aws marketplace

Okta Workforce Identity

Reviews, tips, and advice from real users

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Product Recap

Okta Workforce Identity

Okta Workforce Identity Recap

Okta Workforce Identity is a comprehensive identity and access management (IAM) solution designed to enhance security and streamline user experiences for businesses of all sizes. As a cloud-based platform, it offers a suite of tools that simplify user authentication, authorization, and management across a variety of applications and services.

Core Features

- Single Sign-On (SSO): Enables users to access multiple applications with a single set of credentials, enhancing convenience and reducing password fatigue.
- Adaptive Multi-Factor Authentication (MFA): Provides robust security by requiring additional verification factors, which can adapt based on the user's location, device, and behavior.
- Lifecycle Management: Automates user account creation, updating, and deactivation, ensuring access rights are current and compliant with company policies.
- Universal Directory: A centralized directory service that supports user and group management across various applications, simplifying administrative tasks.
- API Access Management: Safeguards APIs by implementing policies that control how and when they can be accessed, which is crucial for protecting sensitive data.

PeerSpot users often praise Okta Workforce Identity for its ease of use and robust security features. IT professionals appreciate the streamlined integration with numerous applications and the flexibility in configuring access policies. Business executives value the enhanced security posture and the ability to enforce compliance across their digital assets.

For IT professionals, Okta Workforce Identity offers a scalable and efficient solution to manage user identities and access rights. The ability to automate routine tasks like user provisioning and deactivation significantly reduces administrative overhead, allowing IT teams to focus on more strategic initiatives. Furthermore, the platform's comprehensive reporting capabilities aid in monitoring and auditing access, which is critical for maintaining security and compliance.

Business executives will find that Okta Workforce Identity aligns with broader organizational goals of operational efficiency and risk management. Its intuitive user experience minimizes disruptions to workforce productivity, while advanced security features like adaptive MFA help mitigate the risk of data breaches. The platform's cloud-based nature ensures scalability and agility, enabling businesses to adapt quickly to changing market conditions and workforce dynamics.

Okta Workforce Identity stands out as a versatile and secure IAM solution, adept at meeting the complex needs of modern enterprises. Its combination of user-friendly features and robust security measures makes it a top choice for organizations aiming to streamline their

identity management processes while bolstering their cybersecurity defenses.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The best feature is the speed and execution of Okta Workforce Identity; the moment you click on single sign-on, you immediately get the notification on your mobile phone, then you do the authentication and within a second you get authenticated."

SumitMundik

Lead Admin Systems at a financial services firm with 10,001+ employees

✔ "The impact of SSO on my IT overhead and user experience has been significant because it reduced authentication fatigue, password sharing, and password reusing."

Verified user

Technical Team Lead at a computer software company with 1,001-5,000 employees

✔ "One of the best features of Okta Workforce Identity is its integration with different SaaS applications, which makes it a better product than the competitors."

Verified user

Business Intelligence Developer at a consultancy with 51-200 employees

✔ "First of all, the solution is very simple."

Tor Nordhagen
Executive Director at Semaphore

✔ "The most useful features of Okta for my organization are identity and access management, single sign-on, and the flexibility for hybrid setups."

Bernard Samontanes
Staff Infrastructure & Security Engineer at Mozn Systems

✔ "I like the tool's workflows, which is user-friendly. It can integrate with different applications. I particularly like that users are delighted to access their applications without the hassle of entering their username and password each time. It truly enhances user-friendliness."

Peter Barnett
System Engineer at Principia

✔ "The most valuable feature is the identity access authentication."

Verified user
Global Leader - Application Operations & Operational Excellence at a manufacturing company with 10,001+ employees

What users had to say about valuable features:

"The most valuable feature of Okta is its security. You can only log in if you have the access, which protects the applications by avoiding cross-site scripting. Hackers cannot access the system directly. Only after receiving a message from Okta, you can log in, making it highly secure.."

Verified user   Read full review ↗
Module lead at a tech vendor with 1,001-5,000 employees

"The most valuable functions are Single Sign-On (SSO) and Multi-Factor Authentication (MFA). These two modules serve as dual components, essential for securing application access for employees.."

