



CyberArk Privileged Access Manager

Reviews, tips, and advice from real users



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Contents

Product Recap..... 3 - 5

Valuable Features..... 6 - 13

Other Solutions Considered..... 14 - 16

ROI..... 17 - 19

Use Case..... 20 - 22

Setup..... 23 - 26

Customer Service and Support..... 27 - 29

Other Advice..... 30 - 33

Trends..... 34 - 35

About PeerSpot..... 36 - 37

Product Recap



CyberArk Privileged Access Manager

CyberArk Privileged Access Manager

Recap

CyberArk Privileged Access Manager is a next-generation solution that allows users to secure both their applications and their confidential corporate information. It is extremely flexible and can be implemented across a variety of environments. This program runs with equal efficiency in a fully cloud-based, hybrid, or on-premises environment. Users can now protect their critical infrastructure and access it in any way that best meets their needs.

CyberArk Privileged Access Manager possesses a simplified and unified user interface. Users are able to manage the solution from one place. The UI allows users to view and manage all of the information and controls that administrators need to be able to easily access. Very often, management UIs do not have all of the controls and information streamlined in a single location. This platform provides a level of visibility that ensures users will be able to view all of their system's most critical information at any time that they wish.

Benefits of CyberArk Privileged Access Manager

Some of CyberArk Privileged Access Manager's benefits include:

- The ability to manage IDs and permissions across a cloud environment. In a world where being able to work remotely is becoming increasingly important, CyberArk Privileged Access Manager is a very valuable tool. Administrators do not need to worry about infrastructure security when they are away from the office. They can assign and manage security credentials from anywhere in the world.
- The ability to manage the program from a single centralized UI. CyberArk Privileged Access Manager's UI contains all of the system controls and information. Users now have the ability to view and use all of their system's most critical information and controls from one place.
- The ability to automate user management tasks. Administrators can save valuable time by assigning certain management tasks to be fulfilled by the system itself. Users can now reserve their time for tasks that are most pressing. It can also allow for the system to simplify the management process by having the platform perform the most complex functions.

Reviews from Real Users

CyberArk Privileged Access Manager's software stands out among its competitors for one very fundamental reason. CyberArk Privileged Access Manager is an all-in-one solution. Users are given the ability to accomplish with a single platform what might usually only be accomplished with multiple solutions.

PeerSpot users note the truly all-in-one nature of this solution. Mateusz K., IT Manager at a financial services firm, wrote, "It [improves security](#) in our company. We have more than 10,000 accounts that we manage in CyberArk. We use these accounts for SQLs, Windows Server, and Unix. Therefore, keeping these passwords up-to-date in another solution or software would be impossible. Now, we have some sort of a platform to manage passwords, distribute the inflow, and manage IT teams as well as making regular changes to it according to the internal security policies in our bank."

Hichem T.-B., CDO & Co-Founder at ELYTIK, noted that "[This is a complete solution that can detect cyber attacks well](#). I have found the proxy features most valuable for fast password web access."

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“CyberArk Privileged Access Manager provides granularity. You can break things down into individual safes. You have specific access to safes by individual or group. The interface is with AD, with LDAP, or with local CyberArk passwords. You also have the ability to establish policies for your individual credentials.”



Sean Izor

Senior PAM Consultant at iC Consult GmbH



“The session recording and monitoring capabilities are valuable. We have real-time session management ability to record, audit, and monitor any privileged user activities. That is a big deal.”



Verified user

IT Cyber Security Lead at a mining and metals company with 1,001-5,000 employees

- ✓ “The whole concept of Zero Trust and implementing it with CyberArk, which somewhat adheres to the 'never trust, always verify' principle, is very valuable. I really appreciate this aspect. Moreover, the just-in-time access is impressive, allowing access for a specific time.”



Abdul Durrani

Security Manager at Insight

- ✓ “I appreciate CyberArk's real-time capabilities. I can secure critical sessions, such as SSH or database sessions. As a security professional, I have real-time visibility into ongoing sessions. If anything suspicious occurs, I can terminate or freeze the session, which is part of user behavior analytics.”



