

aws marketplace

CyberArk IGA Powered by Zilla

Reviews, tips, and  
advice from real users



Powered by  PeerSpot



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# Product Recap



CyberArk IGA Powered by Zilla

# CyberArk IGA Powered by Zilla Recap

CyberArk IGA Powered by Zilla is designed to streamline identity governance and administration by automating access controls and compliance processes, enhancing security and efficiency.

Known for its robust capabilities, CyberArk IGA Powered by Zilla offers comprehensive identity governance that simplifies policy enforcement and compliance management. It enables organizations to efficiently manage user access, reducing risks and ensuring secure operations. By leveraging automation, it minimizes manual tasks and enhances productivity.

## What are the key features?

- **Automated Access Controls:** Reduces the need for manual processes by streamlining access management.
- **Compliance Management:** Facilitates adherence to regulatory standards with built-in compliance features.
- **Risk Reduction:** Identifies and mitigates potential security threats with advanced risk analytics.
- **Scalability:** Supports growth by efficiently handling expanding user bases and increasing security demands.

## Which benefits or ROI should users consider?

- **Enhanced Security:** Provides robust protection against unauthorized access.
- **Improved Efficiency:** Automates tasks to save time and resources.
- **Compliance Assurance:** Simplifies the process of meeting regulatory requirements.
- **Cost-Effectiveness:** Reduces expenses associated with manual identity management processes.

CyberArk IGA Powered by Zilla is implemented across industries such as finance and healthcare, where regulatory compliance and data protection are critical. It helps organizations enhance their security postures while ensuring compliance with industry standards.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “CyberArk IGA Powered by Zilla's access reviews, audit report generation, and compliance features are excellent.”



**Ebin\_Abraham**

Data Engineer at Baker Hughes

- ✓ “CyberArk IGA Powered by Zilla is a very stable product, and I do not see a lot of issues with it most of the time.”



**Verified user**

Associate Director at a legal firm with 10,001+ employees

- ✓ “Using CyberArk IGA Powered by Zilla reduces my investigation time by around thirty to forty percent, especially when verifying user privileges or checking access history.”



**Verified user**

Soc Analyst at a consultancy with 11-50 employees

- ✔ “When we implemented CyberArk IGA Powered by Zilla, we definitely achieved a lot in terms of security, mitigating business risk across all assets, saving time, and reducing the risk of account compromise and access compromise.”



**Vivek\_Jaiswal**

Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

- ✔ “After implementing CyberArk IGA Powered by Zilla, it puts the organization at a very high security level by reducing risk and threats to platforms.”



**Isaac-Hammond**

Head Of IT at NetPulse Limited

- ✔ “It helps users work from anywhere, regardless of their location or country. Users do not need to be in their office geo-location to access applications or resources, which provides flexibility for accessing applications wherever they are.”



**James Quansah**

Presales Engineer at DGIT

- ✔ “We had these spreadsheets all over the place, but now we have a library of evidence to consult when needed. Zilla keeps everything in one place. It's not scattered all over anymore.”



**Verified user**

Manager of Information Security Compliance at a financial services firm with 201-500 employees

**What users had to say about valuable features:**

“CyberArk IGA Powered by Zilla is primarily known for managing privileged access identities, including all privileged users such as admins and system admins. It has a very good record in management of these identities, as well as password management and access to other applications..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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“The best features of CyberArk IGA Powered by Zilla include the hardening of the solution, which involves access to the vault being restricted to one way in and one way out.

“The functionalities of CyberArk PAM include monitoring of activities, which are recorded live for auditing purposes, and it integrates into almost every environment seamlessly.

“After implementing CyberArk IGA Powered by Zilla, it puts the organization at a very high security level by reducing risk and threats to platforms. It helps protect the identity of individuals in the environment and simplifies auditing, making it straightforward for organizations pursuing ISO certifications..”

**Isaac-Hammond**

Head Of IT at NetPulse Limited

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“CyberArk IGA Powered by Zilla's access reviews, audit report generation, and compliance features are excellent. It creates audit and compliance evidence easily, which previously required substantial manual effort, but now the process has become very straightforward.

The best feature is definitely the AI component, which includes evidence generation for audit and compliance, addressing one of our biggest challenges. We are able to easily gather all the details required by the audit team, and that is one of the best aspects. Additionally, being cloud-based means it is very easy to scale up without much downtime compared to our previous on-premises solution.