Verified user   Read full review ↗
Security Solutions Engineer at a tech services company with 1-10
employees

"The most useful features of Okta for my organization are identity and access management, single sign-on, and the flexibility for hybrid setups.

Okta enables multi-factor authentication, which enhances security, especially for SaaS applications. The integration capabilities of Okta are very flexible, with multiple protocols that can be integrated, especially for single sign-on. Any API can also be added, making it mature in terms of integrating with other identity providers, particularly Active Directory or Azure Entra ID.."

Bernard Samontanes
Staff Infrastructure & Security Engineer at Mozn Systems

Read full review ↗

"One of the best features of Okta Workforce Identity is its integration with different SaaS applications, which makes it a better product than the competitors.

"The multi-factor authentication feature in Okta Workforce Identity is very good. It has its own verification app as well. It is very good in authentication, and we can use hardware keys, software keys, or any authenticator, majorly known authenticator app, for multi-factor authentication.

"The provisioning and deprovisioning features of Okta Workforce Identity are very good. We can automate them as well, and we can provision users, groups, applications, and provision tools based on specific groups as well. The product is very good in that as well.."

Verified user
Business Intelligence Developer at a consultancy with 51-200 employees

Read full review ↗

"Some of the best features with Okta Workforce Identity are configuring the SSO through Okta to Okta. For me, it was the certification and the integration I worked on because it was my pathway to prepare my certifications, along with the directory and network security, the IP zone and related components.

"We use the Single Sign-On feature with the Okta Workforce Identity, and I configure it through the platform, especially for Okta-to-Okta. From one instance, I could switch to another using the SSO, as Okta to Okta allows the SSO feature.

"The impact of SSO on my IT overhead and user experience has been significant because it reduced authentication fatigue, password sharing, and password reusing. For administration, it is integrated, and it is great for IT support. For the end user, it is beneficial as they do not have to remember a password or keep the password on a post-it for different applications; they just authenticate once to access several services and service providers.."

Verified user   Read full review ↗
Technical Team Lead at a computer software company with 1,001-5,000
employees

"The best feature is the speed and execution of Okta Workforce Identity. The moment you click on single sign-on, you immediately get the notification on your mobile phone, then you do the authentication and within a second you get authenticated. The entire customer experience is very good. The user interface is pretty simple, straightforward, and really good.

"Multi-factor authentication in Okta Workforce Identity is very useful so people who do not have access or are trying to access using just a user ID and password will be completely blocked because of this two-factor authentication. You will get the code, and as your device is authorized in the system, only that device can be used for the authentication purpose. A third person trying to access or hack your data will not be able to do that anymore. Additionally, you don't have to remember your passwords going forward. Previously, every 60 days or 90 days, passwords kept changing. With the two-factor authentication or single sign-on option in Okta Workforce Identity, you don't have to remember it anymore or write down passwords in plain text. If something goes wrong, we have the IAM team which can unlock your account immediately if you have issues.."

SumitMundik
Lead Admin Systems at a financial services firm with 10,001+ employees

Read full review ↗

Other Solutions Considered

"We weren't using any single sign-on application or solution before choosing Okta Workforce Identity. This was our first product that we implemented in our company.."

Verified user   Read full review ↗
Business Intelligence Developer at a consultancy with 51-200 employees

"I believe we have a lot of features in Okta Workforce Identity and I don't think we should be having more features in it as it's currently packed with a lot of features.."

Verified user   Read full review ↗
Business Intelligence Developer at a consultancy with 51-200 employees

"I have tested different solutions before Okta Workforce Identity, including Saviynt and SailPoint, and decided to go deeper into Okta because it allows me to create my own lab. I worked on a homemade solution for about three to four years back, spending five years on that project.."

Verified user   Read full review ↗
Technical Team Lead at a computer software company with 1,001-5,000 employees

"I handle CyberArk IAM solutions alongside Okta. I find Okta to be more user-friendly and flexible than CyberArk, especially regarding MFA and SSO features.."

Verified user
Security Solutions Engineer at a tech services company with 1-10 employees

Read full review ↗

"We evaluated some native cloud services, like AWS and Azure before choosing Okta Workforce Identity.

