Case Study
Omada Identity

Angéla

Functional Administrator at Gemeente Utrecht

✔ Review by a Real User

🛡 Verified by PeerSpot

What is our primary use case?

We are provisioning new accounts. We are deprovisioning accounts that are gone. In Omada Identity, you can connect transfers (external employees who came to work for us) very easily. We have had trouble doing this with a new front-end system, not Omada Identity, where accounts are not connected. With Omada Identity, I can connect accounts and change everything that I have to do.

We can manage access for everyone, including suppliers, partners, and maintenance staff. Now, in Active Directory, there is accountability for everyone. If someone is responsible for an account, we can see who is responsible.

We use the main portal of Omada Identity.

We are not using the solution fully, but we are getting there slowly.

How has it helped my organization?

When we started with identity and access management, we cleaned up and skipped 500 accounts. Therefore, there are a lot of people who are still in our system. Using this tool, we have cleaned up a lot of accounts for ourselves as well as our partners and suppliers. So, we can manage everything now.

When we switched to Omada Identity, it was easy for everyone. The solution was so smooth. Managers can do a lot of our work processes themselves, which reduces a lot of tickets.

We can sync our administrator accounts with our normal accounts. So when an administrator no longer works for us, their account is disabled. This provides us control because when we did the admin accounts, there were a lot of admins

who were already gone, but they still had an account in Active Directory.

Our test accounts are now managed and feasible.

What is most valuable?

The interface is nice. I can do so much myself. I don't need my supplier for everything. I can change emails and add attachments.

I like it very much that it is a self-reliant solution as well as user-friendly. I made a handout for managers and other users, and it was very easy to explain how to use the system. It's not difficult. We have workflows that are so simple, and you can explain them to somebody else in a very easy way.

Omada Identity has a reporting server that we use. With emails or usernames from an application, we can create a report and check on those users in the application regularly. For example, if you send me a list of users, I will send you back information on those users, like their end dates and activity. This way, the auditor can see we are in control.

We now use multi-factor authentication (MFA). To let people working from home register for MFA, we put them in an Active Directory group where the date and group are set. If someone needs to reinstall the application, you can set a new date in Omada Identity. So, I only have to set a date, then everything necessary happens.

What needs improvement?

I would like to search on date fields, which is not possible now.

I am unable to connect our organizations' tables and our partners to create a report in the solution. Sometimes you have to connect two different tables of your report. For now, I make a report for one, then I make a report for the other. After that, I combine them in Excel, but this is time-consuming. We are waiting for the newest version to come out at the end of the month. Hopefully, the feature to connect to other applications will be available with this release. Otherwise, we will have to wait for the next one. It would be nicer if we could get it sooner.

For how long have I used the solution?

At the end of May 2019, we got Omada Identity.

What do I think about the scalability of the solution?

The scalability is great. It is not often that I hear that our supplier can't do something with Omada Identity.

We manage 6,500 users with Omada Identity.

How are customer service and support?

Right now, I don't feel that I have any influence on the features that they are delivering to us. My supplier has also said that if they ask something, then they have to wait a very long time for it. I would like it if they would tell us, "We can't do everything at this time. Many requests have come in all at once. But, what request would you like us to prioritize?" If they could also provide time frames for requests, this would help us understand when we would get our requests.

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

Our suppliers and partners need to be in Omada Identity as well. That wasn't possible when we had only MIM from Microsoft. Now, I can manage partner types with the access management, creating an organizational unit and partner. Then, I can put the people who only have access in the system, so we can connect the two systems. This way, we can really manage all the people coming into our building and using our systems.

With Omada Identity, we can manage the partners and supplier accounts. This was the primary reason that we switched from MIM. We can also connect other applications, though we are still working on this.

The solution has reduced our total cost of ownership compared to our previous solution.

How was the initial setup?

The initial setup took a long time, over six months, because of our supplier. Omada said that they have an integration with CyberArk, so we wouldn't have to build anything because it was there already. We would only have to install it. Then, the supplier told us, "We have to make it," but it was already there. If it was there, I don't understand why it took so long.

What about the implementation team?

I worked side-by-side with the supplier. We have a very good connection with our supplier, Traxion. We see them more as a partner. We work well together, learning from each other.

What was our ROI?

There were a lot of administrator, partner, and supplier accounts for people who were no longer working for us but still in the system. So, we reduced the number of users no longer with the company, which saved us some money on licensing.

Which other solutions did I evaluate?

I don't know if they looked at other suppliers or systems.

What other advice do I have?

When we started, our supplier recommended using MIM at first, then Omada Identity. Now, I would recommend starting with Omada Identity and getting the entire solution, so you can do everything in Omada Identity and aren't using two systems.

I am cleaning up accounts with the help of the functional administrator. This is very easy to do.

I am a happy customer. We have our identity and access management under control with Omada Identity. I would rate this solution as a nine (out of 10).

Read 10 reviews of Omada Identity

See All Reviews