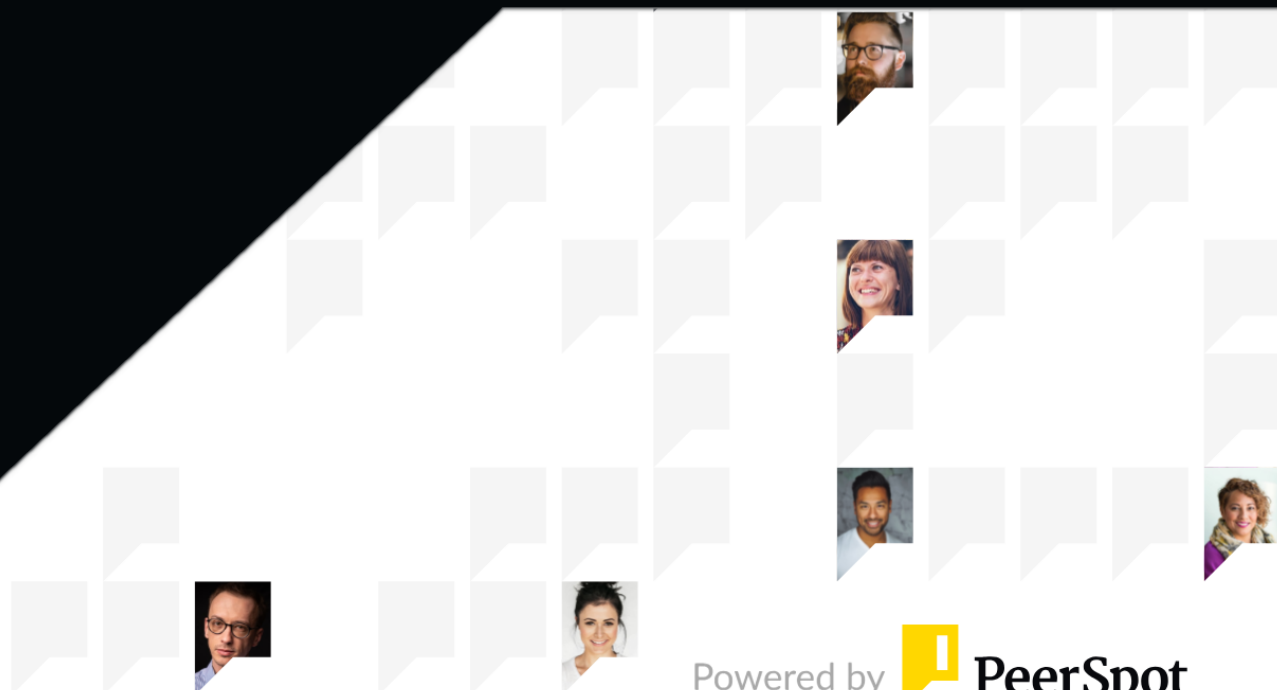




CyberArk Secrets Management

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10 - 11

ROI..... 12

Use Case..... 13 - 14

Setup..... 15 - 16

Customer Service and Support..... 17 - 18

Other Advice..... 19 - 22

About PeerSpot..... 23 - 24

Product Recap



CyberArk Secrets Management

CyberArk Secrets Management Recap

CyberArk Secrets Management offers comprehensive security for managing sensitive information, addressing crucial needs in secure storage, access, and control of credentials across IT environments.

CyberArk Secrets Management focuses on ensuring the secure handling of sensitive enterprise data, offering a robust infrastructure for credentials and secrets management. Designed for organizations that need high levels of security, it provides efficiency in automating access controls and compliance. Its features are tailored to integrate seamlessly with existing IT frameworks, facilitating a secure and scalable approach to managing critical information across complex infrastructures. CyberArk's approach addresses both security and operational efficiency.

What features make CyberArk Secrets Management essential?

- **Enhanced Security Controls:** Allows detailed configuration of access policies to safeguard sensitive data.
- **Automated Credential Rotation:** Automatically rotates credentials to minimize the risk of security breaches.
- **Integrated Audit Trails:** Provides comprehensive tracking and reporting to ensure compliance and accountability.

