

aws marketplace

CyberArk Identity

# Reviews, tips, and advice from real users



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# Product Recap



CyberArk Identity

# CyberArk Identity Recap

CyberArk Identity is a versatile identity management solution suitable for a wide range of enterprises. It is designed to enhance enterprise security and improve user experience. Its focus on security, compliance, and operational efficiency, combined with positive user feedback, makes it a strong contender in the identity management space.

CyberArk Identity offers a robust suite of features to manage user identities and access privileges. It focuses on securing access to resources across various environments, including cloud and on-premises applications. Its capabilities include single sign-on (SSO), multi-factor authentication (MFA), lifecycle management, and privileged access management. These features are engineered to streamline access control, enhance security, and ensure compliance with regulatory standards.

- Single Sign-On (SSO) simplifies user access by providing a single authentication point for multiple applications.
- Multi-Factor Authentication (MFA) adds an extra layer of security by requiring additional verification methods.
- Lifecycle Management automates user account provisioning and deprovisioning, aligning with HR processes and compliance requirements.
- Privileged Access Management secures and monitors access to critical systems and data by privileged users.

According to our user interviews, CyberArk Identity is praised for its reliability and user-friendly interface. IT professionals highlight the ease of integration with existing systems, while business executives appreciate the visibility it provides into access and identity management across the organization. Users also commend the responsive customer support, which is crucial for enterprise-level solutions.

IT Professionals found that CyberArk Identity's focus on multi-layered security significantly reduced the risk of data breaches and unauthorized access. With a centralized dashboard and automation features, you can streamline identity and access management tasks, saving time and reducing complexity. Finally, it helps meet various compliance requirements.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “CyberArk Identity's ability to safeguard financial services infrastructure is good.”



**Isaac Hammond**

Head of IT at Skutin Solutions

- ✓ “The best feature of CyberArk Identity is the single sign-on feature that offers quick and one-click access.”



**Joseph Andiwo**

Private Wealth Advisor at Arima Fund Limited

- ✓ “I had one machine that I could not use due to an invalid token. They resolved the problem immediately after I reported it, on the same day, within one hour. It is a very good experience.”



**Julio Montero**

Access Management Analyst at Telefónica



“Being able to integrate CyberArk Identity with Microsoft Defender is valuable.”



**WalwasaMulutazah Yahaya**

Program Officer at Imagine Her



“CyberArk Identity is at the top.”



**S Azeem**

Senior Technology Manager at a outsourcing company with 501-1,000 employees



“I like the RBAC (Role-Based Access Control). It basically involves defining various roles, and then simply assigning those roles to users.”



**RiyasAbdulkhader**

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



“The solution helps with auditing, and monitoring, and integrates with Splunk for log analysis. User activity logs are captured in CyberArk Identity and sent to external tools like Splunk for analysis and monitoring.”



**Avinash Gopu.**

Associate VP and Cyber Security Specialist at US Bank

What users had to say about valuable features:

“Being able to integrate CyberArk Identity with Microsoft Defender is valuable. This integration feature is integral to maximizing the security benefits we get from the system..”

**WalwasaMulutazah Yahaya**

Program Officer at Imagine Her

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“CyberArk Identity provides an easy identity portal, single console, log capture for GRC compliance, and efficiently rotates passwords unknown to users, enhancing security. These features aid in reducing the attack surface by blocking unauthorized access and preventing exposure of internal solutions in sectors such as banking..”

**S Azeem**

Senior Technology Manager at a outsourcing company with 501-1,000 employees

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“What I like most about CyberArk Identity is the model that is in place. It is very good. It is the most powerful access management system. There is a lot of security – especially when you have to onboard and allow access for new users for the corporate and new applications. It's wonderful.

We saw results very quickly. I saw the power of identity management almost right away. It's one of the best in the industry. It competes very well against other solutions and Active Directory. It's very low cost in comparison to Microsoft solutions. .”

**Julio Montero**

Access Management Analyst at Telefónica

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“The best feature of CyberArk Identity is the single sign-on (SSO) feature that offers quick and one-click access.

