aws marketplace

JumpCloud

Reviews, tips, and advice from real users

Contents

Product Recap

JumpCloud

JumpCloud Recap

JumpCloud enables organizations to manage devices, users, and applications across platforms like Windows, Mac, Linux, iOS, and Android. It offers centralized authentication, identity and access management, single sign-on, directory services, security policy enforcement, and cloud service integration.

Organizations leverage JumpCloud for its robust device management, policy management, and seamless integration with applications such as Microsoft 365 and Google Workspace. Its flexibility, stability, scalability, and ease of use make it a strong choice for managing business directories, executing scripts on-demand, synchronizing system access, and implementing mobile device management. Key features include remote access, Windows Out of Box Experience, strong authentication and authorization controls, centralized user and device management, efficient onboarding and offboarding processes, and extensive security and reporting features.

What are the most important features?

- Device Management: Centralized control over devices across multiple platforms.
- Single Sign-On: Simplified access to multiple applications with one set of credentials.
- Policy Management: Enforcement of security policies across different systems and devices.
- Application Integration: Integration with major applications like Microsoft 365 and Google Workspace.
- Remote Access: Secure remote access capabilities for users.
- Script Execution: Efficient execution of scripts and job scheduling across systems.
- Comprehensive Reporting: Detailed security and activity reports to help monitor and manage access.

What benefits or ROI should be considered?

- Flexibility: Adaptable to different business needs and environments.
- Stability: Reliable performance with minimal downtime.
- Scalability: Easily scales to accommodate growing user and device numbers.
- Ease of Use: User-friendly interface supports efficient management tasks.
- Enhanced Security: Strong controls and policy enforcement reduce security risks.
- Streamlined Processes: Simplified onboarding and offboarding processes increase efficiency.

In specific industries, JumpCloud is utilized to manage a wide array of tasks such as automating administrative functions in healthcare, ensuring secure access to sensitive data in finance, and supporting remote work needs in technology sectors. Its ability to integrate with

diverse platforms and provide centralized control makes it suitable for managing complex IT environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The most impactful feature of JumpCloud is that it allows me to use one credential for all platforms or accounts, reducing the need to remember multiple credentials."

MuhammadAzhar Khan
Senior DevOps Engineer at Alibaba Group

✔ "The UI is intuitively easy to use. It is easy to set up a user. I have found the group management to be pretty simple. You can group users, then assign them to groups of systems, and that relationship allows us to ease the management burden."

Verified user
IT Engineer at a government with 201-500 employees

✔ "Scalability-wise, I rate the solution a ten out of ten."

Jean-François FLAVIEN
Chief Technologist at Computacenter

✔ "The product enables device management."

Edwin Hop
Account Manager at Asely

✔ "The usual authentication and authorization, which were all controlled into one portal, are very convenient."

Ryan Vassallo
Head of Systems and infrastructure at a hospitality company with 51-200 employees

✔ "As a cloud-based directory, JumpCloud allows me to integrate nearly every system I have come across that supports SAML 2.0. That's a specific technology that allows different services to integrate for user authentication and identification purposes. That means that with JumpCloud, I can then have one single password. Single sign-on for a particular user that works with VPN, radius authentication for WiFi, logging into Office 365, and their email. Their individual computers use that same password. It's extensible which allows us to tie in customers' security systems. We don't have to provision a new user, 12 different places with 12 different passwords. I only have to create them once and assign them privileges."

Brian Reichow
President/Owner at Escape

✔ "After deploying to the cloud, we had remote device management on all of our corporate laptops."

ElizabethHatfield

Director of Business Operations & Program Management at a healthcare company with 11-50 employees

What users had to say about valuable features:

"The most valuable feature of the solution is Windows Out of Box Experience (OOBE). The application management capabilities of the solution also work well.."

