   Read full review ↗
IT Manager at a financial services firm with 1,001-5,000 employees

"There are a lot of other benefits that we take advantage of that are above and beyond the native Active Directory functions that Microsoft provides. There's no comparison between Active Roles and the native Microsoft tools. You can customize the interface so that you can create a user account much more quickly. Active Roles also gives you a really nice audit log of when a user account was created and of any changes that happen to that account after the fact, as long as you do those changes within Active Roles. It's a really nice way to have a full view of the lifetime of an object created through Active Roles. It's much better than the native tools.

We researched various solutions before we narrowed in on what was Quest, back then. At that time we were going through a migration from an old Microsoft domain to a new Microsoft domain and we are using a different Quest product, but we haven't evaluated any other products.."

Verified user
Network Analyst at a government with 501-1,000 employees

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ROI

Real user quotes about their ROI:

"We don't see ROI in a monetary way. We are a public organization, so we don't sell anything, but I definitely have a better user experience, fewer incidents, and, therefore, better user satisfaction. From that perspective, we have absolutely seen ROI. ."

Kiril
Senior IT Manager at Toronto District School Board

Read full review ↗

"We have seen ROI. We did an initial look at Active Roles when we first started using it. We were smaller at that time and have sine gone through an acquisition, growing in size. At that time, we saw a reduction of about 150 tickets.."

Verified user
IT Lead, Security services at a aerospace/defense firm with 10,001+ employees

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"ROI is a very tough question because we implemented it 10 years ago. I don't have a number. But I would say that, in a large organization, Active Roles is probably something that pays back quickly. It's so integrated into our processes today, that we couldn't even think about doing without it, and replacing it with manual work.."

Verified user
Information Security Manager at a manufacturing company with 5,001-10,000 employees

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"The ROI is in the mitigation of risks: The risk of leaving unauthorized access behind, the risk of having Active Directory pollution. With that comes risks of people getting access they shouldn't have. There is the risk of having multiple accounts for the same thing; that's the biggest part. There's no actual money there, but risk management is really what you pay for.."

Michiel Simon
Technical Manager of Security at Liberty Global

Read full review ↗

"The solution saves manpower and time for network administrators, offering a significant return on investment. One Identity Active Roles provides excellent reporting and auditing functionality, allowing administrators to track permissions, actions, and responsibilities effectively.

We've likely seen a 30% ROI.."

Grzegorz Kosela
solution architect/ engineer at APEX.IT Sp. z o.o.

"It has saved 90% of the time compared to before. It is not expensive, yet not as cheap as I would prefer. I see it as insurance, and I have peace of mind, knowing that I pay an insurance price with a lower premium. We have a better security posture, with better feedback from end users requesting access. Although we have higher spending costs and haven't reduced staff, wrongdoing is reduced, uptime is better, and users can still use the systems. We have made operations more efficient, made end users happier, and improved our IT environment.."

Verified user
IAM Specialist

Use Case

"My use case is for task automation, such as user provisioning, deprovisioning, delegation provisioning, and rights delegation. It simplifies the management of users and groups.."

Grzegorz Kosela
solution architect/ engineer at APEX.IT Sp. z o.o.

Read full review ↗

"The main use case is the Active Directory delegation. We have many different entities within our organization, and we needed to delegate some Active Directory capabilities, such as creating users, updating users, deleting users, groups, and computers.."

Jeremy Dhuit
Head of Global Digital Identity Services at a hospitality company with 10,001+ employees

Read full review ↗

"We use Active Roles to bring our decentralized environment into a single pane of glass. Our entire customer base is in a single directory, and they can manage their objects without interfering with other entities in our environment. ."

Verified user   Read full review ↗

Senior Systems Engineer at a government with 10,001+ employees

"My use case is to gain better visibility into what has happened in One Identity Active Roles. It is to automate processes. When people are leaving, joining, or changing roles in our business, it is done automatically without manual work.."