We also looked at IBM ISAM, IBM Security Access Management, and Oracle ISAM, but they're very rigid products. That's why we went for Okta. They don't have any flexibility, and the cost was also very high compared to that for Okta.."

Rama NagaSusarla
Senior Director - Principal Architect at a computer software company with 5,001-10,000 employees

Read full review ↗

"In the organization I previously worked for, I also used VMware Identity Manager, apart from Okta Workforce Identity. Those two solutions work together, and though they have a little bit of competition, VMware Identity Manager and Okta Workforce Identity complement each other. Okta is the master identity solution while with VMware Identity Manager and Workspace ONE, you can create the aspect of the trusted device so that when you have a trusted iOS, Android, Windows, or Mac device, it will check whether it's trusted, via VMware, and then transfer the authentication to Okta Workforce Identity and everything works just smoothly, so Okta knows that this authentication comes from a trusted device and it can pass further without any additional MFA.."

TimoHamalainen   Read full review ↗

Director, Device Management at IT-palvelutalo Valtti at Valtti, part of Advania

ROI

Real user quotes about their ROI:

"I don't have the exact quotation or the exact pricing details for Okta Workforce Identity, but everything comes at a cost. However, when it gives you scalability and reliability, then I don't think the pricing matters.."

Verified user
Business Intelligence Developer at a consultancy with 51-200 employees

Read full review [↗]

"I give the solution an eight out of ten for return on investment. I would not give the solution a ten because our brand is hurting a little bit by having these non-customizable external interfaces. ."

Tor Nordhagen
Executive Director at Semaphore

Read full review [↗]

"It is always beneficial to use the product since, with the single sign-on feature, users can also provide and get access via mobile app. If you are not able to access the product, you can do certain configurations with the help of automation. Everything is possible in the product with the help of its automation tools and monitoring policies.."

JitendraInjam
IT Lead at 0

Read full review ↗

"In terms of benefits offered by the product, I can say that the tool has centralized our company's security and internal policies while ensuring that we stay compliant so that the users stay protected. With the product in place, no phishing attacks or any other types of attacks can cause a problem since it is a secure platform.."

Emmanuel Sikwane
Partner channel manager at Inactic

Read full review ↗

"I have seen ROI from Okta Workforce Identity. It was a great implementation. Initially, we had multiple places where we had to store links in browsers to access different applications. We don't have to do that any longer now. We have our dashboard to log in via Okta Workforce Identity. Once logged in, it shows our company's portal where we see different applications. When you click on an application, you automatically get signed into that particular website.."

SumitMundik
Lead Admin Systems at a financial services firm with 10,001+ employees

"I'm not a hundred percent sure about the return of interest because it is very much dependent on the size of the organization.

I came from smaller organizations working, like, midscale to, like, large scale. So overall, like, the security breach, like, there are, like, two to three security breaches that have happened, but nothing has been damaged so far for the organization.

So, investing more in Identity access management is a critical investment for any operation as applications are moving to like cloud and SaaS-based. So, there is a dire need to protect the digital identities of enterprise tech employees as well as their customers.

There are a lot of features you can automate. Okta Workflows is a key feature that has a separate pricing than adaptive MFA or SSO. It's a combination, but Okta has features and capabilities to reduce the IT burden. Within my experience, it's been helpful so far with a lot of overhead work that comes with onboarding and offboarding.."

Verified user
Architect at a tech services company with 1-10 employees

Use Case

"I have used Okta for security purposes. It grants access only when you have the proper credentials, which I find essential for utilizing new technologies and web applications.."

Verified user

Module lead at a tech vendor with 1,001-5,000 employees

Read full review ↗

"We use Okta for identity and access management for our internal services, cloud services or applications (SaaS). We have a hybrid setup since we have a global workforce, so we unify our IAM services.."

Bernard Samontanes

Staff Infrastructure & Security Engineer at Mozn Systems

Read full review ↗

"The solution is used to eliminate a VPN, provide identity authentication, and single sign-on (SSO). We use Zscaler authentication to manage endpoint logins, endpoint report management, and single sign-on for applications.."