Jean-François FLAVIEN   Read full review ↗
Chief Technologist at Computacenter

"The product enables device management. It is one of the reasons why we chose it. We can remotely help people. We can also do installation remotely. We needed LDAP and RADIUS server. The website is pretty straightforward. We have users, devices, and groups. It's easy to understand. It has a small learning curve. The product provides multi-factor authentication. We needed that.."

Edwin Hop   Read full review ↗
Account Manager at Asely

"The whole product is great. The device management is amazing. The fact that you can basically set up an entire machine without having the machine in front of you is most valuable.

The single sign-on capabilities are very helpful. If someone leaves the business, at the click of a button, you can literally disable their account for everything.."

Richard Hickson   Read full review ↗
Founder & Managing Director at HelpFully IT

"The central authentication is great. We like that we can provide single sign-on across all of the critical applications so that we can control access management in that regard.

The pricing is reasonable.

The solution is mostly stable.

It can scale.

Support is helpful and responsive. ."

ElizabethHatfield   Read full review ↗
Director of Business Operations & Program Management at a healthcare
company with 11-50 employees

"The single sign-on makes it very easy to access.

It offers great synchronization functionalities.

The solution is stable.

It is scalable.

We have witnessed a pretty good ROI.

Technical support is helpful. ."

Oscar Iván Mejía　　　　　　　　　　　　　　　　　　　Read full review ↗
Database and Systems Manager of the IT department at Humanitree

"The most impactful feature of JumpCloud is that it allows me to use one credential for all platforms or accounts, reducing the need to remember multiple credentials. This feature is highly beneficial for user management, particularly for clients with multiple cloud accounts.

Additionally, JumpCloud simplifies the workflow when I work with different cloud platforms, such as AWS, Azure, and GCP, by integrating directory and credential management.."

MuhammadAzhar Khan　　　　　　　　　　　　　　　　　Read full review ↗
Senior DevOps Engineer at Alibaba Group

Other Solutions Considered

"We also considered Okta. It is more suitable for Windows. If someone wants a tool for Windows, then Okta is pretty good. However, we want a solution for Windows and Linux. We also wanted LDAP. JumpCloud stands out in those things. Okta can do it, but not in the way that we would like it to.."

Edwin Hop   Read full review [↗]
Account Manager at Asely

"I have previously used Okta. I think there are a lot of differences based on the cost aspect. It differs on the basis of how you would manage a system. Though Okta has similar services with respect to their SSO functionality, the system access provided by Okta is costly or cost-prohibitive. They charge per system, and I think it is around $15 a month. I think the basic JumpCloud pricing model is $10 a month. I have heard that they have increased the prices a bit.."

Verified user   Read full review [↗]
IT Engineer at a government with 201-500 employees

"There are several services that do what JumpCloud does, but few that do it as well as them. I think that JumpCloud and Okta are easily the most mature solutions. We could see that on-premise LDAP/Active Directory was not where the future was headed, and chose JumpCloud after an extensive period of in-house testing and determining that the feature set was the most in line in our customers' needs. JumpCloud was the first and only cloud directory service we deployed. All our customers went directly from on-premise LDAP directories straight to JumpCloud.."

Brian Reichow
President/Owner at Escape

Read full review ↗

"When we first started looking at JumpCloud, we took a demo on Okta. At the time, JumpCloud did a lot more than Okta did, which was why we went with JumpCloud.

Device management was one of the reasons for going for JumpCloud. Okta was very much for the cloud and single sign-on, and you couldn't manage the devices, whereas JumpCloud actually managed the end-user devices. You could enforce encryption and other similar things, which Okta didn't let you do at the time. It probably does that now because we're six years on, but back then, it didn't.."

Richard Hickson
Founder & Managing Director at HelpFully IT

Read full review ↗

"I'm familiar with Active Directory.

Active Directory, obviously, is one of the top products. That said, you need to have a Windows infrastructure to deploy Active Directory. In my previous job and even our current present employment, we don't use Microsoft. You cannot use Active Directory without Microsoft. If you're an open-sourced company, for sure, you won't select Active Directly, even if it's one of the best.