CyberArk IGA Powered by Zilla has positively impacted our organization by significantly reducing manual effort. We previously had many unnoticed non-human accounts that we could not deactivate due to their large number, but now that timeframe has drastically decreased, which is one of the greatest advantages. The AI-driven access reviews and automatic generation of compliance and audit documents are among the best features..”

**Ebin\_Abraham**

Data Engineer at Baker Hughes

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“CyberArk has a plethora of solutions including PAM, IGA, Secrets Management, and Remote Access. I personally participate in the deployment process.

The deployment time for CyberArk IGA Powered by Zilla is based on the size of the organization, whether it is an enterprise organization or a small medium business. For an organization looking at 1,005 to 2,000 users, the process begins with a scoping phase where information is gathered from the customer, which typically takes two to three days for the customer to populate the documentation. After the customer submits the scoping documents, I and the customer review what they submitted. Once the review is complete, we conduct a kick-off meeting and provide the project timelines to both the customer project manager and our project manager. The entire process should fall within four to five weeks, approximately one month to one month and a week. During the fourth week, the system is fine-tuned. The fifth week involves training and user acceptance testing (UAT) with the customer to confirm that what was requested has been delivered as promised. After UAT, the solution is handed over to the customer..”

**James Quansah**

Presales Engineer at DGIT

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“In my experience, the best feature of CyberArk IGA Powered by Zilla is its ability to provide clear visibility into user access and permissions, which helps me quickly identify over-privileged access permissions and suspicious accounts.

“This platform helps me check user access history, permission details, and role assignments easily. During investigations, it confirms whether user access is legitimate or not, providing clear visibility into permissions, which is what I really appreciate about this tool.

“Other key features of CyberArk IGA Powered by Zilla include a centralized view of user access, access certifications, review detections of over-privileged accounts, identifying risks, and visibility. Additionally, it assists with login alerts for privilege misuse and suspicious activity.

“CyberArk IGA Powered by Zilla has positively impacted my organization by improving visibility into user access and reducing the risk of over-privileged accounts, which can affect costs for us and our clients. It has also supported faster investigations, allowing for better control over user permissions, thus impacting my organization positively..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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“CyberArk IGA Powered by Zilla basically provides the identity and access management solution. It provides a system admin as well as the system admin user admins, provides all privileged users, and it manages across all the privileged users. It also provides security, password management, and access to the other applications.

I rely day-to-day on privileged access management as well as protection against the cyber threat from the system admins and provided securities. I think it is very secure in terms of the identity management and access management. It provides governance and focus against the password management.

CyberArk IGA Powered by Zilla provided a great layer of security in terms of the identity management and access management.

This has really helped us in terms of providing security. When we implemented CyberArk IGA Powered by Zilla, we definitely achieved a lot in terms of security, mitigating business risk across all assets, saving time, and reducing the risk of account compromise and access compromise.

Through automation, the management of identity and user management, as well as system management, has reduced time and effort for my team.

A seventy to eighty percent improvement has definitely been seen in deployment, reviews, or provisioning since using CyberArk IGA Powered by Zilla.

My team spends significantly less time on access reviews and evidence collection now compared to before; it has changed quite a bit..”

**Vivek\_Jaiswal**

Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

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# Other Solutions Considered

“I am not certain if my organization evaluated other options before choosing CyberArk IGA Powered by Zilla, as I did not have insight into that process..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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“I am trying to compare CyberArk IGA Powered by Zilla with other IGA solutions and grading them. It is definitely a very good product, but at the same time, the IGA may require some improvement in some areas, which is why I am ranking it to eight..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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“Before using CyberArk IGA Powered by Zilla, I was using basic identity access management processes in my previous company. The switch to CyberArk IGA Powered by Zilla was made to improve visibility, automate access reviews, and centralize user access management, which was essential for reducing manual efforts and improving efficiency..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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“I have used a lot of other products in the market, and there are definitely better leaders in this space. Such products include SailPoint, Saviynt, and Ping One. Those products are better than CyberArk IGA Powered by Zilla in some areas or overall..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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“We used Saviynt and SailPoint previously, both of which are very good as well.

