aws marketplace

SailPoint Identity Security Cloud

Reviews, tips, and advice from real users
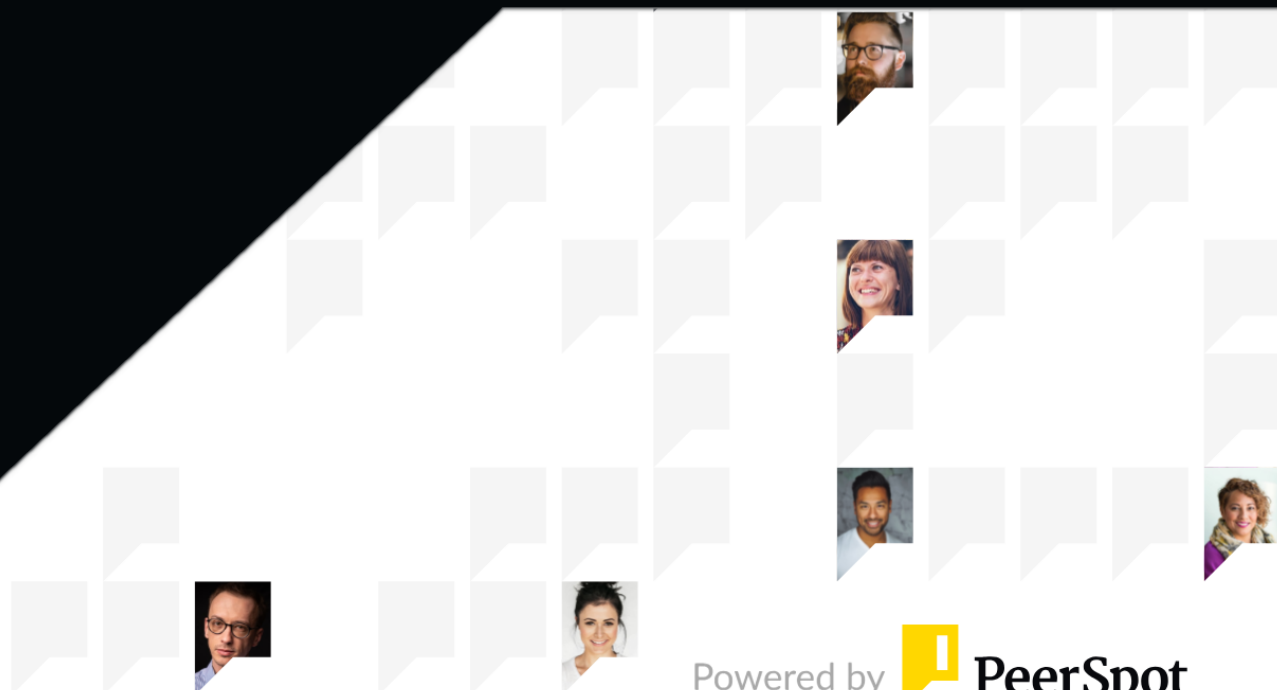
Contents

Product Recap

SailPoint Identity Security Cloud

SailPoint Identity Security Cloud Recap

SailPoint Identity Security Cloud is known for its user-friendly interface, high-level automation, and a wide range of pre-built connectors, making it flexible for workflow customization and robust identity lifecycle management with AI integration.

SailPoint Identity Security Cloud provides strong security features such as provisioning and certification, enhanced by AI and machine learning. It effectively manages user access, roles, and governance across environments. The platform offers scalability, comprehensive documentation, and seamless integration with third-party solutions. Despite its high cost and complex configuration, it is designed to meet enterprise needs in application provisioning, access management, and lifecycle management. Cloud and on-premises deployments are supported.

What are the key features of SailPoint Identity Security Cloud?

- User-Friendly Interface: Intuitive and simple to navigate for effective management.
- Robust Automation: Automates identity lifecycle processes efficiently.
- Out-of-the-Box Connectors: Extensive connectors available for rapid integration.
- AI and Machine Learning: Integrates AI for smarter provisioning and certification.
- Flexible Customization: Tailors workflows and identity management as needed.

What benefits can users expect when evaluating SailPoint Identity Security Cloud?