If you are constrained with costs, obviously, you cannot go with a paid cloud solution, so you would go for an open source alternative. In terms of tech, we prefer convenience and stability in a product.

JumpCloud supports Mac, Linux, and Windows, and it is more unified rather than Microsoft.

Where I am now, we use Google Authentication like SAML and LDAP. However, we don't have features like JumpCloud where you have scheduled jobs and certain functionality. Although Google is stable and scalable, it costs money.."

Ryan Vassallo
Head of Systems and infrastructure at a hospitality company with 51-200 employees

Read full review ↗

"One of the major advantages of using JumpCloud is that it provides a centralized system for managing all aspects of our operations. This means that if we need to demonstrate compliance with regulations or standards, we can simply point to JumpCloud as our system of record. All user, device, and server information is maintained in real time within the JumpCloud platform, ensuring that we always have up-to-date information at our fingertips.

Whether it's proving that we're managing all of our endpoints, or demonstrating that a new device has been added to our network, JumpCloud provides us with a one-stop solution that makes it easy to meet our compliance obligations. It eliminates the need for manual processes or paper-based systems and ensures that our information is always accurate and up-to-date.

The reason behind the selection of JumpCloud by my company as the preferred solution was due to its comprehensive and all-encompassing nature. The system provides complete visibility into who is accessing the device and ensures that the operating system is always up to date and in compliance with company policies. This includes the enforcement of antivirus installations, which provides a heightened level of security. The system also facilitates external audits and reviews with ease, as it can easily provide all necessary information and documentation, making it easier for me to be compliant with all requirements. With JumpCloud, I can confidently say that it is not just an excuse but an actual solution that is efficiently managed and provides accurate answers to any inquiries.."

Verified user   Read full review ↗

Security Architect, CISO at a computer software company with 51-200 employees

ROI

Real user quotes about their ROI:

"I think that there is ROI with JumpCloud. It eases a lot of burden. It facilitates the central management of user identity. Though there are some improvements to be made, I really do like the system access that they provide.."

Verified user
IT Engineer at a government with 201-500 employees

Read full review ↗

Use Case

"I use JumpCloud across a whole bunch of different clients to manage their devices, to manage their users, and to manage their third-party applications through single sign-on.

It's a SaaS product.."

Richard Hickson   Read full review ↗
Founder & Managing Director at HelpFully IT

"I am making the most of JumpCloud's services and features, as we have opted for one of their highest subscription plans which includes all of the available services. This platform is quite extensive and offers a range of plans to choose from. By utilizing JumpCloud, I am able to manage all of my users through a central account, giving me a single place to view and access all related systems, applications, and services that my users need. This is done by simply logging into my JumpCloud account, which grants me almost unlimited access to all of my desired applications and services.."

Verified user   Read full review ↗
Security Architect, CISO at a computer software company with 51-200 employees

"My customer base is primarily small businesses. I define "small business" as companies with fewer than 100 employees. However, that does not mean that JumpCloud is only applicable to that specific use case. It's just how we have been using it. It is a cloud-based directory that essentially allows you to replace completely on-premise Active Directory or other LDAP directories. All our customer identities originate from JumpCloud.."

Brian Reichow
President/Owner at Escape

Read full review ↗

"The product was our main source of authentication and authorization.

We had various use cases. We used it as the LDAP source. We also used it as a single sign-on like SAML. We used it to enforce policies on various systems or even on employees' workstations, servers, and SSH control. We used it to execute on-demand jobs since it's supportive in scheduled jobs or on-demand scripts, and you can execute, for example, hundreds of servers at once.

We were quite happy with it in terms of functionality and reliability.."

Ryan Vassallo
Head of Systems and infrastructure at a hospitality company with 51-200 employees

Read full review ↗

"I primarily use JumpCloud for managing multiple cloud platforms with a single set of credentials. It is utilized by my clients who work on platforms like AWS, Azure, and GCP, and who need seamless access across these.

It helps avoid the need to manage multiple credentials by using unified credentials for various cloud accounts.."

