



CA Privileged Access Manager

Review From A Customer



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

Review by a Real User

Verified by IT Central Station



Sr. Security Analyst at a retailer with 1,001-5,000 employees

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WHAT IS MOST VALUABLE?

High availability/stability Flexibility Security Excellent support We need a solution that is very reliable for our users. We need something that has the ability to handle requests for network ports and various configurations. Security is one of the highest priorities and part of that is tracking/auditing. Xceedium/CA PAM support has been excellent and that is one of the main reasons we have stuck with this solution. We have had the same core team supporting us over the years and they work with us through any issues.

HOW HAS IT HELPED MY ORGANIZATION?

Centralized firewall rules (through the appliances) make it easier for users to access our secure environments from a variety of locations and devices. The release of the CA PAM Client eliminated the Java vulnerabilities and support issues with browser access.

WHAT NEEDS IMPROVEMENT?

The areas of this product with room for improvement are mostly small annoyances like search fields that you cannot type a query and hit Enter (have to tab or click the button).

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used it for about eight years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have encountered stability issues at various software and hardware versions, but we worked with the support team to quickly stabilize our environment.



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WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have not encountered any scalability issues; we have plenty of capacity for our environment usage. We only added appliances for new data centers and redundancy.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is excellent. They respond quickly and work with us to find solutions; easy web access to open and update tickets.

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

We started with the Xceedium solution to protect remote access to our secure environments.

HOW WAS THE INITIAL SETUP?

Setup was straightforward once we linked to Active Directory and had our network firewall group access completed.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Licensing is by device and/or user depending on your functionality. We only use the Session Management, so it is by devices.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at a few other solutions over the years but nothing was better than what we had. We are looking to the future to see if any new solutions might be as good or better and cheaper. Licensing costs do add up as we are adding more servers in our secure networks.

WHAT OTHER ADVICE DO I HAVE?

Get enough appliances for redundancy so if you lose one due to hardware or software issues, there is no impact to users. We use a VIP that directs all users to whichever appliance is available.

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