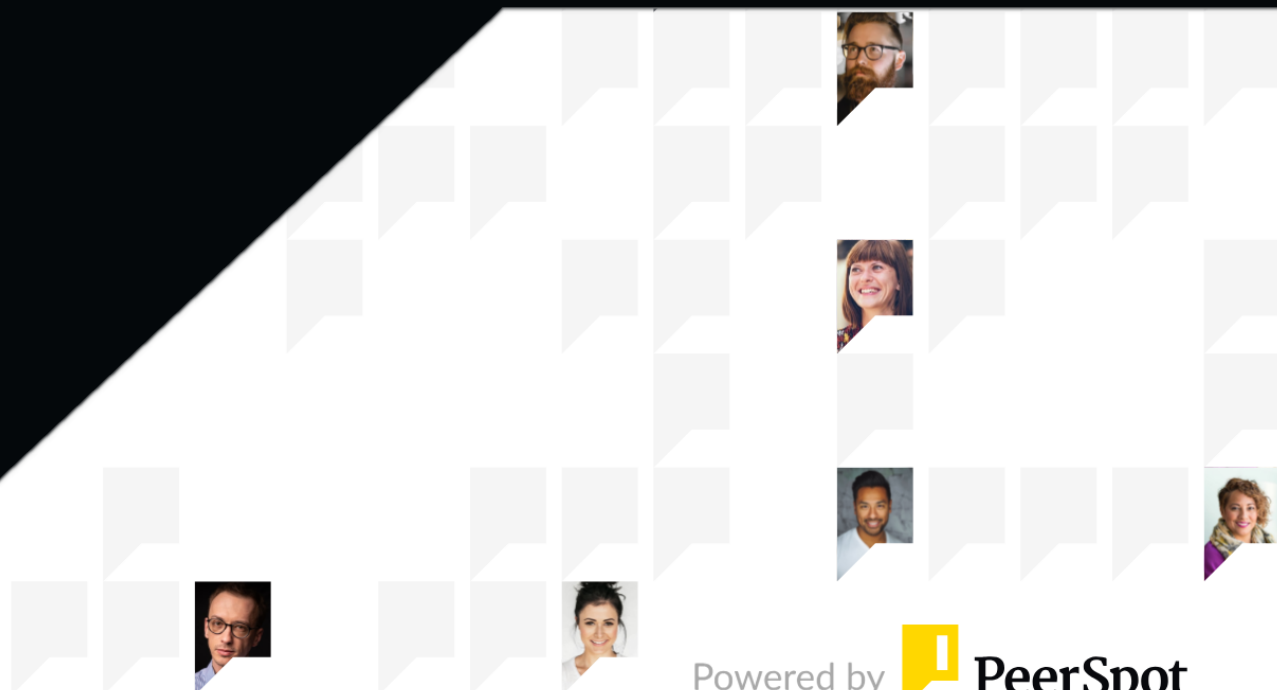




Idira Privileged Access Manager

Reviews, tips, and advice from real users



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Product Recap



Idira Privileged Access Manager

Idira Privileged Access Manager Recap

CyberArk Privileged Access Manager safeguards privileged accounts through password management, credential rotation, and session recording. With seamless integration and real-time monitoring, it ensures robust security across platforms.

CyberArk Privileged Access Manager is recognized for its extensive capabilities in managing and securing privileged accounts. It offers vital functionalities such as automatic password rotation, real-time session monitoring, and cross-platform integration through APIs and custom connectors. Users find the flexibility in workflows and granular access controls beneficial, particularly in protecting access across cloud and on-prem infrastructures. However, improvements in its interface, installation process, plugin support, and integration with third-party tools are often suggested. Pricing is a concern for many, along with the need for better dashboard reporting, user provisioning, and enhanced documentation. Organizations leverage this tool for encrypting and monitoring critical account activities and automating password management to bolster security.

What are the key features of CyberArk Privileged Access Manager?