MuhammadAzhar Khan   Read full review ↗
Senior DevOps Engineer at Alibaba Group

"We have a few use cases for JumpCloud. One is SSL for some legacy applications, LDAP, user provisioning, MFA access into the AWS environments, and some third-party apps for monitoring. There are also things like Datadog and New Relic that can be added as use cases.

Another use case is for system access for our EC2 instances, you can SSH in those instances. It will install a Linux user ID and provide the public key that is assigned to that specific user.

I have also used it for some automated scripting, although there are a lot of tools in that space. JumpCloud has a lot of features. I use this tool to consider how this system is managed; if it uses our standard, and if it is a legacy system. I have used the JumpCloud agent to run scripts arbitrarily on systems to see if I will get back information.

Additional use cases include using it for audits, SOC 2 Type 2, and status scope for FedRAMP. I have used their API extensively to make web requests, get back JSON data, and turn that into Excel spreadsheets, etc. to show the auditors.

I have also used JumpCloud for event logs and for other similar activities to track our usage within the environment.."

Verified user
IT Engineer at a government with 201-500 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.

"The initial setup of JumpCloud is very easy. I need to download SAML configuration and integrate it with the JumpCloud platform. It's a simple process, especially with AWS providing guidance through documentation and videos.."

MuhammadAzhar Khan

Senior DevOps Engineer at Alibaba Group

Read full review ↗

"The product's setup is easy. The device enrollment can be completed in five to ten minutes. However, deployment involved configuring profiles by following documentation, which can take up to a day. ."

Amin Massad

Senior IT System Administrator at a financial services firm with 51-200 employees

Read full review ↗

"The initial setup is straightforward. Many helpful tools are available on the web, and there is a lot of helpful documentation. We will need knowledge of Windows and Linux. The product can be deployed in half a year. Our plan is to deploy it completely by the end of the year.."

Edwin Hop   Read full review ↗
Account Manager at Asely

"JumpCloud has an incredible ability to allow users to start using the service in little to no time. It's a huge selling point. You can have JumpCloud up and running in under half an hour. It will adopt existing machines and identities. You can pull them in from Office 365 or from other LDAP sources.

My first rollout of this solution was in the spring of 2020 and as anxious as I was going through the process in a production environment, it was simple. I did not have a single problem.."

Brian Reichow   Read full review ↗
President/Owner at Escape

" I rate the initial setup a nine on a scale of one to ten, where one is difficult and ten is easy.

The initial setup was straightforward.

JumpCloud is a SaaS solution, so it is deployed on a public cloud by AWS.

Considering from an end-to-end perspective, the deployment project takes around a month.."

Jean-François FLAVIEN   Read full review [↗]
Chief Technologist at Computacenter

"It depends on what you're using at the moment. From my point of view, when I deployed JumpCloud for one of my clients, it was a case of getting the users into the JumpCloud platform and then enrolling their machines and tying the two together. So, it was relatively straightforward, but I understand that some deployments can be more complicated, such as if you're using Azure AD, etc. They're not impossible, but they just need a bit more planning than if you're using standalone machines.

The number of people required for deployment depends on how many end users you're deploying it to. I've deployed it for a bunch of different companies. Some of the companies had 70 people, and I did it on my own.

It generally takes half an hour per machine. The duration depends on how many machines you've got, what state the machines are in, and whether the machines need updating or anything like that.

It's a SaaS product. It doesn't require any specific maintenance. The agent updates itself on all the machines, and it just keeps everything up to date on its own.."

Richard Hickson
Founder & Managing Director at HelpFully IT

Read full review ⤤

Customer Service and Support

"We had contacted JumpCloud's technical support once because of a security issue and on another occasion because of a bug in the system. JumpCloud's technical support was very responsive.."

Verified user   Read full review ↗
Managing Partner with 11-50 employees

"It has always been brilliant. Whenever I've had to contact JumpCloud for any reason, they've come back to me straight away. In six years, I've had to contact them three or four times, and each time, the issue was resolved relatively quickly and easily. There has not been too much difficulty with it.."

