

aws marketplace

CyberArk Secure Cloud Access

Reviews, tips, and advice from real users



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Contents

Product Recap..... 3 - 5

Valuable Features..... 6 - 12

Other Solutions Considered..... 13 - 14

ROI..... 15

Use Case..... 16 - 19

Setup..... 20 - 21

Customer Service and Support..... 22 - 23

Other Advice..... 24 - 27

About PeerSpot..... 28 - 29

Product Recap



CyberArk Secure Cloud Access

CyberArk Secure Cloud Access Recap

CyberArk Secure Cloud Access improves security with its dynamic role-based access and efficient management of private keys, minimizing security risks and enhancing user experience in demanding cloud environments.

CyberArk Secure Cloud Access is designed for lightweight deployment, offering high availability and robust security features. Its seamless integration with SIEM enhances user experience, while private key management reduces manual entry dependency. Comprehensive audit trails and visibility facilitate monitoring and risk reduction in CI/CD environments. Despite its robust capabilities, on-premises deployments can be complex, requiring improvements in customization and real-time monitoring features. Expanding availability across various clouds, especially in compliance-focused regions like India, is necessary to address AI challenges and hybrid multicloud needs.

What are the Key Features of CyberArk Secure Cloud Access?

- **Dynamic Role-Based Access:** Provides scalable and adaptable access controls tailored to specific user roles.
- **High Availability:** Ensures continuous access and protection in cloud environments.
- **Robust Security Features:** Offers advanced security mechanisms, including private key management.
- **Seamless SIEM Integration:** Enhances security monitoring and management efficiencies.
- **Comprehensive Audit Trails:** Facilitates in-depth access monitoring and auditing for compliance.

What Benefits and ROI Can Users Expect?

- **Reduced Cybersecurity Risk:** Lowers cybersecurity risk score ratings through effective access management.
- **Improved Operational Effectiveness:** Streamlines operations with less complexity for administrators.
- **Enhanced Cloud Security:** Strengthens security within dynamic environments, particularly beneficial for CI/CD processes.
- **Efficient Access Management:** Simplifies identity management across platforms like AWS, Azure, and Google.
- **Zero-Trust Access:** Promotes an enhanced security posture with secure, controlled access.

CyberArk Secure Cloud Access is widely implemented in industries requiring robust privileged access management, governance, and auditing. It provides valuable insights into access details and actions, aiding organizations in managing access within secure environments. With extensive use in identity management across major cloud platforms, it supports tracking

changes and permissions, crucial for cybersecurity operations in complex network and cloud infrastructures.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “My advice to others looking into using CyberArk Secure Cloud Access is that it is a must-go product if they want to have a secure platform and secure product, and integrate it with the different products that the organization is using or virtual machines.”



Manojkumar Reddy

Associate Technology Consultant at a tech vendor with 10,001+ employees

- ✓ “We were partners and a Tier 1 partner with CyberArk Secure Cloud Access, so the support was very high.”



Isaac-Hammond

Head Of IT at NetPulse Limited

- ✓ “The use of dynamic role-based access controls enhances our organization's cloud security as it is part of the controls that we require to meet our TFL obligations.”



Mohammed_Talukdar

Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

- ✓ “CyberArk Secure Cloud Access is a good product that is well positioned in the market as an enhancement that provides new possibilities beyond the classical PAM solution, for which CyberArk is most recognizable with its classical on-premises PAM.”



Radosław Szyszko

Security Consultant at Clico

- ✓ “Their presence in the European market and the cloud-based SaaS consumption model is the most exciting aspect for customers.”



Verified user

Practice Head at a consultancy with 11-50 employees

- ✓ “CyberArk Secure Cloud Access offers unmatched security features, essential for critical sectors like finance and banking.”



AtulGujar

Works at Airtel Africa PLC

What users had to say about valuable features:

CyberArk Secure Cloud Access offers high availability, ensuring no downtime as it is cloud-based. The solution provides robust security features essential for financial and banking sectors to avoid network and connectivity issues or security breaches. CyberArk's integration capability is highly valuable, as it allows seamless management of privileged accounts across various databases, network devices, and operating systems, unlike other products that require additional API development.

AtulGujar

Works at Airtel Africa PLC

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“Their presence in the European market and the cloud-based SaaS consumption model is the most exciting aspect for customers.

Their claims are quite promising, and their risk score rating for different cyber threats is particularly exciting so that customers can gauge the impact of cyber threats and prioritize their remediation efforts.