Lasantha Wijesinghe

Cybersecurity Specialist at a comms service provider with 5,001-10,000 employees

- ✓ “The best feature is vaulting. CyberArk has a separate vault, which is their proprietary vault, which provides multiple encryptions for every password object, as well as tamper-proof recording.”



Shubham Likhankar

Senior Software Engineer at Persistent Systems



“The most valuable feature is platform management. It is quite easy to manage privileged access for certain target platforms with CyberArk Privileged Access Manager as compared to other products I have worked with.”



Verified user

Senior IAM Engineer at a tech vendor with 10,001+ employees



“The best feature of CyberArk Privileged Access Manager is its core function: automatically managing and securing credentials.”



Nate Chiles

Privileged Access Management Engineer at a hospitality company with 10,001+ employees

What users had to say about valuable features:

“The most valuable features of CyberArk Privileged Access Manager include quick access, ease of use, and a variety of connection methods beyond the web portal. The Just-in-Time functionality within CyberArk is very important, and recent features such as the MFA gateway allow external customers to perform their work while being monitored seamlessly. Any events not adhering to SOP trigger notifications to admins for prompt action..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

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“It's user-friendly and very configurable. We can do many things with it, especially with password management. It's easy to manage, and the controls are straightforward. It's a specialized solution for which it's hard to find professionals to work with, but it's very effective.

It's a very good solution for data privacy..”

LZ LZ

Coordenador at a computer software company with 1,001-5,000 employees

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“CyberArk Privileged Access Manager has several valuable features. The basic feature is privileged access management with all the processes and procedures that are needed. It has all the relevant features required to provide a PAM project or PAM program. It does everything that is needed. A tangible benefit is that we already have full control of privileged access. We have just started and have onboarded all privileged accounts into the system..”

Manuel Carrillo

Security Consultant at Silver Bullet IS Consulting

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“The ability of CyberArk Privileged Access Manager to safeguard the financial services infrastructure by protecting credentials is extremely important, as every activity in a financial organization needs to be recorded for accountability in auditing. Therefore, CyberArk Privileged Access Manager is a crucial tool, and we utilize credential rotation as 85% of successful attacks in the last 10 years have been initiated through credential theft. Monitoring, recording, and credential rotating activities are crucial because if CyberArk Privileged Access Manager goes out of service, the total environment would collapse due to the lack of passwords for respective servers..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“The best features CyberArk Privileged Access Manager offers are PTA, Privileged Threat Analysis, and Alero, Remote Access Management, and these features are essential for enhancing security.

“PTA and Alero have made a difference for my team by providing a predefined rule assigned and implemented on the PAM; for example, it sends us an email if there is any suspicious activity or threat credential loss, offering feedback related to user behavior. For Alero, Remote Access Management, it is a very wonderful Identity and Access Management with biometric MFA, mobile access, location tracking, and a small RBAC role-based matrix access that defines user roles, serving as a replacement for VPN.

“CyberArk Privileged Access Manager has positively impacted my organization, showing significant improvement since all sessions are monitored and isolated using isolated RDP sessions, which are created temporarily and expire if not used.

“In terms of specific metrics or outcomes, the time savings have been noticeable, and while it is not direct access, the PAM works efficiently between servers and end users, preventing users from running or installing unauthorized applications through the AppLocker application created on the PSM..”

Ali Hatamleh

IT operations manager at a tech services company with 11-50 employees

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“The most valuable features in CyberArk Privileged Access Manager are session recording, role management, and access control division. Different groups can use all the abilities of the administrative role, and customers can divide their teams into auditors, administrators, and CISOs.

The storage of passwords is also brilliant. Everything is stored in a highly protected area, allowing customers to use a single sign-on approach to connect to infrastructure servers necessary for their daily activities.

The impact of CyberArk Privileged Access Manager on customer operational efficiency is quite positive. While we cannot provide exact figures, the effectiveness is apparent, though we lack specific data.

Assessing CyberArk Privileged Access Manager's ability to prevent attacks on financial services infrastructure is quite complicated, as customers usually do not share information about attacks or prevention. During POCs, before selling the solution, we run common attack simulations that typically occur in the financial sector, such as lateral movement. We have tested various attack scenarios in testing mode where CyberArk is installed, and we have shown to our customers that CyberArk successfully mitigates those attempts.

