

1

# OneLogin

## Review From A Customer

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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



Principal Consultant at a tech services company with 51-200 employees

it\_user191625

### VALUABLE FEATURES

Desktop SSO - Single Sign with multiple cloud based SAAS Providers using corporate Active Directory Credentials User Mapping – Control Access to cloud based SAAS Services using AD Security Groups Self Service for AD Password Resets Ability to Integrate with multiple directories High Availability Configuration - Ability to establish a failover architecture Multifactor Authentication

### IMPROVEMENTS TO MY ORGANIZATION

By using OneLogin, we have eliminated the need for users to remember and use multiple credentials for several cloud based SAAS applications. In turn this has resulted in fewer calls to the IT Helpdesk. The change password feature acts as a self-service mechanism and enables users to reset their Active Directory Domain credentials without involving the need to contact the IT Helpdesk. Overall it has resulted in a highly productive IT services organization.

### ROOM FOR IMPROVEMENT

Probably establishing a 24/7 product technical support with dedicated staff. Personally, I have never had to call outside business hours, so not sure if this is applicable. However there have been times where reaching a technical support resource during US Business hours is difficult. In my experience the easiest way to access OneLogin Tech support has been over email and their Ticketing System.

### USE OF SOLUTION

I've used it for two years.

### DEPLOYMENT ISSUES

No issues encountered.



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### **STABILITY ISSUES**

With the exception of a couple of outages over the last 2 years, OneLogin's Identity Management Service has been quite stable.

### **SCALABILITY ISSUES**

No issues encountered.

### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: Customer Service has been excellent and professional. Technical Support: Technical Support has been great. It has always been a pleasure working with the Tech Support Resources for the following areas of support: Answers to Technical queries over email/telephone Active Directory Connector Upgrades Establishing SSO with cloud based SAAS applications such as Zendesk, Salesforce, Birst, Ultimate UltiPro, Concur etc.

### **PREVIOUS SOLUTIONS**

There was no SSO solution with cloud based SAAS services before OneLogin was chosen.

### **INITIAL SETUP**

Straightforward.

### **IMPLEMENTATION TEAM**

In-house.

### **OTHER SOLUTIONS CONSIDERED**

Yes – the other options included Ping Identity and Okta.

### **OTHER ADVICE**

Please evaluate the requirements for single sign on in a Lab environment first and test the use case scenario. Some of the key criteria used for product selection were Security AD Integration/Provisioning Ease of Use [User Experience] Financial Stability of Company System Requirements Implementation Time Cost Connectors to cloud based SAAS Applications and Ease of Integration with on premise applications Customer References Reporting Capability

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