

aws marketplace

ForgeRock

Reviews, tips, and advice from real users



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Product Recap



ForgeRock

ForgeRock Recap

ForgeRock is a comprehensive open-source identity and access management solution designed to meet the unique needs of your users and workforce. With ForgeRock you can orchestrate, manage, and secure the complete lifecycle of identities in any cloud or hybrid environment. ForgeRock allows you to set up bot detection, identity proofing, and risk-based authentication.

With ForgeRock, you can define access policies and automate the management of the identity lifecycle all from a central, easy to use, and graphical dashboard. ForgeRock Access Management allows you to build safe authentication using options like passwordless and usernameless logins, [single sign-on](#), biometrics, contextual analytics, and behavioral authentication. When threats appear, you can swiftly change how your users access your most sensitive applications and provide users with secure access to the applications, systems, and resources they need on demand.

ForgeRock Benefits and Key Features

- **Elevate your security and efficiency:** Consolidating your legacy systems under one single platform provides reliable, unified control over all your user identities and access-related policies. ForgeRock Access Management also supports scaling existing policies for application onto new setups.
- **Passwordless authentication:** Implementing passwordless authentication is simple with ForgeRock Access Management. You can easily replace user-selected passwords with other options, such as easy multi-factor authentication, biometrics, and SSO.
- **Identity governance:** ForgeRock Identity Governance is a modern, AI-driven identity governance solution. By leveraging ForgeRock generated analysis reports, you can identify and apply appropriate user access, automate high-confidence access approvals, recommend certification for low-risk accounts, and review high-risk and inappropriate user access privileges. In addition, you can grant and enforce access to systems, applications, and infrastructure according to established policies.

Reviews from Real Users

ForgeRock stands out among its competitors for a number of reasons. Two major ones are its robust identity and access tools and its being easy to manage and scale with one central dashboard.

PeerSpot users note the effectiveness of these features. A technology solutions leader at an outsourcing company writes, “We need it for multiple clients, multiple implementations. Not all of them are necessarily a multi-tenant solution. We need a very [versatile solution](#) that can do a lot of work, but from a single instance that we can centralize authentications and we

don't duplicate the efforts and that's where ForgeRock seems to do better.”

Mohamed B., a cyber security consultant at a tech company, writes, "Their [access management](#) solution, OpenAM, is most valuable because it meets the needs of a lot of users. ForgeRock secured our system so that it is accessed only by authorized people, and it implemented the SSO."

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The product is easy to use in a development environment.”



Ahmet Murat Ülker

Devops Engineer and Trainer at a tech vendor with 1-10 employees



“ForgeRock products are customizable, and the out-of-the-box features are solid, too. I primarily use the OIDC compliance features. It's just a configuration. it's easy to set up and customize trees. We can add our own features if necessary. Banks and corporations have different standards and specific validations.”



Trisha Bhola

Senior Associate at Cognizant



“The product is easy to set up.”



Daouda Faye

Integrator Solution at ITR

- ✓ “ForgeRock is an extensive product with many functionalities and capabilities, much more than many other tools combined.”



Harjinder Singh Dhanjal

Senior Technology Architect at Infosys

- ✓ “We used it to implement multi-factor authentication and to improve our security posture as well as reducing the potential for attacks.”



Verified user

Identity Architect at a financial services firm with 10,001+ employees

- ✓ “Installation and configuration are pretty easy for ForgeRock OpenIDM.”



Verified user

CEO at a non-profit with 1-10 employees

- ✓ “We have found the identity and access management tools in the solution to be particularly useful for our organization.”



Yonca Yadigar

Product Manager at a financial services firm with 1,001-5,000 employees

What users had to say about valuable features:

“The solution's most valuable feature is that it comes shipped with directory services and LDAP, which is packaged with it. It also has high support for DevOps. You can manage OAuth 2.0 clients as code..”

Ahmet Murat Ülker

Devops Engineer and Trainer at a tech vendor with 1-10 employees

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“From a functionality point of view, it's a solid product. Of course, the customers always complain about the price.

The solution has some AI features. It works very well, especially in Identity and Access Management. It helps detect anomalies in user behavior patterns. It also suggests security roles and other ways of doing things based on industry best practices..”

