IT Central Station
Unbiased reviews from the tech community

User Reviews of Oracle Identity Manager and CA Identity Manager

A PEEK INTO WHAT REAL USERS THINK

2017

IT Central Station helps tech professionals by providing...

A comprehensive list of enterprise level Identity and Access Management vendors.

A sample of real user reviews from tech professionals.

Specific information to help you choose the best vendor for your needs.

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http://www.itcentralstation.com/products/comparisons/oracle-identity-manager_vs_ca-identity-manager

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ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

Use IT Central Station to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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ABOUT THIS REPORT

This report is comprised of a comprehensive list of enterprise level Identity and Access Management vendors. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

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Identity and Access Management

When selecting Identity and Access Management solutions, it's important to examine your organization's requirements including if internal and/or remote access is required. According to IT Central Station users, key aspects of I&A solutions to consider include: multi-platform support, robustness, integration options, stability, automation options, and SDK availability.

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	Oracle Identity Manager	CA Identity Manager
Vendor:	Oracle	CA Technologies
Overview:	Oracle Identity Manager is a powerful and flexible enterprise identity management system that automatically manages users' access privileges within enterprise IT resources. Its flexible architecture easily handles the most uncompromising and rigorous IT and business requirements -- without requiring changes to existing infrastructure, policies or procedures. For more information on Oracle Identity Manager, visit Oracle.com	The CA Identity Suite provides comprehensive identity management and governance capabilities with a simple, intuitive user experience. This can dramatically simplify processes such as user access requests and access certifications, resulting in improved productivity and user satisfaction. The CA Identity Suite provides organizations with deep functionality, high scalability, and most importantly, and an outstanding user experience.
Sample Customers:	Kaiser, SaskTel, SuperValu	Acciona, Core Blox, DBS
Top Comparisons:*	SailPoint IdentityIQ vs. Oracle Identity Manager: Compared 9% of the time. IBM Tivoli Identity Manager vs. Oracle Identity Manager: Compared 8% of the time. IBM Tivoli Access Manager vs. Oracle Identity Manager: Compared 7% of the time.	SailPoint IdentityIQ vs. CA Identity Manager: Compared 6% of the time. CyberArk Privileged Account Security vs. CA Identity Manager: Compared 5% of the time. Oracle Identity Manager vs. CA Identity Manager: Compared 3% of the time.

Top Industries:*				
	Financial Services Firm	22%	Financial Services Firm	21%
	Comms Service Provider	17%	Government	9%
	Energy/Utilities Company	8%	Media Company	7%
	Media Company	7%	Comms Service Provider	7%

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Company Size:*	1-100 Employees	10%	1-100 Employees	16%
	100-1000 Employees	18%	100-1000 Employees	16%
	1000+ Employees	71%	1000+ Employees	68%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

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Deep Dive: Valuable Features

Oracle Identity Manager

Manvendra Kumar, Co Founder at a software R&D company with 1-100 employees:

The following is a list of features that I have observed being used by my client that I have implemented: 1. User identity provisioning & lifecycle management 2. User Identity Profile/Attribute management 3. Self-Service Tool for end-user access request & password change 4. Role and Entitlement provisioning in target application/s 5. Auto de-provisioning of user identities 6. Audit capabilities & Report generation

Usman Jaswal, Solution Architect at a tech services company with 1-100 employees:

* Reconciliation * User Roles * Privileges Management

Mike Reams, Lead Solutions Architect at Cox Enterprises:

The most valuable features are the attestation of identities and the robust set of identity analytics.

CA Identity Manager

Gaurav Dhawan, Senior Infrastructure Engineer at a tech services company with 1000+ employees:

The product is easy to install, setup and configure. For me the ease of installation and configuration was most valuable as my experience with earlier Oracle Identity Manager products was slightly tedious. Things might be different now with Oracle products though. Also, CA provided a long list of standard connectors which did not require too much of customization and it suited well with the customer.

Idita Israeli Sabag, Information Security Manager at a aerospace/defense firm with 1000+ employees:

* The user interface * The synchronization with our HR system

MiddlewareSpec782, Middleware specialist at a insurance company with 1000+ employees:

Our customers find it easy to use.

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dba0856, DBA Manager|Principal Database Architect at a manufacturing company with 1000+ employees:

This solution is for single-sign-on. We are trying to extend that feature to include other enterprise applications.

principa0b56, Principal IAM Architect at a retailer with 1000+ employees:

The most valuable features are the comprehensiveness; the whole identity lifecycle management; the centralized view of people requesting access to provisioning, to SLD, and to access review; basically, the whole suite. The features are there. Oracle has always had a good vision about where the product is going.

principa9f2b, Principal Engineer at a tech company with 1000+ employees:

It has more for our in-house systems like ERP, (https://www.itcentralstation.com/search?utf8=%E2%9C%93&search=ERP&page=1) Active Directory, and Exchange and the integration of IDM with all those systems. It was very customizable. We do all our customizations in Java.

Ranjan Kunwar, Solutions Architect at a software R&D company with 1000+ employees:

Oracle Identity Manager's (https://www.itcentralstation.com/products/oracle-identity-manager) most valuable feature is that it is a pretty stable product, and it works on a high load. It also has a connector for most of the legacy products, so it connects pretty much smoothly: so provisioning is pretty good with this product.

SnrTechConsultant776, Senior Technical Consultant at a recruiting/HR firm with 1-100 employees:

* Group management * Task delegation * Access granularity

Etienne Mas, Snr Application Analyst at Rogers Communication:

The valuable features are the speed and the ability to provision all of our employees. I like the usability as well.

PrincipalSecArch140, Principal Security Architect II at a engineering company with 1000+ employees:

We only need one pane of glass to see what users have access to, especially privileged accounts.

Shinoy Cherayil, Sr Prin IT Technologist at Medtronic:

The automation that it brings to the enterprise is one of the main things that we looked at.

Raja Krishnamurthy, CTO, Application Development at a tech services company with 100-1000 employees:

We take identity management seriously and CA IDM is helping us to accomplish that goal. We have streamlined the identity management process, but we are not completely utilizing all the features of CA IDM (https://www.itcentralstation.com/products/ca-identity-manager). This product is a milestone/cornerstone for us to accomplish our identity management goals.

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itmanage45a2, IT Manager at a tech company with 1000+ employees:

It brings centralized management of all the identities for the E-Business Suite (https://www.itcentralstation.com/products/oracle-e-business-suite); that's the central feature.

technicabf56, Specialist at a transportation company with 1000+ employees:

Oracle Identity Manager (https://www.itcentralstation.com/products/oracle-identity-manager) is not in production yet. We are evaluating the product. There is a very strong motivation to get it out there into production and there is a need for it. Sooner or later, we will be doing it. We need an application to allow role-based access. That is our next phase of implementation. We need to get there. Once our current engagements are completed, that will become our number-one priority. Right now, as I've mentioned, we are evaluating it. Apparently, it seems like it's meeting our requirements.

enterpri3afe, Enterprise Access Manager at a financial services firm with 1000+ employees:

The most valuable feature is that it provides a consistent user interface. That's the primary thing, the consistent user interface.

Derekkddj, Tecnologías de la seguridad y ciberseguridad en Telefónica at a comms service provider with 1000+ employees:

Because OIM has a Java API, you can develop scripts and automate tasks. Integration with other products written in Java is easy, more or less.

Frank Meekins, Information Technology Specialist - Information Security at a government with 1000+ employees:

The most valuable features of this product are the legacy interfacing - interfaces with our mainframe - as well as provisioning.

Harold Dibler, Managing Director, Application Development:

One of the primary features we use is the password reset. The challenge we had was that our helpdesk had to manually reset customers in the field and reset their passwords one at a time, so we implemented CA Identity Manager to allow us to automate this self service reset of passwords.

Boyan Vassilev, Senior IT Manager at Best Western Hotels & Resorts:

I would say the most valuable feature is provisioning where we are able to provide user access to all the resources they need in a uniform way that we can audit. We don't need to spend a month going to every individual server, every individual database granting user access. We can do it from one central place. For SiteMinder, is the ability to bring applications under its protection very quickly and ability to partner with other companies through Federation and SAML using open standards to do authentication. We are able to partner with other vendors much more quickly no because before we had to do our home grown authentication things and they had to adapt to our non-standard way of doing things. Now, we have open standards. We publish a document to them with our SAML configuration, the documents we are going to be sending them and they code to it. We get on board very, very quickly.

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ITAdmin436, IT Admin at a tech company with 1000+ employees:

The capability of writing a custom connector makes this product flexible enough to potentially reach all types of target systems.

IAMarchitect4648, IAM Solutions Architect, CISSP at a tech vendor with 1000+ employees:

Reconciliation and provisioning engine, but we also use other features like requests, approvals, and reporting.

IAMAnalyst739, Business Analyst - IAM at a comms service provider with 100-1000 employees:

* Provisioning * Certification * Self Service

SystemEngineer703, IAM System Engineer - Cyber Security at a tech company with 1000+ employees:

Connectors and the ability to provision and reconcile information. We can remove all access in one hit, but also easily provision a user with accounts all from one place.

dba436173, Senior Oracle Database Administrator at a pharma/biotech company with 1000+ employees:

We use Identity Management primarily within our installation of E-Business Suite. Identity Management gives us the ability for people who use Oracle Application Manager to login using their standard network username and password.

Linley Ali, Enterprise Architect at a insurance company with 1000+ employees:

Identity Manager allows us to have a programmatic and paradigm shift in the way that we handle identities within our organization. What we had in the past was sort of a homegrown-built system to manage identities. That is individuals coming onto our systems and out of our systems. With the Identity Manager product, we're able to automate that in a way that we couldn't in the past. The single largest improvement has really been the ability to take what was a paper sort of process, e-mail sort of process, manager phone call process, down to an automated process which allowed us to go from one week to provision someone to ask the appropriate access down to about two hours.

Avi Kochva, CIO at Bank Hapoalim:

We are using the IDM solution for customer identification and authorization. We just started the project about a year ago. We have already implemented IDM on our website and our mobile applications. So far it's looking good. It's an interesting question because what we are getting back from our customers, they're quite afraid of what's happening because we have actually gone down from three identifiers on our website to two. In our mobile applications, we are now enabling one identifier and we have just implemented fingerprint recognition. Our customers were calling us and asking "look we are seeing cyber attacks happening, identification being stolen all over the world. How are you actually going down and using only this parameters for identification?" I think that the CA product enables us to do that. Get more security with lesser need of user identification.