CyberArk Privileged Access Manager has helped reduce the number of privileged accounts to a minimum over the years. When we start working with CyberArk in customer infrastructure, the first thing we do is run the Discovery feature, which shows all the administrative accounts in different information systems. The next step involves addressing accounts that are unnecessary or could be used for malicious activities, so reducing administrative accounts is typically the second or third step after integrating the system.

CyberArk Privileged Access Manager indeed helps meet compliance and regulatory requirements for customers, especially in the financial sector, by aligning with PCI DSS standards. Consequently, customers are very satisfied when auditors evaluate their compliance. When assessing CyberArk Privileged Access Manager for ensuring data privacy, the focus mainly lies on password management. I have not

encountered customers using the storage solutions for anything other than passwords, making it challenging to discuss broader data privacy. The primary data customers prefer to store consists solely of passwords..”

Verified user

Head of Sales Services Department at a comms service provider with 51-200 employees

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Other Solutions Considered

“We used miniOrange, an Indian-based cybersecurity product for access management and PAM escalation. We also used one more product, which I don't remember the name of..”

AnantUpadhyay

CEO at CareerCraftly

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“I also evaluated CyberArk, along with Okta PAM and BeyondTrust, because it encompasses all the features we require, and Gartner recognizes it as an industry leader..”

Verified user

IT Security Architect at a comms service provider with 201-500 employees

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“I worked with Senhasegura, which is a Brazilian application for password security. We switched to CyberArk Privileged Access Manager because it is recommended for larger environments..”

LZ LZ

Coordenador at a computer software company with 1,001-5,000 employees

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“About a year ago, we started looking at potential alternatives. There were two others that were considered and were ruled out for various reasons before looking at additional proof of concepts to see what other features could be leveraged from CyberArk Privileged Access Manager that we weren't using. It managed to pass all of the requirements..”

Shad Smith

Technical Architect at a tech vendor with 10,001+ employees

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“I have used a very old tool called Cloakware before CyberArk Privileged Access Manager, created by CA Technologies. It later got upgraded to merge with CA Technologies, and we had a product called CA PAM, which later got improved into what we see in the market today, called BeyondTrust. Cloakware was not that organized. There were many issues with provider IDs, the interface was very old, and hardly any companies use it these days. When I was using it, I was working for a US-based bank. Comparing that with CyberArk Privileged Access Manager is impossible, as they are poles apart..”

Aniket-Singh

Senior Engineer at a tech vendor with 1,001-5,000 employees

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“I have experience with CyberArk as well as other on-prem solutions. CyberArk offers numerous solutions. Compared to others, CyberArk's identity system is bundled with access solutions and securing privileged access. The admin gateway first checks user legitimacy before granting access to the PaaS solution or privileged accounts. CyberArk integrates various cybersecurity solutions, such as identity, endpoint privilege manager, and PAM solution, apart from VPN-less access and dynamic privilege access.

Other solutions only offer traditional features. CyberArk is progressing in AI and ML. It's allowing web applications and scripts onboarded without credential hassle. Hence, CyberArk is a leader in time solutions..”

Shubham Likhankar

Senior Software Engineer at Persistent Systems

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ROI

Real user quotes about their ROI:

“CyberArk Privileged Access Manager has been very effective in helping my company meet compliance and regulatory requirements. Implementing CyberArk Privileged Access Manager saved time on compliance requirements in finance, typically around one hour..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“CyberArk Privileged Access Manager has helped our organization save on costs. CyberArk Privileged Access Manager is expensive, but it helps protect us from losing money.

Its benefits are visible immediately after the deployment, but in Brazil, people generally implement CyberArk Privileged Access Manager after an incident. .”

LZ LZ

Coordenador at a computer software company with 1,001-5,000 employees

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“From a security perspective, we started seeing value right away because we didn't have a PAM solution at the time. Over the next sort of months and years, we settled into the product and started to look at how we could make it work for us. This has been an ongoing process over the years, particularly with product enhancements and new features, which provide additional benefits against the incurred costs..”