- **Enterprise Password Vault:** Provides secure storage and management of enterprise credentials.
- **Privilege Session Manager:** Offers comprehensive session recording and monitoring.
- **Privileged Threat Analytics:** Detects and alerts on potential credential threats.
- **Integration Capabilities:** Easily integrates with multiple systems using APIs and custom connectors.

What benefits or ROI should users expect?

- **Enhanced Security:** Automates and centralizes password management, reducing risk of account misuse.
- **Compliance Support:** Ensures alignment with compliance policies through automated processes.
- **Operational Efficiency:** Streamlines security operations with real-time monitoring and integration.
- **Adaptability:** Protects privileged access across diverse infrastructure setups including cloud and on-prem.

CyberArk Privileged Access Manager finds substantial use in industries such as finance, healthcare, and technology, where the protection of privileged accounts is critical. These sectors rely on its capabilities to manage application credentials securely and provide safe access for developers, administrators, and vendors across various infrastructures.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“CyberArk Privileged Access Manager has been helpful in managing over 125,000 privileged accounts in a single environment for our client, and we have multiple CyberArk environments for different clients with different numbers of accounts.”



Atul-Gujar

CyberArk manager at a comms service provider with 10,001+ employees



“What I appreciate about CyberArk Privileged Access Manager is that it is not only for password security; we can also manage their applications and platforms, and whenever a user logs in, end-to-end protection is handled, including monitoring user activity through PSM servers and reacting to threats with Privileged Threat Analysis.”



Singaravelu C

CyberArk Engineer at Tata Consultancy



“CyberArk Privileged Access Manager assists in meeting compliance and regulatory requirements such as HIPAA and SOX, ensuring I adhere to necessary standards in my operations.”



RaoB

Senior CyberArk architect at a consultancy with 11-50 employees

- ✓ “CyberArk Privileged Access Manager provides granularity. You can break things down into individual safes. You have specific access to safes by individual or group. The interface is with AD, with LDAP, or with local CyberArk passwords. You also have the ability to establish policies for your individual credentials.”



Sean Izor

Senior PAM Consultant at iC Consult GmbH

- ✓ “The ability of CyberArk Privileged Access Manager to safeguard the financial services infrastructure by protecting credentials is extremely important, as every activity in a financial organization needs to be recorded for accountability in auditing.”



Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

- ✓ “The session recording and monitoring capabilities are valuable. We have real-time session management ability to record, audit, and monitor any privileged user activities. That is a big deal.”



Verified user

IT Cyber Security Lead at a mining and metals company with 1,001-5,000 employees



“Overall, I think CyberArk Privileged Access Manager is very good and can be considered a market leader in this space.”



Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

What users had to say about valuable features:

“CyberArk Privileged Access Manager has several valuable features. The basic feature is privileged access management with all the processes and procedures that are needed. It has all the relevant features required to provide a PAM project or PAM program. It does everything that is needed. A tangible benefit is that we already have full control of privileged access. We have just started and have onboarded all privileged accounts into the system..”

Manuel Carrillo

Security Consultant at Silver Bullet IS Consulting

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“The ability of CyberArk Privileged Access Manager to safeguard the financial services infrastructure by protecting credentials is extremely important, as every activity in a financial organization needs to be recorded for accountability in auditing. Therefore, CyberArk Privileged Access Manager is a crucial tool, and we utilize credential rotation as 85% of successful attacks in the last 10 years have been initiated through credential theft. Monitoring, recording, and credential rotating activities are crucial because if CyberArk Privileged Access Manager goes out of service, the total environment would collapse due to the lack of passwords for respective servers..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“CyberArk Privileged Access Manager provides security and video recording of user sessions for audit purposes. This feature is critical in financial sectors where auditing who performed specific actions is essential. Having video records adds a layer of proof and ensures compliance with audit requirements.

The key feature of CyberArk Privileged Access Manager is that it's a comprehensive package rather than just dependent on components such as Vault or Privileged Session Manager. Each component is necessary, and the Vault is the heart of CyberArk; everything connects via PSM and PSMP. I particularly appreciate PSM and PSMP because they simplify troubleshooting and charging..”