- Scalability: Easily scales with the growing needs of enterprises.
- Comprehensive Governance: Ensures thorough compliance and governance measures.
- Seamless Integration: Supports easy integration with third-party applications.
- High-Level Security: Protects data with robust security features.
- Regulatory Compliance: Facilitates adherence to regulatory requirements.

SailPoint Identity Security Cloud is employed across industries for application provisioning and identity access management, supporting onboarding, offboarding, and role management. It addresses the needs of cloud and on-premises environments, providing centralized control and compliance assistance for account administration in enterprises.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "I am satisfied with the overall performance and stability."

Narayanan D
Principle at a manufacturing company with 10,001+ employees

✔ "The solution can be customized to adapt the workflow to our industry, offering considerable flexibility."

Mitch MO
Identity Life Cycle Lead IAM Identity Access Management Specialist at Desjardins

✔ "SailPoint has an edge in terms of security since administrators have limited access, unlike ServiceNow where you can change everything. This adds a significant security advantage."

Kaustubh Partha
Technical Support Analyst at CLSA

✔ "The most valuable features include its ability to integrate with AI and machine learning, the automation of reports, and the built-in connectors that enable easy connection with both legacy and cloud-based applications."

Praveen Jalumuru

Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

✔ "The product feature is quite nice and simple, especially in terms of the UI and implementation."

DharmendraKumar1

Senior Manager Cybersecurity at LTI - Larsen & Toubro Infotech

✔ "It reduces the operational overhead of audits."

Verified user

Vice President Sales at a tech vendor with 1-10 employees

✔ "The governance features, such as certification and provisioning, are the most beneficial for enhancing security."

Verified user

Senior Manager at a consultancy with 10,001+ employees

What users had to say about valuable features:

"The most valuable feature is the automation. The automation of provisioning and deprovisioning, managing contractors, temporary users, and the overall automation factor is fantastic. It brings efficiency in onboarding identities, restoring and extending accesses, and terminating accesses.."

Verified user   Read full review ↗
Vice President Sales at a tech vendor with 1-10 employees

"We find flexibility to be one of the most valuable features. The solution can be customized to adapt the workflow to our industry, offering considerable flexibility.

Additionally, it is considered a good solution for large companies due to its scalability and ability to cater to the needs of many customers. It has also enhanced security and provided significant flexibility for our specifications module.."

Mitch MO   Read full review ↗
Identity Life Cycle Lead IAM Identity Access Management Specialist at
Desjardins

"There are two things I find valuable. The product feature is quite nice and simple, especially in terms of the UI and implementation. Additionally, the customer support is very good. Whenever a consultation or solution guidance was needed, the team was available to answer questions and concerns. Furthermore, from a project management point of view, the tool supports audit success with features to segregate permanent and contractor employees, integrate with HR systems, and indicate other sources for contractors. These features are really beneficial.."

DharmendraKumar1   Read full review ↗
Senior Manager Cybersecurity at LTI - Larsen & Toubro Infotech

"One of the most valuable aspects of SailPoint is its open integration interface. In my experience, it seamlessly connected with four different digital identity management solutions, offering both API and low-level code integration options. This flexibility, coupled with extensive documentation and strong support, ensured smooth integration without encountering issues like lost events or operational challenges.

Additionally, its reporting capabilities are exceptional, providing detailed and granular insights without any issues. Reporting features are highly effective for managing user certifications and role management.."

RaziFarooqui   Read full review ↗
Hse Manager at a retailer with 10,001+ employees

Managing user access has been a specific action with the operations team, and they would be able to provide updates. I'm part of the cyber assurance team, so these operational aspects or tool usage-related questions need to be checked with the operations team members.

We have role management and groups management taken care of, and there are no challenges highlighted in that area.

"We have managed our identity governance with SailPoint Identity Security Cloud while dealing with some legacy systems and moving to the latest versions on-prem or cloud related stuff, managing both the physical machines configured in our environment and the on-prem or cloud related machines effectively without seeing any difference in solution speed or service. ."

Narayanan D   Read full review ⬈
Principle at a manufacturing company with 10,001+ employees

"The benefit of using SailPoint IdentityIQ is that it significantly reduces the workload for certification processes. Before implementing IdentityIQ, the corporation relied heavily on manual methods to gather accounts and permissions for review. Each host machine had to be checked manually to ensure account collection accuracy, followed by manually identifying accounts for certification. This entire process was labor-intensive, with human involvement at every step.