Shad Smith

Technical Architect at a tech vendor with 10,001+ employees

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“When looking at Privileged Access Monitoring, many IT administrators have access to numerous privileged accounts, which increases the attack surface. CyberArk's PAM solution manages these credentials, providing value by reducing risks like data breaches or financial losses. The return on investment lies in improved security infrastructure, addressing over-privileged access, and reducing the risk of credential compromise, which is a major source of data breaches..”

Derrick Akankwasa

Cyber Security Engineer at Isolutions Associates Ltd (ISOLS)

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“It saves financially, though I cannot provide specific numbers. It is vital to have a PAM tool in your organization because it protects you from all kinds of malicious attacks, both insider and outside threats. Regarding time-saving, many things are automated on CyberArk Privileged Access Manager, which helps us save considerable time work-wise and is very efficient for users. The end users have the authority to reconcile the password or verify it before using session isolation, which is one of the unique features that can be enabled through Privileged Session Manager, preventing any attacks from happening within the organization when connected with sessions through CyberArk Privileged Access Manager..”

Aniket-Singh

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Senior Engineer at a tech vendor with 1,001-5,000 employees

“Regarding measurable benefits after deploying CyberArk Privileged Access Manager, customers often ask about return on investment. One measurable benefit is the reduction of engineering resources in the IT staff since they do not need as many administrators to manage numerous services.

Additionally, they reduce the number of personnel in the information security team, as fewer controllers or auditors are needed to oversee the activities of IT staff. These benefits can certainly be measured.

CyberArk Privileged Access Manager has helped customers save on costs primarily by reducing the number of engineering and information security personnel. This includes salaries and bonuses; although they do not fire these individuals, they reallocate them to other activities..”

Verified user

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Head of Sales Services Department at a comms service provider with 51-200 employees

Use Case

“For CyberArk Privileged Access Manager, use cases are providing just-in-time privileged access. The most simple use case is hosting all privileged credentials in a secure manner and managing and controlling access to those credentials. Therefore, controlling access to privileged endpoints is the usual thing that will be done with PAM..”

Manuel Carrillo

Security Consultant at Silver Bullet IS Consulting

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“The use cases for CyberArk Privileged Access Manager include access to Windows, Windows servers, Linux servers, firewalls, clouds, GCP, AWS, and Azure, but I do not administer the clouds. I only administer CyberArk..”

LZ LZ

Coordenador at a computer software company with 1,001-5,000 employees

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“I'm using CyberArk Privileged Access Manager in the telecom industry, specifically for one of the clients. The main use case for CyberArk Privileged Access Manager is the Endpoint Privilege Management part, where privileged access needs to be managed, monitored, and recorded as part of SOX compliance. Other major use cases involve event management, trigger management, and notifications for break glass scenarios for various customers..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

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“My main use case for CyberArk Privileged Access Manager is installing it to prevent direct access to the users. For the privileged account, we are using the PAM, and all sessions have been monitored, with all logs shared and logged on the vault.

“I have more to add about my main use case for CyberArk Privileged Access Manager, specifically our Privileged Threat Analysis, which detects any suspicious event and alarms us..”

Ali Hatamleh

IT operations manager at a tech services company with 11-50 employees

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“With CyberArk Privileged Access Manager, the main idea is to control third parties of the organizations. A lot of banks usually work with integrators abroad, and they want to control those connections from the third party to their infrastructure, including the ability for the CISO or security officer to watch online the session of technical support provided by the integrator. That was the most common use case.

Another use case is to control IT personnel, where the information security team manages what actions they perform at higher privilege levels in the infrastructure. So, those two use cases are the most common..”

Verified user

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Head of Sales Services Department at a comms service provider with 51-200 employees

“We use CyberArk Privileged Access Manager for least privilege and accountability purposes, while we also utilize the EPM solution for endpoint protection. Additionally, PTA is one of the most important tools from CyberArk Privileged Access Manager, which we use on a real-time protection basis. CyberArk Privileged Access Manager effectively prevents attacks on the financial service infrastructure, as we protect against lateral movement, credential stuffing, and since no passwords are available because they are rotated through CyberArk Privileged Access Manager, we can isolate every session and record all activity while monitoring in real-time..”

