Why Choose CA Identity Suite Over Sailpoint™ IdentityIQ®?

Identity management in the application economy

In the new application economy, every business is now a digital business. Success requires that business users be empowered with always-connected and convenient yet secure access to the applications and data that they need. In addition, as partner ecosystems and customer populations grow, the business is put under tremendous demand to be faster and more agile.

Identity management is a key area that can help support success in the application economy. To this end, identity services are increasingly being used by a wider and less-technical user base across the extended enterprise. What is needed is a solution that provides comprehensive identity management and governance capabilities, along with an outstanding user experience, but one that can also grow as the size of your deployment expands.

Many customers are evaluating CA Identity Suite along with Sailpoint IdentityIQ as part of their selection process. Although IdentityIQ is a credible solution with a number of nice capabilities, this document highlights several compelling advantages that the CA Identity Suite has over Sailpoint IdentityIQ.

CA Identity Suite vs. IdentityIQ— key considerations

The CA Identity Suite uniquely helps bridge the divide between current identity and access management (IAM) technologies and business users. It is an integrated suite of identity management and governance capabilities that combines robust functionality with an intuitive, convenient and business-oriented experience. It can simplify your identity management processes, improve user satisfaction, support both on-premises and cloud applications and provide consumer-level scalability.

Let's look at some specific advantages that the CA Identity Suite has over IdentityIQ.

97%
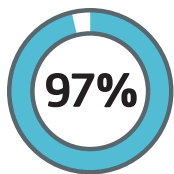
97 percent of surveyed users rate the CA Identity Suite user experience as Superior or Very Superior to the competition[1]

"With CA Identity Manager, we've been able to improve the customer experience and reduce administrative overhead."[2]

— IT Director, large Enterprise Financial Services company

User experience

Identity services are being used directly by an increasing number of business users—users who cringe at IT terminology and complex processes. As a result, user experience becomes critical to the success of any identity management deployment. Processes such as access requests, approvals, certifications, self-service and the like must be not only simple and convenient, but also oriented towards the needs and knowledge level of the business user.

Sailpoint IdentityIQ provides a nice user experience. CA Identity Suite provides a better one. The CA Identity Suite interface is extremely easy-to-use, customizable for each user's needs and provides contextual information to enable managers to make more informed decisions about access and certification. The major advantages of the CA Identity Suite user experience include:

- Install/configure in under ten minutes

- Business Entitlement Catalogue for intuitive, business-oriented access requests and certifications

- Entitlement recommendations to simplify access requests and improve productivity

- Interface customization and grouping so that each manager can easily see all the information they need to make an informed certification decision

- Context-based risk scoring so that higher risk accesses can be identified for increased scrutiny

- Localization so that the interface can be in the native language of each user

- Full custom branding of the interface across devices for a consistent corporate look-and-feel across employees

- Full consistency across mobile and Web interfaces

We have seen that a simple, business-oriented user experience is critical to the success of your identity management rollout across the organization. CA Identity Suite provides an industry-leading experience that can help your deployment succeed.
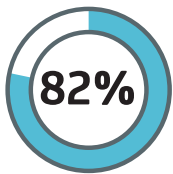
"CA has made very significant improvements in its user interface, placing them amongst the leading identity management vendors in that area."

—Martin Kuppinger, Kuppinger-Cole Analysts, August, 2016

CA Identity Governance provided the "… most rapid time-to-value of any IAM product I've ever used."

— Director, Identity Management
    of a large global retailer

82%

82 percent of surveyed IT organizations rate CA Identity Manager's scalability as superior when compared to the competition.[3]

"CA Identity Manager is very well designed and architected, and is very stable. We're very happy with the solution so far."[4]

— VP, IT of a major health
    insurance provider

Fast time-to-value

The ability to get up and running quickly, without excessive amounts of custom code, is critical for most organizations. Long, painful rollouts have been the death of many identity management projects.

The CA Identity Suite provides capabilities that IdentityIQ does not offer, which help simplify and speed your deployment and reduce the need for custom coding that delays value and increases costs.

First, the CA Identity Suite Xpress Tools are a set of automated tools that can simplify the process of creating connectors, enforcing policy, and managing software configurations. Connector Xpress is a wizard-driven utility that enables you to generate custom connectors via a graphical user interface without coding. It enables the creation of custom connectors within hours rather than days or weeks. Policy Xpress lets you configure policies that execute your unique, complex business processes without the need for custom code—often within hours, rather than requiring weeks of programming. Config Xpress is a utility that provides system administrators the ability to easily move components between staging environments for simplified configuration management.

