



CA Identity Manager (CA IDM)

Review From A Customer



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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



Chief Consultant at a tech services company
with 1,001-5,000 employees

it_user310890

WHAT IS MOST VALUABLE?

Self-service Role-based provisioning Access

HOW HAS IT HELPED MY ORGANIZATION?

It's saved on administration time, and reduced the wait time for access. It's also improved our compliance.

WHAT NEEDS IMPROVEMENT?

Installation and upgrading is complex User Interface

FOR HOW LONG HAVE I USED THE SOLUTION?

I've used it for six years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We did have some issues, but we were able to resolve them.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Yes, as Jboss cannot handle too much load.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Yes, when feeding many users.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: It's good. Technical Support: It's very good.



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WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

No previous solution was used.

HOW WAS THE INITIAL SETUP?

It was complex because many servers are needed to follow best practice. Many manual steps are time consuming. If you add the Governance component for full IAG, it will be even more complex, because it is not properly integrated with IdM but more a separate product.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We used a vendor team who had a high level of experience.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We also looked at options from IBM and Oracle.

WHAT OTHER ADVICE DO I HAVE?

You should use a vendor team for the design and initial implementation.

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