It took about a month to gather notification data and initiate the certification process. Tracking the status of certifications was challenging since it was managed through Excel, making it difficult to determine completion percentages. Once all certifications were completed, SailPoint shifted through Excel sheets to finalize reports.

With IdentityIQ, the process is streamlined, reducing the time required for certification, and it also has an automated aggregation of accounts, assets, and groups. There's no opportunity for human error or intentional concealment of accounts, enhancing security.."

Edwin Yang
Technical Account Manager at Infoarchi

Read full review ↗

Other Solutions Considered

In general, I have handled Okta and OpenText and noted that those companies have a longer history in the market, which gives them an advantage over SailPoint Identity Security Cloud and Saviynt in aspects like account provisioning and life cycle management.

Narayanan D   Read full review ↗
Principle at a manufacturing company with 10,001+ employees

"We previously worked with IBM IM products like ISIM and Oracle IM, and we switched to SailPoint IdentityIQ because it is an enhancing product. SailPoint IdentityIQ is the best in feature enhancement.."

SushantAggarwal   Read full review ↗
Architect(IAM) at a tech services company with 201-500 employees

"We had some smaller implementations with different products, but not similar ones.

We presented our project to a vendor and then did a proof of concept with several products before selecting SailPoint IdentityIQ.."

Tomi Pitkanen   Read full review ↗
Head of ICT Security at Neste

"I've tried Saviynt but compared to SailPoint IdentityIQ, Saviynt isn't stable. It also has fewer features compared to what you get from SailPoint IdentityIQ. For me, SailPoint IdentityIQ is better because of its stability, and it offers many features. However, cost-wise, Saviynt is cheaper.."

Verified user
Assistant Manager at a financial services firm with 10,001+ employees

Read full review ↗

"Saviynt is a main competitor. However, SailPoint is better since it comes with a legacy and is available in both cloud and on-premises models, unlike Saviynt, which is cloud-only.."

Verified user
Vice President Sales at a tech vendor with 1-10 employees

Read full review ↗

"Broadcom was previously utilized for similar purposes, but it lacked certain capabilities, particularly in terms of traceability and governance functionalities like attestation, recertification, and periodic certifications. Additionally, Broadcom faced support issues and relied on outdated technologies which presented challenges. SailPoint, on the other hand, was sought as a more contemporary and comprehensive solution to address these limitations, offering numerous advantages over Broadcom.."

RaziFarooqui
Hse Manager at a retailer with 10,001+ employees

Read full review ↗

ROI

Real user quotes about their ROI:

"There is an ROI. I have worked in this domain for 12 years on different continents and have not heard of people replacing SailPoint IdentityIQ on-premise with other solutions.."

SushantAggarwal
Architect(IAM) at a tech services company with 201-500 employees

Read full review ↗

"We haven`t calculate the ROI. Mainly, cost savings are associated to:

- Identifying unused or unauthorized accounts and reports them back to the appropriate business sponsor for removal and potential cost savings
- Reduce the cost of compliance by automating access review processes

Verified user
Senior IT Consultant at a consultancy with 10,001+ employees

Read full review ↗

"We achieve two returns in the investment in a SailPoint implementation. We were able to streamline access control related business processes and reduce identity management and access control risks, including potential audit/regulatory findings. ."

Verified user
Tech Consulting Sr Associate at a consultancy with 10,001+ employees

Read full review ↗

"The client has had a positive reduction in the time taken to get a user on boarded and productive. There has also been a significant improvement in their access and Identity Management controls, reducing risk and closing audit items.."

Matt Thomson
Principal Consultant at CyberCX

Read full review ↗

"Through our implementations we've seen the existing manual access review processes shrink from a team of people used to gather, send and review certification results down to one or two administrators. Gathering of account data, sending of access review notifications, escalation of incomplete access reviews and detection of remediation is all automated. Administrators can focus on reviewing the results not doing the heavy lifting, results can be easily summarised for the people that need it.

IdentityIQ is still a relatively new comer to identity management, but its implementation is modern and it has built on the lessons learnt from the older, harder to use and often cryptically complex provisioning systems. Workflows and connections to applications do not need to be complex and take far less time to implement than heavy provisioning systems.