Surajit-Sutradhar

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Operation Specialists at a tech vendor 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 initial setup is relatively straightforward once you've done it. It is certainly a lot easier to repeat. We have multiple instances of the on-prem deployed, so we've done it a few times now..”

Shad Smith

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Technical Architect at a tech vendor with 10,001+ employees

“The initial deployment was easy because I went to training first. The training was set up by CyberArk. From design to implementation, it took close to six months.

In terms of maintenance, it requires OS upgrades and patches. It doesn't take a long time..”

Jean-Luc Momplaisir

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Infrastructure Architect, Senior Engineer at a tech vendor with 5,001-10,000 employees

“It is not that easy. You need to load the users and platforms that you will be using. You need to teach the users how to do it. It requires some change management. It is a bit complicated, but it is expected. It is not just plug-and-play.

Its maintenance depends. You can have an on-premise solution or you can have a cloud solution. We have an on-premise solution, so it requires some maintenance on the infrastructure..”

Verified user

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Works at a consumer goods company with 501-1,000 employees

“The previous versions were a bit difficult, but the newer versions have improved. They have done some scripting for the installation part, which has improved the overall installation very much. There is still some scope for improvement. I'm looking for an automated script where all the entities or inputs can be provided. Once that script runs on a particular server, CyberArk gets installed without any user interruptions. Currently, we have to be very specific with prerequisites and everything else. If the prerequisites are not met, there are some issues, and you have to sometimes rebuild that particular server. To avoid such things, an automated script should be there to check the overall prerequisites. After installation, there should be a global script that checks all the functionalities to see whether every entity and every component has been installed correctly or not..”

Ashish Pandey

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Delivery Manager at Tech Mahindra Limited

“The typical deployment process for CyberArk Privileged Access Manager starts with ensuring organizational prerequisites are met. We begin by sending prerequisites required for the environment, and the customer provides feedback that the environment is ready.

After we establish remote connection capabilities, we initiate the installation process following the agreed scope of work. This process includes integrating with Active Directories, second-factor authorization services, and email systems.

Next, we configure role-based access control, set up reporting, and automate email notifications for predefined activities.

Finally, we utilize a Threat Intelligence system to establish a baseline of regular behavior for administrative users..”

Verified user

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Head of Sales Services Department at a comms service provider with 51-200 employees

“We have had cloud and on-premises deployments. Its deployment is easy. They have provided all kinds of documents. They are available in the community portal. You can get all kinds of help from the community or people using CyberArk and the OEM.

The duration of the deployment for CyberArk Privileged Access Manager completely depends on the environment. If it is a big environment, it may take up to one or two months sometimes. It depends on the collaboration of the teams. If the infra teams, the network side, and the OS side do not collaborate properly with the CyberArk team, it can take longer. However, if everything is in place and the environment is not huge, it takes less than a month, around 20 days.

The solution requires regular maintenance. You need to keep upgrading when updates are released by CyberArk Privileged Access Manager, and they do it quite often. Server patching is very important, and you need to be aware of the services running all the time. They have provided a system health feature to check if there are any component services that stop. All maintenance is required regularly, not daily but perhaps weekly, depending on the size of the environment. A good thing is that all of these can be automated. It saves a lot of time there..”

Aniket-Singh

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Senior Engineer at a tech vendor with 1,001-5,000 employees

Customer Service and Support

“In terms of technical support, CyberArk Privileged Access Manager has provided excellent support without any doubt. Based on the issue resolution and support quality, I rate the support 10 out of 10..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“I would rate CyberArk's customer support as a seven out of ten. The rating stems from the fact that sometimes critical issues require follow-ups, as the support team doesn't always recognize the urgency of a critical ticket immediately. There is a need for more dedicated support for some customers moving forward..”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

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“My impression of their technical support team is that it is very bad. The support team's response time is quick, however, the resolution process takes too long.