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SrOIMConsultant699, Sr. OIM Consultant at a international affairs institute with 1000+ employees:

* Centralized account management * Provisioning, reconciliation * Attestation/Re-certification * Delegated administration

Anton Zolotarev, Senior Technical Specialist at a financial services firm with 1000+ employees:

* Oracle Identity Federation * Oracle Internet Directory (LDAP) * ODSM * OIM * OAM * Oracle Virtual Directory

Karan Kumar, IAM Engineer at a tech consulting company with 100-1000 employees:

Automated Provisioning to applications is one of the features that is really helpful. Also, there are a lot of out-of-the-box connectors available from Oracle that help to reduce the amount of development needed.

Thiruraghavan Seshadri, IAM Architect at a tech vendor with 1000+ employees:

Its value for us comes from the fact that it allows us to manage the entire identity lifecycle, including the on-boarding (provisioning), off-boarding (de-provisioning), modifications to the identities, self-service, password management, and administration of identities.

Consultant34366, Senior Consultant at a consultancy with 1000+ employees:

The most valuable feature of Identity Manager is its integration with other Oracle products. Specifically, its in the same stack as WebLogic and Database. This provides us a consistent set of products and tools, which is valuable for the continuity of both our IT and business operations.

InfoSecAnalyst315, Information Security Analyst at a financial services firm with 1000+ employees:

As far as valuable features go, one of the first ones is self-provisioning. The best thing is that our internal employees can provision their own access using the tool rather than contacting an internal group. Its built-in workflow handles all the needed approvals before it will provision the access.

Roger Smith, Sr. Systems Analyst/Tech Lead at Loblaw Companies Limited:

The most valuable feature is probably the role-base access granting, so we actually control everyone's access through roles. There are ad hoc accesses, but for the most part by being on-boarded as an employee or as contractor, you get a different set of baseline accesses. Those are managed through the Identity Management suite. Those will give you things like email, active directory account, access to our remedy ticketing system, and access to CA PPM. It also allows us to manage different types of users in different scenarios and different structures in active directory. For example, if you're a union warehouse employee, you don't need an email address. Or, if you're a contractor, it doesn't matter where your location is because you'll never be treated as an employee. All those different attributes are managed through Identity Manager.

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Gaurav Dhawan, Senior Infrastructure Engineer at a tech services company with 1000+ employees:

I feel the Provisioning and Reconciliation Engine as well as the Adapter Factory are most the valuable, apart from the standard features which most identity management solutions provide.

Akhil Dev, Senior Security Analyst at a tech services company with 1000+ employees:

* Provisioning * Reconciliation engine * Adapter factory

Engineer2288, Software Engineer at a tech services company with 1-100 employees:

User provision and user de-provision access to resources like email.

seniorsy6567, Vice President at a tech services company with 1000+ employees:

Rich authorization engine for delegated admin Robust workflow capability with BPML engine Extensive connector support Diagnostics are pretty good

SrInfoSecAnalyst318, Senior Information Security Analyst at a tech services company with 1000+ employees:

We had a big problem with accounts synchronization provision as we used a very old identity manager solution, and we needed to change it. Then we acquired the new CA solution and we changed the solution. It was a big challenge to change in only four months to CA Identity Manager, but we did it. Now we have accounts synchronization and self-service password reset. Over the next two years, we will implement a new solution with CA for the accounts to put in Identity Governance. We need to implement 70 new systems inside Identity Manager.

Soma Yedubati, SiteMinder Engineer at a government with 100-1000 employees:

I use the user record (a permanently stored data element), self-service features (access requests, application access, remove/change users), and the rules and entitlements for users.

Fernando Carassai, Middleware Engineer at a energy/utilities company with 1000+ employees:

The features that I find most valuable are the creation of access and admin roles. You can also manage many different applications -- more than one hundred -- in only one box. It also adds a level of security that we didn't have previously.

SecConsultingMgr941, Security Consulting Manager at a consultancy with 1000+ employees:

* Identity * Lifecycle * Provisioning

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Angel Jimenez Peribañez, Manager, Identity and Access Management at a energy/utilities company with 1000+ employees:

It gives us the ability to automate the IAM process.

Efrén Yanez, Security Manager & CM Specialist at a tech services company with 1-100 employees:

* The xPress technologies (connector xPress/Policy xPress/Config xPress) * Integration with API Management and other CA solutions * Facility to publish the web services of any task of Identity Manager * Ease of integration to leverage authentication processes managed by Identity Manager and called by external applications * You do not depend on the supplier to change screens and validate field, create notifications, etc. * True integration between CA Identity Manager and CA Identity Governance for

better use of compliance approved roles, data exchange and improved customer experience * Availability to implement in the cloud * Take advantage of important features of Identity Manager and Identity Governance on the Portar offered by Identity Suite (best user experience) and less technicall knowlegde need What about Identity Governance and integration with Identity Manager? This solution makes a seamless integration, leveraging the power of Identity Manager connectors it import the data obtained to Identity Governance; in the opposite direction, the results campaigns from Governance have the ability to update in automatic way the information in Identity Manager, enabling materialization of privileges changes and fulfilling a RBAC model (It is the business strategy to the lowest level of privileges in applications)

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Kenneth Graf, Enterprise Architect at a insurance company with 1000+ employees:

I find that the propagation of identities is what is most valuable about the solution.

DomesticMarketer463, Domestic Markets - Finance at a financial services firm with 1000+ employees:

The range of provisionning possibilities, such as native connectors and tools which facilitate the development of new ones.

ChiefConsultant890, Chief Consultant at a tech services company with 1000+ employees:

* Self-service * Role-based provisioning * Access

Mukul Anand, Information Security Analyst at a software R&D company with 1000+ employees:

* User-friendly UI * In built connectors for various endpoints

SecManager936, Security Manager at a tech services company with 1000+ employees:

The ability to customise the screen, and create a technical solution suited to the business requirements including delegation, password management and role based access.

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Jose Rosario, Director of Engineering at a tech services company with 1-100 employees:

The most valuable features of this product are the following: * Policy Xpress Allows for the ability to build policies triggered off of events in a codeless manner. * Separation of Duty (SOD) policies Gives the ability to create roles and/or policies with a criteria for removal or addition of a role, policy, or an entitlement based on the user's title as an example. * Connectors IDM has a rich set of connectors that covers traditional on premise, SAAS related, or custom resources. IDM provides the ability to create a custom connector through its Connector Xpress module. The module itself allows one to build a connector to any resource that is either LDAP or database driven. Once again this process involves no coding for the task.

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Deep Dive: Room for Improvement

Oracle Identity Manager

Manvendra Kumar, Co Founder at a software R&D company with 1-100 employees:

The underlying architecture of the product is quite complex and hard to maintain and troubleshoot. Self-Service capabilities are quite limited, and the out-of-box capabilities are limited and customizations are quite complex.

Usman Jaswal, Solution Architect at a tech services company with 1-100 employees:

Connectors that are available for integrating with different products. General stability of the product needs to be improved.

Mike Reams, Lead Solutions Architect at Cox Enterprises:

With Oracle, it's always about the learning curve and the nature of how the product is integrated. It takes tons of training and getting the right experienced people involved in order to launch the initial framework. Some of the adapters also do not work very well or have limited functionality.

CA Identity Manager

Gaurav Dhawan, Senior Infrastructure Engineer at a tech services company with 1000+ employees:

With the new age products such as Dell, Forgerock, and Ping, and the change in demands of the customer, CA needs to do a lot more. For example, Dell IM provides built-in features with governance in mind, although they also provide a separate product called IM with governance edition. The GUI in CA is more complicated where a user might have to drill down more into the menu to find the real form. Also, during configuration for a new person it's a tough deal to drill into the menus to find the place to actually setup. CA came up with SIGMA to be better on GUI and scalability, but it had a lot of issues and poor scalability in both versions. I lost one bid purely based more on the poorer GUI provided by CA, and due to the fact that SIGMA did not provide things which were asked by the customer and did not provide scope of much customization either, so I did not understand the use of the product. I am not aware if SIGMA is officially launched now or not.

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dba0856, DBA Manager|Principal Database Architect at a manufacturing company with 1000+ employees:

I would like to see it expand to other applications as well. There are certain non-Oracle applications where the integration might be difficult. It would be good if that integration could be simplified.

principa0b56, Principal IAM Architect at a retailer with 1000+ employees:

I would like them to focus on profile-based provisioning, make what we call the birthright access management. We need to have an easier way for people to find out the birthright rules and based on the birthright roles, the people get access they need to get what they want done. But they have to work out the product stability issues and make it easier to upgrade, easier to support, and easier to troubleshoot; those kinds of things.

principa9f2b, Principal Engineer at a tech company with 1000+ employees:

Everybody's been moving onto the cloud, and it's not a cloud-based solution. That is one of the things that is missing. There are competitors that are moving ahead in the market. They have some powerful connectors (https://www.itcentralstation.com/product_reviews/hpe-arcsight-logger-review-36822-by-itsecconsultant134) for cloud applications like Workday. We don’t have any feature for connecting to Workday. It should be a cloud-based solution with connections to cloud applications.

MiddlewareSpec782, Middleware specialist at a insurance company with 1000+ employees:

The interface is modern, but could have been made even easier to use for the customers.

SnrTechConsultant776, Senior Technical Consultant at a recruiting/HR firm with 1-100 employees:

Better recovery for the application server with the DB connectivity.

Etienne Mas, Snr Application Analyst at Rogers Communication:

I'm happy with the features that are in the current release. I would like to see an easier upgrade from older versions. That was our challenge.

PrincipalSecArch140, Principal Security Architect II at a engineering company with 1000+ employees:

I'd like to see the user interface be a little bit better as far as deploying the infrastructure, the back end, but I hear that it's coming. Most of the troubleshooting workflow is based on logs, so if the logs were consolidated we would need to just look at one particular log for all the servers to figure out what going on. For example, if you get a fail when provisioning a user, you determine where it fails, and go to the logs to see where specifically the process stopped and what tasks were not completed.

Shinoy Cherayil, Sr Prin IT Technologist at Medtronic:

Keeping up with the market and support for functionality and other core endpoints like Active Directory and Exchange that right now seems to be missing. So it needs a little more work around keeping up with what the industry is going.