Verified user

Global Leader - Application Operations & Operational Excellence at a manufacturing company with 10,001+ employees

Read full review ↗

"One of the majorly used use cases for Okta Workforce Identity is the assignment of different SaaS applications, which are cloud-based, and using them with single sign-on. Users don't have to remember the password for each and every online cloud-based application. They just need to sign in with one email and password. This is one of the major benefits of using Okta Workforce Identity.."

Verified user   Read full review ↗
Business Intelligence Developer at a consultancy with 51-200 employees

"My main use cases with the Okta Workforce Identity include preparing my certification and doing integrations such as org-to-org integration or Active Directory, and it is mostly about integration.

"As an individual user, I appreciate that I can create my own lab with Okta Workforce Identity. They provide instances for me to create almost ten instances to test.."

Verified user   Read full review ↗
Technical Team Lead at a computer software company with 1,001-5,000 employees

"I don't have many details about Okta Workforce Identity. I use the tool just to sign in to different applications that we have. We basically set up Okta Workforce Identity in our mobile phone. We do the scanning part and then enter our official email address and acknowledge that. They will send a code to the mobile phone. Once that code is authenticated, we are good enough to use that tool going forward. That's the initial setup we do on Okta Workforce Identity.

"Okta Workforce Identity is really useful because all internal users that we have in our transfer server have now moved to it. In the progress, it's a suite, as it's a part of MOVEit Automation as well as MOVEit Transfer. On the MOVEit Transfer, all internal users in our company have moved to Okta Workforce Identity single sign-on option. The benefit was addressing issues where people were using incorrect passwords. When they continuously put incorrect passwords, their IP would get locked and their account would get locked. Additionally, there were very few users who kept passwords in secret tools or KeePass tools. Most of them were putting the passwords either in mobile phones or in OneNote or text documents where the data could get breached easily. To deal with all these issues, Okta Workforce Identity is a perfect tool where internal applications can be signed in using your authentication tool itself. It functions as two-factor authentication.

"I am using Okta Workforce Identity for login purposes only.."

SumitMundik
Lead Admin Systems at a financial services firm with 10,001+ employees

Read full review [↗]

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.

"Initially, it was complicated to set up since I was a beginner and there was no proper documentation. Now that I am more experienced, it is easier to handle.."

Verified user   Read full review ↗

Module lead at a tech vendor with 1,001-5,000 employees

"The initial setup of Okta Workforce Identity is straightforward. We haven't encountered any issues because if we had, we might have gotten emails from the security or the IAM team who handled the installation. Nothing went wrong. It was pretty smooth.."

SumitMundik   Read full review ↗

Lead Admin Systems at a financial services firm with 10,001+ employees

"My experience with the initial setup of Okta Workforce Identity is that it is straightforward and not huge. The initial setup is simple and, considering it is a SaaS solution, it is easier. I have tested the connector, which is available for on-site solutions for Active Directory, and there is still a lot of infrastructure relying on Active Directory.."

Verified user
Technical Team Lead at a computer software company with 1,001-5,000 employees

Read full review ↗

"The setup process is pretty straight-forward, having experience with different single sign-on (SSO) and identity access management, I can manage the setup process with ease. Okta provides clear guidelines and documentations as well.."

Bernard Samontanes
Staff Infrastructure & Security Engineer at Mozn Systems

Read full review ↗

"It is a SaaS product. It took us less than a month to implement the solution in our organization. However, it took a little longer for us to deploy the tool for our customers because we had to do it product by product. We deployed it for our customers in three to four months.."

Mahesh-Subramanian   Read full review ↗
Vice President at Chargebacks911

"In terms of the initial setup and deployment, I find it to be very easy. We have to set it up for the first time, and it has a very straightforward implementation. We have the pictorial and video guides on the Okta Workforce Identity websites on how to deploy it, how to set up employees, how to provision them, how to create groups, and how to set up devices. Each and everything is documented, and it's pretty much straightforward to use.."

Verified user   Read full review ↗
Business Intelligence Developer at a consultancy with 51-200 employees

Customer Service and Support

"My team contacts Okta support for increased integration requirements. They are very supportive; they just open a ticket, and they support us very professionally.."