The second feature that I enjoy so much is the endpoint privilege security, which safeguards our sensitive information and protects against security threats.

One benefit of the software is the enhanced security. It provides strong authentication, improving our operations and access controls. Additionally, it streamlines operational processes, reducing the administrative burden on our IT experts and security teams.

The value of the software was immediate, especially for the onboarding of clients..”

**JosephAndiwo**

Private Wealth Advisor at Arima Fund Limited

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“I find the CyberArk Identity portal quite intuitive; it has changed a lot over the last year and a half.

If you think logically and understand your environment, it is easy to establish a suitable setup for yourself and all your vendors. I did see an impact on operational efficiency with CyberArk Identity.

If you look at all the technical requirements to set up a VPN or an access management tool, where you need to integrate four, five, or six different services with the CyberArk side, it is significantly easier. You provision a server on the inside and simply assign the services allowed from the outside by ticking a box to grant access. The person can then either scan a QR code or receive an email to log in.

CyberArk Identity has indeed helped reduce the mean time to detect; it has also aided in troubleshooting by allowing logs to be extracted and sent to a correlation engine, such as QRadar, for notifications or alerts. It also helps in preventing attacks, as someone trying multiple times to log in, and the trigger on whatever login is used aids in maintaining a quick view of what is happening..”

**RiaanDu Preez**

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

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“When using IAM and PAM, CyberArk Identity is the best choice. If it is just one model, for IAM, I prefer others like One Identity. For PAM, CyberArk Identity is the best.

Furthermore, CyberArk Identity provides identity governance and gives me control over who and how access to environments occurs, offering significant confidentiality in what is accessed.

Initially, people find it challenging to adjust to these changes, however, over time, it becomes time-saving as there's no need to access each device individually. Instead, there is a single pane of glass or platform that administrators can log into to manage environments efficiently.

The partner portals are and support portals are very good.

CyberArk Identity's ability to safeguard financial services infrastructure is good. If you have your core banking application transformed, and have privileged users accessing the environment, you can control who and what is accessing where and generic accounts cannot be used. If some accesses core banking functionality, you will be able to track what a person is doing.

Its ability to help meet compliance requirements is good. It covers ISO standards. We easily integrate password policies. It helps us protect access within an organization.

It's helped us to comply with PCI DSS.

There are a lot of time savings. There's a single pane of glass to log into to access the environment. We don't have to go through individually.

We've reduced risk exposure. Instead of logging into different platforms, you just log in to one single platform. You have your resources being allocated to you. In this way, it also identifies you, with a single sign on privileges. It gives you protection in terms of not using generic accounts or administrative accounts that

everybody uses. All credentials are saved in a particular system known as a vault, and only a particular port and a particular IP address can access the vault. Now, there is one way in or one way out. It doesn't create any vulnerabilities whereby people or unknown entities can enter easily.

It impacts zero trust security strategies. It prevents lateral movements in the organization. You cannot be gaining access to a privileged account.

The solution helps with operational efficiency as it provides a very secure mode of access..”

**IsaacHammond**

Head of IT at Skutin Solutions

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# Other Solutions Considered

“While Arkon PAM is a competitor, that product is not as good nowadays. CyberArk Identity is at the top. When it comes to premium products, CyberArk Identity stands alone..”

## S Azeem

Senior Technology Manager at a outsourcing company with 501-1,000 employees

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“A different solution can be, for example, Microsoft Azure Active Directory. It is a very powerful identity management system and very good for a company that needs to improve constantly. Another good solution instead of CyberArk can be SailPoint, which has been making significant strides in recent years..”

## Julio Montero

Access Management Analyst at Telefónica

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“A different solution can be, for example, Microsoft Azure Active Directory. It is a very powerful identity management system and very good for a company that needs to improve constantly. Another good solution instead of CyberArk can be SailPoint, which has been making significant strides in recent years..”

**Julio Montero**

Access Management Analyst at Telefónica

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“I always prefer CyberArk.

If you talk about the Turkish market, CyberArk has an excellent reputation in Turkey. And Other SSO providers and CyberArk Identity are very similar solutions. They are providing the same thing. That said, CyberArk has a really good reputation in Turkey. That's why customers always prefer CyberArk in this 4D market..”

