



CA Identity Manager (CA IDM)

Review From A Customer



CA Identity Manager (CA IDM)

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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Manager, Domain Services Tech Ops at a hospitality company with 1,001-5,000 employees

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VALUABLE FEATURES

User provisioning Web services

IMPROVEMENTS TO MY ORGANIZATION

Enabled enhanced delegated control to application owners and third party support reducing overhead cost to support desk and directory services teams

ROOM FOR IMPROVEMENT

GUI/Web interface

USE OF SOLUTION

10+ years.

DEPLOYMENT ISSUES

Numerous. Despite having a Linux/JBOSS version it does not perform at the same level of proficiency as Windows/.NET.

STABILITY ISSUES

Yes

SCALABILITY ISSUES

No



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 9 out of 10. Technical Support: 7 out of 10,

INITIAL SETUP

Complex, documentation was inadequate as was professional services.

IMPLEMENTATION TEAM

Combination, and experience for professional services was less than adequate.

OTHER SOLUTIONS CONSIDERED

We evaluated Novell and Oracle as well, and for our needs this was still the best solution.

OTHER ADVICE

Be prepared for issues with the web interface and avoid heavy customization.

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