The switch from those solutions to CyberArk IGA Powered by Zilla was primarily due to the automation of processes and compliance, the streamlining of identity governance and administration, and enhancing security and efficiency..”

**Vivek\_Jaiswal**

Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

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“Before choosing CyberArk IGA Powered by Zilla, we evaluated other options which included SailPoint Identity, Microsoft Entra ID, Okta, Omada identity solutions, Saviynt, One Identity, and JumpCloud..”

**Vivek\_Jaiswal**

Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“I heard from the automation CoE team that we were able to save approximately \$75,000 from that specific area, though I am uncertain if that is considered annual savings..”

**Ebin\_Abraham**

Data Engineer at Baker Hughes

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“Any deployment takes time to mature, and CyberArk IGA Powered by Zilla does provide benefits immediately in terms of quick adoption of finding out the privileged access identities by running through their crawler. Using crawler tools like DNA may help ease the effort quickly. However, some of the complex use cases will take time..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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“Using CyberArk IGA Powered by Zilla reduces my investigation time by around thirty to forty percent, especially when verifying user privileges or checking access history.

“The automation in CyberArk IGA Powered by Zilla leads to noticeable improvements in access review processes and validation; previously, these required significant manual effort, such as checking multiple systems and verifying user permissions. Automation centralizes access details, reducing time spent by around thirty to forty percent, and improves accuracy by lessening manual checks.

“While I do not have exact financial figures, the main benefit of using CyberArk IGA Powered by Zilla comes from reduced manual effort and faster access validation during investigations, which improves efficiency and reduces risks related to over-privileged accounts..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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# Use Case

“We are a financial services company that's regulated by the FDIC, so we must complete a SOC 2 report showing evidence that we regularly review our high-risk applications. .”

**Verified user**

Manager of Information Security Compliance at a financial services firm with 201-500 employees

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“CyberArk IGA Powered by Zilla is used across various sectors including financial services, mining, oil and gas environments, as well as manufacturing and SMBs that require access to specific sensitive environments..”

**Isaac-Hammond**

Head Of IT at NetPulse Limited

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“There are many use cases for CyberArk IGA Powered by Zilla in my organization. My main use case focuses on identity and access management and governance, emphasizing the identities and identity governance.

I do not have anything else to add about my main use case with CyberArk IGA Powered by Zilla..”

**Vivek\_Jaiswal**

Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

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“CyberArk IGA Powered by Zilla serves as our main tool for access review, certification, and governance of non-human accounts.

We handle non-human accounts, which refers to all the RPA bots that use service accounts, and we were able to review the access of these unattended RPA bot service accounts and SaaS users. When a bot is retired, CyberArk IGA Powered by Zilla can immediately find that account and review the access, making it a great tool for managing a large number of accounts..”

**Ebin\_Abraham**

Data Engineer at Baker Hughes

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“My main use cases for CyberArk IGA Powered by Zilla include access governance, access reviews, identifying excessive privilege, and tracking user permissions.

“From my SOC perspective, I interacted with CyberArk IGA Powered by Zilla during the investigation of suspicious login activity, checking user access permission, and validating whether the access was legitimate or fraudulent. It helped me understand who has access to what during the investigation.

“Identifying excessive privilege and tracking user permissions are the two primary use cases that I could list out.

“In one instance, I had to verify access for a user account during an investigation. Previously, this involved checking multiple tools and confirming with different teams. With CyberArk IGA Powered by Zilla, I swiftly viewed user access and roles in one place, saving both time and effort..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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“The main use cases for CyberArk IGA Powered by Zilla include onboarding users when they are being recruited, as well as managing the moving and exiting processes. When a user like James moves from department A to department B, the IT team no longer needs to manually change roles and permissions to the resources James has access to. Instead, the system automatically provisions James with the new role he has been appointed with. Similarly, when James leaves the organization, all his privileges and resources are automatically revoked without the need to search and manually remove each access point.

Users also want to have a single sign-on capability so they do not have to log into multiple applications. They can sign in once and have access to all their applications such as Outlook, Salesforce, CRM solutions, and ERP solutions without logging in individually. The system logs them in automatically to each application.

Additionally, CyberArk IGA Powered by Zilla helps users work from anywhere, regardless of their location or country. Users do not need to be in their office geo-location to access applications or resources, which provides flexibility for accessing applications wherever they are. Furthermore, if an account gets locked, users can reset their password themselves by answering security questions instead of going through the admin process for approval and re-enabling the account..”