Atul-Gujar

CyberArk manager at a comms service provider with 10,001+ employees

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“CyberArk Privileged Access Manager is very good on stability as a PAM solution. You can consider that if you do not have a stable PAM solution and the PAM solution always has issues with many maintenance windows, your entire organization cannot access the systems. It is very critical to rely on a stable system as a PAM solution.

“The most valuable features are integrations with ticketing systems, recording sessions, and running with compliance. We also have another feature from CyberArk Privileged Access Manager, especially SSH key lifecycle management, which performs excellently in this area.

“CyberArk Privileged Access Manager does not interrupt the sessions or administration sessions. Our professional services team implemented it, and we deployed full PAM features and the complete CyberArk Privileged Access Manager product in just three weeks across our larger organization. I think this is a strong point for CyberArk Privileged Access Manager..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“CyberArk Privileged Access Manager's best features include password rotation and an excellent monitoring solution, with the additional benefit of monitoring for Enterprise Password Management (EPM) where I provision privileged access.

“Delving deeper into the solution reveals many valuable features, but I particularly find password rotation and monitoring capabilities highly effective for auditing purposes. These features restrict users from unauthorized communications outside of CyberArk.

“CyberArk Privileged Access Manager has helped reduce privileged accounts in my healthcare organization, where I generate reports for approximately 500,000 accounts. This reporting capability allows me to analyze and restrict based on the reports tab effectively. I note that there are limitations with supporting the pass reporter feature, although I still find it valuable for generating comprehensive account and safe level reports.

“CyberArk Privileged Access Manager assists in meeting compliance and regulatory requirements such as HIPAA and SOX, ensuring I adhere to necessary standards in my operations..”

RaoB

[Read full review](#) 

Senior CyberArk architect at a consultancy with 11-50 employees

“CyberArk Privileged Access Manager has improved how my organization functions as we have 24 PSM servers, four CPM servers, one primary Vault, and one DR Vault. We are in the process of upgrading from version 11.3 to 14.6 and maybe next month, we are going to update our servers.

“The best features of CyberArk Privileged Access Manager include that it is normally used for securing passwords because nowadays, most of the breaches happen due to leaking passwords. So we actually manage the passwords in a secured way. In a Vault, there is end-to-end security, with seven layers of security that we are maintaining. That is called session encryption, firewalls, authentication, authorization, and auditing. At the end of the day, we are doing the file encryption. Through this, we are actually managing the passwords in a very secure way. We can explain this architecture to the vendor to convince them to come to CyberArk Privileged Access Manager.

“What I appreciate about CyberArk Privileged Access Manager is that it is not only for password security; we can also manage their applications and platforms. Each and every thing, whenever a user is coming to CyberArk Privileged Access Manager or logging in to CyberArk Privileged Access Manager, end-to-end protection will be handled by CyberArk Privileged Access Manager. Whenever they connect to their target servers, each and every thing will be monitored and reviewed by CyberArk Privileged Access Manager administrators such as us. We see whatever incidents happen and whatever is going to happen. Whatever the user does from the target system, we can monitor everything through the PSM servers. We also have PTA, Privileged Threat Analysis. Whenever a user is doing unwanted things such as running unwanted scripts in their target system, the PTA incident automatically closes their target system. For example, if a user is working beyond their scope and is running some scripts, it will show that and raise an incident. We get the tickets and we can monitor it and have a call with the user. We are giving end-to-end security from the user to the platform level..”

Singaravelu C

CyberArk Engineer at Tata Consultancy

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Other Solutions Considered

“I worked with Senhasegura, which is a Brazilian application for password security. We switched to CyberArk Privileged Access Manager because it is recommended for larger environments..”

LZ LZ

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

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“In comparison to other PAM solutions like Delinea and BeyondTrust, I find CyberArk Privileged Access Manager continues to lead in effectiveness. With over nine years of experience, I believe CyberArk is superior in its password rotation capabilities and overall management, despite competitors having similar functionalities under different names..”