IdentityIQ is quicker to implement than its pure provisioning counterparts, implementing IdentityIQ for compliance and governance means you can later reuse the existing on-boarded application connections to implement provisioning.."

Verified user   Read full review ↗
Principal Technologist

"In terms of our phase one, to get people onboarded right away, within a day, that has saved us a lot of money. Also, the product discovered a lot of clean-up that we needed to do in the kind of systems that we integrate. Previously, we didn't know. So that helped us a lot in cleaning up some of our data.

There are so many other features and other things that we can do probably, that we haven't gotten to that we know is going to save a lot in terms of the password reset support. Right now, our outsource company handles that. Once we start implementing that in a few more weeks, people will have self-service password resets. They don't need to call the help desk to get it unlocked. It costs us money, using the help desk. They will be able to do it themselves and it will save us money.

Group management and access to the application will help us too. Right now, that's all done through ticket requests and manual access implementation. In our next phase, that's all going to be automated where do you go to a form and select that and you get access, get approved and get access. It will save us a lot of time from the support respect.."

JohnOdisho   Read full review ↗
IT Engineer at a energy/utilities company with 1,001-5,000 employees

Use Case

"I raise requests on SailPoint, for example, if there is any server-related access needed. I use it more as an end-user, like raising simple tickets for identity access management.."

Kaustubh Partha
Technical Support Analyst at CLSA

Read full review ↗

"I have experience with AirPods IAQ, primarily for identity and access management. I work on engineering the entire workflow of IAQ, including lifecycle certifications and application integrations as they relate to access management.."

Mitch MO
Identity Life Cycle Lead IAM Identity Access Management Specialist at Desjardins

Read full review ↗

We are already using SailPoint Identity Security Cloud in that space for the ID perspective and I think I did this inquiry quite some time back.

We are using SailPoint Identity Security Cloud to manage the identity life cycle, which includes managing recertification, confirming the status of account access, and determining when account access has to be revoked. ."

Narayanan D
Principle at a manufacturing company with 10,001+ employees

Read full review ↗

"We are proposing automated automation solutions like automatic JML processes, automation of different use cases, segregation of duties, and automation of entitlements. We are using the solution to reduce ticket count and are proposing a migration from SailPoint IQ to SailPoint Identity Security Cloud.."

Praveen Jalumuru
Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

Read full review ↗

"We are system integrators, so we implement and provide consulting around SailPoint. The product is used for identity governance, answering questions like who has access, what they have access to, and whether they should have access, especially for recertification.

We create processes for role-based access control, attribute-based access control, and policy-based access control. We also handle joiners, movers, and leavers in the organization.."

Verified user   Read full review ↗
Vice President Sales at a tech vendor with 1-10 employees

"The use case involved architecting solutions for LogLabs and a major Canadian bank , focusing on two main user groups: Identity and Access Management users utilizing various heterogeneous IEM platforms like Broadcom, and Active Directory users. The challenge revolved around implementing attestation and governance certification processes, requiring integration for both groups. Specifically, integrating with third-party systems for users on non-AD platforms and with AD for those utilizing it.

The primary objective was to leverage IdentityIQ for identity governance and compliance within the organization. With over two hundred thousand IdentityIQ instances in use and a continual influx, the focus was on streamlining identity governance processes, particularly for onboarding, offboarding, and conducting periodic attestations.."

RaziFarooqui   Read full review ↗
Hse Manager at a retailer with 10,001+ employees

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 application installation for SailPoint is straightforward. Challenges may arise at the infrastructure level, such as deciding on the server, database, and technology.."

Kaustubh Partha
Technical Support Analyst at CLSA

Read full review ↗

"The setup for SailPoint Identity Security Cloud is straightforward since it is a cloud-based solution. SailPoint provides administrative credentials and takes care of the environment, making it a seamless process.."

Praveen Jalumuru
Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

Read full review ↗

"The product's initial setup phase is not so difficult, so it is easy. There are no installation-related issues with the product.

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

Verified user
System Engineer at a consultancy with 10,001+ employees

Read full review ↗

"The solution's initial setup is a little complicated, but that's often because a project is complicated. The setup could be easier, but it needs to be flexible to meet a project's demands.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup a six out of ten.."