**James Quansah**

Presales Engineer at DGIT

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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.

“Deploying Zilla was easier than I expected, based on my experience with SailPoint and Saviynt. With those, it was an arduous process. The initial deployment was short, but it took us a quarter to get the solution up to usability. It doesn't require much maintenance aside from regularly updating permissions. It's more administration than maintenance. .”

**Verified user**

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Manager of Information Security Compliance at a financial services firm with 201-500 employees

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“CyberArk IGA Powered by Zilla did not take much time to deploy. It requires some additional support from the admin team and the project implementation, so at least two to three people were involved, and it took a couple of weeks to fix the issues.

The deployment of CyberArk IGA Powered by Zilla was fast..”

**Vivek\_Jaiswal**

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Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

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“The deployment of CyberArk IGA Powered by Zilla took approximately two weeks in our organization.

This deployment was significantly faster compared to our previous on-premises solution..”

**Ebin\_Abraham**

Data Engineer at Baker Hughes

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“The initial deployment of CyberArk IGA Powered by Zilla is somewhere in the middle. CyberArk has a policy of having only certified individuals who are certified in the product working on deployments, so even though the person is new, they will be able to install this without any problems. However, it could be challenging if it is spread over a large installation or a complex architecture..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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“I was not part of the deployment process of CyberArk IGA Powered by Zilla, but as far as I know, the initial setup, which involved onboarding and configuring policies, took around thirty to thirty-five days, or approximately one month.

“Based on my understanding, the deployment of CyberArk IGA Powered by Zilla is slightly faster compared to traditional IGA solutions because it streamlines the process. However, I was not part of the deployment team, so I cannot provide detailed insight..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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“Zilla is a cloud-based solution. It was fairly easy to set up. We had to pick a primary directory or source of truth for users.

If you have applications that they don't currently have APIs for, it is a manual input process. But once you have done a manual input file once or twice, it is fairly easy to use.

We purchased Zilla at the end of October or November of 2021. I had it up and running our first access review within a month.

One key is the need for collaboration with others who own applications. One or two people could manage the system, but you have to have that collaboration with others.

In terms of maintenance, I would say that the system mostly can maintain itself. I would call myself the admin user of the system. I am in it every day. I keep an eye on certain things, especially scheduled APIs to ensure they execute..”

**Hubert Hopkins**

IT Compliance Analyst at The Baldwin Group

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# Customer Service and Support

“The support team of CyberArk IGA Powered by Zilla is very helpful; as soon as we create a ticket, they reach out quickly and provide immediate solutions, which is excellent..”

**Ebin\_Abraham**

Data Engineer at Baker Hughes

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“I haven't needed support since the initial setup, but we have a monthly meeting with our customer success rep. We discuss our needs and upcoming features on the roadmap..”

**Verified user**

Manager of Information Security Compliance at a financial services firm with 201-500 employees

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“For the technical support of CyberArk, I rate them nine out of ten. While my experience from a partner perspective has been outstanding, the SLAs differ greatly from those of normal users..”

**Isaac-Hammond**

Head Of IT at NetPulse Limited


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“The type of support agreement and contract we have is really good. They provide excellent support in terms of lab, discussion forum, and good documentation that covers most issues. The quality of the support is very good.

I would rate customer support a nine on a scale of one to ten..”

**Vivek\_Jaiswal**

Cyber Security Senior Specialist at a tech vendor with 10,001+ employees

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“The primary issue I have experienced with CyberArk IGA Powered by Zilla is related to support. Getting the right support in the right jurisdiction is somewhat challenging. Although CyberArk has resource people to work with, the time to resolve issues is problematic. When I send a request, they respond, but getting an actual time slot to work with the customer to resolve the issue sometimes delays. Occasionally, the customer becomes frustrated and seeks support from us, and we experience issues with the first level of support they receive. I rate CyberArk support at a six out of ten..”

**James Quansah**

Presales Engineer at DGIT

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“Maintenance has to be on your end. CyberArk will not do that unless you sign up for their support agreements. The type of support agreement or contract you have with them determines the level of support provided. They provide a lot of support resources such as a lab, discussion forums, and good documentation, which should cover most issues.