Verified user   Read full review ↗

IAM Specialist

"We use it extensively. Our help desk and all the end users or administrators use it. It was being used for user provisioning, but we have now automated some of the functions. Earlier, when it was being manually done, we had set up all the templates for the end-user provisioning and de-provisioning.."

Neera Jain   Read full review ↗

Team Lead, Technical & Enterprise Directory Services Vita Program at AIS Network

"We use Active Roles as a single point to manage all our users. We're using all of the system's management capabilities, like setting group policies and delegating roles. We have around 1,400 users and 25 or 30 admins.

The company uses Active Roles as a standalone solution because we don't have HR or ERP systems connected to applications. We aren't using it to migrate from Active Directory to Azure AD. We use a Microsoft solution called AD Sync. We had this functionality before implementing Active Roles, but we hope to get that improved connectivity to Azure AD and Exchange Online.."

Finn Jacobsen
Architectural specialist at HK/Midtvest

Read full review ↗

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 is quite easy. The deployment is not long, but the extensive customization, such as virtual pool licenses, takes a bit of time, about a week.."

Jeremy Dhuit   Read full review ⤤

Head of Global Digital Identity Services at a hospitality company with
10,001+ employees

"The initial setup is generally straightforward. It takes a week or two for an inexperienced organization to set it up, but I can do it in a day or less. It could involve multiple teams, depending on what you're doing. For example, if you're integrating Exchange, you need Exchange admins to be involved.."

Verified user   Read full review ⤤

Senior Cyber Security Architect at a tech vendor with 1,001-5,000
employees

"Deploying Active Roles was easy. We had prior experience, and help from professional services made it easier. Our environment is unique, and their professional services helped tremendously with our odd use cases. You can stand up an out-of-the-box deployment in a couple of days. We had one primary engineer and two assistants on the deployment team. ."

Verified user   [Read full review ↗]

Senior Systems Engineer at a government with 10,001+ employees

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"We deployed it and recently upgraded it. We received support from One Identity for consulting, but we did the upgrade ourselves. It was not too bad.

I would rate it a five out of ten for the ease of use. We were trying to do some load balancing and things like that, which did not work out the first time. There were also some issues with the dynamic groups. The first time, we had to roll it back, but we were successful the second time.."

Neera Jain   [Read full review ↗]

Team Lead, Technical & Enterprise Directory Services Vita Program at AIS Network

"Implementing it was straightforward, and it depends on how much you want to do. It was easier than I imagined. Also, the visibility into the deployment and whatever has been enabled is excellent.

There is some maintenance. Whenever there are new updates, we can look in to see if there are any new features we would like to have, and then we can update it. The update is rather straightforward. We simply download the installation file and then click next, next, next, and then we're up and running with the new version. It's rather straightforward.."

Verified user   Read full review ↗
IAM Specialist

"The installation is quite easy and involves only a few clicks to have One Identity Active Roles up and running. The hard part begins with the configuration: creating workflows, permissions, provisioning, deprovisioning workflows, policies, and so on. Nevertheless, it is quite straightforward, and the documentation is very clear and simple.

There is a bit of maintenance needed. It's not just install and forget. You need to check the logs and make sure services are up and running. It's not time-consuming. It's very simple. ."

Grzegorz Kosela   Read full review ↗
solution architect/ engineer at APEX.IT Sp. z o.o.

Customer Service and Support

"I rate customer service and support as a seven because, although they are helpful when needed, there can be delays in responding to tickets and finding necessary fixes.."

Joffrey Meyer   Read full review [↗]
IAM Product owner at a hospitality company with 10,001+ employees

"We use the vendor's regular support. Sometimes the response time is slow. Sometimes we don't feel the answers they give are correct. It seems like they don't really know what the cause of the issue is, so they tell us it's not available in the version. ."

Verified user   Read full review [↗]
Service Desk Team Lead & Project Manager at Kodak

"I rate One Identity support nine out of 10. We are happy with the quality of One Identity's support team. We get a response within one or two days. Our unique organization has uncommon problems, so we typically need tier 2 or 3 support. The good thing about One Identity is that we don't need to spend a few days convincing them to escalate. ."

