

aws marketplace

WSO2 Identity Server

Reviews, tips, and advice from real users



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Product Recap



WSO2 Identity Server

WSO2 Identity Server Recap

WSO2 Identity Server is recognized for its comprehensive ecosystem, providing essential management tools and supporting seamless integrations with major platforms and APIs for secure and customized user access.

WSO2 Identity Server serves as a robust identity management solution, delivering strong single sign-on capabilities and role-based permissions. It integrates smoothly with prominent platforms such as Google, Active Directory, and LDAP. Known for its passwordless technology and customization potential, WSO2 simplifies API and IT server component integration to meet authentication needs effectively. Despite some challenges in installation, documentation, and licensing flexibility, it remains a strong contender in identity management, particularly for environments needing LDAP and extensive API interaction.

What are the key features of WSO2 Identity Server?

- **Comprehensive ecosystem:** Provides key management and user profile management.
- **Single Sign-On (SSO):** Supports platforms like Google and Active Directory.
- **Role-based permissions:** Offers impactful permission management.
- **Passwordless technology:** Enhances security and user convenience.
- **API integration:** Seamlessly integrates with external user sources and APIs.

What benefits should users look for in WSO2 reviews?

- **Enhanced security:** Through robust authentication and access controls.
- **Flexibility:** Supports diverse platforms and APIs.
- **Customization potential:** Adapts to specific requirements and user interactions.
- **Efficiency and simplicity:** Streamlined integration with IT components.

In retail and API management, WSO2 Identity Server is employed for identity solutions and meeting SSO requirements. Users in these industries leverage its key management capabilities and integrate with Active Directory to enhance access control. Retailers and developers utilize WSO2 for secure API interactions and project development, evaluating it alongside other security solutions like Okta.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I am completely satisfied with WSO2 Identity Server and would definitely recommend it to other companies.”



Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

- ✓ “The product's initial setup phase is easy.”



Clement Hsieh

Doctoral Researcher at National Chengchi University

- ✓ “We use the solution for customer identity management, authenticating customers coming in through a web portal.”



Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

- ✓ “The solution gets the job done, and we don't have to do the main configuration.”



Pasan Tennakoon

Software Engineer at University of Peradeniya

- ✔ “The product provides easy integration between API manager and IT server components.”



Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

- ✔ “The single sign-on procedure itself, as well as the ability to connect to external user sources such as Microsoft Active Directory and LDAP servers, are the solution's most valuable features.”



Verified user

Project Manager at a tech services company with 51-200 employees

- ✔ “Some of the valuable features of the solution are the easy integration with processes, such as Single Sign-On. Overall WSO2 is straightforward and does not need customization.”



Nitin Natekar

Enterprise Architect at Persistent Systems

What users had to say about valuable features:

“The feature that I found most valuable was the ecosystem. It is very comprehensive, and allowed me to find that components that I wanted to use. Other examples include the identity server and the API..”

Lam Phan

Director General at AICT

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“WSO2 Identity Server's key management feature stands out as a particularly impactful feature for enhancing security. Additionally, from a user perspective, the self-user portal and user profile management capabilities are highly valuable. It allows users to manage their profiles, change passwords, and offers a self-care portal type of functionality. The single sign-on capability integrates seamlessly with various platforms, including Google, Facebook, LDAP, and Active Directory, which supports rapid product launches..”

Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

[Read full review](#) 

“The single sign-on procedure itself, as well as the ability to connect to external user sources such as Microsoft Active Directory and LDAP servers, are the solution's most valuable features.

Several new features were added in the last release that we have not yet explored. Perhaps after I explore it, I'll notice something I'd like to include. But, for the time being, I believe it contains everything we need..”

Verified user

Project Manager at a tech services company with 51-200 employees

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“The latest features are excellent.

We especially like the passwordless technology.

The product offers very nice customization capabilities. The product runs well out of the box, however, it's nice to be able to tweak things as we need to.

The security is very good.

It's very easy to implement everything..”