RaoB

Senior CyberArk architect at a consultancy with 11-50 employees

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“After comparing with other products, I find that no other product currently matches CyberArk's performance; the performance issues in alternative solutions make them less desirable. While there are competitors, I cannot definitively name one that compares with CyberArk Privileged Access Manager..”

Atul-Gujar

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CyberArk manager at a comms service provider with 10,001+ employees

“About a year ago, we started looking at potential alternatives. There were two others that were considered and were ruled out for various reasons before looking at additional proof of concepts to see what other features could be leveraged from CyberArk Privileged Access Manager that we weren't using. It managed to pass all of the requirements..”

Shad Smith

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Technical Architect at a tech vendor with 10,001+ employees

“I have used other PAM solutions, and I find that when it comes to CyberArk Privileged Access Manager, it is a company that has a long history of trust with users and vendors, which provides a more secure way of doing things for their platforms and their work. So in my opinion, CyberArk Privileged Access Manager is the best solution we can give to vendors for PAM solutions..”

Singaravelu C

CyberArk Engineer at Tata Consultancy

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“I have used a very old tool called Cloakware before CyberArk Privileged Access Manager, created by CA Technologies. It later got upgraded to merge with CA Technologies, and we had a product called CA PAM, which later got improved into what we see in the market today, called BeyondTrust. Cloakware was not that organized. There were many issues with provider IDs, the interface was very old, and hardly any companies use it these days. When I was using it, I was working for a US-based bank. Comparing that with CyberArk Privileged Access Manager is impossible, as they are poles apart..”

Aniket-Singh

Senior Engineer at a tech vendor with 1,001-5,000 employees

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ROI

Real user quotes about their ROI:

“CyberArk Privileged Access Manager has been very effective in helping my company meet compliance and regulatory requirements. Implementing CyberArk Privileged Access Manager saved time on compliance requirements in finance, typically around one hour..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“The pricing compared to other solutions, particularly Fortinet, is favorable. Fortinet overall has excellent pricing. However, CyberArk Privileged Access Manager has good return on investment. The pricing is affordable compared to the features and the stability of the product..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“CyberArk Privileged Access Manager has helped our organization save on costs. CyberArk Privileged Access Manager is expensive, but it helps protect us from losing money.

Its benefits are visible immediately after the deployment, but in Brazil, people generally implement CyberArk Privileged Access Manager after an incident. .”

LZ LZ

[Read full review](#) 

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

“From a security perspective, we started seeing value right away because we didn't have a PAM solution at the time. Over the next sort of months and years, we settled into the product and started to look at how we could make it work for us. This has been an ongoing process over the years, particularly with product enhancements and new features, which provide additional benefits against the incurred costs..”

Shad Smith

[Read full review](#) 

Technical Architect at a tech vendor with 10,001+ employees

“It saves financially, though I cannot provide specific numbers. It is vital to have a PAM tool in your organization because it protects you from all kinds of malicious attacks, both insider and outside threats. Regarding time-saving, many things are automated on CyberArk Privileged Access Manager, which helps us save considerable time work-wise and is very efficient for users. The end users have the authority to reconcile the password or verify it before using session isolation, which is one of the unique features that can be enabled through Privileged Session Manager, preventing any attacks from happening within the organization when connected with sessions through CyberArk Privileged Access Manager..”

Aniket-Singh

[Read full review](#) 

Senior Engineer at a tech vendor with 1,001-5,000 employees

“Regarding measurable benefits after deploying CyberArk Privileged Access Manager, customers often ask about return on investment. One measurable benefit is the reduction of engineering resources in the IT staff since they do not need as many administrators to manage numerous services.

Additionally, they reduce the number of personnel in the information security team, as fewer controllers or auditors are needed to oversee the activities of IT staff. These benefits can certainly be measured.

CyberArk Privileged Access Manager has helped customers save on costs primarily by reducing the number of engineering and information security personnel. This includes salaries and bonuses; although they do not fire these individuals, they reallocate them to other activities..”

