

# Case Study

## Omada Identity



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

### What is our primary use case?

Everything is related to identity governance, such as

Certification Joiner, Mover, and Leaver (JML) use cases  
Access request for use cases  
Provisioning use cases  
Workflow. In a fully implemented Omada Identity solution, all these use cases are equally important.

We have on-prem Omada customers, then we also have the Omada SaaS customers. We always work with the latest version of this solution.

### How has it helped my organization?

Our customers have benefited from Omada Identity automating the certification process.

Most of our customers were using manual methods for user access certification. With Omada Identity, you can automate almost all of it, which means that certification now becomes on demand. You don't have to wait for two or three months to execute a certification timeframe. Instead, you can do certifications as often as you want.

Another benefit is automated provisioning of user accounts when you replace manual provisioning.

Omada Identity has reduced the number of audit fines that some of our customers have received by more than 80 percent.

### What is most valuable?

Omada Identity is a very feature-rich solution. Its features are designed based on a



methodology called identity plus.

For our customers who prefer having a SaaS solution, they also prefer a cloud-native solution. This is a big requirement for them.

## What needs improvement?

The Omada Identity SaaS version isn't as flexible as Omada Identity on-premise. It is expected behavior though. Often, customers underestimate the level of controls and flexibility when moving to SaaS. We want customers to carefully evaluate and analyze each use case and/or requirement.

We work closely with Omada and understand the roadmap, which addresses what market is demanding, incrementally in each release.

## For how long have I used the solution?

It has been about three years that we have been implementing Omada Identity for customers.

## What do I think about the scalability of the solution?

We haven't had any scalability issues with our customers. Omada Identity has been scalable to our customer requirements. It's a high-capacity solution, so large environments (more than 2000 users) is not a problem for Omada Identity.

Omada is at par with the industry standard at this point for scalability. They aren't extraordinary yet, but they are working on it. They are probably at par with their competitors.

## How are customer service and technical support?

The Omada product documentation could use a good uplift. Some documentation is outdated as well as other documentation can be less descriptive than it should be.

There are some initial challenges when it comes to support. However, I am very happy to see it drastically improving.

## How was the initial setup?

If you are using the provided connectors and configuration out-of-the-box, then it is straightforward. However, if you require custom connectors or configurations, that setup is can get complex.

An average deployment takes three to six months.

Our implementation strategy varies based on the customer's requirements.

## What about the implementation team?

We provide deployment and post-deployment support. In a deployment scenario, there will be



one or more implementation engineers along with an architect and project manager. Then, in the post-deployment support, we have architects and engineers.

## What was our ROI?

The initial total cost of ownership to implement Omada Identity is not small. The TCO for the implementation is comparable to other solutions. However, the cost of maintaining the solution is at par or lower than competitors, including adding more features or maintaining the system after the initial deployment/installation to make sure that they are available for users to use or extending the functionalities of those activities. Those maintenance costs are lower than other vendors.

It has reduced the number of our help desk tickets from 25 to 75 percent.

## Which other solutions did I evaluate?

Compared to competitors, Omada Identity is either equal or more feature-rich than comparable solutions, e.g., RSA Identity Governance and Lifecycle (IGL), SailPoint IdentityIQ, and Oracle Identity Governance, because of its identity plus methodology.

Omada workflow designer is a feature for which we have gotten very good feedback. Ease of configuration is also something Omada Identity

does better than others in the market. However, customizability is something where Omada is not as good as its competitors.

The time that it takes to get up and running with this solution compared to RSA and SailPoint is almost similar.

## What other advice do I have?

Carefully evaluate your use cases before starting an implementation. Have an identity management program defined before starting technical implementation. That would be my most important advice.

Define your use cases clearly.

Have all parties involved. Not having management buy-in almost always led to difficulties in the project.

Omada has defined and documented the Identity Plus Process based on their experience. This is an excellent reference guide to implement an Identity program.

Everything considered, I would rate this solution as an eight out of 10.



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