Next, Identity Suite can be deployed using a virtual appliance in which the entire solution, including all required components, are already pre-installed and configured. This helps shorten—from days to literally minutes—the often painful process of getting up and running. The Identity Suite provides an outstanding level of deployment simplicity and ease of upgrade.

In addition, CA Identity Suite Deployment Xpress includes a series of pre-configured user scenarios for common use cases. Such use cases as user onboarding, password reset and others come with template user interfaces, workflows and policy definitions. These scenarios speed the deployment process and can significantly reduce the time-to-value for deployment of common use cases. So, instead of having to develop code for these common identity use cases, you can just select and add the use case to your shopping cart, and it will automatically deliver the basic elements for that use case to your deployment. You can then do minor customization for the specific user interface, for example, but the bulk of the development work will already be done. This is a very significant capability for customers that Sailpoint cannot offer.

Scalability

The size of any identity management and governance deployment tends to grow over time, often far more than originally expected. As more partners join your ecosystem, and especially if you add customer identities to your deployment, the need for very high scalability becomes critical.

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> "CA Identity Manager is extremely scalable."[5]

— IT Manager of a major
  telecom company

75%

75 percent of surveyed IT organizations rate CA Identity Manager's depth of solution as Superior or Very Superior when compared to the competition.[6]

CA Identity Suite was designed to support the needs of any-sized deployment, including huge deployments with user populations in the tens of millions. In fact, an analyst firm validated that CA Identity Manager can scale up to 100 million users—far more than almost any organization would ever need to support. A large European financial services company is using CA Identity Suite to support 6 million user accounts; a U.S.-based but multinational manufacturing company is supporting 10 million consumers in its deployment. These organizations recognized the need for high scalability provided by the CA Identity Suite, so they are well positioned for future growth.

IdentityIQ cannot support these very large deployments. We have seen a number of customers who have deployed IdentityIQ reach a point where it can't scale to their needs any more and come to CA for help. In all cases, CA Identity Suite had no problems meeting their needs to support their very large environment.

Many organizations assume that they won't need high scalability. They are often proved wrong, especially as they roll out new business services that significantly extend their customer reach.

Breadth of solution
Point solutions for identity management can often be effective if that's the only challenge that an organization has. Most enterprises, however, are searching for a broader, more integrated approach to security. They need capabilities such as privileged access management and governance, single sign-on, API management and strong authentication capabilities. This is where a point solution falls down.

A simple example will illustrate the benefits that a broad suite provides. The CA Identity Suite has been integrated with CA Privileged Access Manager to provide comprehensive provisioning and governance of privileged access. Sailpoint does not provide this capability natively—it relies on a level of integration with partner products.

> "CA Identity Suite is a complete solution for all IAM needs."[7]

— IT Architect of a computer services company

The CA Technologies security portfolio includes a broad set of integrated capabilities that can help provide a complete, integrated platform to not only help manage user identities and access, but also help prevent breaches and insider threat. The portfolio includes capabilities for:

- Identity management and governance

- Privileged access management and governance

- Access management and single sign-on

- Strong, risk-based, frictionless advanced authentication

- Application program interface (API) management and security

- Analytics and monitoring

- Identity-as-a-Service

- Payment security

Figure A.

The CA Security Portfolio

Identity as a Service		
Identity Management & Governance	Advanced Authentication	**Privileged Access Management**
	Access Management & Single Sign-on	
	Payment Security	
Analytics & Monitoring		
API Management		
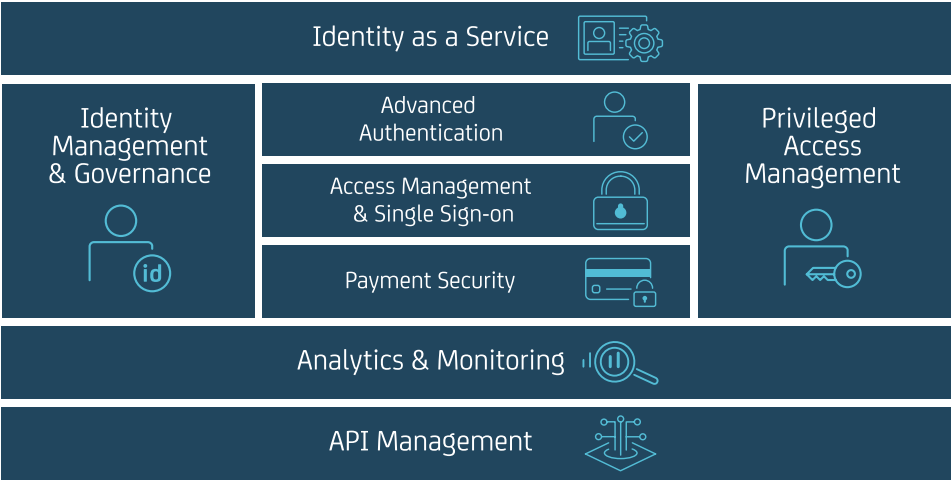
IdentityIQ includes only the identity management and governance capabilities above, while either not providing the others, providing very basic capabilities or relying on partners for limited integration.