Verified user

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

Use Case

“We are working with CyberArk solutions such as PAM on-premises. We are working with CyberArk Privileged Access Manager, including AIM, PSM, and PSMP components. .”

Atul-Gujar

CyberArk manager at a comms service provider with 10,001+ employees

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“For CyberArk Privileged Access Manager, use cases are providing just-in-time privileged access. The most simple use case is hosting all privileged credentials in a secure manner and managing and controlling access to those credentials. Therefore, controlling access to privileged endpoints is the usual thing that will be done with PAM..”

Manuel Carrillo

Security Consultant at Silver Bullet IS Consulting

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“We use CyberArk Privileged Access Manager for least privilege and accountability purposes, while we also utilize the EPM solution for endpoint protection. Additionally, PTA is one of the most important tools from CyberArk Privileged Access Manager, which we use on a real-time protection basis. CyberArk Privileged Access Manager effectively prevents attacks on the financial service infrastructure, as we protect against lateral movement, credential stuffing, and since no passwords are available because they are rotated through CyberArk Privileged Access Manager, we can isolate every session and record all activity while monitoring in real-time..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“In the healthcare sector, my use case involves securing privileged accounts across the entire organization. Although this is not specific to any sector, I also work for banking and financial services. As a PAM solution, I secure privileged accounts while provisioning access.

“With nine plus years of experience, I can develop and suggest solutions for various infrastructures, install, build, onboard, upgrade, patch, reboot, and maintain backup and restore solutions, as well as handle disaster recovery activities. I address troubleshooting of infrastructure issues and end-user requests, effectively managing onboarding and deboarding, and access provisioning for end-users. This allows me to provide end-to-end support in CyberArk Privileged Access Manager..”

RaoB

Senior CyberArk architect at a consultancy with 11-50 employees

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“My use case for CyberArk Privileged Access Manager is that I work as an administrator where I can configure and integrate all those CyberArk Privileged Access Manager components such as PSM, CPM, hardening the CPMs, checking the services of the PVWA and Vaults, and making sure everything is operational. I am responsible for creating safes and managing the accounts. I onboard the accounts on the platform based on their vendor requirement.

“We also provide the SIEM integration to check the logs and we are responsible for Splunk integration too, but it is not related to CyberArk Privileged Access Manager. We actually implement all those application logs to Splunk for the dashboard monitoring and the alert-based system through ITSI..”

Singaravelu C

CyberArk Engineer at Tata Consultancy

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“As an implementation engineer, I have extensive experience with CyberArk Privileged Access Manager and its implementation this year at our customer site. We have been acting as a resident engineer for one of our customers for the past six months.

“CyberArk Privileged Access Manager provides a repository and management system for our administrators to have sessions on our systems. For example, we require any administration access to our firewalls to be conducted through the PAM solution first. CyberArk Privileged Access Manager allows our administrators to access the firewalls and record the sessions.

“Another use case is user offboarding. If an employee like Muhammad leaves our company, we can simply delete this user from the entire organization. We also have excellent compliance capabilities to review what occurs during administration sessions because we have them already recorded..”

Mohamed Fouad

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Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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 deployment of CyberArk Privileged Access Manager is straightforward, similar to installing any application on a PC. For those familiar with CyberArk, the installation process is very simple. Thoroughness is essential, but it is generally an easy process.

RaoB

Senior CyberArk architect at a consultancy with 11-50 employees

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“After implementing CyberArk Privileged Access Manager, it typically takes about four to five months for a company to realize time to value, assuming they have a strong implementation team and infrastructure in place..”

Atul-Gujar

CyberArk manager at a comms service provider with 10,001+ employees

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“The time it takes to deploy CyberArk Privileged Access Manager is actually based on the architecture of their requirement, such as the number of users, accounts, and the platforms they are onboarding into CyberArk Privileged Access Manager. If it is less than ten users and four platforms, it will take one or two days. If the communication between our servers and the platforms is already good, it will normally take one to two days. If their requirement is more, such as at the platform level where they have both Windows and Linux operating systems and database operating systems and they want to segregate multiple users based on their OS, at that time we just need some time to create the SOPs and we have to proceed based on that requirement..”