Verified user
Senior Systems Engineer at a government with 10,001+ employees

Read full review ↗

"We use the vendor's Premier Support. We wouldn't run any product like this without vendor support. It's quite critical to our company, so it would be crazy to do that with support that wasn't working. At the times we've had to deal with them, they have usually been pretty responsive.."

Verified user
IT Manager at a financial services firm with 1,001-5,000 employees

Read full review ↗

"Excellent support. They truly are a partner. They want to be a partner, a collaborator. Their number-one goal is to solve people's problems, in the space of identity. That's really good.

In all of these years, we've never had any problems. As a matter of fact, they are very proactive and always reaching out saying to us, "How can we help? How can we help?" We've had excellent service from them.."

Becky Phares
Sr Business Analyst at George Washington University

Read full review [↗]

"The product itself is fine and works well. I've had a difficult time getting it to cooperate with Azure in the cloud and, while the support staff are very good and very knowledgeable, what they assist with just on a call doesn't go deep enough to help with a number of issues. The answer that comes back is that we'd have to start an engagement with Professional Services, which is fine but that takes time to schedule and it takes budget. And during all that, you have a delay in getting a particular part of the platform working properly.

I've worked with several One Identity support folks and they're all very knowledgeable and pleasant to deal with. But sometimes I get the feeling that their hands are tied with how much support they can give me for a specific task because it gets into that gray area of what's break/fix and what goes off to Professional Services. If it falls in that gray area, it's hit or miss whether you're going to get support from your first call or whether you have to wait until you can dedicate a whole day to it.

Support could benefit from helping with a broader area of ideas on a first-call-resolution type of model, rather than just focusing on break/fix issues. They should also help with configuration issues.."

Verified user
Network Analyst at a government with 501-1,000 employees

Read full review [↗]

Other Advice

"It is good, and I would recommend it, but you should do a proof of concept and see if it works for your environment.

Overall, I would rate the solution an eight out of ten.."

Yehuda Fabian   Read full review ↗
System Administrator at a healthcare company with 501-1,000 employees

"I would definitely recommend One Identity Active Roles because it allows the delegation of Active Directory through a web portal instead of a console. Additionally, while the Entra ID part requires improvements, it can still delegate Entra ID objects. I rate the overall solution an 8 out of 10.."

Jeremy Dhuit   Read full review ↗
Head of Global Digital Identity Services at a hospitality company with 10,001+ employees

"I would recommend One Identity Active Roles due to its straightforward delegation capabilities, comprehensive management of Active Directory objects, an excellent PowerShell cmdlet suite for scripting, and a robust change history feature for auditing. The overall solution is rated as eight out of ten.."

Joffrey Meyer
IAM Product owner at a hospitality company with 10,001+ employees

Read full review ↗

"I rate One Identity Active Roles 10 out of 10. My suggestion to future users is to map out your roles with as much granular precision as possible.

We're trying to solve the same problems with fewer products. We're not there yet, but we plan to consolidate, and our customers are happy with One Identity products.."

Verified user
Senior Systems Engineer at a government with 10,001+ employees

Read full review ↗

"I'm a One Identity partner. Our clients range from small to enterprises. Customers range from 50 to 30,000 people.

If there is any mess in Active Directory, like excessive delegations and errors, One Identity Active Roles will help clean it up and simplify work. It allows administrators to confidently ensure everything is configured correctly in Active Directory, securing it effectively.

I rate the product nine out of ten.."

Grzegorz Kosela
solution architect/ engineer at APEX.IT Sp. z o.o.

Read full review ↗

"If there is a colleague who wants to manage Active Directory without an identity and access management solution, I would ask: "do you actually know what's going on in the Active Directory? What delegated control have you given, and what is the visibility of the delegated controls? What naming standards do you have for departments, for office locations, for cities? How do you make sure that you can only select the already predefined locations? Also, what kind of business are you in? Are you hit by we're not hit by dollar, but are you hit by dollar? Are you hit by NIST two? Are you hit by SOX? What compliance requirements do you actually have?" Roles fits very nicely in that role with some of these regulations and compliance issues you need to address.

