



# CyberArk Enterprise Password Vault

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



Senior Consultant (CyberArk) at a financial services firm with 10,001+ employees

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### WHAT IS MOST VALUABLE?

EPV (Enterprise Password Vault) is the most valuable feature of the product to me. It is the core of the product, where it stores the passwords it needs to protect. It protects privileged IDs within a secure digital vault.

### WHAT NEEDS IMPROVEMENT?

User friendliness and reporting: While the PVWA (Password Vault Web Access) provides a web console for the end user and administrator to access the solution, there is room for improvement. (E.g.: show tips when the mouse hovers over.) Reporting provides very detailed information; however, it requires customization before it is presentable.

### FOR HOW LONG HAVE I USED THE SOLUTION?

I first got introduced to CyberArk around 2012.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No issue with stability. The solution provides an HA option.

### WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I would say there are scalability issues. After the solution is deployed, resizing it is difficult. Therefore, proper sizing at the planning stage is important.

### HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is excellent; one of the most knowledgeable and well-trained support staff.



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[Read 9 reviews of CyberArk Enterprise Password Vault](#)

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

I did not previously use a different solution.

### **HOW WAS THE INITIAL SETUP?**

Initial setup was complex. A typical deployment will require at least two months of full-time planning. In a large deployment, it can be over six months.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

Before choosing this product, I did not evaluate other options.

### **WHAT OTHER ADVICE DO I HAVE?**

A well-trained and experienced deployment team is critical. Sizing, safe design, and access management need to be discussed beforehand. reason for not being a 10 is, there is always rooms for improvements.

Learn more: [Read 9 reviews of CyberArk Enterprise Password Vault](#)