Chris_Martin
Head of Advisory at Dotnext Europe

Read full review ↗

"On a scale of one to ten, I would rate the initial setup of SailPoint as a two. It's rarely an easy process, and the ease of setup depends on the resources allocated. However, compared to my experiences with other enterprise systems, SailPoint's setup was relatively better. Its out-of-the-box integration with Broadcom and Active Directory was particularly advantageous, addressing around thirty-five to forty percent of our challenges without requiring additional customization.."

RaziFarooqui   Read full review ↗
Hse Manager at a retailer with 10,001+ employees

"The initial setup is not straightforward and takes around a month to complete. Two persons are required to deploy the solution. An experienced person is needed to use IdentityIQ.

The implementation involves installing the application and the database on different machines. Then, we will proceed with the integration based on the data we receive from SailPoint. After that, we will discuss with the customer the connections they need to close accounts and the rules for creating accounts.

Once this process is complete, we will check for related accounts and generate a report accordingly. This report will be sent to the responsible owner, who will be identified through SailPoint. We will assist the customer in assigning those accounts to the correct owner. Following that, we'll assist in setting up the business decision template and help the customer launch their subscription, guiding them through each step and aiding the manager in signing off on certifications.."

Edwin Yang   Read full review ↗
Technical Account Manager at Infoarchi

Customer Service and Support

"SailPoint's technical support is better than ServiceNow's. SailPoint's team consists of specialists who handle tickets without needing to depend on other teams. This provides an edge in customer support.."

Kaustubh Partha   Read full review ↗
Technical Support Analyst at CLSA

"The customer service is excellent, with quick response times and comprehensive support from the SailPoint team. Support for SailPoint Identity Security Cloud is more efficient compared to SailPoint IQ.."

Praveen Jalumuru   Read full review ↗
Technical Project Manager & Senior Security Architect at Tech Mahindra
Limited

" The support team is quite responsive and understanding. Initially, they provide prompt responses, but their answers can be quite general. They could offer more precise guidance on addressing specific issues.."

Edwin Yang   Read full review ↗
Technical Account Manager at Infoarchi

"Initially, there were numerous interactions with tech support, but after resolving some initial issues, the process became much smoother. While we faced challenges with offshore support resources, the onshore and nearshore teams provided excellent assistance. I would rate it five out of ten.."

RaziFarooqui   Read full review ↗
Hse Manager at a retailer with 10,001+ employees

"The technical support in the Middle East is being done through partners. SailPoint IdentityIQ has no physical presence in the Middle East except through its partners and distributors. However, SailPoint IdentityIQ's remote support is always available. SailPoint IdentityIQ's technical support is good because they are always available when the partners or the implementation team face any issues.."

Verified user   Read full review ↗
Sailpoint implementation Engineer at Starlink Ukraine

"We are only the second customer in Europe who is using the consulting services. The majority of the service is with customers on the US side, and we have been fighting on this topic for at least 18 months, which has been quite a downside. But otherwise, technically, the platform is really good. We have had a lot of service breaks because of the lack of support.."

Tomi Pitkanen
Head of ICT Security at Neste

Read full review ↗

Other Advice

"As an architect, I feel quite comfortable with this product from end to end. Given my positive experiences and advocacy for SailPoint, I would rate it eight out of ten.."

RaziFarooqui
Hse Manager at a retailer with 10,001+ employees

Read full review ↗

"I am happy with the solution's implementation as a partner, and the client was happy as a customer. Requirement-wise, it was fulfilling all of them, although there were some concerns on a few use cases. I would rate it nine out of ten.."

DharmendraKumar1
Senior Manager Cybersecurity at LTI - Larsen & Toubro Infotech

Read full review ↗

"The solution receives a nine out of ten for being a strong, scalable, and flexible product. It reduces efforts and interventions, offering significant advantages over other identity and access management solutions.."

Praveen Jalumuru
Technical Project Manager & Senior Security Architect at Tech Mahindra Limited

Read full review ↗

"Depending on the use case, I recommend asking why SailPoint is needed, as it involves a significant commitment. It is not just a project but a long-term commitment or a marriage with the solution. I'd rate the solution ten out of ten.."

Verified user   Read full review ↗

Vice President Sales at a tech vendor with 1-10 employees

"I would rate SailPoint Identity Security Cloud an eight out of ten.

My advice would be to make the workflow as easy as possible so that users can achieve their goals with minimal clicks.."