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Ranjan Kunwar, Solutions Architect at a software R&D company with 1000+ employees:

The look and feel could be improved. I have worked with and looked at different products. The look and feel of those were pretty good or better than this product.

itmanage45a2, IT Manager at a tech company with 1000+ employees:

It is cumbersome to deploy; there are multiple layers in terms of trying to get it to work; and they're also limited in terms of the number of products it can integrate with.

technicabf56, Specialist at a transportation company with 1000+ employees:

My pain point was while migrating my current user base. There is a certain point during that phase of the install where, if you get past it and make a mistake, there is no possibility of going back to a point before the mistake was done. If you cross that point, you have to start all over. That was my bad experience. I had to try it over and over to understand the point of failure. I had to do an install eight or nine times to get one right. After that, after I got my first install right, I learned that they have come up with a new mode of install called the LCM, life cycle management. That was pretty impressive. With the lessons I had learned before the LCM and with the new mode of installation, the LCM, I felt the install was, meaning the release, was done really well.

Raja Krishnamurthy, CTO, Application Development at a tech services company with 100-1000 employees:

An improvement that we would like to see in a later version is taking it to the cloud. We have it on-premise and we foresee a lot of scalability challenges so taking it to the cloud might be a very good option for us.

Frank Meekins, Information Technology Specialist - Information Security at a government with 1000+ employees:

User interface and usability are mainly the features that need improvement. I'm not sure if the new release includes 508 compliance for blind and deaf users. That would be a nice feature to include, especially for the government space.

Harold Dibler, Managing Director, Application Development:

We are actually looking at something to make it easier from a user front end. The helpdesk does a lot of work today, so we're looking at another product from CA. I think it's called the Identity Suite. Make the maintenance and the updates easier. As well as a more intuitive interface.

Boyan Vassilev, Senior IT Manager at Best Western Hotels & Resorts:

Something to help us migrate our code between environments from QA to UA to production in an easier way. That would probably be the big one.

Linley Ali, Enterprise Architect at a insurance company with 1000+ employees:

We've met with the product development folks, and as far as improvements, we're really looking at them from a user experience. While all the key components are there to make the product work very well, what we're looking at is enhancing the product to have much more of a more modern approach and look and feel.

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enterpri3afe, Enterprise Access Manager at a financial services firm with 1000+ employees:

One of the things they don't have is, they don't provide support for what are called service accounts, non-human accounts, non-human IDs. That's critical. In addition to that, we have some role mining capabilities that Oracle (https://www.itcentralstation.com/vendors/oracle) really hasn't included or defined what they're going to do, how they're going to incorporate that. They've been converging these two products for a very long time, Oracle Identity Manager (OIM) and Oracle Identity Analytics. There's still that component that's still outlying.

Derekkddj, Tecnologías de la seguridad y ciberseguridad en Telefónica at a comms service provider with 1000+ employees:

The GUI is very old and could be more user friendly; not all administrative operations can be done with the web interface. You need a Java client for fine tuning. Search operations are very slow, and you often need to use a wildcard. Users expect much-easier, Google search-type operations. Stability can also be improved.

ITAdmin436, IT Admin at a tech company with 1000+ employees:

Capability of building custom forms: Currently, the form building has very limited customization capability.

IAMarchitect4648, IAM Solutions Architect, CISSP at a tech vendor with 1000+ employees:

The process of integrating with target systems can be simplified. Setting up a connector is a cumbersome process involving several interfaces, configuration objects, etc.

Avi Kochva, CIO at Bank Hapoalim:

There are actually quite a few nice things on the CA roadmap in the future. I think to have ability to enable our customers to have different roles, because we have customers that they can be a private customer, they can be part of an organization or a corporation and they need to have different roles. I think that's still something we will see in the future. We have some basic product to do that and we are starting to implement it but it will take us some time to get there.

InfoSecAnalyst315, Information Security Analyst at a financial services firm with 1000+ employees:

We're in the middle of an upgrade with IM to 12.6. Once that's done, we will get a better feel for what's available; they're deprecating some of the functionality in their provisioning manager product. It would be nice to have someone at CA that can handle some of the more technical questions we have.

Roger Smith, Sr. Systems Analyst/Tech Lead at Loblaw Companies Limited:

I saw some of the presentations here at CA world about the new interface for users to go in and request access and have their portal look really good. It's just a matter of us upgrading to that. The new user interface on the user side looks good, apparently it's not quite there yet on the admin side. To see something like that on the admin side would be amazing. If we were to add a new active directory group for someone to request access to, we have to build account templates and things like that for it. It's a very manual process that needs to be done ahead of time. With the newer version, you can actually go from the requester view. The requester can type in the name of the AD group he wants access to, and it will add that to the system in real time. Then it'll go through whatever approval we've setup saying that if you add a new AD group you would get managed professionally.

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IAMAnalyst739, Business Analyst - IAM at a comms service provider with 100-1000 employees:

New application onboarding requires a lot of complex configurations and setups to complete the onboarding of a new application.

SystemEngineer703, IAM System Engineer - Cyber Security at a tech company with 1000+ employees:

The Design console is a bit dated and complicated to use when in development. It's the biggest issue out there for all Oracle OIM developers who want to develop connectors (custom). Also, they need more easy to understand guides on how to use the API's within OIM to create notifications or event handlers. I have been on a development course and this is still an area I struggle with. If we had a better understanding of the dev side of things we would do so much more with this product.

dba436173, Senior Oracle Database Administrator at a pharma/biotech company with 1000+ employees:

Identity Manager is very complicated to set up. I guess where that comes from I believe, is we use it to buy into LDAP, and Microsoft and Oracle don't get on a corporate level, so it's going to be very difficult for them to get onto a software level, making it very, very complicated to set up. Now, we did eventually get there and the product does exactly what we'd expect it to do, but it took us a long time to get there.

SrOIMConsultant699, Sr. OIM Consultant at a international affairs institute with 1000+ employees:

It could be more stable and faster.

SrInfoSecAnalyst318, Senior Information Security Analyst at a tech services company with 1000+ employees:

My team doesn't have much experience, so we need to hire a professional to work with us on site every day. This is difficult. I have 2700 servers and we have another project when 90% is obligated to use them but only 10% is a physical server.

Soma Yedubati, SiteMinder Engineer at a government with 100-1000 employees:

The only issue we have is that sometimes we have an issue related to the Microsoft integration. That impacts Identity Manager's performance, and it's something we need.

Fernando Carassai, Middleware Engineer at a energy/utilities company with 1000+ employees:

Because it's software on our network, there are sometimes load-balancing issues or latency delays.

Narayana Kopparthi, Sr. IT Security Architect at a insurance company with 1000+ employees:

I'd like to see it better integrated with the other CA security products.

SecConsultingMgr941, Security Consulting Manager at a consultancy with 1000+ employees:

* Cloud integration * More flexibility and interoperability - how components interact with each other and external components

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Anton Zolotarev, Senior Technical Specialist at a financial services firm with 1000+ employees:

* Installation process * Technical support * More relevant documentation about specific parameters (as I still have no clue what they are responsible for) * Better documentation for HA and clustered setup especially with F5 Load Balancers

Karan Kumar, IAM Engineer at a tech consulting company with 100-1000 employees:

UI customization is still a challenge as it requires a lot of effort to develop.

Thiruraghavan Seshadri, IAM Architect at a tech vendor with 1000+ employees:

Features need to be implemented that take into consideration solutions and products outside the Oracle stack. The industry is moving towards more generalization to compete in the market, and Oracle has to adapt to those changes.

Consultant34366, Senior Consultant at a consultancy with 1000+ employees:

I'm more looking forward to seeing what they do for the new cloud services that they're rolling out, which is actually a different product, but they are offering identity as part of a cloud offering. This would be an improvement over the software offering.

Gaurav Dhawan, Senior Infrastructure Engineer at a tech services company with 1000+ employees:

Unfortunately while working with v9i, we had to do a lot of customizations because the product did not support much. With v11i, some of the customization has been reduced. However, the GUI is some what a bit more complicated, and it could be improved with a single GUI.

Angel Jimenez Peribañez, Manager, Identity and Access Management at a energy/utilities company with 1000+ employees:

The provisioning manager could use improvements.

Efrén Yanez, Security Manager & CM Specialist at a tech services company with 1-100 employees:

* Security information * Human resource onboarding/offboarding processes * All areas in organization that required account functionality in applications of the company

Kenneth Graf, Enterprise Architect at a insurance company with 1000+ employees:

It would be great if they could enable social media identities. That's the one thing we would like to have.

DomesticMarketer463, Domestic Markets - Finance at a financial services firm with 1000+ employees:

CA technologies must improve IHM for a better user-friendly approach.

ChiefConsultant890, Chief Consultant at a tech services company with 1000+ employees:

* Installation and upgrading is complex * User Interface

Mukul Anand, Information Security Analyst at a software R&D company with 1000+ employees:

It should be better when doing custom connections.

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Akhil Dev, Senior Security Analyst at a tech services company with 1000+ employees:

It needs to be more flexible and should have friendlier UI with more integrated features within a single UI.

Engineer2288, Software Engineer at a tech services company with 1-100 employees:

Performance.

seniorsy6567, Vice President at a tech services company with 1000+ employees:

A lot of Dependencies - Oracle database, WebLogic, SOA A lot of things still have to be done in Design Console, which still has a 90's UI. No REST interface for Identity as a Service that I'm aware of Doesn't hide its complexity Expensive Weak support team Built on, and relies on ADF for extensibility

SecManager936, Security Manager at a tech services company with 1000+ employees:

Multiple areas: * Bulk Load capability * Services * Organisation propagation, etc.

Jose Rosario, Director of Engineering at a tech services company with 1-100 employees:

The areas of this product which requires improvement are as follows: * The User Interface (UI) The User Interface has been improving over time and there are products such as IDMLogic Sigma that improves upon the user UI experience. * Its delegation model While IDM has the capability to delegate, the delegation process is not intuitive or forthcoming to the clients. The delegation model is present but it’s not a straight forward model to design against. These two areas are the ones that stand out, as I probably developed a tolerance over the years for any other if others do exist.

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Deep Dive: Improvements to My Organization

Oracle Identity Manager

Manvendra Kumar, Co Founder at a software R&D company with 1-100 employees:

I have seen an organization benefit through the automation of mundane repeat tasks related to setting up user identities, and managing user access as per a defined role. One of the key business driving factors for OIM implementation has been SOX compliance. End User Self-Service like password reset and access request is another feature that helps to reduce helpdesk calls.

Usman Jaswal, Solution Architect at a tech services company with 1-100 employees:

It allows for more centralized user management, improving system administration efficiency and reducing costs.

Mike Reams, Lead Solutions Architect at Cox Enterprises:

The way we have designed and implemented the solution has set us up to become a shared service model. This platform allows for us to customize any solution to meet the business capabilities.

