

Case Study

Axiad Cloud



Eric Brown

Cybersecurity Director - Enterprise Identity & Access Management at a computer software company with 10,001+ employees

- ✓ Review by a Real User
- ✓ Verified by PeerSpot

What is our primary use case?

We are using it for PKI and multi-factor authentication through push notifications and OTP tokens.

How has it helped my organization?

The added security has helped us mitigate quite a few breach attempts since the system was implemented.

We are able to realize the effectiveness of our SOC using the platform. Through their analytics, we have found indicators of attempted compromise. The fact that they weren't able to get in because multi-factor was enforced has definitely been advantageous.

At this time, we have not fully deployed a

passwordless platform. We are still partnering with them to do this on the actual individual endpoints. However, for our external access, it does help enable passwordless authentication quite well for everyone and every use case, including workstation logon, VPN, and cloud applications. It is very well-received by our users. This is important for us because that is what we are moving towards.

It enables users to self issue their authenticators and manage them over time in a single pane of glass in a simplified platform.

What is most valuable?

The most valuable feature is the overhead management of the platform. There is less for my team to worry about. The day-to-day tasks, running the servers, and making sure that



everything is patched is all handled by the platform. We just consume the service and work with them to refine it, making it even more valuable.

Aside from Active Directory, anything that is a multi-factor platform is handled through Axiad Cloud. It is critical for helping to enforce usage of authentication devices across our organization. One of our requirements to continue some of our contracts is to have multi-factor authentication across all devices accessing the network.

It is extremely easy to enroll a user with "One Click Issuance". I have had very few calls to the service desk regarding enrollment. It takes a couple of minutes to enroll a user with "One Click Issuance".

Deploying and managing authenticators is very easy, either done by a mobile application or enrollment of an OTP token. It is very simple. This is important to my userbase, which makes it important to me.

Functionality-wise, it is pretty solid.

What needs improvement?

I would like a more modern look to the portal.

For how long have I used the solution?

I have been using Axiad Cloud for four years.

What do I think about the stability of the solution?

It is very stable. In the past four years, we may have experienced a total of 60 minutes of downtime, which is not much.

What do I think about the scalability of the solution?

It scales seamlessly. In the mornings, when we have our highest user load, the system scales by itself in the back-end to handle the increased user load. Then, during the day, it scales back down to save resources.

We are at 35,000 to 40,000 users. The solution is used and heavily integrated with all our multi-factor authentication entryways. We have plans to expand it to other devices and other platforms as well.

How are customer service and support?

The tech support is top-notch. They really know their stuff. The customer service is just as good. They are very polite and pleasant to deal with.

The tech support is very solid. Whenever we have had an issue, whether it is connectivity or other issues, they are pretty proactive in reaching back out to us. This is sometimes before we even know that there is an issue, letting us know that it might be something on



our end or that they are working on something on their end that is unexpected. Therefore, they are very proactive.

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

Before Axiad Cloud, it used to take 10 or 15 minutes to enroll a user using the HID platform.

We have a long-standing relationship with Axiad. They helped us deploy the original HID solution. Then, we wanted something that was easier to use. That solution was all on-prem. We wanted something cloud-based that had higher resiliency and less administrative overhead. That is where we made the switch to Axiad Cloud.

How was the initial setup?

Anything multi-factor being integrated into an existing environment is complex. However, working with Axiad, it was relatively easy for my team to partner with them and get this deployed in a little over a month for about 30,000 users.

What about the implementation team?

We used Axiad's service and customer care for the deployment. They were fantastic. They know the regulations just as well as we do. When you are speaking the same language, it just makes everything that much easier.

What was our ROI?

We have gotten the value that we were looking for with a simplified user experience. It took us three months from the beginning of the deployment to see this value.

It has driven down the number of our calls. This, in turn, saves labor hours on both our service desk and on the users. At this point, our calls to the service desk for multi-factor have dropped by about 35%.

What's my experience with pricing, setup cost, and licensing?

The pricing is very competitive for what is offered at the level that we need. They are right there with what the industry standards are. They tend to be a little bit less, in terms of cost, when we are talking about security at government standards. So, I would say that they have a slight advantage on cost compared to the industry average. They are the lower cost solution and the best bargain out on the market today.



There is just the regular purchasing of new hardware tokens, if we run out.

Which other solutions did I evaluate?

We looked at other options for PKI issuance with some of the other big players, Duo and Okta. However, we just felt that the level of security provided by Axiad was superior.

What other advice do I have?

Don't think twice about it. It really is a solid platform and well worth the money you spend. The technical expertise behind the team is top-notch. I would recommend them in a heartbeat. I would tell someone who has deployed multi-factor authentication (MFA) for most of their use cases, but not all of them, "Hurry up and finish." We have not deployed MyCircle yet. I would rate this solution as 10 out of 10.

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