Singaravelu C

CyberArk Engineer at Tata Consultancy

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“The previous versions were a bit difficult, but the newer versions have improved. They have done some scripting for the installation part, which has improved the overall installation very much. There is still some scope for improvement. I'm looking for an automated script where all the entities or inputs can be provided. Once that script runs on a particular server, CyberArk gets installed without any user interruptions. Currently, we have to be very specific with prerequisites and everything else. If the prerequisites are not met, there are some issues, and you have to sometimes rebuild that particular server. To avoid such things, an automated script should be there to check the overall prerequisites. After installation, there should be a global script that checks all the functionalities to see whether every entity and every component has been installed correctly or not..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

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“The typical deployment process for CyberArk Privileged Access Manager starts with ensuring organizational prerequisites are met. We begin by sending prerequisites required for the environment, and the customer provides feedback that the environment is ready.

After we establish remote connection capabilities, we initiate the installation process following the agreed scope of work. This process includes integrating with Active Directories, second-factor authorization services, and email systems.

Next, we configure role-based access control, set up reporting, and automate email notifications for predefined activities.

Finally, we utilize a Threat Intelligence system to establish a baseline of regular behavior for administrative users..”

Verified user

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

“We have had cloud and on-premises deployments. Its deployment is easy. They have provided all kinds of documents. They are available in the community portal. You can get all kinds of help from the community or people using CyberArk and the OEM.

The duration of the deployment for CyberArk Privileged Access Manager completely depends on the environment. If it is a big environment, it may take up to one or two months sometimes. It depends on the collaboration of the teams. If the infra teams, the network side, and the OS side do not collaborate properly with the CyberArk team, it can take longer. However, if everything is in place and the environment is not huge, it takes less than a month, around 20 days.

The solution requires regular maintenance. You need to keep upgrading when updates are released by CyberArk Privileged Access Manager, and they do it quite often. Server patching is very important, and you need to be aware of the services running all the time. They have provided a system health feature to check if there are any component services that stop. All maintenance is required regularly, not daily but perhaps weekly, depending on the size of the environment. A good thing is that all of these can be automated. It saves a lot of time there..”

Aniket-Singh

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Senior Engineer at a tech vendor with 1,001-5,000 employees

Customer Service and Support

“In terms of technical support, CyberArk Privileged Access Manager has provided excellent support without any doubt. Based on the issue resolution and support quality, I rate the support 10 out of 10..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“CyberArk customer support is professional. We contacted them on only one case and resolved it in time. Based on our experience, we resolved the issue in just five minutes. I can say the support team is very professional and very technical with strong technical capabilities..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“Regarding technical support from CyberArk, while L2 and L3 teams are effective, L1 support requires improvement due to longer response times in critical situations. Coordination with higher support levels sometimes takes longer than expected, which should be addressed..”

Atul-Gujar

[Read full review](#) 

CyberArk manager at a comms service provider with 10,001+ employees

“I rate the technical support for CyberArk Privileged Access Manager as the main thing in any environment. It can be a production environment such as CyberArk Privileged Access Manager or any production environment with any project. Because of technical support, we have continuous deployment and continuous monitoring. Whenever they are doing their work best, and at that time, when something is going down, they are the first point of contact to check what the issue is. After that, it will come to the developers to check that issue. So I will rate the monitoring team, the operations team, a ten..”

Singaravelu C

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CyberArk Engineer at Tata Consultancy

“Regarding my relationship with the vendor, I am currently a customer. Previously, I was a partner while working in the banking and financial sector, but now in healthcare solutions, I associate as a customer. I reach out to the vendor whenever I encounter issues, seek information, or require assistance with upgrades. I maintain consistent communication on a weekly or biweekly basis through calls, emails, or tickets.