CA Identity Manager

Gaurav Dhawan, Senior Infrastructure Engineer at a tech services company with 1000+ employees:

For the customer, the product provided an easy to use GUI for user-account centralization and auto-maintenance of accounts on different end points (target systems). Much of the manual tasks such as sending mails for approval and requests were reduced greatly. The amount of helpdesk calls were greatly reduced due to self-service tasks provided by the product.

Idita Israeli Sabag, Information Security Manager at a aerospace/defense firm with 1000+ employees:

I know that CA are always trying to improve and upgrading with improvements.

MiddlewareSpec782, Middleware specialist at a insurance company with 1000+ employees:

It provides a user-friendly front-end to manage LDAP-based users.

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dba0856, DBA Manager|Principal Database Architect at a manufacturing company with 1000+ employees:

The user-level management has improved when you have this solution in place. It's very difficult for us to manage the user access at the corporate level. It is a 24/7 job and we are global with multiple locations. We have user groups who manage all user access on the global level. That is easier to do with Oracle Identity Management in place.

principa0b56, Principal IAM Architect at a retailer with 1000+ employees:

The greatest benefit is increased efficiency so we can manage the identify lifecycle faster and better and so we can govern the access from a central place and make it easier.

principa9f2b, Principal Engineer at a tech company with 1000+ employees:

We have used this product to automate our manual business processes, like onboarding and other processes.

Ranjan Kunwar, Solutions Architect at a software R&D company with 1000+ employees:

Oracle Identity Manager (https://www.itcentralstation.com/product_reviews/oracle-identity-manager-review-30526-by-david-vance) helps to organize, control, and maintain the user IDs and user access keys for an organization. It also has an Activity Manager, for handling situations such as an employee leaving the company.

SnrTechConsultant776, Senior Technical Consultant at a recruiting/HR firm with 1-100 employees:

It allowed local departments to manage the people in their own groups, without any help from the IT department.

PrincipalSecArch140, Principal Security Architect II at a engineering company with 1000+ employees:

Once it's in place, it's easy to use. You definitely need insight into how your company provides access to users. Especially if it's going to be role based, which most of it is. It reduces the amount of time needed for analysts to provision users; new accounts, changes, and terms.

Shinoy Cherayil, Sr Prin IT Technologist at Medtronic:

We had a 20 year old provisioning system which was built primarily for manual activities. Identify Manager helped us move to a more automated model with fewer manual interactions. This definitely had a lot of added value for us.

Raja Krishnamurthy, CTO, Application Development at a tech services company with 100-1000 employees:

We have been making strides in that area, but we still have more improvements to do. We are not there yet, but we hope to be there soon.

Frank Meekins, Information Technology Specialist - Information Security at a government with 1000+ employees:

It gives the end users power for their other access requests.

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itmanage45a2, IT Manager at a tech company with 1000+ employees:

It streamlines the management of users, and it also provides compliance, in terms of the policies around maintaining identities, expiration, and so on.

enterpri3afe, Enterprise Access Manager at a financial services firm with 1000+ employees:

Over time, it will improve the way my organization functions. We've had some challenges as far as rolling it out, but that's the goal. We have a consistent set of processes, so we need a consistent toolset to be able to disperse across our organization.

Derekkddj, Tecnologías de la seguridad y ciberseguridad en Telefónica at a comms service provider with 1000+ employees:

The user just has to search the product+role in OIM and request it, with an approval workflow. The account is created automatically.

ITAdmin436, IT Admin at a tech company with 1000+ employees:

As an SI, I have implemented this product at multiple customers and it has improved overall user management.

IAMarchitect4648, IAM Solutions Architect, CISSP at a tech vendor with 1000+ employees:

We now have better control of our identity data and entitlements in target systems. Automation of provisioning, updating and deprovisioning of accounts in target systems.

Harold Dibler, Managing Director, Application Development:

One of the biggest benefits is the reduction of calls to the help desk. We reduced by a third our calls for password resets because users of the system could then reset themselves using the challenge questions and you know, people forget passwords it's an easy function. That was a huge benefit.

Boyan Vassilev, Senior IT Manager at Best Western Hotels & Resorts:

For one, you don't have to remember a thousand passwords. You just remember one. You go to a dashboard and then you'll be given access to the environments you need. Two, there is more security because the passwords that it generates are very, very large. They change very often. It's not something that can easily be guessed and your infrastructure is more protected this way.

InfoSecAnalyst315, Information Security Analyst at a financial services firm with 1000+ employees:

The big benefit is that the end users have an easier process requesting security access. It’s a faster process for them so people get up and running faster and can do their jobs.

Roger Smith, Sr. Systems Analyst/Tech Lead at Loblaw Companies Limited:

Before we had this role-based control, we manually requested the security team to create a profile in the right place and to give individual access for each new hire. Now, Identity Manager reduces the manual requests for on-boarding someone. It helps ensure that when a new hire comes in, they automatically have the same access as everyone else on their team.

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IAMAnalyst739, Business Analyst - IAM at a comms service provider with 100-1000 employees:

It helped us reduce the user management cost, and strengthen IT security by reducing the risk.

SystemEngineer703, IAM System Engineer - Cyber Security at a tech company with 1000+ employees:

The provision and deprovisioning means its more secure, less administration is required, and all the information about an identity is stored in one place. It saves costs of having to administer a user in every area or application.

dba436173, Senior Oracle Database Administrator at a pharma/biotech company with 1000+ employees:

We are a pharmaceutical company. We use E-Business Suite and Identity Manager to bind into E-Business Suite. That gives us the ability to carry out an e-signature so that we can track and trace anything going on, or what's going on in the database base, back to what user signed for a particular step in a manufacturing sequence, and when they signed for it. So with Single-Sign On, we can basically audit each step of a particular piece of manufacturing, who carried out the step, and when they carried out the step.

SrOIMConsultant699, Sr. OIM Consultant at a international affairs institute with 1000+ employees:

Application access is provided to and removed from end users in a timely manner, which removes delays in the on-boarding/off-boarding process. It also improves productivity and security.

SrInfoSecAnalyst318, Senior Information Security Analyst at a tech services company with 1000+ employees:

We use CA products because we have specific programs. For example, we use IBM WebSphere, and Identity Manager works with it. We implement and both sides achieve development and production, and we consider higher capability.

Soma Yedubati, SiteMinder Engineer at a government with 100-1000 employees:

These features really help our organization because they are the best features available for managing users.

Fernando Carassai, Middleware Engineer at a energy/utilities company with 1000+ employees:

We can identify a role for each application or for a group of applications. It's great in helping us organize and provide access to different apps.

Narayana Kopparthi, Sr. IT Security Architect at a insurance company with 1000+ employees:

We previously manually provisioned staff, but now Identity Manager allows us to do auto-provisioning. Auto-provisioning means that when there's any HR activity associated with an employee, it automatically, for example, de-provisions if the employee is fired or moves positions with different access privileges. We used to have a manual for new hired instructing them to send and email or make a phone call. It used to take 7 days for this process, for example, if we hired a $200/hour consultant. It didn't matter from a security admin perspective because they knew the new hire was coming on board, but it took a lot of manual effort and time. Now that we have auto-provisioning, we just define the provisioning rules for access privileges and defined, targeted endpoints.

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Anton Zolotarev, Senior Technical Specialist at a financial services firm with 1000+ employees:

It replaced the old Oracle SSO and OID, helping us save on support for off-the-shelf products. Also, it easily integrates with other applications, even with custom apps.

Karan Kumar, IAM Engineer at a tech consulting company with 100-1000 employees:

Automated Provisioning to applications has removed the effort required to manually create accounts in applications, which increases our productivity.

Thiruraghavan Seshadri, IAM Architect at a tech vendor with 1000+ employees:

It helps in streamlining the identity lifecycle management, beginning with bringing in an employee, contractor or partner into the system to until the day they leave the organization. It also streamlines many front desk operational tasks such as password management, personal and business detail updates, and it improves the governance around identity management.

Consultant34366, Senior Consultant at a consultancy with 1000+ employees:

We provide it as a service to the government. Identity Manager solves a very real problem that they have which is to control all identities they have in their system as well as access to those identities. So it really is essential to the entire life cycle of tracking identities, a problem that IM solves.

SecConsultingMgr941, Security Consulting Manager at a consultancy with 1000+ employees:

Compliance improvements.

Angel Jimenez Peribañez, Manager, Identity and Access Management at a energy/utilities company with 1000+ employees:

* Automating the process for new employees, removing employees, and so on * Self-service to grant access for applications and software * Delegate some functions to the help desk * Type group for some people with the same functions in the company

Efrén Yanez, Security Manager & CM Specialist at a tech services company with 1-100 employees:

It has increased our automation and maintenance of SLA security functions. Additional compliance of all activity relate to provisioning, self-service, and all critical transaction of security management.

DomesticMarketer463, Domestic Markets - Finance at a financial services firm with 1000+ employees:

* The automatic creation and removal of the accounts * Passwords change process organized and controlled by the user * Least priviledge rules applied * Profiles easy to configure, so less people are needed to administrate the solution * All processes around user accounts are simplified * Assets and business modeling improved

ChiefConsultant890, Chief Consultant at a tech services company with 1000+ employees:

It's saved on administration time, and reduced the wait time for access. It's also improved our compliance.

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Gaurav Dhawan, Senior Infrastructure Engineer at a tech services company with 1000+ employees:

It has helped in central user management and the automation of account handling and creation for multiple systems. It has also helped in data interaction between customer and third party data, which is an integral part of any business these days.

Akhil Dev, Senior Security Analyst at a tech services company with 1000+ employees:

It has helped in automating and reducing manual processes.

Engineer2288, Software Engineer at a tech services company with 1-100 employees:

We are a Consulting company but for our customers it saves time, help the user management and after implemented the company’s help desk is trained to support their employees.

seniorsy6567, Vice President at a tech services company with 1000+ employees:

Used it for external user registration, password & profile management Attempted to model a hierarchical role model but the OIM Access Policies, which map roles to entitlements, don't provision entitlements from inherited roles. This is a flawed design, IMO, limiting you to a flat role model.

Mukul Anand, Information Security Analyst at a software R&D company with 1000+ employees:

It's provided a centralized platform to manage the lifecycle of all identities across different endpoint systems such as Active Directory, Salesforce, etc.

SecManager936, Security Manager at a tech services company with 1000+ employees:

Delegated responsibility across to the customers, instead of the organisation maintaining the user. In addition, this also allows user privacy and security to be maintained.