“The quality of support is quite good. The type of support contract you have determines the response you receive. CyberArk probably has an SLA of within one business day for priority tickets. They have a good support team..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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# Other Advice

“CyberArk IGA Powered by Zilla is expensive when compared to One Identity IGA and BeyondTrust. My overall review rating for this product is an eight out of ten..”

**James Quansah**

Presales Engineer at DGIT

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“The time spent on access reviews and evidence collection is around one month, though I am not completely certain since I was not involved directly. I rate CyberArk IGA Powered by Zilla a seven out of ten overall..”

**Verified user**

Soc Analyst at a consultancy with 11-50 employees

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“I rate Zilla Security nine out of 10. I recommend that new users follow the advice of their solution engineer. They knew what they were doing and guided us through the installation. .”

**Verified user**

Manager of Information Security Compliance at a financial services firm with 201-500 employees

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“I would advise others considering CyberArk IGA Powered by Zilla that it is best for large enterprises with many accounts and a focus on compliance; if compliance is a significant concern for your organization, then it is definitely worth choosing. I provided this review with a rating of 9..”

**Ebin\_Abraham**

Data Engineer at Baker Hughes

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“Implementation for CyberArk IGA Powered by Zilla is quite a complex procedure. My experience with the automation provided by CyberArk IGA Powered by Zilla involves tweaking here and there, as the same device that will create security might also affect your performance.

“In terms of automation, CyberArk places all your access points centrally, so if you are a network engineer wanting to access your devices, it is centralized for you, automating and orchestrating your access while placing security measures in place.

“Regarding measurable improvements after starting to use CyberArk IGA Powered by Zilla, this PAM solution does more than multi-factor authentication by providing additional layers of security through session recording and monitoring, which is critical compared to identity governance, which is mostly for authentication. I rate this product eight point five out of ten..”

**Isaac-Hammond**

Head Of IT at NetPulse Limited

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“Customization involves making changes to fit customer requirements. Maintenance usually involves sometimes having issues with different connectors,

mostly the Active Directory and LDAP connectors. Periodic aggregation of accounts and applications sometimes go through issues with firewalls. Sometimes they do not work, and you need to make sure your connectors are all in sync, especially your LDAP and AD connectors. Sometimes there could be some issues occurring between these two connectors, so there will be maintenance on that side, making sure they are working on a regular basis based on your monitoring plan. Taking backups regularly and periodic backups are essential.

“Both the support rating and the overall product rating for CyberArk IGA Powered by Zilla is eight out of ten. Eight means they have complete processes in place to help support, they have resources available, and there is a method to contact them and get response quickly. In that regard, eight is appropriate because they reuse some of their main PAM components which is very good, and compared to other products which I ranked around nine, they should be at eight..”

**Verified user**

Associate Director at a legal firm with 10,001+ employees

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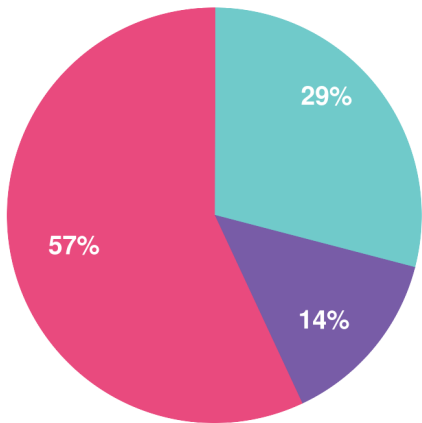
# Top Industries

by visitors reading reviews

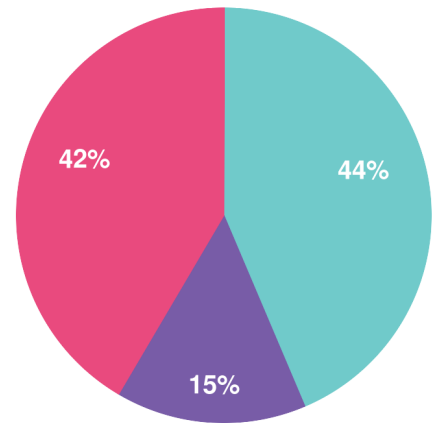


# Company Size

by reviewers



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Large Enterprise      Midsize Enterprise      Small Business

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