What benefits and ROI can be expected from CyberArk Secrets Management?

- **Risk Reduction:** Minimizes potential exposure to data breaches through advanced security measures.
- **Operational Efficiency:** Streamlines access management tasks, reducing manual overhead and errors.
- **Regulatory Compliance:** Helps maintain adherence to industry standards and regulations, reducing the risk of fines.

CyberArk Secrets Management is widely implemented across sectors like finance, healthcare, and government, focusing on industries where data sensitivity and compliance are critical. Its application helps organizations mitigate risks and enhance data governance, proving invaluable in environments where trust and security are paramount.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “One of the most important features for us is the system's performance, particularly its speed of retrieving secrets.”



SJP

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

- ✓ “With CyberArk Secrets Management, we were able to resolve the automatic change of the passwords based on timelines. We were also able to retrieve the passwords in an encrypted format by utilizing the CyberArk platform, which was not provided to us by UiPath.”



Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

- ✓ “The audit trails have been extremely important for us in helping our organization meet regulatory requirements.”



Verified user

Head of Data at a comms service provider with 1,001-5,000 employees



“It's vital for effectively managing and securing my credentials.”



Verified user

IT Security Architect at a comms service provider with 201-500 employees



“The granular controls of CyberArk Secrets Management are very niche in their development and very secure from the overall secret management perspective, offering high-level functionalities where we have control over user access, which can be tracked and monitored.”



Ashish Pandey

Delivery Manager at Tech Mahindra Limited

What users had to say about valuable features:

“CybereArk is vital for effectively managing and securing my credentials. The product is also scalable, so it can expand based on account types and application needs..”

Verified user

[Read full review](#) 

IT Security Architect at a comms service provider with 201-500 employees

“The automatic rotation of the password is the top feature. The integration with the platform allows for a direct change of the password. No one sees the passwords while resetting or upgrading them. The automatic rotation of passwords is crucial..”

Rajat-Jain

[Read full review](#) 

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

“The granular controls of CyberArk Secrets Management are very niche in their development and very secure from the overall secret management perspective, offering high-level functionalities where we have control over user access, which can be tracked and monitored. There are sessions that get monitored and audited, representing the major features within CyberArk that combine with this Secret Manager.

In terms of discovering secrets, CyberArk provides two types of functionalities. One is a separate tool called the DNA tool that discovers overall secrets within the customer enterprise, and they publish a dashboard that needs discussion with the customer. Post the DNA tool discovery and analysis, CyberArk portal has an auto-discovery tool that facilitates quick onboarding based on customer discussion.

CyberArk Secrets Management is the best tool used in the healthcare industry as it comes with HIPAA compliance, which is already available in the CyberArk portal. That is why, atop the Gartner tool, CyberArk is preferred, although from a commercial perspective, it is not a cheap solution, and customers must pay a significant price..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

[Read full review](#) 

“The features of CyberArk Secrets Management that I value the most are flexibility and the numerous integration offerings they have. It is not easy to use, but it is secure enough.

“I utilize the credential rotation automation feature.

“It has helped reduce human error and mitigate the risk of data breaches significantly. From a scale perspective, once configured, there is much less friction in terms of human involvement inside the procedure, which gives us much more confidence that we are getting what we wanted.

“I would assess the integration capabilities of CyberArk Secrets Management with existing applications, databases, and dev tools as straightforward. It is very easy as they supported many tools we were using.

“I use the audit trails for compliance purposes.

“The audit trails have been extremely important for us in helping our organization meet regulatory requirements. It actually enabled us to do things that would have been impossible without it.

“CyberArk Secrets Management has been able to enforce granular access controls, and that has impacted our security strategy by giving us more ability to interact with third parties knowing that CyberArk Secrets Management keeps us safe..”

Verified user

[Read full review](#) 

Head of Data at a comms service provider with 1,001-5,000 employees

Other Solutions Considered

“We were using CyberArk products prior to taking on CyberArk Secrets Management. We have multiple CyberArk products already deployed in the organization..”