Jose Rosario, Director of Engineering at a tech services company with 1-100 employees:

I'm an integrator, and as a result I deploy solutions in behalf of an organization. IDM improves the organizations ability to govern the life cycle of an end user. The life cycle starts with the on-boarding of an individual to the organization, whether it’s a contractor, consultant, employee (full or part time), or a partner. The life cycle ends with the departure of the individual from the organization. Everything in between is about managing the user's access, permissions, profile, and evolution from an identity stand point. We (Mycroft) advise and implement the necessary user cases that drives the successful central management of identities for an organization. Plain and simple, IDM provides the automation that allows the IT and respective business department(s) to focus in on other pressing needs while IDM standardizes the identity practice.

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ORACLE IDENTITY MANAGER REVIEW BY A REAL USER

Manvendra Kumar *Verified by IT Central Station*
Co Founder at a software R&D company with 1-100 employees

Valuable Features:

The following is a list of features that I have observed being used by my client that I have implemented:

1. User identity provisioning & lifecycle management

2. User Identity Profile/Attribute management

3. Self-Service Tool for end-user access request & password change

4. Role and Entitlement provisioning in target application/s

5. Auto de-provisioning of user identities

6. Audit capabilities & Report generation

Improvements to My Organization:

I have seen an organization benefit through the automation of mundane repeat tasks related to setting up user identities, and managing user access as per a defined role. One of the key business driving factors for OIM implementation has been SOX compliance. End User Self-Service like password reset and access request is another feature that helps to reduce helpdesk calls.

Room for Improvement:

The underlying architecture of the product is quite complex and hard to maintain and troubleshoot. Self-Service capabilities are quite limited, and the out-of-box capabilities are limited and customizations are quite complex.

Use of Solution:

I've been using it for four years.

Deployment Issues:

Releases prior to 11gR2 PS2 were hard to deploy due to lot of shipped bugs. Every implementation was like dealing with an endless series of patches.

WHAT REAL USERS ARE SAYING...

"The self-service tool for end-user access request and password change has reduced helpdesk calls. The underlying architecture of the product is quite complex."

"General stability of the product needs to be improved but it allows for more centralized user management."

"Hard to set the SAN setup correctly for LCM silent installations but it shaved 6 hours per environment setup"

"It has improved our user-level management. Installation is straightforward and documentation is available."

"It provides a centralized view of people requesting access to provisioning."

"It automates onboarding and other manual business processes. Connectors to cloud-based applications would help."

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Stability Issues:

Once you get it working right, it turns out to be quite stable. 11gR2 PS2 can be considered as the first bug free stable release.

Scalability Issues:

Scalability has never been an issue.

Technical Support:

Technical support is horrible. It is faster to find the resolution ourselves than rely on support. Product team engagement has been helpful but it's hard to get direct access to the product team resources. They are good at responding as per SLA without issue resolution.

Previous Solutions:

I have worked with Microsoft FIM and SailPoint IQ as well. This was not by choice but the client environment was a multiple identity management platform. Silo based deployment had resulted in a solution that meant that there were multiple identity management solutions supporting the company's global needs.

Initial Setup:

It was complex, primarily due to dependencies on various underlying technologies like Java, WebLogic, SOA, Database, and BI for reporting etc. Version compatibility was critical and any mismatch could lead to partially functional implementation. Things got better with 11gR2 PS2.

Implementation Team:

I was part of vendor team responsible for implementing the solution.

Other Advice:

One thing for sure, is that it is the most comprehensive solution out there in the market. During the preliminary stages when the concept of Identity Management was not well defined, every vendor came up with a product offering solution for very specific use cases. Now, the offerings are quite mature but they still have trace and limitations bound to their origins. If you are looking for a simple, and quick, tool to get started with, there are many options out there in the market but then there are limitations that require customization or creating features from scratch.

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ORACLE IDENTITY MANAGER REVIEW BY A REAL USER

Usman Jaswal *Verified by IT Central Station*
Solution Architect at a tech services company with 1-100 employees

Valuable Features:

Reconciliation

User Roles

Privileges Management

Improvements to My Organization:

It allows for more centralized user management, improving system administration efficiency and reducing costs.

Room for Improvement:

Connectors that are available for integrating with different products. General stability of the product needs to be improved.

Use of Solution:

I am not exactly a consumer of the product but an implementer of the solution. I have been working on Identity and Access Management for around two years. We are a vendor and solution provider for this suite of products.

Deployment Issues:

Many issues were faced during installation and deployment some of which were resolved by involving Oracle Support.

Stability Issues:

The product does have some issues with stability certain operations such as custom adapters and event handlers do not work properly.

Scalability Issues:

We have not had the need to scale the product.

Customer Service:

Average.

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Technical Support:

Poor.

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ORACLE IDENTITY MANAGER REVIEW BY A REAL USER

Mike Reams *Verified by IT Central Station*
Lead Solutions Architect at Cox Enterprises

Valuable Features:

The most valuable features are the attestation of identities and the robust set of identity analytics.

Improvements to My Organization:

The way we have designed and implemented the solution has set us up to become a shared service model. This platform allows for us to customize any solution to meet the business capabilities.

Room for Improvement:

With Oracle, it's always about the learning curve and the nature of how the product is integrated. It takes tons of training and getting the right experienced people involved in order to launch the initial framework. Some of the adapters also do not work very well or have limited functionality.

Use of Solution:

We have used Oracle IdM Products for 3 years now but just started using the new R2 framework 6 months ago.

Deployment Issues:

Yes, we encountered issues with determining if we wanted to use the LCM installation over manual. Once we determined that LCM was a good choice then it was a pain getting the SAN setup correctly to allow for these silent installations.

Stability Issues:

In our sandbox environment we had stability issues but only because all the components are on the same server. Once we worked out the kinks of first time R2 users, the platform seemed fairly stable.

Scalability Issues:

We did not encounter issues with scalability since we architected the solution to scale out enough to handle data.

Customer Service:

Oracle is pretty good about helping as long as you have the solution built according to their specifications. The trick with support is making sure the hand-offs are done in a timely manner since you may start with someone from a 6 time zone difference. I always get the duty manager involved with critical issues so that these gaps are addressed.

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Technical Support:

Depending on who you get, some of these folks are really sharp and there are some still learning the product.

Previous Solutions:

We used Microsoft ILM and FIM to manage our identity management provisioning and used Symphony for our Access Management side. We made the switch because Oracle offered a more robust solution for us to become a shared service for Identity Management.

Initial Setup:

As with any Oracle product, it's never straightforward. We knew what goals we needed to achieve but the challenge was having numerous design sessions to cover the possibilities, risks, and impacts in order to achieve those ambitious goals.

Implementation Team:

We had a combination of both in-house and outside professional services to help. I would rate our outside expertise very well.

ROI:

Too early to determine at this point in time but we have some ROI on the deployment side by shaving 6 hours per environment setup by using automated installations.

Cost and Licensing Advice:

Not including licence, we had a generous project budget to set-up and replace our legacy platform. The day-to-day cost is based on 3 people we have to support it. Of course our team & infrastructure is growing so the cost will rise by nature of supporting the service.

Other Solutions Considered:

We evaluated products such as at Microsoft, Okta, CA, and IBM. The Oracle platform was more aligned with our business road maps and meets the desired capabilities the business needs.

Other Advice:

Get people who have performed R2 installations and designs. This is important because if it's not done right the first time then you will be spending a lot of time either fixing issues or having to re-build everything. When you have such a robust system such as this, it gives you many ways to architect solutions.

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http://www.itcentralstation.com/products/comparisons/oracle-identity-manager_vs_ca-identity-manager

ORACLE IDENTITY MANAGER REVIEW BY A REAL USER

dba0856 *Verified by IT Central Station*
DBA Manager|Principal Database Architect at a manufacturing company with 1000+ employees

Valuable Features:

This solution is for single-sign-on. We are trying to extend that feature to include other enterprise applications.

Improvements to My Organization:

The user-level management has improved when you have this solution in place. It's very difficult for us to manage the user access at the corporate level. It is a 24/7 job and we are global with multiple locations. We have user groups who manage all user access on the global level. That is easier to do with Oracle Identity Management in place.

Room for Improvement:

I would like to see it expand to other applications as well. There are certain non-Oracle applications where the integration might be difficult. It would be good if that integration could be simplified.

Stability Issues:

The solution is stable.

Scalability Issues:

It is scalable as we expand into other applications. You need to fine-tune in some areas when expanding and maintaining the application.

Technical Support:

In this area, I don't see great support. There are a few guys we know in the Oracle support group, so we can escalate a case if they are there. The issue can then be resolved fast. It would be good if more of the team members could catch up to that level.

Initial Setup:

This installation is straightforward. A lot of documentation is available from the Oracle website. We were able to implement this in-house, without spending too many dollars. I think it is pretty good.

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Other Advice:

It is a great product. There may be some issues during setup, but once it’s stabilized, it's a perfect product.

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CA IDENTITY MANAGER REVIEW BY A REAL USER

Gaurav Dhawan *Verified by IT Central Station*
Senior Infrastructure Engineer at a tech services company with 1000+ employees

Valuable Features:

The product is easy to install, setup and configure. For me the ease of installation and configuration was most valuable as my experience with earlier Oracle Identity Manager products was slightly tedious. Things might be different now with Oracle products though. Also, CA provided a long list of standard connectors which did not require too much of customization and it suited well with the customer.

Improvements to My Organization:

For the customer, the product provided an easy to use GUI for user-account centralization and auto-maintenance of accounts on different end points (target systems). Much of the manual tasks such as sending mails for approval and requests were reduced greatly. The amount of helpdesk calls were greatly reduced due to self-service tasks provided by the product.

Room for Improvement:

With the new age products such as Dell, Forgerock, and Ping, and the change in demands of the customer, CA needs to do a lot more. For example, Dell IM provides built-in features with governance in mind, although they also provide a separate product called IM with governance edition.

The GUI in CA is more complicated where a user might have to drill down more into the menu to find the real form. Also, during configuration for a new person it's a tough deal to drill into the menus to find the place to actually setup.

CA came up with SIGMA to be better on GUI and scalability, but it had a lot of issues and poor scalability in both versions. I lost one bid purely based more on the poorer GUI provided by CA, and due to the fact that SIGMA did not provide things which were asked by the customer and did not provide scope of much customization either, so I did not understand the use of the product. I am not aware if SIGMA is officially launched now or not.

Use of Solution:

I've used it for around three years.

Deployment Issues:

Migrating and comparing objects using the add-on tool Config Xpress has its own challenges, we had some issues when we connected the two development and production environments and tried comparing. We used it the other way, i.e exporting the environment XML files which was indeed time consuming.