Tavernt Muchenje

Managing Director at I'curity Solutions

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“ForgeRock is an extensive product with many functionalities and capabilities, much more than many other tools combined. It comes with XML functionality and the latest standards, including IoT, providing almost all the major identity-use cases. ForgeRock is comprehensive and open and can extend its functionality. ForgeRock has multiple units inside it, such as identity gateways. It has extensive application management and supports all sorts of protocols..”

Harjinder Singh Dhanjal

Senior Technology Architect at Infosys

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“Basically, we enable multi-factor authentication when logging in to ForgeRock. With ForgeRock Access Management, we can access Splunk using single sign-on capabilities. If you need one more multi-factor authentication for Splunk, we can enable it for that particular application. We already enabled multi-factor authentication for ForgeRock Access Management. Users are authenticated through multi-factor authentication, so Splunk does not require one more such tool. If you want the improvements and prefer one more multi-factor authentication tool, then it is okay..”

Senthil Kandhasamy

Solution Engineer at Sennovate Inc

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“The most valuable features of ForgeRock are social login and data protection. From an organization's point of view, data privacy is the most valuable feature of ForgeRock. Data should be protected in the right way in an organization. User data is everything in an organization, and if data hacking harms an organization's reputation.

ForgeRock is a very good product for security and meeting your compliance and automation requirements. Our IT team's workload has definitely reduced after implementing ForgeRock..”

SmritiGupta

Senior CyberSecurity Consultant at RNS

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“One of the best features of ForgeRock OpenIDM is that once you configure all the connectors, scripts, and modifications, you can migrate that project directory to other higher environments. We don't need to reinstall. Installation and configuration are pretty easy for ForgeRock OpenIDM.

ForgeRock OpenAM is also pretty easy to install and configure. The easiest part of the solution is the workflows, which are pretty easy and very good. We used to have chains that we would not use in the latest release..”

Verified user

CEO at a non-profit with 1-10 employees

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Other Solutions Considered

“I have used Splunk for CybeArk for one of my company's customers. I don't know of particular advantages in ForgeRock as such, but it helps reduce manpower and improve security, and then we can keep the environment stable..”

Senthil Kandhasamy

Solution Engineer at Sennovate Inc

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“Our company started off with Forgerock as the IDAM solution but was considering switching to KeyCloak. However we further made an investment on developing MPIN and Biometrics using product API's, a reason why my company continues with the product..”

Ahmet Murat Ülker

Devops Engineer and Trainer at a tech vendor with 1-10 employees

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“I compared ForgeRock with various tools. I worked on Oracle IDM, Oracle Access Manager, and SailPoint. SailPoint is pretty good for provisioning, and it has a lot of different things. The governance feature in ForgeRock is comparatively new, and they also came up with the reporting feature. So some features are still new, but it has improved a lot..”

Verified user

CEO at a non-profit with 1-10 employees

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“Yes, we did comparisons with other IAM tools, like IBM SAM, Oracle Access Manager, and Ping Identity solution. We needed a better user experience and flexible authentication, like adaptive authentication plus multi-factor authentication capabilities, where ForgeRock seem to be the best match among them all..”

Verified user

IAM CyberSecurity Consultant at a tech services company with 10,001+ employees

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Use Case

“ForgeRock is basically an IAM tool and we use it for access to multiple resources or applications. It's basically an identity and access management tool. We are business partners with ForgeRock and I'm a security delivery analyst..”

Bindu Gowda

Technology Security Analyst at a tech services company with 10,001+ employees

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“We use it for our enterprise workforce as well as for customer identity and access management. Our enterprise workforce is around 60,000 users and our customer base is approximately 100 million users..”

Verified user

Identity Architect at a financial services firm with 10,001+ employees

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“One of my company's customers has already integrated ForgeRock and set up Splunk. We just did some simple configuration, but not much since our customer did it.

I use the tool for its single sign-on capabilities. With ForgeRock, we can enable single sign-on and multi-factor authentication features, as well as single-layer or two-layer multi-factor authentication and password-less authentication..”

Senthil Kandhasamy

Solution Engineer at Sennovate Inc

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“There are multiple use cases including multi-factor authentication that enable more integration on the application stack. There's also the CIAM methodology with the single sign-on, the SAML integration and the federation for business to business. We are partners with ForgeRock and I'm an SME. .”