This inefficiency leads us to maintain a highly trained and experienced internal team, which is costly yet necessary since the vendor support response time is often inadequate..”

Verified user

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Head of Sales Services Department at a comms service provider with 51-200 employees

“I have not had any support experience with CyberArk at this point in my journey.

I found the CyberArk Impact event to be much more effective as an educational experience..”

Verified user

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Senior Information Technology Security Specialist at a financial services firm with 5,001-10,000 employees

“The team that I work with is our in-house engineering team. I've had a conversation with CyberArk once last year revolving around efficiently generating the inventory reports. I contacted the technical support, but I didn't get a very straightforward solution that I was expecting.

We were developing a dashboard to find all the privileged accounts that weren't vaulted in CyberArk. We wanted the inventory report to be generated on a daily basis, but were having some trouble. We reached out to their technical support. The solution that they proposed was not straightforward because of the backend processes of CyberArk. We had to approach it in a different way..”

Verified user

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Sr IT Security Spec at a financial services firm with 5,001-10,000 employees

“The evaluation of customer service and technical support for CyberArk Privileged Access Manager depends on several factors. When receiving support directly from CyberArk, they are the most knowledgeable, though they don't always have immediate solutions as they might need to create them, which can take considerable time. For instance, the Ansible integration for the cloud version has been requested for years.

When working with CyberArk partners for support, it's crucial to ensure they have actual knowledge and aren't just acting as middlemen. There have been instances where third parties are hired to provide first and second line support, but they simply forward requests to CyberArk without adding value to the process..”

Manuel Carrillo

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Security Consultant at Silver Bullet IS Consulting

Other Advice

“Don't wait to be attacked or lose your data. Protect your credentials, even if you use other security tools.

I would rate this solution a nine out of ten..”

LZ LZ

Coordenador at a computer software company with 1,001-5,000 employees

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“My advice for others looking to use CyberArk Privileged Access Manager is to pay attention to the vaulting part, which is essential for every organization, as each server has a secured vault that connects over TLS with a lot of encryption details. The product is consistently enhanced, and the latest release is 14.6. I rate this solution 9 out of 10..”

Ali Hatamleh

IT operations manager at a tech services company with 11-50 employees

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“CyberArk Privileged Access Manager is one of the most important components from CyberArk, along with EPM ([Endpoint Privilege Manager](#)) and PTA (Privileged Threat Analytics tool). I recommend anyone considering CyberArk Privileged Access Manager to view it as a friendly environment, as it stands out among the other PAM solutions I have encountered. CyberArk Privileged Access Manager is highly recommended for its user-friendly nature. I rate CyberArk Privileged Access Manager a ten out of ten..”

Surajit-Sutradhar

Operation Specialists at a tech vendor with 10,001+ employees

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“If a colleague believes they do not need a Privileged [Access Management](#) tool since they are already using other security tools, I might explain the core idea of PAM solutions. The main purpose of a PAM solution is to prevent malicious activities involving administrative accounts. Hackers need to exploit these accounts to cause harm, and according to a recent Gartner report, approximately 80% of all attacks are directed through administrative accounts. This is why PAM solutions, including CyberArk, must be implemented to effectively manage and monitor those administrative accounts.

On a scale of one to ten, I rate CyberArk Privileged Access Manager an eight out of ten..”

Verified user

Head of Sales Services Department at a comms service provider with 51-200 employees

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“CyberArk Privileged Access Manager is the best solution for safeguarding

sensitive patient data in healthcare, providing visibility and traceability that enhance compliance. Its strong design offers security and visibility for events across all industries, showcasing its robust capabilities. CyberArk Privileged Access Manager is crucial for safeguarding credentials in healthcare organizations.

I would recommend CyberArk Privileged Access Manager to those looking to use it. The biggest benefit is its versatility, providing comprehensive flexibility across various operational needs, while also offering expert support to resolve any issues encountered.

It stands out as the best tool on the market. It deserves a nine out of ten overall. .”