Verified user

Head of Data at a comms service provider with 1,001-5,000 employees

[Read full review](#) 

“I have experience with Hitachi ID systems, now known as Bravura Security, for PAM and application management credentials. Their orchestration and password randomization processes are different..”

SJP

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

[Read full review](#) 

“Before CyberArk Secrets Management, we did not use any similar product. We used internal key vaults specific to a particular laptop, such as the Windows key vault, or the UiPath assets built into the orchestrator..”

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

[Read full review](#) 

“ I have also evaluated HashiCorp Vault, a robust enterprise-level vault system. It's challenging to get people to adapt to new solutions like CyberArk Secrets Management. However, it will be beneficial if CyberArk continues to add features and use cases covered by other solutions..”

SJP

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

[Read full review](#) 


ROI

Real user quotes about their ROI:

“The return on investment is primarily in compliance. During audits, such as SOC audits happening quarterly, having passwords saved and retrieved in an encrypted manner is a significant advantage. It allows us to pass all audits. It is mainly towards SOC audit and compliance. We have seen about 15% ROI..”

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

[Read full review](#) 

Use Case

“The primary use case for CyberArk Secrets Management is rotating credentials for all service accounts, especially those managed by Puppet for file deployment. This includes rotating AWS keys and credentials used by Terraform. Additionally, we use CyberArk to rotate credentials for Bamboo, our chosen CI/CD tool..”

Verified user

[Read full review](#) 

IT Security Architect at a comms service provider with 201-500 employees

“We own a robotic process automation platform called UiPath. We use CyberArk Secrets Management to bring the credentials into robotic process automation for the bots during runtime..”

Rajat-Jain

[Read full review](#) 

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

“We use CyberArk Secrets Management for applications that utilize GitLab, CI/CD pipelines, and Kubernetes. These are our primary use cases, and we are also exploring additional options.

We implemented CyberArk Secrets Management to ensure seamless application access to the latest passwords during secret rotation, eliminating delays caused by outdated credentials. This proactive approach prevents disruptions in report execution and other critical processes, which can lead to financial losses and operational inefficiencies across various industries..”


SJP

[Read full review](#) 

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

“The main use case for CyberArk Secrets Management is application integrations and the CI and CD part. In CyberArk Secrets Management, there are a variety of tools that they cover, one being the Credential Provider, another the Central Credential Provider, and then there is ACP, along with Conjur. Excluding Conjur, we are using those three methodologies, which cover use cases for user-to-machine as well as machine-to-machine. For user-to-machine use cases, if there is any kind of secret being used by users, we use the Credential Provider to manage those secrets, and Secret Manager also exposes some APIs for machine-to-machine use cases in the customer environment. The named features are used for user-to-machine and machine-to-machine use cases..”

Ashish Pandey

[Read full review](#) 

Delivery Manager at Tech Mahindra Limited

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.

“We are finalizing the deployment of CyberArk Secrets Management. While the lower environment deployment is complete, we're facing challenges in production. Our policies require all software to be deployed via Puppet, but CyberArk lacks direct Puppet integration. To overcome this, we are working with third-party vendors to develop a solution for deploying the Conjur module to our Linux servers. This integration complexity is our current obstacle..”

Verified user

[Read full review](#) 

IT Security Architect at a comms service provider with 201-500 employees

“We have had both on-premises and SaaS models. The on-premise setup was a little difficult, but now that it has been moved to the SaaS model, everything is controlled by CyberArk. We just go and do our work.

The initial on-premises setup took two weeks because it was an integrated effort. I had to spin up the servers and bring in the CyberArk Secrets Management resource to deploy the scripts. I then had to open networks and firewalls between CyberArk Secrets Management's on-premise servers and the application server. In the initial phase, it took two to three weeks, but it became easier when moving to the SaaS model.

In terms of maintenance, it requires patching or upgrades, which happens one day in a month. If there is a failure, we have to roll back and try once again, which takes more time, but if everything goes smoothly, there is three to five hours of downtime..”