“I rate CyberArk's technical support as an eight. The vendor provides solid support when needed..”

RaoB

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Senior CyberArk architect at a consultancy with 11-50 employees

“The evaluation of customer service and technical support for CyberArk Privileged Access Manager depends on several factors. When receiving support directly from CyberArk, they are the most knowledgeable, though they don't always have immediate solutions as they might need to create them, which can take considerable time. For instance, the Ansible integration for the cloud version has been requested for years.

When working with CyberArk partners for support, it's crucial to ensure they have actual knowledge and aren't just acting as middlemen. There have been instances where third parties are hired to provide first and second line support, but they simply forward requests to CyberArk without adding value to the process..”

Manuel Carrillo

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Security Consultant at Silver Bullet IS Consulting

Other Advice

“CyberArk Privileged Access Manager is one of the most important components from CyberArk, along with EPM ([Endpoint Privilege Manager](#)) and PTA (Privileged Threat Analytics tool). I recommend anyone considering CyberArk Privileged Access Manager to view it as a friendly environment, as it stands out among the other PAM solutions I have encountered. CyberArk Privileged Access Manager is highly recommended for its user-friendly nature. I rate CyberArk Privileged Access Manager a ten out of ten..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“CyberArk Privileged Access Manager requires upgrading and maintenance. We have scheduled the upgrade, and we have detailed and informative documentation for upgrading. There is an integration matrix, or rather a compatibility matrix, between the newer versions of CyberArk Privileged Access Manager with other systems. Before upgrading, we study the compatibility matrix and the upgrade process is very smooth.

“My overall rating for CyberArk Privileged Access Manager is ten..”

Mohamed Fouad

Cybersecurity Team Leader at EMAK For Computer Manufacturing (ECM)

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“The primary problem addressed by implementing CyberArk Privileged Access

Manager is the lack of control over privileged access – where it happens, how it occurs, and what is done with that access. When attempting to attack an enterprise, attackers target the highest-privilege credentials available. Therefore, protecting the most critical credentials within your organization is essential.

For those planning to deploy CyberArk Privileged Access Manager, it's crucial to understand that it's a multi-year program. It's not just about deploying the tool; it needs policies and governance around it. Additionally, infrastructure modifications are necessary to ensure PAM is the only way to provide privileged access to endpoints.

It's a great product that does everything required from a PAM tool. I would rate CyberArk Privileged Access Manager as a nine out of ten..”

Manuel Carrillo

Security Consultant at Silver Bullet IS Consulting

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“The requirements for CyberArk, particularly in India, have evolved significantly since the company acquired several businesses in 2014. Every organization needs an identity and access management (IAM) and privileged access management (PAM) solution. CyberArk stands out as the leading product in this category. While there are other protocols available in the market, CyberArk is known for its security, reliability, and user-friendly access.

In my experience working with multiple companies and clients using CyberArk, I have not encountered any cases of breaches or malicious activity associated with the platform. This track record provides a strong sense of security and assurance regarding CyberArk’s capabilities. Although the privileged access management solution can be costly, it offers extensive security features, including multi-factor authentication (MFA). Overall, CyberArk is an excellent product for organizations seeking robust security solutions.

Regarding granularity of PAM controls in CyberArk Privileged Access Manager, it means having centralized control in the Vault. Standalone CyberArk Vaults perform best compared to cluster systems, which present challenges during maintenance or network connectivity issues.

Overall, I would rate CyberArk Privileged Access Manager a nine out of ten..”

Atul-Gujar

CyberArk manager at a comms service provider with 10,001+ employees

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“CyberArk Privileged Access Manager solution requires maintenance, and definitely, we are actually doing rotations 24/7 to make sure every system is active 24/7 so a user will not get interrupted when accessing their platforms.

“My clients use CyberArk Privileged Access Manager for around 12,000 accounts.

“The vendor can contact me if they have any questions or comments about my

review.

“I'm interested in being a reference for CyberArk Privileged Access Manager.