Bernard Samontanes   Read full review ↗

Staff Infrastructure & Security Engineer at Mozn Systems

"We have never felt the need to contact the Okta Workforce Identity support team. It has been up and running. We had an issue with the Okta Workforce Identity dashboard once in 2023 when we had an outage, but it recovered in a few minutes.."

Verified user   Read full review ↗

Business Intelligence Developer at a consultancy with 51-200 employees

"Whenever we need information, we receive the required support from Okta. So, if I need clarification regarding integration, communication, or any related matters, I can get support from the local IT team.."

GOMS R   Read full review ↗

Head Presales at Valuepoint Systems

"I did contact the product's support team when my password got locked out. I could even reset the whole password from Okta easily through the tool's internal app. The support team was good.."

Emmanuel Sikwane   Read full review ⬈
Partner channel manager at Inactic

"The customer service and support are awesome. They have a CSM assigned for each organization, and they are pretty much responsive to any events that occur. Or if there are any escalations or incidents that impact the business, they're pretty much around in a timely fashion to support the organization.

We have the flexibility with our CSMs to reach them in any manner, email or phone, and they're available most of the time. ."

Verified user   Read full review ⬈
Architect at a tech services company with 1-10 employees

"I have not personally experimented with technical support from Okta Workforce Identity, but I see there is a good community and many resources available. I have not tested Saviynt's support either, but I know there is direct contact with Saviynt support.

"I cannot rate the support for Okta Workforce Identity directly because I have not experimented with it; however, I notice good communication within the community, but it would not be fair to rate them without personal experience.."

Verified user

Technical Team Lead at a computer software company with 1,001-5,000 employees

Read full review ↗

Other Advice

"I believe we have a lot of features in Okta Workforce Identity and I don't think we should be having more features in it as it's currently packed with a lot of features. On a scale of one to ten, I would rate Okta Workforce Identity a nine out of ten (9.9).."

Verified user
Business Intelligence Developer at a consultancy with 51-200 employees

Read full review ↗

"I need to analyze fully in the future, and if I do not have any concerns, I will share any with you via LinkedIn. As of now, I do not have any additional advice.

I'd rate the solution eight out of ten.."

Verified user
Module lead at a tech vendor with 1,001-5,000 employees

Read full review ↗

"I recommend evaluating your environment first. If you have a global workforce or you need flexibility and higher visibility on your identity and access management (IAM) and SSO, Okta is a good solution. My total rating for Okta is ten out of ten.."

Bernard Samontanes
Staff Infrastructure & Security Engineer at Mozn Systems

Read full review ⬈

"I would give Okta Workforce Identity a solid eight out of ten. There's always room for improvement, but overall, the tool performs well and meets our needs. The solution was my first experience with such products. Previously, I had used internal tools like Microsoft 365 and Microsoft Active Directory services within Azure, which were excellent for corporate environments. However, I find Okta Workforce Identity more suitable for startups.."

Danniel Shalev
DevOps Team Lead at a tech vendor with 201-500 employees

Read full review ⬈

"Regarding experience with pricing for Okta Workforce Identity, I do not have the pricing on IGA solutions or IAM solutions, but from my study two years back for a project, I found it is not that huge.

"The main differences I notice between SailPoint and Okta Workforce Identity for the IAM solution suggest that they are in different categories. SailPoint is mostly for the admin part, while Okta is excellent on the runtime section, focusing on secure authentication and SSO. SailPoint is used for configuring identity with the right entitlement while Okta is about ensuring secure connections and efficient user authentication.

"I would rate Okta Workforce Identity seven out of ten.."

Verified user
Technical Team Lead at a computer software company with 1,001-5,000 employees

Read full review ↗

"Most of our internal applications are getting migrated to Okta Workforce Identity. We started initially with [AWS](), then we added [Confluence](). We also migrated the internal rewards point feature. The entire migration is being done in a phase-wise manner. Currently, 15 applications have been migrated with only a few remaining that we use daily.