Kaustubh Partha   Read full review ↗

Technical Support Analyst at CLSA

There are many points which we have highlighted for SailPoint Identity Security Cloud or the identity aspect, but we will not have enough time to disclose all those details here on this call.

The price is on a competitive edge, but as the number of suites and licenses increases, it adds more value. If we need to adhere to compliance like HIPAA, SOX, or GDPR, it remains competitive.

"I have been a customer and have handled some of the biggest contracts that Saviynt and SailPoint Identity Security Cloud have managed.

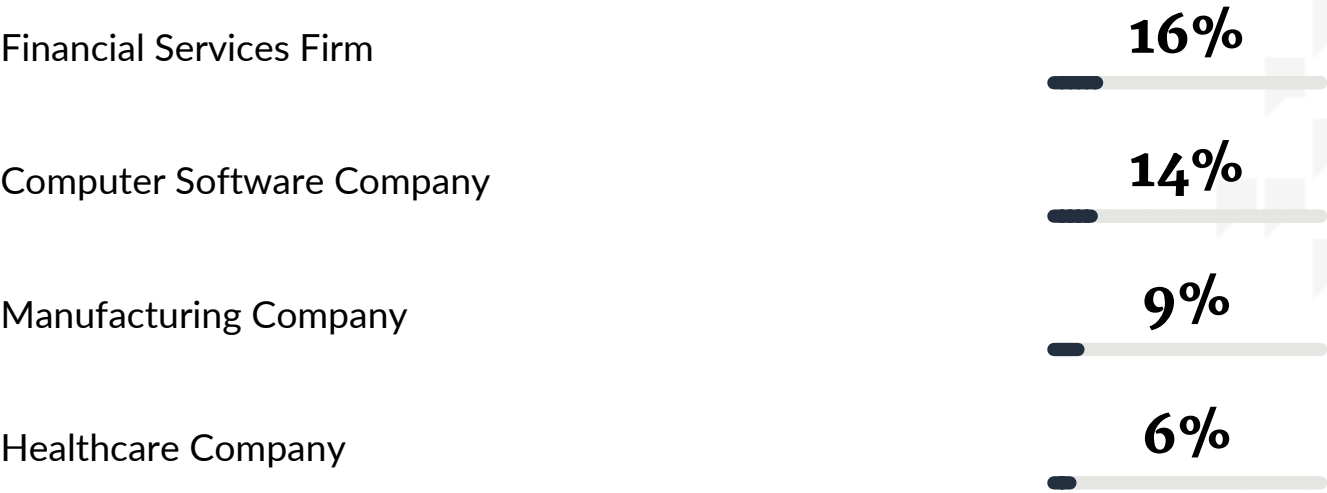"On a scale of 1-10, I rate SailPoint Identity Security Cloud a seven out of ten. ."

Narayanan D
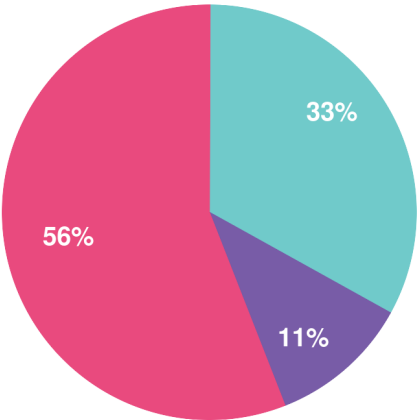Principle at a manufacturing company with 10,001+ employees

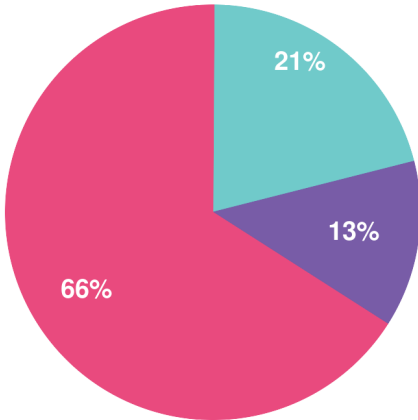Read full review ↗

Top Industries
by visitors reading reviews

Financial Services Firm
16%

Computer Software Company
14%

Manufacturing Company
9%

Healthcare Company
6%

Company Size
by reviewers

by visitors reading reviews

33%

56%

11%

21%

13%

66%

● 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