Richard Hickson   Read full review ↗
Founder & Managing Director at HelpFully IT

"I have contacted the technical and integration teams from JumpCloud, andboth teams are top-notch. Any time that I have needed to have a general operation question answered or because something didn't seem to be working right, their technical support team has been great. Most of the time it is just a matter of confusion on my part rather than actually something not working. The integration team is the group you engage with a particular service or cloud application doesn't already have an integration written for it.."

Brian Reichow
President/Owner at Escape

Read full review [↗]

"Support was okay.

To set up the first time the LDAP and the SAML on certain applications, we asked their assistance. Sometimes, for example, if you have a Java application, you need to make sure that the Java Store certificates are updated as well with JumpCloud. Otherwise, they were quite responsive when we opened tickets with them. And even they jumped on calls with us and made support calls with us to assist us. They are very good.."

Ryan Vassallo
Head of Systems and infrastructure at a hospitality company with 51-200 employees

Read full review [↗]

"I have worked with the support team and they are usually pretty easy to work with. I spoke to the CEO of the company, but I do not have a direct line to him. The CEO was the founder of another company that I worked for at some point in time, so I got to meet him in person. We started collaborating and they did add a lot of features. Features like the device management and directory insights were pretty cool to see. They do take feedback pretty well.

I always approach the support when I have an issue. The issue that I have faced with the support is when we start to dig into a technical issue. The support team is willing to get feedback from their product teams. I have also spoken to their product managers to hopefully get some of the features that are on the roadmap.."

Verified user   Read full review ↗
IT Engineer at a government with 201-500 employees

"When I reached out to JumpCloud's support with a question, I received a prompt response from their team. Although it turned out to be a user error on my part, they were still able to provide clear explanations and instructions on how to resolve the issue. I appreciate the quick response and helpful guidance I received from their support team.

I was fortunate enough to have access to local support representatives, who were available to me on a personal level through various modes of communication such as email, phone, and WhatsApp. These representatives were consistently prompt in their responses and provided professional and knowledgeable solutions to all of my inquiries, even going above and beyond to provide additional help and consultation. I am extremely pleased with the level of support I received from them.

I rate the support from JumpCloud a ten out of ten.."

Verified user   Read full review ⬈

Security Architect, CISO at a computer software company with 51-200 employees

Other Advice

"I would rate the product an eight out of ten. You can use the solution if admins are looking for one MDM for all endpoints, be it Linux, Windows, Mac, etc. The tool is nice in terms of pricing as well. ."

Amin Massad
Senior IT System Administrator at a financial services firm with 51-200 employees

Read full review ↗

"I would tell those planning to use the solution that they get in touch with a good partner for implementation.

I rate the overall solution a nine out of ten.."

Jean-François FLAVIEN
Chief Technologist at Computacenter

Read full review ↗

"Don't hesitate. Just do it. It is just fantastic.

I would rate it a nine out of 10. It does everything I need it to. It is a great product. It is not missing too much.."

Richard Hickson
Founder & Managing Director at HelpFully IT

"I am using the latest version of JumpCloud. One or two engineers are needed to do the maintenance for JumpCloud. I would recommend JumpCloud to other users.

Overall, I rate JumpCloud an eight out of ten.."

Verified user
Managing Partner with 11-50 employees

"My advice to others is not to be afraid and try the solution out. It is worth it.

I rate JumpCloud a nine out of ten.

There's always room for improvement, regardless of how good the solution is.."

