



# Oracle Identity Governance Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Security Architect at a tech services company with 501-1,000 employees

**Saurabh Tripathi**

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

The automatic user management lifecycle with role-based features is great. It is also an application that makes it easy for onboarding, automatic access privilege, and single sign-on with internal as well as external applications. It also has enough flexibility to unify the access management needs of any organization into one place.

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

It has allowed us to integrate multiple applications in one place. From there, we can manage all application access controls with many available features.

### **WHAT NEEDS IMPROVEMENT?**

There were issues when we deployed it, though Oracle helped us resolve them. Also, there can be stability issues if the requirements are not all integrated appropriately.

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

We have been using this for the last five years.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

We had issues that Oracle helped us to resolve.

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

No, we did not have any issues with stability, but it depends on how your system is integrated. If all requirements are integrated correctly, there should not be any issues with stability.



## Oracle Identity Governance

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

We have had no issues scaling it for our needs.

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

Customer Service: In our experience, I would rate customer service as a seven out of 10. Technical Support: In our experience, I would rate technical support as an eight out of 10.

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