For integration with SIEM, they have a good telemetry ecosystem that can be forwarded using syslog and API-based integration. This unified telemetry ecosystem allows SIEM to ingest logs and events seamlessly..”

Verified user

Practice Head at a consultancy with 11-50 employees

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“Dynamic role-based access enhancement increases security based on user IDs and identification. You map users to applications by taking the application ID and user ID. Dynamic role-based access helps you identify which user is accessing what, with what device, at what time, and the level of access the person has for doing what they are doing.

Audit trails are the main functionality of CyberArk Secure Cloud Access. By monitoring the privileged activities that are occurring, CyberArk Secure Cloud Access gives you visibility and insight while mapping every log and providing meaning to the logs of whatever is happening. There is even live recording of whatever you are doing. When you log into a system, CyberArk Secure Cloud Access monitors the activities you are performing. If you log into a Windows operating system and access applications, it continuously records until you log out of the system and saves that recording..”

Isaac-Hammond

Head Of IT at NetPulse Limited

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“Deploying CyberArk Secure Cloud Access is much better than the older CyberArk products. CyberArk has improved the user experience and admin experience significantly over the years. From my expertise, the lightweight nature of CyberArk Secure Cloud Access is the most important feature, as it does not consume as many resources as previous solutions and does not require extensive resources to deploy.

“CyberArk Secure Cloud Access allows me to cover a number of scenarios in a very convenient way that was not convenient in traditional PAM vaulting. The use of dynamic role-based access controls enhances my customers' cloud security. This new approach is particularly effective for dynamic environments where traditional PAM requires significant effort to detect accounts, onboard accounts, and provide access rights. A dynamic version allows this process to happen in a smoother way with fewer administrative requirements. This approach is especially valuable for modern environments, particularly CI/CD environments..”

Radosław Szyszko

Security Consultant at Clico

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“The best feature of CyberArk Secure Cloud Access is that private keys can be configured once and users can log in using CyberArk credentials. Instead of providing the private key every time into the system, it is not needed. With CyberArk, we do not require it and can directly use CyberArk credentials to access the virtual machines or run the pipelines.

Using CyberArk credentials instead of private keys has made things easier for our team because previously every user had to remember the private key and store it somewhere else and insert it whenever they attempted to log into the server. This was cumbersome. Instead, organizations use CyberArk to configure the private keys, which helps because it is no longer required for users to store it on their system or somewhere else to maintain security. This additionally prevents users without access to the server from logging in.

This feature of CyberArk Secure Cloud Access also reduces time and dependency on other people. Once a user is given access, they can be tracked anytime and anywhere. Access is revocable whenever people leave the organization.

CyberArk Secure Cloud Access has positively impacted our organization because we have observed many changes. One significant impact is that since implementing it, the dependency on people has drastically been reduced. Additionally, we do not need to log in or store the private keys every time as they can be automatically configured..”

Manojkumar Reddy

Associate Technology Consultant at a tech vendor with 10,001+ employees

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“The use of dynamic role-based access controls enhances our organization's cloud security as it is part of the controls that we require to meet our TFL obligations.

“I assess the effectiveness of real-time monitoring in identifying potential threats as extensive, as we have extensive testing procedures, including performance testing, load testing, and monitoring the impact of the platform on any of our Telco operational systems. We have a very extensive testing lab facility with a comprehensive list of tests that we conduct.

“Integration with existing IT ecosystems had some problems, and there is room for improvement. On the IT side, there were some problems, but we have overcome those problems. On the Telco estate, as we move towards our cloud-native platforms on the Telco side, there are still many question marks as to whether CyberArk Secure Cloud Access would be able to deliver the necessary capabilities and performance, but we are evaluating how that develops.

“Comprehensive audit trails have provided valuable insights on the IT estate. We haven't rolled it out into full production on the Telco estate, and that is something we are evaluating right now.

“I use adaptive risk-based policies. They have helped improve security measures quite extensively because it is a very dynamic environment, and we need those adaptive policies in place..”

Mohammed_Talukdar

Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

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Other Solutions Considered

“Before choosing CyberArk Secure Cloud Access, we evaluated other options such as Okta single sign-on, but that does not have much value, so we chose CyberArk..”

Manojkumar Reddy

Associate Technology Consultant at a tech vendor with 10,001+ employees

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“Technically, the solution matches the offerings from different service providers. In that way, I think they are quite competitive. However, this is use case specific for workloads hosted on a public cloud. I think this is a promising platform..”