WHAT REAL USERS ARE SAYING...

"The GUI provides user-account centralization and auto-maintenance of accounts on different end points, yet the GUI is more complicated than it needs to be."

"We like that it synchronizes with our HR system. We would like to see customer service respond faster."

"It provides a user-friendly front-end to manage LDAP-based users, and although the customer UI is modern, it could be improved more to made easier to use."

"Better recovery for the app server with the DB connectivity is needed. Access granularity is helpful."

"Fast, stable solution with which we can provision all of our employees."

"A single pane of glass to see what users have access to. Recurring Java memory leaks."

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Stability Issues:

Overall, it's quite a stable product.

Technical Support:

I would 3.5/5 as it was good, but with some slight delay.

Previous Solutions:

I have used Oracle's product, and am currently also using Dell. My previous customer moved from Oracle to CA purely due to cost factor. With a simple requirement, I would still use CA, but with newer customer demands. CA has to come up with new features which other vendors provide and tune up the GUI.

Initial Setup:

It's a very straightforward process, very easy to use.

Implementation Team:

I have implemented it both with a vendor team and an in-house one as well. Implementation is straightforward, you just need to read the manuals provided by CA which says it all from installation and configuration to tuning.

Cost and Licensing Advice:

I haven't actually dealt with the licensing costs etc. but i know it's cheaper than Oracle, but more expensive than Dell/Microsoft/Forgerock.

Other Advice:

As with all products, this has its pros and cons please do a study of other products based on your requirements before deciding on a product.

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CA IDENTITY MANAGER REVIEW BY A REAL USER

Idita Israeli Sabag *Verified by IT Central Station*
Information Security Manager at a aerospace/defense firm
with 1000+ employees

Valuable Features:

The user interface

The synchronization with our HR system

Improvements to My Organization:

I know that CA are always trying to improve and upgrading with improvements.

Use of Solution:

I've used it for 11 years, and it has improved greatly over time.

Deployment Issues:

After a big update and upgrade, we have no problems with the system.

Stability Issues:

The system is very stable, it isn't freezing and it handles everything very well.

Customer Service:

They don't give a resolution immediately. They tend to take time coming up with answers. We are not really satisfied with the

customer service. They do solve problems in the end, it just takes time.

Previous Solutions:

No, we didn't use a previous solution. This is the first solution we ever implemented and we have been very satisfied ever since.

Initial Setup:

Initially it was a bit complicated as it was really something new in the market and the idea of identity management that works automatically and synchronizes with a HR system was not common. We were a pioneer. It was complicated to start these projects, the planning, architecture, and data mining that we had to do in the first step.

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Implementation Team:

We did it by ourselves, and had to do a lot of thinking by ourselves to get to the step of implementation. It took a bit of time because at that point there was not a lot of knowledge on how to implement such a new solution, so it took time. After we passed this step it moved on. But today when you launch these projects, everyone has a lot of experience from over the years and knows the steps. In 2004 it was really a startup. Now we are specialists.

ROI:

Yes, we have had a return on investment. All of the time saved on administration and user lifecycles. Now it’s all automatic. When a new employee is coming to the organization a new user is created, when I put it in the HR system a new user will be automatically created. Also when a user is let go, or has retired everything happens automatically. It helps because we have a lot of temporary employees that we bring in. It’s hard to imagine having to do this all manually.

Cost and Licensing Advice:

I think the pricing is reasonable.

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CA IDENTITY MANAGER REVIEW BY A REAL USER

MiddlewareSpec782 *Verified by IT Central Station*
Middleware specialist at a insurance company with 1000+ employees

Valuable Features:

Our customers find it easy to use.

Improvements to My Organization:

It provides a user-friendly front-end to manage LDAP-based users.

Room for Improvement:

The interface is modern, but could have been made even easier to use for the customers.

Use of Solution:

I managed it for approximately three years.

Deployment Issues:

No issues encountered.

Stability Issues:

No issues encountered.

Customer Service:

It's a little bit difficult to support.

Technical Support:

It's reasonable. The support is not the quickest to respond and does not have a mature process in terms of what logs must be gathered, and what to gather before raising a case.

Implementation Team:

CA provided assistance with augmentation of the existing solution, they provided quite a good level of support during the project.

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CA IDENTITY MANAGER REVIEW BY A REAL USER

SnrTechConsultant776 *Verified by IT Central Station*
Senior Technical Consultant at a recruiting/HR firm with 1-100 employees

Valuable Features:

Group management

Task delegation

Access granularity

Improvements to My Organization:

It allowed local departments to manage the people in their own groups, without any help from the IT department.

Room for Improvement:

Better recovery for the application server with the DB connectivity.

Use of Solution:

Two years.

Deployment Issues:

Yes, at some point CA support repaired the bug.

Stability Issues:

Yes, sometimes the connection with the DB is lost, and it isn't fully recovered without restarting the server.

Scalability Issues:

No issues encountered.

Customer Service:

7/10.

Technical Support:

7/10.

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Previous Solutions:

No previous solution used.

Initial Setup:

I think it depends on your background, but as soon as you understand the terminology it's not so complex.

Implementation Team:

We did an in-house implementation.

ROI:

Engineering and operational.

Other Solutions Considered:

Do a good gathering of your requirements and make sure you are creating the system architecture it in the right way.

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Oracle Identity Manager and CA Identity Manager Alternatives

VENDOR (BY RANKING)	SOLUTION	
CA Technologies	CA Identity Manager	Rating: 7.78 (28 reviews)
Oracle	Oracle Identity Manager	Rating: 7.16 (25 reviews)
IBM	IBM Tivoli Access Manager	Rating: 8.16 (6 reviews)
CyberArk	CyberArk Privileged Account Security	Rating: 8.64 (14 reviews)
IBM	IBM Tivoli Identity Manager	Rating: 7.66 (10 reviews)
SailPoint	SailPoint IdentityIQ	Rating: 7.6 (11 reviews)
Microsoft	Microsoft Bhold Forefront Identity Manager	Rating: 7.38 (8 reviews)
Keeper	Keeper	Rating: 9.84 (6 reviews)
CA Technologies	CA Identity Suite	Rating: 8.0 (5 reviews)
Cisco	Cisco Identity Services Engine	Rating: 8.26 (5 reviews)
Micro Focus	NetIQ Identity Manager	Rating: 8.5 (5 reviews)
ObserveIT	ObserveIT	Rating: 8.4 (5 reviews)
RSA	RSA SecurID Access	Rating: 8.26 (4 reviews)
SAP	SAP NetWeaver Identity Management	Rating: 7.34 (3 reviews)
Symantec	Symantec VIP	Rating: 8.66 (3 reviews)
tools4ever	Tools4ever Self Service Reset Password Management	Rating: 8.34 (3 reviews)
CA Technologies	CA Directory	Rating: 7.5 (2 reviews)
ForgeRock	ForgeRock	Rating: 8.5 (2 reviews)
Oracle	Oracle Identity and Access Management Suite	Rating: 7.0 (1 review)

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	Quest Software	Quest One Identity Manager	Rating: 8.0 (1 review)
	RSA	RSA Aveksa	Rating: 8.0 (2 reviews)
	Atos	Atos DirX Identity Management	Rating: 8.0 (1 review)
	Beta Systems	Beta Systems SAM Enterprise Identity Manager	Rating: 7.0 (1 review)
	BeyondTrust	BeyondTrust PowerBroker	(1 review)
	CA Technologies	CA Identity Governance	Rating: 9.0 (1 review)
	CA Technologies	CA Role and Compliance Manager	Rating: 5.0 (1 review)
	Fischer International	Fischer International Fischer Identity Suite	Rating: 6.0 (1 review)
	Gemalto	Gemalto Protiva	Rating: 8.0 (1 review)
	Gigya	Gigya Customer Identity Management	Rating: 8.0 (1 review)
	Lieberman Software	Lieberman Software Enterprise Random Password Manager	Rating: 8.0 (1 review)
	Micro Focus	NetIQ Access Governance Suite	Rating: 9.0 (1 review)
	Oracle	Oracle Identity Governance	Rating: 9.0 (1 review)
	Quest Software	Quest ActiveRoles Server	Rating: 8.0 (1 review)
	The Dot Net Factory	The Dot Net Factory EmpowerID	Rating: 7.0 (1 review)
	tools4ever	Tools4ever IAM	Rating: 10.0 (1 review)
	CyberArk	Viewfinity	Rating: 9.0 (1 review)
	AlertEnterprise	AlertCertify	
	AlertEnterprise	AlertRoles	
	Araxid	Araxid	

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Authentic8	Authentic8
Avatier	Avatier AIMS
Bitium	Bitium
CA Technologies	CA Auditor
Centrify	Centrify Identity Service
Courion	Courion Access Assurance Suite
CrossIdeas	CrossIdeas Identity and Access Management
Deep Identity	Deep Identity Identity Audit and Compliance Manager
e-trust	e-trust Horacius
econet	econet cMatrix
Evidian	Evidian Identity and Access Manager
Fortinet	FortiAuthenticator
Fortinet	Fortinet FortiToken
Fox Technologies	Fox Technologies ApplicationControl
Hitachi	Hitachi ID Identity Manager
Hypersocket Software	Hypersocket Access Manager
ID Analytics	ID Analytics
ILANTUS	ILANTUS Xpress Access
ILANTUS	ILANTUS Xpress Password
ILANTUS	ILANTUS Xpress Sign-On
Ilex	Ilex Meibo

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Ilex	Ilex Sign&go
Imanami	Imanami GroupID
Infor	Infor Approva
iSM	iSM bi-Cube
Kaseya	Kaseya AuthAnvil
Lighthouse Computer Services	Lighthouse Computer Services Lighthouse Gateway
Omada	Omada Identity Suite
OpenIAM	OpenIAM
Ping Identity	Ping Identity
RM5 Software	RM5 IdM
RSA	RSA Federated Identity Manager
SCC	SCC Access Auditor
Securonix Solutions	Securonix Security Analytics
Thycotic	Thycotic Group Management Server
tools4ever	Tools4ever Enterprise Single Sign On Manager
IS Decisions	UserLock
Verizon	Verizon Identity and Access Management
VMware	VMware Identity Manager

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Top Identity and Access Management Vendors

Over 189,104 professionals have used IT Central Station research on enterprise tech. Here are the top Identity and Access Management vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