Salvatore Aragonese

ForgeRock Consultant at a tech services company with 11-50 employees


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“In AUS, there is an accredited open banking solution. We worked on a security profile using ForgeRock. We used four or five ForgeRock components, including Access Management, Identity Gateway, Identity Management, and Directory Stores. Another use case is the insurance side, but it's also consumer identity and Access management.

When I'm working on the client's site, it's a different user base, so I'm not sure how many people or products there are. I think both organizations are using ForgeRock to manage that data for many projects..”

Trisha Bhola

Senior Associate at Cognizant

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“If for example, you click on facebook.com, the request goes from your browser to the application server. On the application server, one of the gateways may block your request. First it enters the firewall and then it reaches the application server where Facebook is deployed and it reaches a policy enforcement point. This policy enforcement point (PEP) would be the web agent.

This request is blocked by this PEP, and it asks the basic first question of whether the URL is protected. The user then provides their credentials on their login screen and again, this PEP takes up this request to PDP and asks whether this user is authenticated to access this service. The credentials are checked in a user store.

So as soon as it checks your credentials, it gives back an answer to the policy decision point that this user is available in the user store. ForgeRock answers all these questions using its own codes..”

Jatin Sawhney

Information Security Associate Manager at a tech services company with 10,001+ employees

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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.

“The initial setup is not always straightforward. If we are looking to automate the process, that is not ready currently. The time it takes to deploy is not a problem and is pretty easy..”

Sukhwinder Singh Sadioura

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Sr. IAM Consultant at a marketing services firm with 10,001+ employees

“The product is easy to set up. However, the evaluation setup lacks a few components. I rate the process a nine out of ten. The deployment involves access management and directory services configuration. It is time-consuming to set components like directory table policies and target DNS. It takes around ten days to complete..”

Daouda Faye

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Integrator Solution at ITR

“The initial setup is out of the box and simple, especially if you are creating a basic user journey with a registration and login. If you are going with an identity gateway, it may require some basic understanding about the technology.

To deploy it from start to finish, took six to seven months..”

Jatin Sawhney

[Read full review](#) 

Information Security Associate Manager at a tech services company with 10,001+ employees

“The product's initial setup phase was not difficult as it started supporting Helm charts. With the latest releases, it has been made easier to manage. Just making the tool highly available requires some expertise.

The product is easy to use in a development environment. It is easy to set up the tool, and it is easy to configure the product in the development environment, but it requires expertise to set up a highly available deployment and use the product in multiple environments.

The solution is deployed on an on-premises model..”

Ahmet Murat Ülker

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Devops Engineer and Trainer at a tech vendor with 1-10 employees

“The initial setup is straightforward to some extent when it comes to integrating with Active Directory and LDAP. These are the only two straightforward components.

If you want to configure it in the distributed architecture, for example, you need to deploy ForgeRock in five data centers and you need to have that session replicated across all the different data centers. You need to set up a code token service and schema when using Forgerock and this cannot be automated. The setup takes a few weeks. If you try to deploy a patch, that patch has to be backwardly compatible with the custom development. We cannot use patches as they are released by ForgeRock. The reason is that that patch might inhibit the custom code that is developed. What we have to do is re-engineer the custom node to work with the most up-to-date patch. .”

Verified user

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Identity Architect at a financial services firm with 10,001+ employees

“I worked on two different projects based on ForgeRock, and both are automated deployments. One is a UI-based deployment. It's an automated process using some scripts.

The deployments are done through Octopus, so it's also automated. We first deploy the essential components of AM and then implement additional configurations like Amster Imports. After that, we import all the SAML Federation data and add some certificates.

We have two teams of five and three team members working on the different deployment processes. One is working on the dev side, another is looking at the higher environment, and one is managing the data.

In another project, I'm the only developer. We also deploy on the dev environments so that anyone can test new features, configurations, and client requirements. They can test it on the dev environment, but a team of four people manages higher environments.

The Access Management component involves the most customization, which takes around 15 to 20 minutes because of the need to import the Amster configuration. If another deployment is simultaneously happening, it may be a little slower and take around 30 minutes. The other components, like the user data stores, take about five to seven minutes. It's another five to 10 minutes for Identity Management.