Verified user

Senior Technical Architect at a tech services company with 11-50 employees

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Other Solutions Considered

“We evaluated Akamai. However, it is too costly. Thus, we explored several other options depending on the quality and Gartner ranking. We found Kong holds the first rank there..”

Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

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“Previously, we worked with Keycloak. Keycloak is also a good solution, but we find WSO2 Identity Server more beneficial when using it as part of an API gateway product due to its tight integration..”

Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

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“We are currently exploring products such as Apache Kafka and Apache Spark. Only in the laboratory. I am a project manager, and not working with it directly, but in our company, we started at the beginning of the year. We want to see how we can use it, but we don't have anything in production.

We have also been working with the WSO2 API Manager for the same amount of time, approximately four years..”

Verified user

Project Manager at a tech services company with 51-200 employees

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ROI

Real user quotes about their ROI:

“We do recognize a return on our investment. However, because this is only one of the tools in our full solution, I cannot tell you exactly how much this component contributes..”

Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

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“The product is not for cost-savings but for security purposes. The product has been helpful in the area of time-saving by 20 to 30 percent, especially for some of my online customers..”

Clement Hsieh

Doctoral Researcher at National Chengchi University

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Use Case

“We have multiple clients and we have been evaluating different solutions to meet their need requirements. One of our clients is in a security practice and we are evaluating this solution and Okta..”

Nitin Natekar

Enterprise Architect at Peristent Systems

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“We primarily use the solution in retail. We have a customer that runs a retail chain. He uses all components of WSO2 including the Identity Server, API Manager, and Enterprise Integrator..”

Verified user

Senior Technical Architect at a tech services company with 11-50 employees

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“This tool is a way for data centers to secure their connectivity. My primary use case for this product is to synchronize with the LDAP server, and allow single sign-on, role-based access..”

Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

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“We deployed WSO2 Identity Server to fulfill our single sign-on (SSO) requirements. Whenever we implement the API Manager, instead of using the API Manager's inbuilt key manager, we use WSO2 Identity Server's key manager due to its additional functionalities..”

Ritesh_Shah

Senior Solution Architect at Hewlett Packard Enterprise

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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 is not very complex. It took a couple of hours to complete and can be done by one person. I created users from a CSS file and it was very easy to import..”

Verified user

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Programmer at a tech services company with 11-50 employees

“I rate the initial setup process a six out of ten. There needs to be a good support model and easy-to-understand documentation. It takes a week to build it. Later, upgrading the version takes a maximum of four hours to one day. It requires two executives for implementation. However, if they have expertise, it can be done by only one executive..”

Balamurali P

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Solution Architect at a tech consulting company with 501-1,000 employees

“I found the initial setup to be easy. It was not complex.

The initial deployment will take two days, maximum, and two team members are sufficient to handle it. After the initial deployment, we had to do further customization on our website. This took us approximately two to three weeks. We currently have a five member team for maintaining the solution. .”

Balamurali P

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Solution Architect at a tech consulting company with 501-1,000 employees

“I found the initial setup to be very complex, which is the main problem that I encountered. I had expected to configure the system in one or two days, but it took longer than I expected.

For example, I was looking for a particular setup, and used LDAP as instructed. However, I could not find where to make use of the API. .”

Lam Phan


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Director General at AICT

“The initial setup is very straightforward, however, I'm concerned about the latest setups. For example, when you are doing the setup in the cloud-native environment side. It is not as straightforward. They need to come up with more documentation with respect to that.

Ideally, if it is an on-premise deployment or if the product administrator (or whoever doing the installation) is capable enough to do the installation, then it will take only two to three days to finalize. If somebody is not as familiar with the solution, then it will take about two weeks to set everything up..”

Verified user

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Senior Technical Architect at a tech services company with 11-50 employees

Customer Service and Support

“The product’s technical support documentation could be better. Even though it has an open-source version, we have to use the license option as they don’t have a proper support model..”

Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

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“In terms of technical support, I would rate them a four and a half out of five. They are responsive, helpful, and knowledgeable in solving tickets. They were able to help resolve our issues..”

Verified user

Project Manager at a tech services company with 51-200 employees

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“With our subscription, their technical support is really very good. There are a lot of documents available, but they are quite difficult to understand and deploy based on this alone..”

Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

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“Technical support is typically very good. We have good on-the-ground technical support.

There is also a robust open-source community where you can find a lot of your answers if you need to. The developer community is growing every day and continues to get better and better.

Recently, we had an issue with the database connector. When we used the SQL query, it couldn't connect to the database. We raised a case with technical support and they were able to resolve everything for us..”

Verified user

Senior Technical Architect at a tech services company with 11-50 employees

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Other Advice

“This is a very effective solution for small to medium-sized enterprises.

Overall, I would rate the solution at an eight out of ten. It's a really good product, from what I have seen so far..”

Verified user

Senior Technical Architect at a tech services company with 11-50 employees

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“We didn't face any integration challenges while implementing the product. Integration is very open these days and is no longer a problem. I would recommend the solution to other users because it is well-documented and not much complicated.

Overall, I rate the solution a seven out of ten..”

Xolisa_Vuza

Co-Founder and Chief Technology Officer at Asante Digital Group

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“It was easy to integrate WSO2 Identity Server with other tools. The solution’s integration just took a few hours. I would recommend the solution to other organizations. Around ten engineers and I are involved in regularly maintaining the tool.

Overall, I rate the solution a nine out of ten..”

Pasan Tennakoon

Software Engineer at University of Peradeniya

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“This solution is good for small organizations where they are looking for end-to-end infrastructure that is completely in the cloud. It is very good for Single Sign-On and deep provisioning. Additionally, they also support different types of architecture integrations, such as on-premises.

I would recommend it based on the cost, licensing, and integration.

I rate WSO2 Identity Server a seven out of ten..”

Nitin Natekar

Enterprise Architect at Persistent Systems

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“This is a really good, open source product.

I would suggest purchasing a subscription for technical support. It is a lightweight program, and the documentation is sufficient. However, there are specific features that you may want to use, and for this you may need full, in-depth support when it comes time to deploy.

Once you purchase the subscription, it is like a perpetual license. You can do everything yourself.

I would rate this product eight out of ten. Other than the small improvements that I have suggested, it is a very good solution..”

Balamurali P

Solution Architect at a tech consulting company with 501-1,000 employees

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“My company uses multi-factor authentication and we tried using it integrating with FIDO Server. It was done to make sure that the multi-factor authentication feature gets used during the authentication process.

AI can be used for better authentication, but right now, our company has not used any such feature. I recommend the product to others. It is easy to install and easy to use. Understanding a feature before you integrate a tool with other tools is important.

In my company, there is another team with five to six engineers that takes care of the support part of the tool.

The product has helped me to meet my security management requirements as per ISO 7001.

I rate the tool a nine out of ten..”

Clement Hsieh

Doctoral Researcher at National Chengchi University

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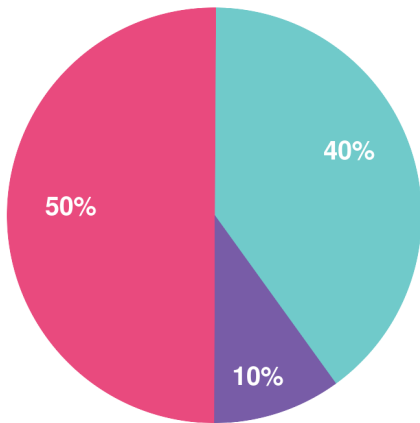
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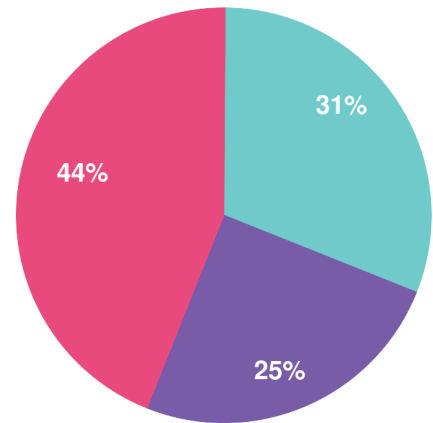


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by reviewers



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