1. Oracle Identity Manager

2. CA Identity Manager

3. CyberArk Privileged Account Security

4. SailPoint IdentityIQ

5. IBM Tivoli Access Manager

6. IBM Tivoli Identity Manager

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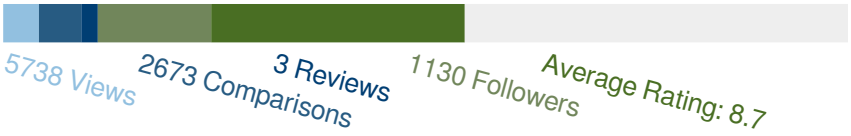
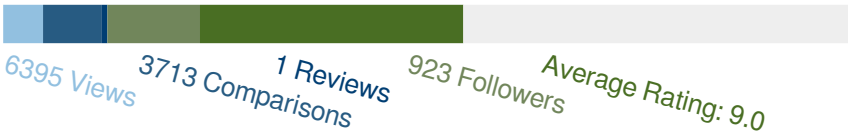
7. Symantec VIP

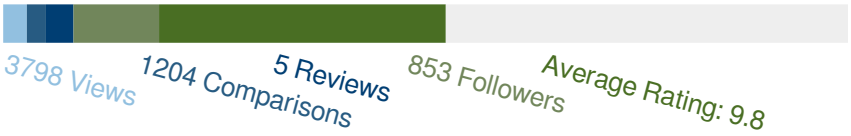


8. ForgeRock

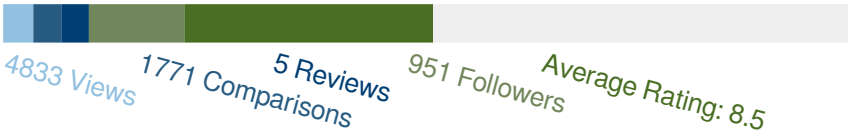


9. Microsoft Bhold Forefront Identity Manager

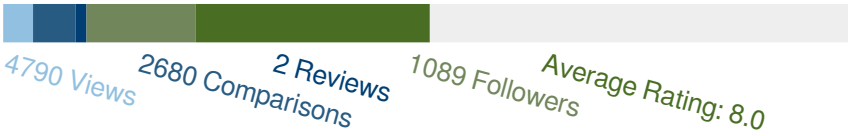
10. Keeper



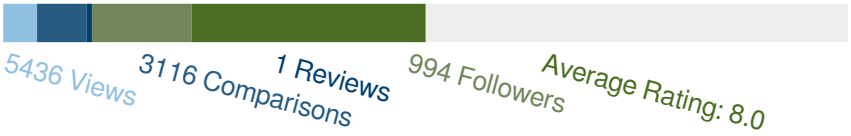
11. NetIQ Identity Manager



12. RSA Aveksa



13. Quest One Identity Manager



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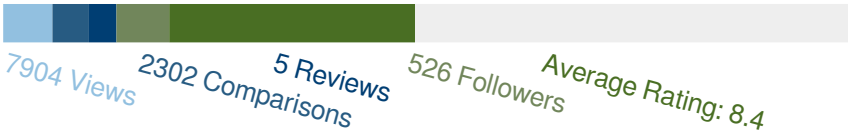
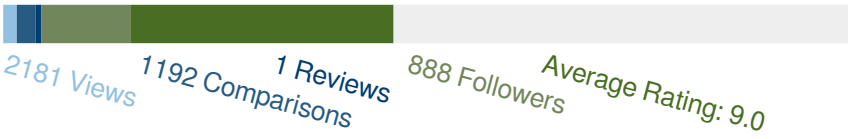
14. ObserveIT



15. NetIQ Access Governance Suite



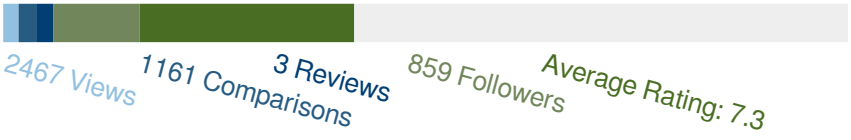
16. Gemalto Protiva

17. RSA SecurID Access

18. Cisco Identity Services Engine

19. Tools4ever IAM

20. SAP NetWeaver Identity Management



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21. Atos DirX Identity Management

1404 Views 680 Comparisons 1 Reviews 860 Followers Average Rating: 8.0

22. Gigya Customer Identity Management

3261 Views 2091 Comparisons 1 Reviews 492 Followers Average Rating: 8.0

23. Viewfinity

1233 Views 809 Comparisons 1 Reviews 424 Followers Average Rating: 9.0

24. Quest ActiveRoles Server

1639 Views 780 Comparisons 1 Reviews 678 Followers Average Rating: 8.0

25. CA Identity Governance

577 Views 355 Comparisons 1 Reviews 465 Followers Average Rating: 9.0

26. CA Identity Suite

1364 Views 662 Comparisons 5 Reviews 424 Followers Average Rating: 8.0

27. Tools4ever Self Service Reset Password Management

1390 Views 718 Comparisons 3 Reviews 409 Followers Average Rating: 8.3

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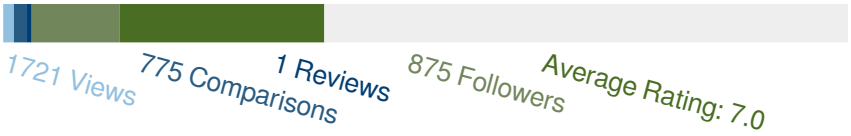
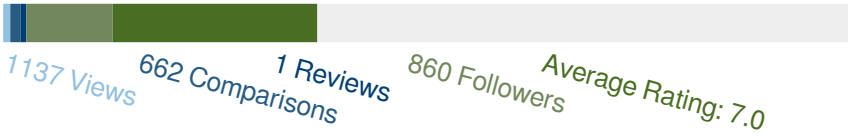
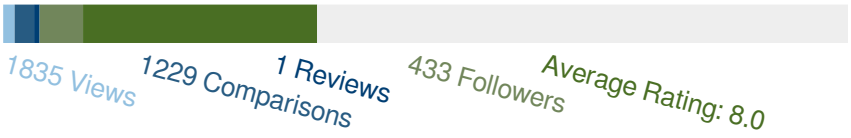
28. Oracle Identity and Access Management Suite



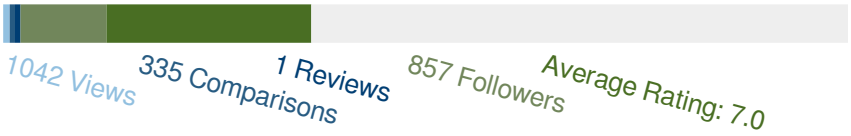
29. The Dot Net Factory EmpowerID



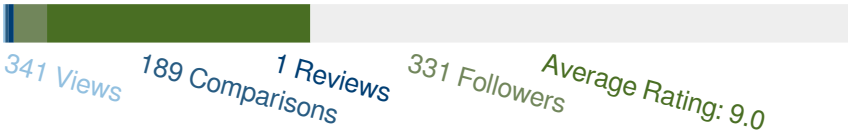
30. Lieberman Software Enterprise Random Password Manager



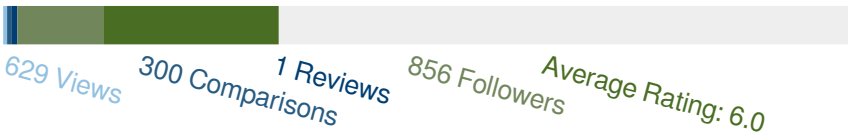
31. Beta Systems SAM Enterprise Identity Manager



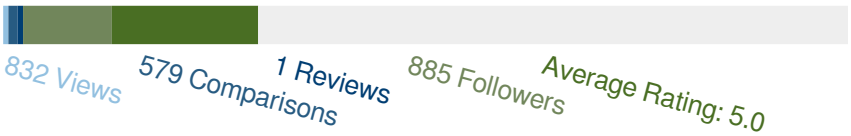
32. Oracle Identity Governance



33. Fischer International Fischer Identity Suite



34. CA Role and Compliance Manager



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35. CA Directory

520 Views 378 Comparisons 1 Reviews 282 Followers Average Rating: 7.0

36. Securonix Security Analytics

2471 Views 1558 Comparisons 0 Reviews 1568 Followers Average Rating: 0.0

37. UserLock

832 Views 407 Comparisons 0 Reviews 1527 Followers Average Rating: 0.0

38. BeyondTrust PowerBroker

4057 Views 3342 Comparisons 0 Reviews 599 Followers Average Rating: 0.0

39. OpenIAM

2086 Views 1455 Comparisons 0 Reviews 930 Followers Average Rating: 0.0

40. Infor Approva

1151 Views 931 Comparisons 0 Reviews 940 Followers Average Rating: 0.0

41. ILANTUS Xpress Access

962 Views 779 Comparisons 0 Reviews 969 Followers Average Rating: 0.0

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42. Centrify Identity Service

2542 Views 2336 Comparisons 0 Reviews 527 Followers Average Rating: 0.0

43. Ilex Sign&go

526 Views 398 Comparisons 0 Reviews 914 Followers Average Rating: 0.0

44. RM5 IdM

696 Views 557 Comparisons 0 Reviews 861 Followers Average Rating: 0.0

45. Courion Access Assurance Suite

700 Views 520 Comparisons 0 Reviews 859 Followers Average Rating: 0.0

46. Hitachi ID Identity Manager

569 Views 415 Comparisons 0 Reviews 857 Followers Average Rating: 0.0

47. Omada Identity Suite

554 Views 408 Comparisons 0 Reviews 855 Followers Average Rating: 0.0

48. Avatier AIMS

545 Views 403 Comparisons 0 Reviews 856 Followers Average Rating: 0.0

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49. Deep Identity Identity Audit and Compliance Manager