“I definitely recommend CyberArk Privileged Access Manager to other users because it gives more security to their platforms and users to store their passwords and provides end-to-end security. If they do not want to breach their platforms, I would recommend CyberArk Privileged Access Manager 100 to 200 percent to keep it secure. My overall rating for this product is a ten..”

Singaravelu C

CyberArk Engineer at Tata Consultancy

[Read full review](#) 

“I recommend CyberArk Privileged Access Manager to small and mid-level organizations needing a PAM solution. I assert that it has been a reliable tool for me for over nine years. Even a proof of concept might be beneficial initially, with an emphasis on understanding the budget aspect. I would rate this product a nine overall.

“I find CyberArk to be expensive in general. Many organizations have considered alternatives due to budget constraints, even though CyberArk is a leading product in the PAM industry, recognized for its quality and long-standing presence. However, the high cost can drive some customers away.

“Integrating CyberArk Privileged Access Manager with existing [EHR](#) systems and healthcare workflows, such as SailPoint, presents challenges. SailPoint integration often hinges on third-party tools, making the process complicated and critical for many organizations. I endeavor to manage this necessity.

“In terms of mean time to respond, I acknowledge variable response time. The L1 team is proactive, yet the vendor often pushes to close incidents swiftly, even when issues remain unresolved. This can extend the resolution timeline significantly.

“When assessing CyberArk Privileged Access Manager for protecting against ransomware attacks, I find that it effectively isolates components such as the primary vault, DR vault, PVWA, [CPM](#), PSM, and PSMP, ensuring communication is limited to internal only. This isolation prevents any interaction with the external world, including AD, thereby safeguarding my systems. The feature of maintaining a DMZ for the vault, which ensures that attackers cannot reach it, is critical in protecting against ransomware threats targeting Active Directory.

“Every infrastructure requires maintenance, including upkeep and patching. I find managing CyberArk Privileged Access Manager's infrastructure is straightforward. It can run effectively in physical or virtual environments, whether on cloud machines or VMware systems. Overall, maintenance is not overly complex.

“If deploying in a lab environment, setting up the primary and DR vaults, PVWA, and [CPM](#) can usually be completed within one and a half to two hours. Organization-wide implementations may require more time due to necessary approvals and hardware availability, but the actual installation process itself remains swift.

“I assess the granular controls provided by CyberArk Privileged Access Manager as robust because they enable tailored access at the individual user level or through AD groups. This includes detailed role definitions such as safe reader, safe auditor, safe approver, and safe manager. As an administrator, I can manage all access. By provisioning least privileged access and allowing users to connect and view their accounts without exposing passwords, I uphold the principle of least privilege at the safe level..”

RaoB

Senior CyberArk architect at a consultancy with 11-50 employees

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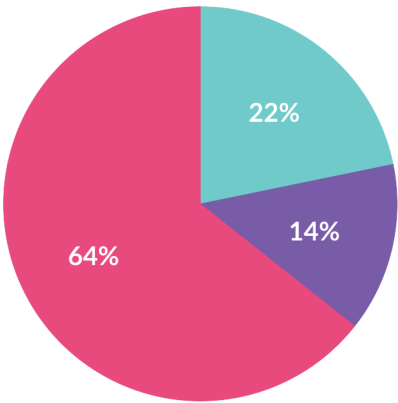
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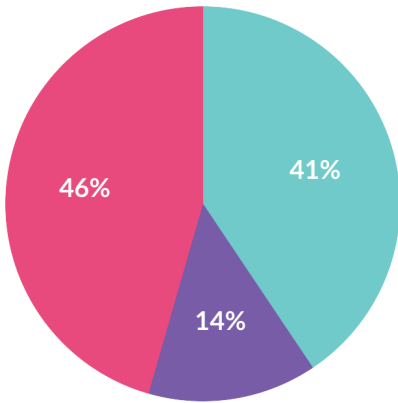


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsized Enterprise  Small Business

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

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+1 646.328.1944