Verified user

Practice Head at a consultancy with 11-50 employees

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“We had not used a solution previously. Once there was a breach in the organization, that is when the company attempted to implement secure access management.

When we were looking for products that provide secure access management to the organization, we moved directly to CyberArk Secure Cloud Access after the breach because we found that CyberArk is the most valued product.

We were using a single sign-on login, but that does not align with the industry standards now, which led us to choose CyberArk Secure Cloud Access..”

Manojkumar Reddy

Associate Technology Consultant at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“I definitely would like to share the relevant metrics regarding the return on investment. We have seen a lot of time saved instead of saving the private keys over the system, which can be configured to CyberArk. Additionally, we have money saved in the long run on infrastructure costs. Fewer employees are needed for certain tasks, though it does require people to maintain the security policies and all those aspects that need to be upgraded every time..”

Manojkumar Reddy

Associate Technology Consultant at a tech vendor with 10,001+ employees

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Use Case

“I purchased the solution through a third party. We have it deployed on our IT estate and we're still rolling it out across parts of our Telco estate, so it was easy to implement in my system..”

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Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

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I use CyberArk Secure Cloud Access for managing privileged access and maintaining security. My work involves secure tunnels between on-premises and the cloud. I create secure environments using VPN, CPM, and PSM servers both on-premises and in the cloud, and handle installations and configurations across a variety of systems including physical, cluster, and virtual servers.

AtulGujar

Works at Airtel Africa PLC

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“As a distributor, I sell CyberArk Secure Cloud Access to partners and then to customers. I don't have the products deployed in production. I maintain a lab that I use for presentations and demos. I have both on-premises and cloud infrastructure. I am in the channel chain for CyberArk Secure Cloud Access, purchasing it directly from the vendor..”

Radosław Szyszko

Security Consultant at Clico

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“I worked on Fortinet before, and now I am working on an altogether different vendor ecosystem that focuses more on Cybersecurity Operations Center. I currently work with IBM QRadar, CyberArk Secure Cloud Access, and a few other cybersecurity vendors.

I use these tools for my own service operating model. I am currently building a managed security services provider where I use these tools for building my security operations center and helping enterprise customers fight against cyber threats and build resilience.

I use this solution for providing zero-trust network access and application security to cloud-based workloads..”

Verified user

Practice Head at a consultancy with 11-50 employees

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“Privileged access management, governance, and audit are the primary use cases for CyberArk Secure Cloud Access. For audit and governance purposes, you want visibility into who accesses what, at what time, and what they do. When deploying CyberArk Secure Cloud Access, you gain this visibility. If you need to audit something that has already happened, CyberArk Secure Cloud Access can help you understand who performed an action. For example, if a database administrator logged into a device or operating system via SSH, CyberArk Secure Cloud Access monitors the person so you know exactly what they did. If there is downtime caused by human error, perhaps a configurational error by a networking administrator, the PAM solution can help you understand that Isaac performed this action at this specific time and that action caused the downtime.

CyberArk Secure Cloud Access also prevents risks because you must go through the platform to access the environment, which limits your risk surface area and reduces risk overall. There are many reasons that organizations deploy CyberArk Secure Cloud Access. Some deploy it because it is part of their policy or standard, others deploy it for risk reduction, and others deploy it because they want to audit what their people are doing and manage their metrics..”

Isaac-Hammond

Head Of IT at NetPulse Limited

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“CyberArk Secure Cloud Access is our primary solution for access identity management across different cloud platforms including AWS, Azure, and Google.

A specific example of how I use CyberArk Secure Cloud Access for access identity management across cloud platforms is when a developer signs in with their company identity and receives the appropriate permissions across the Azure cloud platform. Previously, the company was unable to track the changes or determine who logged into the virtual machines. CyberArk Secure Cloud Access enables access identity management that allows users to check what changes they have made, who has made changes, who has access, and audit trails can be easily tracked.

We use CyberArk Secure Cloud Access as one identity provider for cloud IAM roles and for different users. For example, a DevOps user builds pipelines that run twenty-four seven. Whenever someone updates the pipeline, runs the pipeline, or makes changes to the pipeline, it becomes easy to track who has made the changes. Another use case is that people outside of the organization cannot access the pipelines or anything deployed in CyberArk..”

Manojkumar Reddy

Associate Technology Consultant at a tech vendor 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 of CyberArk Secure Cloud Access is straightforward, given its proactive communication and support in terms of providing updates and new features regularly through client conferences.