"I haven't used the Lifecycle Management feature in Okta Workforce Identity. The decision to go with Okta Workforce Identity might have been due to the best customer experience and favorable long-term license deals.

"I would recommend Okta Workforce Identity because it's a security standard. Two-factor authentication is always better than using user ID and password. The entire world is now dealing with data and we have to secure it as much as possible. For file transfer, we are using encryption and decryption. Similarly, for accessing internal applications or internal websites, I would recommend using Okta Workforce Identity or any related tool which can provide two-factor authentication as it's a standard nowadays.
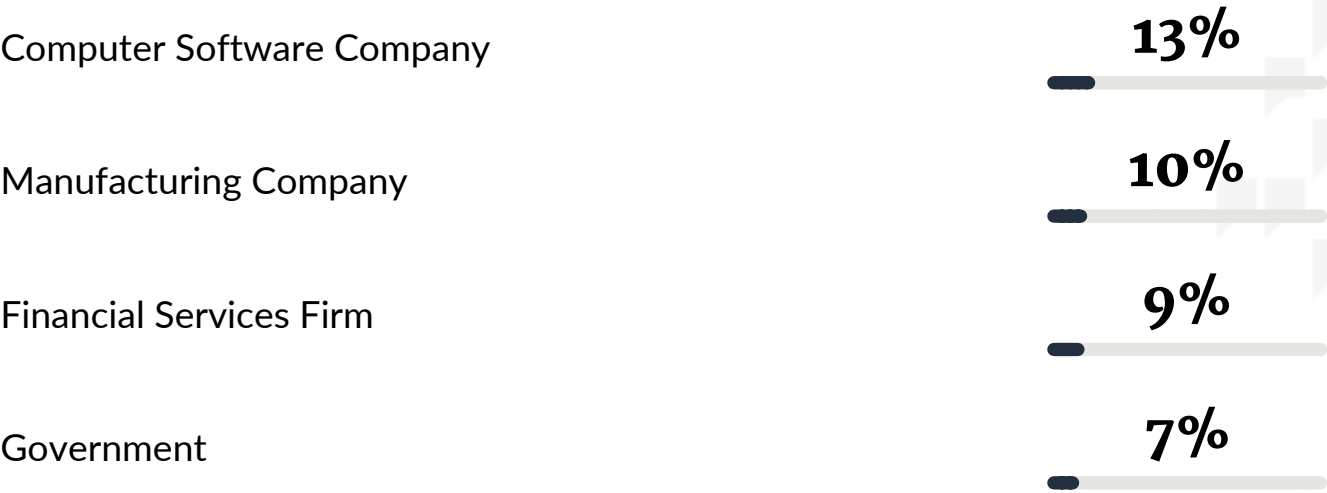
"I rate Okta Workforce Identity 9 out of 10.."

SumitMundik   Read full review ↗
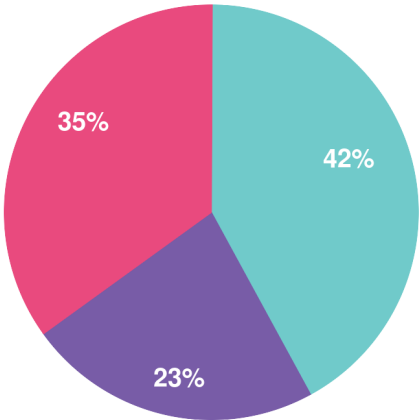Lead Admin Systems at a financial services firm with 10,001+ employees

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by visitors reading reviews

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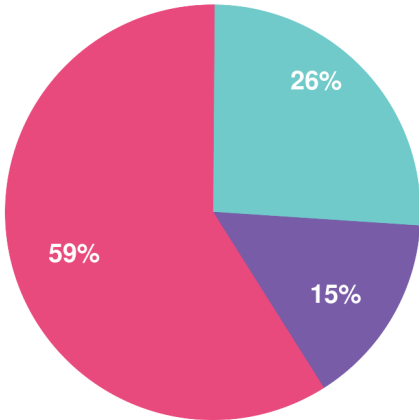**13%**

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42%
23%

26%
15%
59%

🟢 Large Enterprise
🟣 Midsize Enterprise
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