After deployment, the maintenance is mostly checking for security vulnerabilities. If ForgeRock shares security vulnerabilities or advisories, we check to see if there is something inside we need to maintain. Other than that, we just install updates when they add features each month. .”

Trisha Bhola

Senior Associate at Cognizant

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Customer Service and Support

“I would rate the support for this solution a three out of five because you can't depend entirely on them. You have to try troubleshooting by yourself as well. .”

Jatin Sawhney

Information Security Associate Manager at a tech services company with 10,001+ employees

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“As ForgeOps is not internally supported as a product feature, one always has to have professional service to support it. I rate the technical support an eight or nine out of ten..”

Ahmet Murat Ülker

Devops Engineer and Trainer at a tech vendor with 1-10 employees

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“We receive adequate support. Every time we reach out to them, they're there for us. Whether it's relevant documentation, guidance, or jumping on a call to troubleshoot issues. They're on top when it comes to customer support. .”

Bindu Gowda

Technology Security Analyst at a tech services company with 10,001+ employees

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“Whenever we experience an incident, we call everyone in the breach and the system owner expert will call the support of the solution. The support could improve because we sometimes have to repeat ourselves since the support is across different time zones..”

Verified user

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Head Of Service Management at a financial services firm with 501-1,000 employees

“ForgeRock's technical support is pretty good compared to other products. The only thing is they don't want you to ask any questions about how to do something. They will not tell you, and you have to figure it out. You can get a lot of online material and blogs for products like SailPoint, Oracle, or Okta. Since ForgeRock is not used much, people do not put anything in blogs. So you have to figure it out on your own..”

Verified user

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CEO at a non-profit with 1-10 employees

“We raised tickets asking for improvements, but sometimes we don't get the proper solution. They are responding, but the ticket is open for weeks and weeks. For some issues, we don't get a satisfactory solution or the solution doesn't work.

I think ForgeRock support needs some improvement. Sometimes the person managing the ticket is not in that particular field, and he needs to confirm with his team or other technical teams..”

Trisha Bhola

Senior Associate at Cognizant

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Other Advice

“Overall, I would rate it an eight out of ten.

We are like a big reference site in Africa, and they've already made a lot of deployments there. So, I would recommend it to everyone. .”

Tavernt Muchenje

Managing Director at I'curity Solutions

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“Though it is a bit unstable, ForgeRock is one of the best solutions, given its cost. However, where you might have a better GUI in other tools, ForgeRock is not as user-friendly. Given the functionality it provides, I recommend ForgeRock but don't purchase the solution assuming it will be a cakewalk..”

Harjinder Singh Dhanjal

Senior Technology Architect at Infosys

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“We are using ForgeRock mostly for banks and universities. We are letting them use the self-registration page via social logins, having the consent to provide the data, and implementing the ease of logging into the system. So, this is how we are using the solution's CIAM.

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

SmritiGupta

Senior CyberSecurity Consultant at RNS

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“ForgeRock has four modules, namely, OpenIDM, OpenAM, OpenDS, and Identity Gateway.

ForgeRock is a pretty simple solution compared to other products. As simple as it is, you will have some product limitations somewhere. You can do a lot on Oracle and SailPoint since they have in-depth solutions for anything. However, ForgeRock has some limitations.

Overall, I rate ForgeRock an eight out of ten..”

Verified user

CEO at a non-profit with 1-10 employees

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“I would suggest others use the product after asking them to consider their use cases. [SSO](#) may be a use case for some, and using the product as an IDM tool may be a use case. At the moment, my company is not deploying all the components of ForgeRock itself. My company uses ForgeRock for OAuth 2.0. For example, my company is not deploying the IDM and identity gateway components. You should


consider your use case and select the required components for that use case.

My company does not use the [SSO](#) features of the tool. My company uses SSO to access ForgeRock's AM Console for individual users. My company does not use single sign on features of the product and instead, we use [Autho](#).

I rate the tool a seven or eight out of ten..”

Ahmet Murat Ülker

Devops Engineer and Trainer at a tech vendor with 1-10 employees

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“ForgeRock uses Splunk. ForgeRock's integration with Splunk is very easy and straightforward.

In terms of the tool's adaptive risk and intelligence features, I can say that it is an area that is time-based. In different regions, the working hours are different. We can configure the tool based on the timing and the work location.

