



Okta

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



Manager- IT Operations at a tech company with 1,001-5,000 employees

Arun Kumar V

WHAT IS MOST VALUABLE?

1. Active Directory Sync, as its useful for pre-assigning apps, can also be used for de-provisioning apps for exiting users 2. Shared apps with common password can now be managed centrally without revealing the credentials 3. User and Apps Management 4. Desktop Single Sign On 5. Auto-provisioning 6. Flexibility to integrate In-house applications 7. Password Self Service 8. Support non-domain users

HOW HAS IT HELPED MY ORGANIZATION?

Central administration of Apps Auto activation of user accounts/ Just-In Time Provisioning Global App availability Less or No Administration required

WHAT NEEDS IMPROVEMENT?

Command line access Reporting

FOR HOW LONG HAVE I USED THE SOLUTION?

3+ Years

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

Some SAML apps were initially a trouble to configure but this got easier over time.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: 8 out of 10 Technical Support: 8 out of 10



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

Yes, we had previously used a different solution which was replaced by Okta. Non-scalability was the major drawback of our previous solution.

HOW WAS THE INITIAL SETUP?

Initial setup is straightforward, simple and easy to manage

WHAT ABOUT THE IMPLEMENTATION TEAM?

Some apps needed assistance from Okta support team.

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