

Case Study

Axiad Cloud



DaveP

Enterprise Security Architect at a retailer with 10,001+ employees

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

What is our primary use case?

We're using it to back a multifactor authentication project. We are using it for the PKI on smart cards as well as YubiKeys.

We're still in the beginning stages of the rollout, but Axiad Cloud will make us more compliant and secure. We need to use it to comply with certain regulations.

How has it helped my organization?

The solution helps enable passwordless authentication for everyone, in every use case, including workstation log on, VPN, and cloud applications, and that is a big driver for what we're doing. Our associates are very happy not to need their password for most situations

anymore.

It also empowers users to self-issue their authenticators and manage them over time and that's important to our organization. We don't want a help desk ticket every time somebody needs to issue a new authenticator or change one. The more that the users can do themselves, the better.

The self-service capabilities are certainly an aspect that will assist in saving time and money, and the Airlock feature will do so in the future. Along those lines, the MyCircle feature is one we'll roll out as well, to save time.

What is most valuable?

It's very user-friendly. We're issuing YubiKeys for our corporate users and they just plug it in, go to the Axiad Cloud portal, and click the issue



button. It's a couple of steps.

It is also the single platform to manage all the authentication requirements for our staff for smart cards and YubiKeys. And we're also going to extend it over the next couple of months to back our entire PKI. We have an internal one today, but we liked how Axiad worked with the multifactor project, so we're going to move our entire internal platform over to them as well for certificate-backing.

Axiad also does a great job with device lifecycle management. It seems to be as good as it could be.

What needs improvement?

There are just some minor tweaks that could be made on the front end. It would be cool to have nicknames for authenticator devices. If you have more than one, it's hard to discern what you have.

Overall we've been very satisfied. I don't really have many critiques for the product at this point.

For how long have I used the solution?

I've been using Axiad Cloud for about six months.

What do I think about the stability of the solution?

The stability is great. We haven't had any issues with the stability. It's always been up.

What do I think about the scalability of the solution?

The scalability seems very good. That's more of a to-be-determined issue as we scale our user side, but we haven't had any issues so far.

Right now, we have about 50 users on it. By the end of the year, we hope to have about 30,000 users on it. We are going to rapidly increase usage over the next few months.

How are customer service and support?

Technical support has been very responsive. Their CEO will actually personally reach out to me every couple of weeks and ask how things are going or if we need anything. I haven't experienced something like that in my 10 or so years in IT, where a CEO will get so involved in ensuring that a rollout is a success.

The company, Axiad, is a great partner. If we have any issues or if we want a feature, they're usually pretty good about getting it. Our SSO provider is PingFederate and we asked, "Hey, can you guys do an integration with Ping?" They said, "Yeah," and it was done about two months



later. And then we asked them to integrate with Venafi, which is a PKI certificate provider and they said, "Okay, we'll do that too." They're very flexible and accommodating to the use cases that we have as a company.

Overall, I would rate their tech support a nine out of 10. I take one point off because sometimes it has taken them a while to figure out what's going on and fix it. But they're great otherwise, extremely responsive.

How would you rate customer service and support?

Positive

How was the initial setup?

The initial setup was about what we thought it would be. It's not extremely simple, but it's also not extremely complex. It's in the middle.

There is some configuration that you have to do on your Active Directory. We followed all of their instructions and we still weren't able to get it to work. We had to involve some Microsoft support folks and we were finally able to get it working. Looking at what was needed, it should have been fairly obvious to us, to get it set up immediately. It's not super-simple but it shouldn't be complex.

The deployment took a couple of months to get everything set up and rolling. We still haven't scaled it. If you really had all your ducks in a row,

it could be done in under a month.

Getting users enrolled with the One Click Issuance is fairly straightforward. The tricky part is getting all of the software prerequisites installed, but that's on the IT side of the house, for us to make sure that stuff is there before the user wants to issue a certificate. But once all of the software prerequisites are installed, it is truly a One Click Issuance and very straightforward. The actual One Click process takes about 30 seconds. It's very quick.

For maintenance of the solution you need one person, if that. There's not much work there on our side.

What about the implementation team?

We used Axiad's service and customer care for deployment and they were awesome. That was one of my favorite parts. We had a guy named Doug who was our contact for the rollout and we were on calls with him and emailed with him every day. He's been really awesome.

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

They charge you to use their virtual private cloud. That's a set cost per year, and they charge you a licensing fee per user on top of that.



Which other solutions did I evaluate?

We haven't purchased any other solution but we went through a long process to find the best player out there for our needs. We've tested other platforms but Axiad was certainly the best one that we tested.

One we tested was HID, but they didn't have the feature set we were looking for. We wanted a cloud provider but HID was mostly on-premises. They do have a very early-on cloud offering, but it's not nearly as feature-rich as Axiad. The European solution that we tested was Nexus Group PKI. They had the capabilities, but their user experience wasn't as good. Axiad was the best of both worlds, with the features and the user experience we wanted.

When it comes to the One Click Issuance, those other solutions took slightly longer. Once you have the software on the devices, it's between 30 seconds and a minute for any of those solutions. It's a matter of how you get the users there and what their experience is like through that process. Axiad does that very well.

In terms of pricing, HID came in quite low because they were trying to get our business. They're just starting off in the cloud space and they're trying to attract customers. Axiad's pricing was what we were expecting. It was at the right spot. They were competitive.

What other advice do I have?

Axiad has been great. Make sure you take a look at it if you're looking for a cloud PKI provider or for cloud certificate management.

If someone has deployed multifactor authentication for most of their use cases but not all of them, I think it may be hard to switch. In that situation they should certainly take a look at Axiad, but they need to be careful because it might be more to bite off than they want or than they can handle.

We haven't really had any major issues with Axiad so far, and they've provided anything that we've wanted. They have honestly been one of the best vendors we've worked with. We've had a great experience with them so far and they've really exceeded expectations.



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