Depending on company size, even with fewer identities, it might be essential for highly regulated industries like finance. Having a product like One Identity Active Roles allows centralized management and limits what delegated users can do. In native Active Directory, delegation could grant too many rights, but now it permits granular delegation, such as allowing a support user to change passwords only. This level of control is beneficial for multiple companies, as harming the directory can hurt the business.

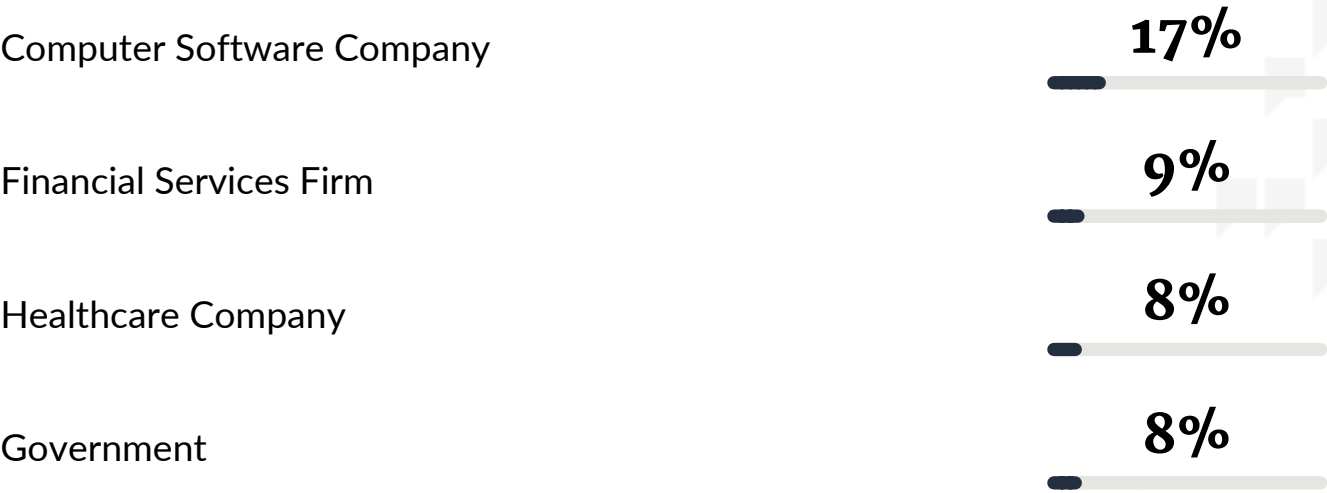I rate the product nine out of ten.."

Verified user   Read full review [↗]
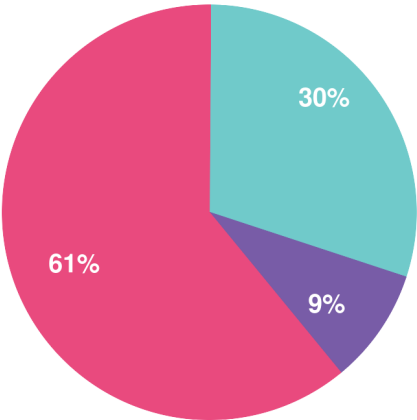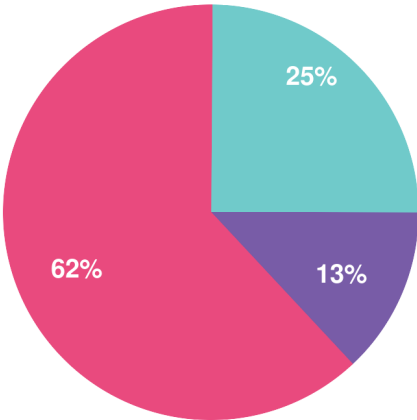IAM Specialist

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8%

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9%

61%

25%

13%

62%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944