Ashish Pandey

Delivery Manager at Tech Mahindra Limited

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“The primary problem addressed by implementing CyberArk Privileged Access Manager is the lack of control over privileged access – where it happens, how it occurs, and what is done with that access. When attempting to attack an enterprise, attackers target the highest-privilege credentials available. Therefore, protecting the most critical credentials within your organization is essential.

For those planning to deploy CyberArk Privileged Access Manager, it's crucial to understand that it's a multi-year program. It's not just about deploying the tool; it needs policies and governance around it. Additionally, infrastructure modifications are necessary to ensure PAM is the only way to provide privileged access to endpoints.

It's a great product that does everything required from a PAM tool. I would rate CyberArk Privileged Access Manager as a nine out of ten..”

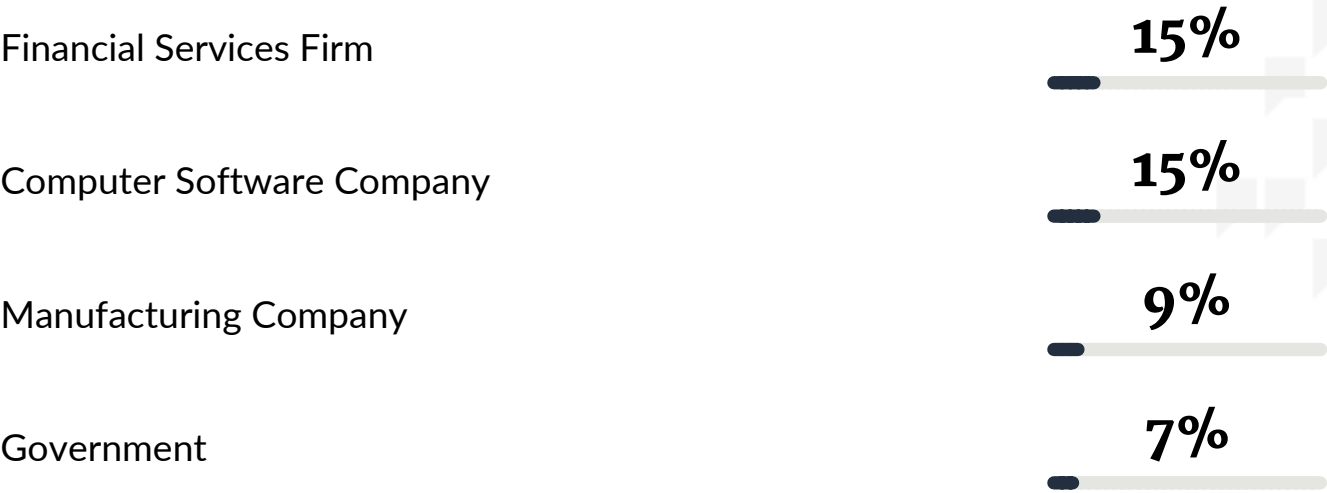
Manuel Carrillo

Security Consultant at Silver Bullet IS Consulting

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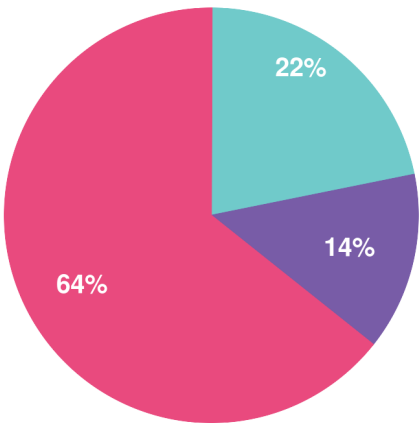
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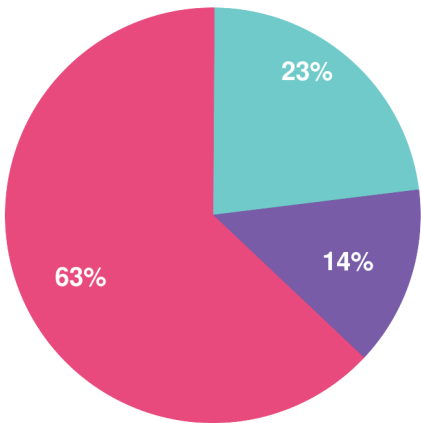


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