

loginradius

# LoginRadius

## 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



**Peter Sallow**

Senior Customer Success Manager at a retailer

### **WHAT IS OUR PRIMARY USE CASE?**

Looking for a secure single sign-on solution for our company. We need a login portal for both our customers and employees.

### **HOW HAS IT HELPED MY ORGANIZATION?**

It eased up our employee login process. With SSO, they can manage their work in a better way with a single login solution to multiple apps that we use for internal purposes.

### **WHAT IS MOST VALUABLE?**

Single sign-on and multi-factor authentication: We have implemented both on our customer and employee portal. We can track our customer data in a much better way.

### **WHAT NEEDS IMPROVEMENT?**

They could remove the option from the dashboard in which we need to ask for the support team to enable few services.

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

Less than one year.

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

It was stable and secure. We didn't face any issue in this department.

### **HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer service was helpful and knowledgeable. They assisted us in a good way.

**WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

Due to lack of support and acquisition of SAP.

**HOW WAS THE INITIAL SETUP?**

It was straightforward and took a couple of days to implement.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

It was an in-house team and they explained each part of the dashboard to us with a quick demo.

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

Setup was simple and quick; this identity solution is for mid-size and enterprise companies.

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