**Verified user**

Solution Architect at a tech services company with 11-50 employees

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“In the realm of identity management, SailPoint is the leader due to its extensive features and customization capabilities, making a direct comparison with CyberArk somewhat unfair as SailPoint tends to excel. However, among CyberArk's competitors, Ping Identity stands as a strong contender. Ping Identity has been involved in the identity space for a longer period than CyberArk. Furthermore, there have been mergers in this space, such as FosRoc and BeyondTrust. This has reshaped the landscape, and the competition should now primarily be between Arcon, Ping Identity, and SailPoint, as other products tend to be smaller, like Micro Focus. Comparing them with Micro Focus wouldn't be suitable.

.”

**Mohammed Aslam Imroze**

Technical Manager at Apxcon

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# ROI

Real user quotes about their ROI:

“Cost savings have been possible since my company has not had to pay any penalties after using the product. The product has also secured our company's environment..”

**Joble John**

Vice President - Global Head of Privilege Access Management, Data Services and Certification at Barclays Capital

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# Use Case

“I work with Direct Identity. I was studying CyberArk, and I have used it a few times. Then I switched to a new project. I have some experience with CyberArk Identity..”

**Julio Montero**

Access Management Analyst at Telefónica

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“CyberArk Identity's main use case is protecting privileged accounts. Although they've expanded into identity and access management, most of their business comes from privilege account management..”

**Verified user**

Regional account manager at a tech services company with 51-200 employees

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“My use case for CyberArk Identity involves multiple reasons: for identity to gain access to the clients' environments, to provision on-demand access, and to provide services via the Access Manager..”

**RiaanDu Preez**

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

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“CyberArk Identity is mainly used for accessing servers, partition management, and rotating passwords, especially in sensitive sectors such as banking and to protect patient data. It's crucial for complying with regulations and ensuring that administrative tasks such as encryption key management are streamlined..”

**S Azeem**

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Senior Technology Manager at a outsourcing company with 501-1,000 employees

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“If I have a core banking application platform with users or privileged users accessing that particular environment, I have to ensure that the right people are accessing what they're supposed to access. I need to have proper monitoring on them, ensuring that privileged accounts are not being shared and that generic accounts are not in use. For instance, if someone accesses the core banking application and performs changes or transactions, this solution enables me to track who did what in that session and even monitor or replay the session of that person's actions..”

**IsaacHammond**

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Head of IT at Skutin Solutions

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“Essentially, our use case for CyberArk Identity involves automating customer interactions and engagement, as well as onboarding new clients.

Being in retail and marketing, CyberArk Identity has made it easier to onboard new customers online, making the process much faster and efficient.

Interaction with customers has improved greatly through CyberArk Identity software through automation of most of our processes, thus freeing our time to concentrate on other key strategic activities of the company. .”

**JosephAndiwo**

Private Wealth Advisor at Arima Fund Limited

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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.

“After implementing CyberArk Identity, in a big implementation, it took about four months for my organization to see time to value, while in a smaller implementation, it was a month..”

**RiaanDu Preez**

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

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“The setup process for CyberArk Identity is singular, but it differs for all customers. Customers provide the data for implementation, based on which we receive payment. From a product perspective, it's easy, but we need to gather customer data and implement according to their requirements..”

**S Azeem**

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Senior Technology Manager at a outsourcing company with 501-1,000 employees

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“Setting up CyberArk Identity is not straightforward. Typically, for the on-premise version, you need to install at least three servers that work together, although installing four servers is more common. However, if you opt for the software as a service version in the cloud, it's simpler to set up..”

**Verified user**

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Regional account manager at a tech services company with 51-200 employees

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“It was very easy because after we developed an interest, we went through the training on how to install it best, so while installing, we found things very easy.

It took us one day for us to become familiar with everything. We were able to realize its benefits immediately after the deployment.

It does not require any maintenance..”

**WalwasaMulutazah Yahaya**

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Program Officer at Imagine Her

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“In our company, we haven't faced any such challenges with the product's initial setup phase because our requirements were pretty clean and clear.

