



RSA

RSA Identity Governance and Lifecycle

Review From A Customer

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

Review by a Real User

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Help Desk Manager with 51-200 employees

it_user241095

WHAT IS MOST VALUABLE?

It allows users to authenticate using two-factor authentication, which is becoming more and more of a regulatory requirement.

HOW HAS IT HELPED MY ORGANIZATION?

It has streamlined the process of authentication, which has resulted allows for less calls to our Service Desk/SOC for password resets.

WHAT NEEDS IMPROVEMENT?

It could be a little more flexible with the installation of the product. Only virtual Linux environments for hardware appliances are allowed for a deployment.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have been using this version for over a year.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

There was a minor issue with getting the replica to attach. We worked through the issue and it's now functioning.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Never - one thing I can say about RSA is that the boxes are stable and solid. With an attached replica, it also allows for peace of mind.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Our license allows for one primary instance and 15 replica's, so the answer is no. It's scalable and works very well at doing this.

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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: I have never had an issue with RSA's customer service, they're an easy 4/5. Technical Support: Very good. Everyone I have spoken to when a ticket needs opening, has been excellent at guiding me towards a resolution and does solid work with the knowledge transfer.

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

Yes - we have been using since version 6.1 and the switch was made due to RSA calling EOL on all versions previous to 8.1.

HOW WAS THE INITIAL SETUP?

Very straightforward as the setup admin guide is spot on and one of the best I have ever used/encountered.

WHAT ABOUT THE IMPLEMENTATION TEAM?

I am RSA Certified so I handle all implementations of RSA in-house.

WHAT WAS OUR ROI?

The real ROI will happen when we implement the on-demand token code portion within the next year.

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

The cost initially, if using hardware appliances will run around \$10,000. That's with a base license (primary/replica), and also includes the cost of about 50 tokens.

WHICH OTHER SOLUTIONS DID I EVALUATE?

No other options were evaluated.

WHAT OTHER ADVICE DO I HAVE?

If possible, hire someone to manage the installation that has a solid concept of what they're doing. Be sure to have them meet with all the teams that will need to authenticate so that all the proper connections are made from the implementation of the product.

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