Brian Reichow
President/Owner at Escape

"For users with fewer than three accounts, you may use AWS's switch role feature instead of JumpCloud or [SSO](#). However, for multiple cloud platforms or users, JumpCloud or [SSO](#) is advisable for managing accounts seamlessly.
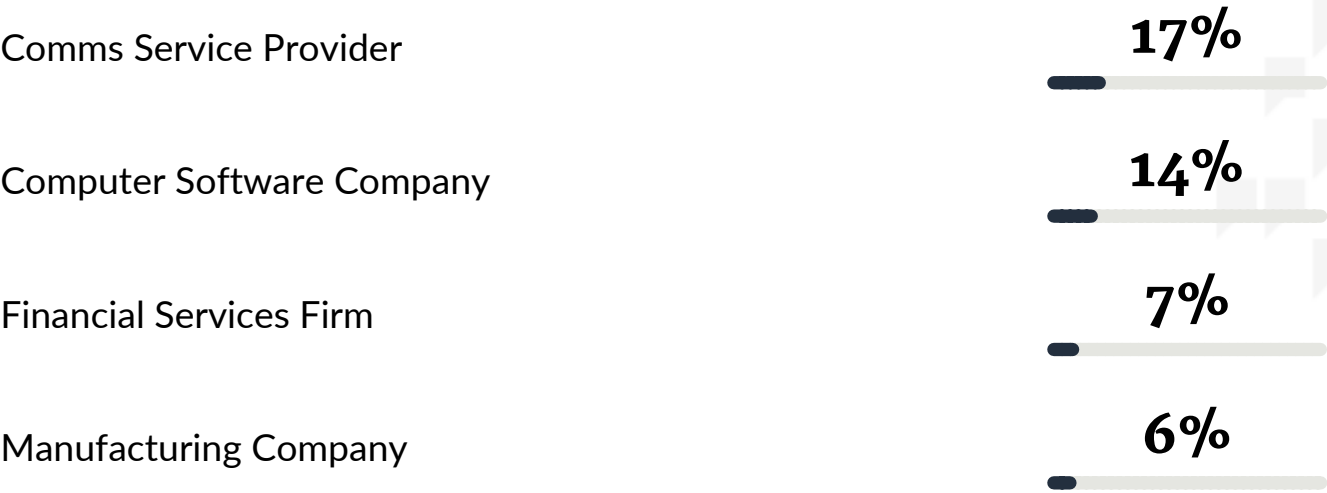
I rate JumpCloud eight out of ten based on the pricing.."

MuhammadAzhar Khan
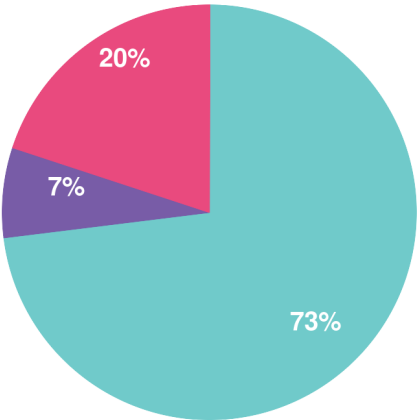Senior DevOps Engineer at Alibaba Group

Read full review ↗
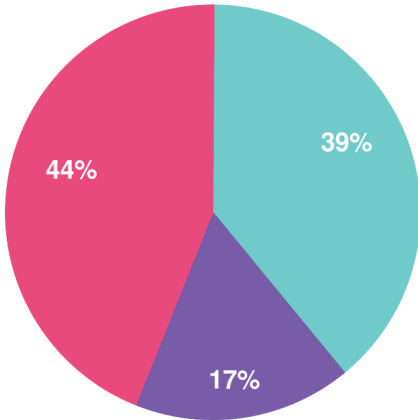
Top Industries
by visitors reading reviews

Comms Service Provider **17%**

Computer Software Company **14%**

Financial Services Firm **7%**

Manufacturing Company **6%**

Company Size
by reviewers

20%
7%
73%

by visitors reading reviews

44%
39%
17%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

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

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

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

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

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

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

Get your personalized report here

About PeerSpot

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

PeerSpot helps tech professionals by providing:

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

Use PeerSpot to:

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

Join PeerSpot to connect with peers to help you:

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

Visit PeerSpot: www.peerspot.com

PeerSpot

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

reports@peerspot.com

+1 646.328.1944