Even if your security deployment will be phased in over time, the ability to acquire leading solutions from a single vendor that are integrated with each other provides many important advantages.

The following table highlights key capabilities and their relative strength for each product.

FUNCTIONALITY	CA IDENTITY SUITE	IDENTITY IQ	COMMENT
User provisioning	+++	+++	
Access certification	+++	+++	
Role engineering	+++	++	CA Identity Suite role discovery/mining capability is stronger.
Access request	+++	+++	
Quality of user experience	+++	++	IdentityIQ has a strong UX, but CA Identity Suite consistently gets stronger feedback from analysts and customers who have used both products.
Localization of the user interface	+++	+	CA Identity Suite supports full language localization for each user. All major languages are included and new ones can be added easily.
Configuration utilities	+++	+	Configuration and deployment tools significantly reduce the time-to-value for deployment.
Ease of installation	+++	+	Virtual appliance cuts deployment time from days to minutes.
Streamlined deployment with pre-configured use cases	+++	+	Deployment of common use cases is simple and intuitive.
Scalability	+++	+	CA Identity Suite has proven and validated scalability to huge environments. A number of Sailpoint customers have adopted CA Identity Suite because IdentityIQ could not scale to their needs.
Realtime analytics	+++	++	Identity Suite analytics helps you meet SLAs.
Risk analysis and simulation	+++	+++	Identity Suite provides full risk scoring and simulation to help you easily identify and remediate high risk access.
Mobile app support	+++	+++	Identity Suite provides full mobile support, including requests, approvals and certifications.
Privileged Identity and governance	+++	+	CA provides native integration from one vendor. Sailpoint requires partnerships for this capability.
Security stack integration	+++	+	CA Identity Suite is integrated with CA Privileged Access Manager, CA Single Sign-On, and CA Advanced Authentication. This enables a more complete solution, especially for use cases such as consumer identity management.

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Next steps

Sailpoint IdentityIQ is a solid offering. It is likely to meet the needs of some limited environments. However, most organizations need broader capabilities, a simpler, more intuitive user experience and the promise of high scalability for future growth.

The CA Identity Suite provides comprehensive identity management and governance capabilities with a simple, intuitive user experience. This user experience can dramatically simplify processes such as user access requests and access certifications, resulting in improved productivity and user satisfaction. In addition, CA Identity Suite performs risk analysis and certification, and enables remediation actions in real time during the access provisioning steps, thereby improving audit performance and risk posture with preventive policy enforcement.

While providing this outstanding user experience, the CA Identity Suite also delivers core identity management and governance capabilities, including broad provisioning support for on-premises and cloud apps, consumer-grade scale, and extensibility and flexibility to integrate with other identity management and security solutions and other IT systems. The CA Identity Suite provides organizations with deep functionality, high scalability and most importantly, an outstanding user experience.

Finally, CA Identity Suite dramatically simplifies the full deployment process through simple, virtual appliance installation and Deployment Xpress for pre-configured identity use cases.

For more information:

▪ Identity Management and Governance Buyer's Guide

▪ CA Identity Suite Solution Brief

▪ CA Identity Suite Datasheet

> "I would say go for it. You won't regret it. CA Identity Manager is a very good and very mature product. It's a great tool."[8]
>
> —Senior IT Manager, Best Western Hotels

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1 (TechValidate survey, June, 2016) https://www.techvalidate.com/app/facts/FFB-15A-3C0

2 https://www.techvalidate.com/app/facts/975-8AC-A46

3 https://www.techvalidate.com/app/facts/94F-8CD-C93

4 https://www.itcentralstation.com/product_reviews/ca-identity-manager-review-35986-by-linley-ali

5 https://www.itcentralstation.com/product_reviews/ca-identity-suite-review-35381-by-supervisor543

6 https://www.techvalidate.com/app/facts/BE7-A6C-FB6

7 https://www.techvalidate.com/app/facts/45F-796-CD8

8 https://www.itcentralstation.com/product_reviews/ca-identity-manager-review-35991-by-boyan-vassilev