Rajat-Jain

[Read full review](#) 

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

Customer Service and Support

“We did not have a good experience with technical support because their numerous processes caused delays in engaging, leading to project delays or issues with production..”

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

[Read full review](#) 

“CyberArk support is absolutely professional. There is dedicated support with defined SLAs, and for any architectural discussions, we can reach out for professional services, which has a good and standard support system..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

[Read full review](#) 

“CyberArk's support team is knowledgeable and helpful, consistently responding on time. If the assigned support person is unavailable, the ticket is passed to someone else. This is a great service..”

Verified user

IT Security Architect at a comms service provider with 201-500 employees

[Read full review](#) 

“I have had to use their customer support and technical support. We are working with the professional services now to implement the solution.

“I would rate them six out of ten for customer service..”

Verified user

Head of Data at a comms service provider with 1,001-5,000 employees

[Read full review](#) 

Other Advice

“I would definitely recommend CyberArk Secrets Management, but check the ROI before investment.

Overall, I would rate CyberArk Secrets Management an eight out of ten..”

Rajat-Jain

Senior Member Of Technical Staff at a energy/utilities company with 10,001+ employees

[Read full review](#) 

“I would rate CyberArk Secrets Management seven out of ten. Conjur is complex and involves several integrations with different applications and accounts. Implementing it and ensuring seamless password rotations present challenges.

The full benefits of CyberArk Secrets Management are not yet apparent as we are still in the exploration phase of this new tool. We are working to understand its functionalities and potential applications, which are proving to be slightly challenging.

Maintenance is required and managed by administrators and engineers..”

Verified user

IT Security Architect at a comms service provider with 201-500 employees

[Read full review](#) 

“I would rate CyberArk Secrets Management a seven out of ten. It's important for CyberArk to continue adding features and covering more use cases.

The learning curve is easy for those with prior experience in Secrets Management. However, without the CyberArk Conjur training, the concepts were often challenging to grasp. Improving the training with demos and real-world examples based on the latest use cases would be very beneficial.

CyberArk handles maintenance for its SaaS solutions, but if components are installed in the client environment, regular maintenance, like upgrades and patching, is necessary, particularly for Windows VMs..”

SJP

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

[Read full review](#) 

“CyberArk Secrets Management is aimed at reducing meantime to detect, but one must be well-versed in the functionalities such as discovery, onboarding, and regular compliance activities that need to be extracted on a quarterly or monthly basis. CyberArk was already deployed with this healthcare customer. It just involved a different SI partner rather than [Tech Mahindra](#) who were not very skilled in that area.

There is a significant focus on automation and AI to expedite operations, optimizing the current BAU team toward compliance. CyberArk offers online training, some freely available, some paid, which upon completion, helps understand every aspect of Secret Manager to assist customers in meeting compliance needs.

Integration totally depends on the use case, and discussions should be had first regarding the specific needs. Once defined, complexity depends on the defined use case; if it is simple, it is easy. But if different use cases arise requiring APIs, then there is some effort from the customer's side.

It is effective in protecting against ransomware attacks. CyberArk components are

hardened, and they provide a threat analytics tool called PTA, Privileged Threat Analytics. This tool offers a dashboard where restrictive policies can be enforced to block unauthorized commands. It is crucial to architect the system correctly, placing CyberArk components behind firewalls and in different domains, ensuring stability against cyber attacks.

I would recommend that anyone planning to use CyberArk Secrets Management ensure they have the requisite training on that particular Secret Manager, as it incorporates various components such as CP, [CCP](#), ACP, Conjur, and more. In healthcare, I cannot confirm fines being avoided, but in telecom, they are avoiding fines under the stringent guidelines of the Telecom Security Act in the UK. CyberArk is the preferred tool for meeting all TSA requirements and is widely used among telecom operators in the UK. I rate CyberArk Secrets Management solution as a nine out of ten..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

[Read full review](#) 

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

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

reports@peerspot.com

+1 646.328.1944