484 Views 375 Comparisons 0 Reviews 856 Followers Average Rating: 0.0

50. RSA Federated Identity Manager

432 Views 324 Comparisons 0 Reviews 858 Followers Average Rating: 0.0

51. CrossIdeas Identity and Access Management

473 Views 298 Comparisons 0 Reviews 858 Followers Average Rating: 0.0

52. Lighthouse Computer Services Lighthouse Gateway

440 Views 309 Comparisons 0 Reviews 858 Followers Average Rating: 0.0

53. econet cMatrix

414 Views 321 Comparisons 0 Reviews 855 Followers Average Rating: 0.0

54. Evidian Identity and Access Manager

419 Views 306 Comparisons 0 Reviews 857 Followers Average Rating: 0.0

55. Ilex Meibo

403 Views 289 Comparisons 0 Reviews 857 Followers Average Rating: 0.0

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56. e-trust Horacius

416 Views 228 Comparisons 0 Reviews 857 Followers Average Rating: 0.0

57. iSM bi-Cube

350 Views 253 Comparisons 0 Reviews 855 Followers Average Rating: 0.0

58. SCC Access Auditor

367 Views 220 Comparisons 0 Reviews 855 Followers Average Rating: 0.0

59. AlertCertify

317 Views 238 Comparisons 0 Reviews 855 Followers Average Rating: 0.0

60. Fox Technologies ApplicationControl

316 Views 225 Comparisons 0 Reviews 856 Followers Average Rating: 0.0

61. AlertRoles

287 Views 220 Comparisons 0 Reviews 855 Followers Average Rating: 0.0

62. ILANTUS Xpress Sign-On

568 Views 432 Comparisons 0 Reviews 752 Followers Average Rating: 0.0

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http://www.itcentralstation.com/products/comparisons/oracle-identity-manager_vs_ca-identity-manager

63. Ping Identity

1848 Views 1645 Comparisons 0 Reviews 444 Followers Average Rating: 0.0

64. VMware Identity Manager

875 Views 753 Comparisons 0 Reviews 400 Followers Average Rating: 0.0

65. Authentic8

495 Views 444 Comparisons 0 Reviews 458 Followers Average Rating: 0.0

66. Imanami GroupID

747 Views 647 Comparisons 0 Reviews 384 Followers Average Rating: 0.0

67. Bitium

654 Views 475 Comparisons 0 Reviews 408 Followers Average Rating: 0.0

68. Hypersocket Access Manager

600 Views 385 Comparisons 0 Reviews 409 Followers Average Rating: 0.0

69. Thycotic Group Management Server

536 Views 483 Comparisons 0 Reviews 378 Followers Average Rating: 0.0

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http://www.itcentralstation.com/products/comparisons/oracle-identity-manager_vs_ca-identity-manager

70. Tools4ever Enterprise Single Sign On Manager

412 Views 333 Comparisons 0 Reviews 409 Followers Average Rating: 0.0

71. Araxid

284 Views 222 Comparisons 0 Reviews 408 Followers Average Rating: 0.0

72. ILANTUS Xpress Password

305 Views 252 Comparisons 0 Reviews 391 Followers Average Rating: 0.0

73. Kaseya AuthAnvil

287 Views 263 Comparisons 0 Reviews 334 Followers Average Rating: 0.0

74. Verizon Identity and Access Management

138 Views 113 Comparisons 0 Reviews 361 Followers Average Rating: 0.0

75. CA Auditor

153 Views 137 Comparisons 0 Reviews 346 Followers Average Rating: 0.0

76. ID Analytics

105 Views 83 Comparisons 0 Reviews 347 Followers Average Rating: 0.0

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http://www.itcentralstation.com/products/comparisons/oracle-identity-manager_vs_ca-identity-manager

77. FortiAuthenticator

97 Views 92 Comparisons 0 Reviews 5 Followers Average Rating: 0.0

78. Fortinet FortiToken

77 Views 76 Comparisons 0 Reviews 3 Followers Average Rating: 0.0

Chart Key

Views: Number of total page views

Comparisons: Number of times compared to another product

Reviews: Total number of reviews on IT Central Station

Followers: Number of followers on IT Central Station

Average Rating: Average rating based on reviews

The total ranking of a product (and the bar length) is based on a weighted aggregate ranking.
For Views, Comparisons, Reviews, and Followers the score is calculated as follows:
The product with the highest count in each area gets the highest available score of 17.5 points.
Every other product gets assigned points based on its total in proportion to the #1 product in the category.
For example, if a product has 80% of the number of reviews compared to
*the product with the most reviews then the product's score and bar length for reviews would be 17.5% (weighting factor) * 80% = 14.*
*
In the final section, Average Rating, there are 30 points available to each product independent of the other products.*
*
Reviews and ratings that are more than 24 months old, as well as those by resellers, are excluded from the rankings.*

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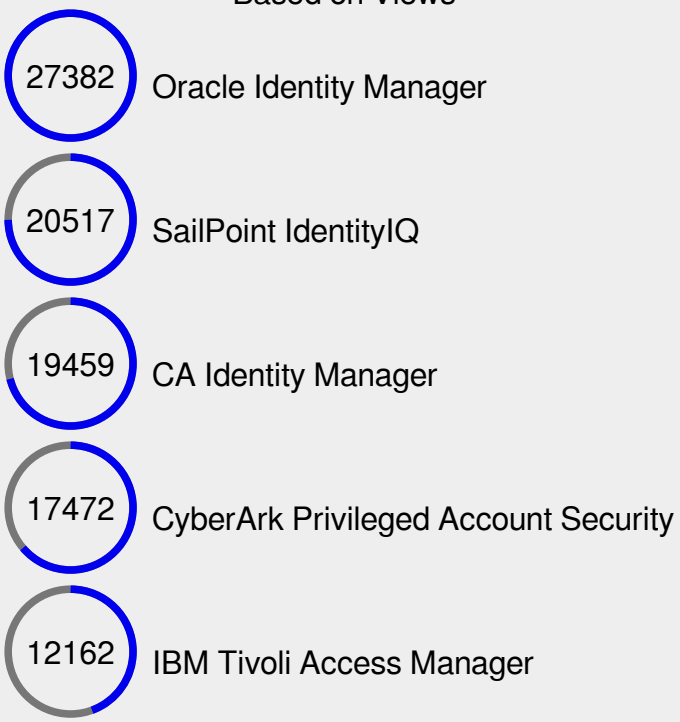
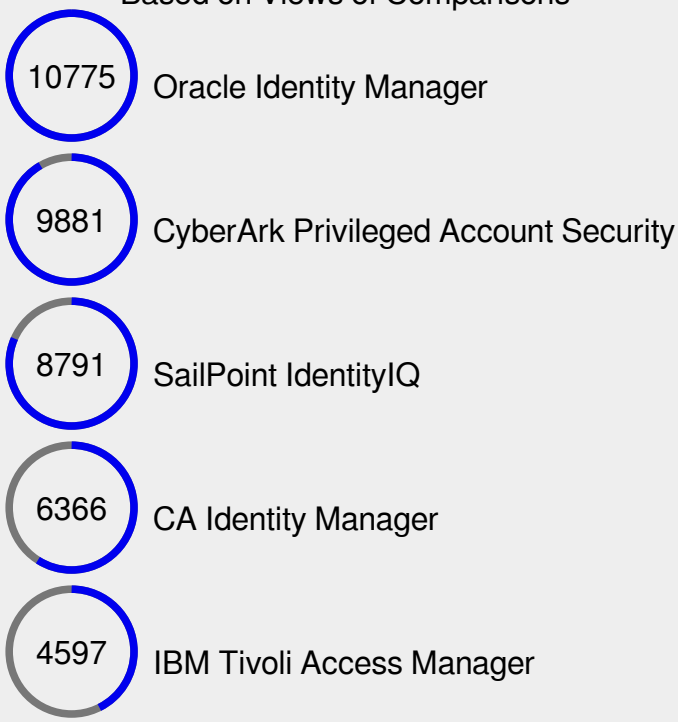
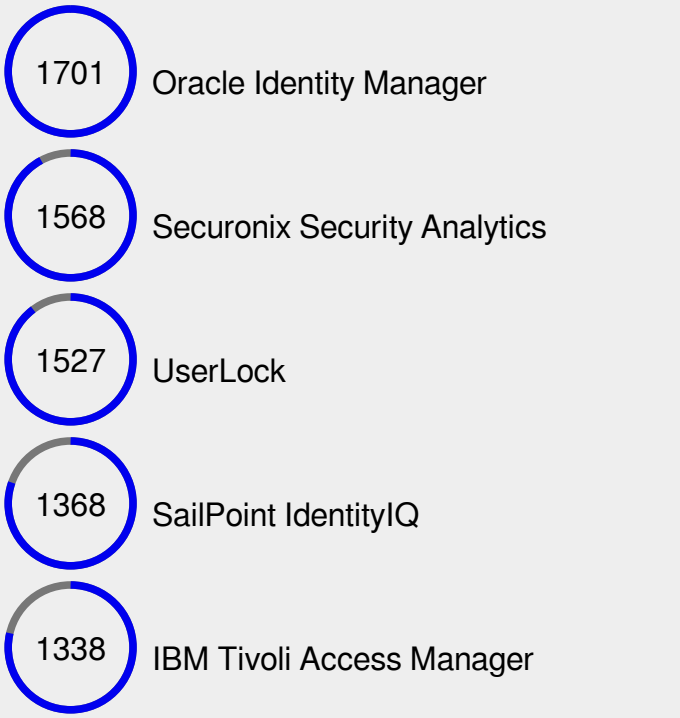
TOP 5
Based on Views



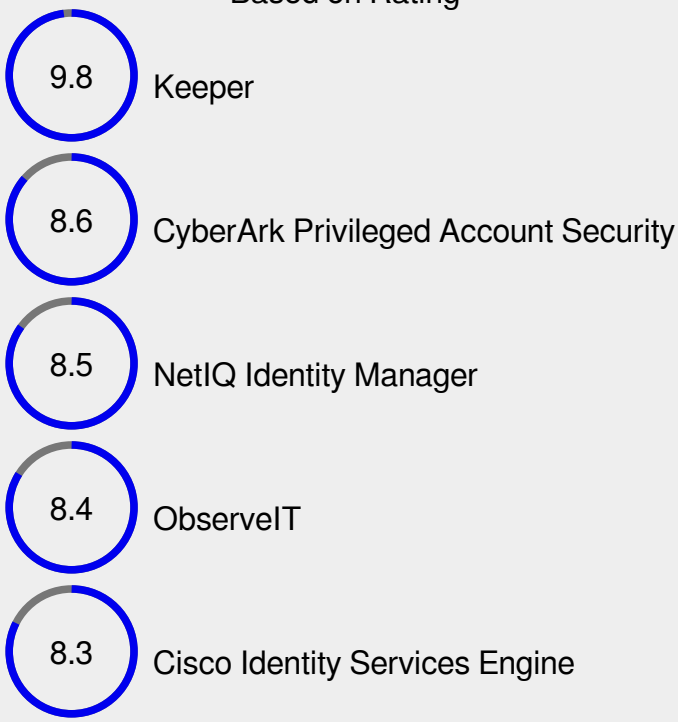
TOP 5
Based on Views of Comparisons



TOP 5
Based on Followers



TOP 5
Based on Rating



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