AtulGujar

Works at Airtel Africa PLC

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“Implementation of CyberArk Secure Cloud Access is quite straightforward. The basic installation of CyberArk Secure Cloud Access takes mostly a couple of hours..”

Radosław Szyszko

Security Consultant at Clico

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“The setup is straightforward. Nowadays every SaaS solution is designed and architected with the understanding that deployment is intuitive, and even with moderate skills, an engineer can deploy it seamlessly..”


Verified user

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Practice Head at a consultancy with 11-50 employees

“The experience with pricing, setup cost, and licensing for CyberArk Secure Cloud Access is that the setup cost initially will be higher as it needs to be integrated with different applications that the organization has. The initial setup cost may increase, but in the long run, that will drastically decrease..”

Manojkumar Reddy

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Associate Technology Consultant at a tech vendor with 10,001+ employees

Customer Service and Support

The technical support from CyberArk is generally good. They adhere to SLAs, and most issues are resolved effectively. However, for critical cases, support response needs to be quicker. Sometimes, contacting the right team for severe issues can take longer than preferred.

AtulGujar


Works at Airtel Africa PLC

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“Technical support from CyberArk is quite good sometimes, but it depends on who I meet on the first line. I would rate it between six and seven out of ten. It is quite good, but there are some issues..”

Radostław Szyszko

Security Consultant at Clico

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“I would rate the technical support provided by CyberArk as low, because the solution is actually being delivered by a third party, and all support and services are delivered through the third party, so we are not interacting unless there is a major issue with CyberArk directly..”

Mohammed_Talukdar

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Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

“We were partners and a Tier 1 partner with CyberArk Secure Cloud Access, so the support was very high. I even know the regional engineer for CyberArk Secure Cloud Access for both West Africa and East Africa. The support was really excellent. We could log cases and receive help. We could jump on a session with an engineer to assist us. As long as you have a license from them, the support is available during deployment. The level of support depends on the kind of support you have. Because we were a Tier 1 partner with CyberArk Secure Cloud Access, the support was excellent. They have even come down to Ghana to provide support..”

Isaac-Hammond

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Head Of IT at NetPulse Limited

Other Advice

Overall, I would rate CyberArk Secure Cloud Access around eight or nine. I recommend CyberArk Secure Cloud Access because it offers unmatched security features, essential for critical sectors like finance and banking, despite being more expensive than other solutions. I give it a rating of 8 out of 10.

AtulGujar

Works at Airtel Africa PLC

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“CyberArk Secure Cloud Access has vast out-of-the-box integration interfaces. It integrates into almost everything within the enterprise infrastructure. I would rate this review an 8 overall..”

Isaac-Hammond

Head Of IT at NetPulse Limited

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“[CyberArk Secure Cloud Access](#) is a good and promising solution, but the efficacy of the solution is more or less specific to particular use cases rather than generic use cases. .”

Verified user

Practice Head at a consultancy with 11-50 employees

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“I find the pricing definitely expensive, and it is something that we are debating as to whether we will continue longer term with CyberArk, but at the moment, it is the platform that is there and it is being rolled out to meet our TFL obligations, so it will continue, but there is significant discussion around the cost of the licenses. My review rating for this solution is 7.5..”

Mohammed_Talukdar

Head Of Network Security Strategy And Architecture at a comms service provider with 51-200 employees

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“My advice to others looking into using CyberArk Secure Cloud Access is that it is a must-go product if they want to have a secure platform and secure product, and integrate it with the different products that the organization is using or virtual machines. Whether it is a SaaS, PaaS, or [IaaS](#), CyberArk is one of the market leaders and is a definite go. I would rate this product a ten out of ten..”

Manojkumar Reddy

Associate Technology Consultant at a tech vendor with 10,001+ employees

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“Cloud providers are chosen by my customers, but in my region, Microsoft is more popular. CyberArk's mindset is to be the best in the market, but being the best in the market requires a high price to maintain quality and attract customers. Sometimes if the price is too high, CyberArk loses deals, but I see that it is a success in the market. The price is high, and if it could be lower, I could generate better business.

“CyberArk Secure Cloud Access is a good product that is well positioned in the market as an enhancement that provides new possibilities beyond the classical PAM solution, for which CyberArk is most recognizable with its classical on-premises PAM. This new approach is valuable for modern environments. I rate this review overall as eight out of ten..”

Radosław Szyszko

Security Consultant at Clico

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