The solution is deployed on an on-premises model.

The solution can be deployed in two weeks, and it includes every area because my company has a complex environment..”

**Joble John**

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Vice President - Global Head of Privilege Access Management, Data Services and Certification at Barclays Capital

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“The solution can be deployed on cloud or on-premises. CyberArk is more on the cloud than on local hardware.

The deployment is initially quite difficult. That said, when you are doing the implementation of CyberArk, there are so many tutorials that make the learning process very easy. The only complaint could be the language barrier. It's difficult if you don't have a very good level of English. Otherwise, it is very easy.

You can have it set up within three months without much difficulty. It's hard to get started, however, once you get going, it gets easier. A full deployment takes half a year or less.

There is some maintenance necessary. A company is constantly hiring and letting go of employees. The access is always changing, so access must always be adjusted. Or, if we need another law of filter, we would need to add those, or even take them away. That's another aspect of maintenance. .”

**Julio Montero**

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Access Management Analyst at Telefónica

# Customer Service and Support

“Usually, the solution's technical support team responds, but the skill set of the first engineer is not ideal. You need to keep pressing in order to have the appropriate person to help you with the support..”

**Themis-Kotoulas**

Obrela Group of Companies IT Manager & Security Integration Manager at Obrela

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“To be completely frank, among my ten clients, a minimum of six express concerns or confusion regarding CyberArk. I'm not certain whether it's linked to the clients' skill levels or understanding, but I suspect that the support ecosystem is not adequately developed..”

**Mohammed Aslam Imroze**

Technical Manager at Apxcon

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“CyberArk Identity's technical support needs to know its own product well enough before telling others how it works. The support team should be more knowledgeable. .”

**Vishnu Ramachandra**

Security Engineer at Suraksha

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“I have contacted technical support. We used their help with virtual machines that CyberArk gives. I had one machine that I could not use due to an invalid token. They resolved the problem immediately after I reported it, on the same day, within one hour. It was a very good experience..”

**Julio Montero**

Access Management Analyst at Telefónica

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“There is room for improvement in customer service and support. Since I started with CyberArk products about seven years ago, the support hasn't significantly improved. They haven't necessarily enhanced the organization, updates, or handovers, which should be addressed..”

**RiyasAbdulkhader**

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

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“I work on the integration side, so I haven't dealt with CyberArk's tech support much. We only called them one time when the CyberArk component was offline, and they helped troubleshoot it to get the services back up and running. It was just all done within one call. We haven't really had any other issues. And I think the support was pretty good..”

**Verified user**

Hyperautomation Architect at a insurance company with 10,001+ employees

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## Other Advice

“Customers in the banking sector don't expose what solutions they have inside their systems for security reasons. My overall rating for CyberArk Identity is nine out of ten..”

### S Azeem

Senior Technology Manager at a outsourcing company with 501-1,000 employees

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“My company doesn't use the tool for the multi-factor authentication feature.

I recommend the product to those who plan to use it.

The vendor maintains the solution automatically.

I rate the overall tool an eight out of ten..”

### Joble John

Vice President - Global Head of Privilege Access Management, Data Services and Certification at Barclays Capital

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“I would highly recommend this product without hesitation due to its numerous advantages, features, and benefits, such as unified access management and high-level security.

I am a user. I am available for reference anytime.

On a scale of 1 to 10, I give CyberArk Identity 9..”

**JosephAndiwo**

Private Wealth Advisor at Arima Fund Limited

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“I would probably give the solution a seven out of ten.

It offers the best PAM solution you can get compared to others, compared to One Identity.

Deployment is complex. If you are deploying CyberArk Identity, you should have the skill sets, knowledge, and resources to manage it. It is not easy to manage or deploy CyberArk Identity. .”

**IsaacHammond**

Head of IT at Skutin Solutions

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“Out of everything, I will rate it nine out of ten.

It can be a language barrier, however, not necessarily if you understand English quite well. There is complexity in understanding the multifactor access, however the CyberArk interface is wonderful. I like it. It gives the user a very good, simple

way to access different features of the CyberArk product.