In terms of the tool's operational efficiency, ForgeRock Access Management is used in a lot of environments, different regions, and in different stages of production environments. Manual monitoring is not possible, especially monitoring everything with the system memory and CPU memory, along with the user behaviors. Splunk easily monitors everything. From a business perspective, it will reduce risk and then reduce manpower. Splunk provides exact results and monitoring results to track a particular issue so we can easily identify the issue.

We usually receive alerts regarding high CPU utilization because of the high traffic we receive.

I can't comment on whether the tool helps in the area of predictive analytics or automated threat detection.


I recommend the product to others. I can also recommend products like CyberArk and Okta. Wherever we need to monitor the environment, specifically the cloud

environment or on-prem one, I can suggest all the above-mentioned tools.

I rate the tool a nine out of ten..”

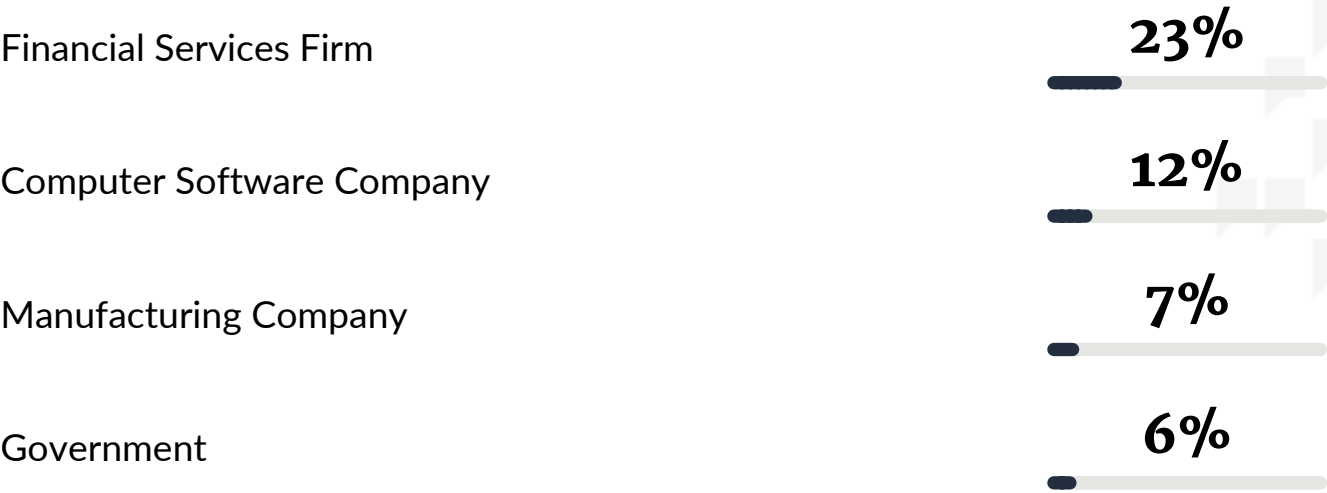
Senthil Kandhasamy

Solution Engineer at Sennovate Inc

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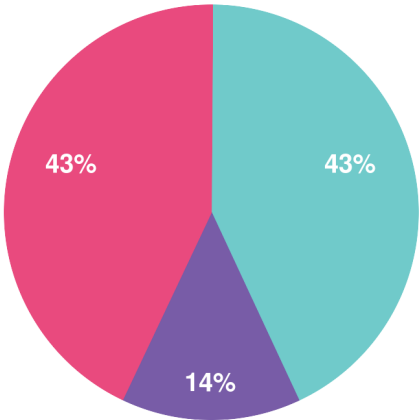
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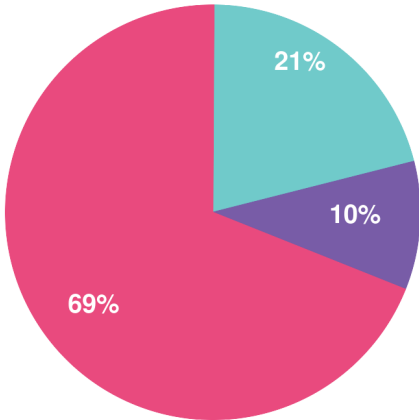


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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