I have no relationship with CyberArk. I've only worked with the product..”

**Julio Montero**

Access Management Analyst at Telefónica

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“My experience of working with CyberArk solutions is quite extensive. With CyberArk tools, I have experience working with Privileged Access, Identity Access, and Secrets Manager, although with Secrets Manager not as much, but the other two quite extensively.

My relationship with CyberArk is as a partner. I purchased CyberArk Identity through both the vendor and [AWS Marketplace](#), as it depends on what the client wants: through the vendor for purely bespoke installation or architecture and [AWS](#) for ease of use.

I would rate CyberArk Identity a nine out of ten overall.

I understand that different people have different requirements, which might mean they don't experience it the same way as I do..”

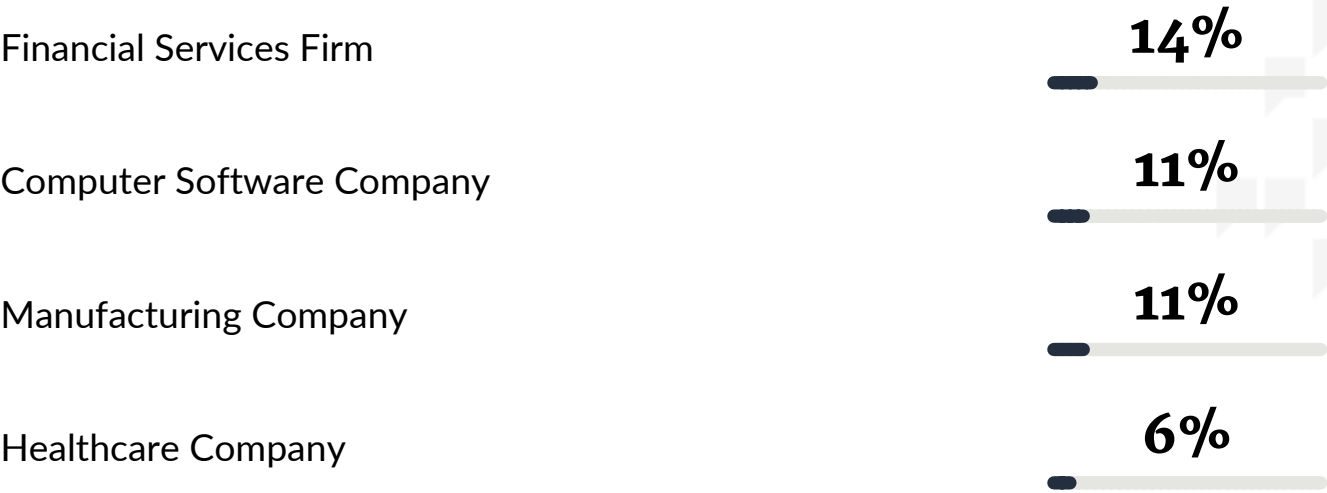
**RiaanDu Preez**

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

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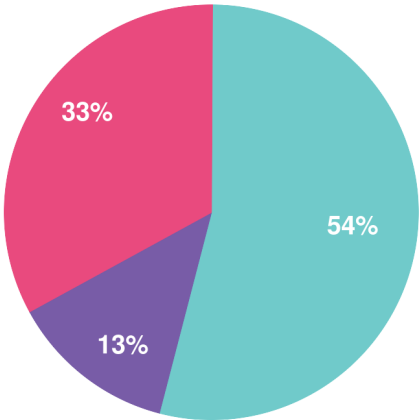
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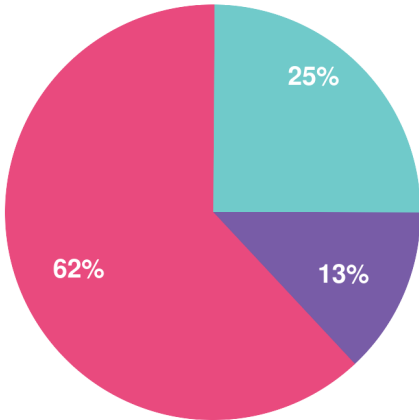


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