The Forrester Wave™: Identity Management And Governance, Q3 2018

Tools And Technology: The Identity And Access Management Playbook

by Merritt Maxim
September 25, 2018

Why Read This Report

In our 26-criterion evaluation of identity management and governance (IMG) providers, we identified the nine most significant ones — CA Technologies, IBM, Ivanti, Micro Focus, Omada, One Identity, RSA Security, SailPoint Technologies, Saviynt — and researched, analyzed, and scored them. This report shows how each provider measures up and helps security and risk (S&R) professionals make the right choice.

Key Takeaways

SailPoint Technologies, Saviynt, And IBM Lead The Pack
Forrester's research uncovered a market in which SailPoint Technologies, Saviynt, and IBM are Leaders; RSA Security, CA Technologies, One Identity, and Omada are Strong Performers; and Micro Focus and Ivanti are Contenders.

S&R Pros Want Flexible Deployment Models And Administrative Simplicity
The IMG market is growing because more S&R professionals see effective identity management and governance as a way to address their top challenges. In addition, S&R pros increasingly trust IMG providers to act as strategic partners, advising them on top identity-related decisions.

Analytics, Cloud Support, And Risk Metrics Are Key Differentiators
As organization's IT environments become increasingly hybrid, the best IMG providers are differentiating themselves by: 1) using machine learning to detect and prioritize events; 2) leveraging security automation to resolve incidents; and 3) designing user interfaces that are easy to navigate.

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September 25, 2018

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Related Research Documents

The Forrester Identity Management And Governance Maturity Model

Forrester's Identity And Access Management Maturity Assessment

The Forrester Tech Tide™: Identity And Access Management, Q4 2017

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IMG Is Essential For Security And Operational Efficiency

Identity management and governance solutions give S&R pros the ability to provision all users with the appropriate level of access to critical applications and systems. IMG solutions help govern the entire identity life cycle for joiner/mover/leaver (JML) processes, and in so doing, these solutions minimize data breach risks that can arise from users with excessive or unnecessary privileges. At the same time, IMG solutions can deliver significant operational efficiencies through process automation for many traditionally manual-oriented tasks such as access request, access certification, and user self-service. This combination of risk reduction and cost savings has fueled the growth of the IMG market and enabled these solutions to deliver significant business value to organizations of all sizes and types.[1]

The IMG Market Is Poised For Further Innovation And Evolution

The IMG market is a mature market that has existed for more than 15 years. This may lead some to assume that the market has plateaued and become saturated, with little net-new product innovation. In fact, Forrester's evaluation reveals that the IMG market is in the midst of a major wave of innovation that will expand existing IMG capabilities and enable S&R pros to realize additional value from their implementations in the coming years. The evolution of the IMG market will make it increasingly challenging for security pros to assess which vendors offer the right solution sets, deployment models, and prices. When assessing potential IMG providers, it's essential to assess how specific IMG solutions align around these key areas:

› **Depth of identity analytics capabilities.** IMG solutions serve as an important resource for valuable identity information, and all IMG vendors invest heavily in analytics, relying on machine learning to help identify anomalous user behavior and access risk. The breadth of analytic capabilities will vary among vendors, including not only how they collect and normalize the collected data but also how that data can drive alerting and feed reporting. As these analytics capabilities mature and improve, the IMG solution will serve as the core for detecting potentially suspicious user activity and using that data to feed into dashboards and remediation. Even if an organization is still immature in its identity analytics requirements, S&R pros should include identity analytics in their evaluation.[2]

› **Support for flexible deployment models.** Five years ago, vendors exclusively offered IMG solutions as on-premises. The subsequent strong momentum toward cloud is leading most IMG vendors to expand their deployment models beyond on-premises to include hosted private cloud, public software-as-a-service (SaaS), container support, hybrid models, and managed services. These flexible deployment models give S&R pros viable architectural alternatives to consider. So even if your organization isn't ready to consider a full SaaS deployment for IMG, looking at vendors' deployment models should be part of your evaluation. This will provide you with the necessary flexibility to adopt your IMG deployment based on changing business requirements and won't limit you to an expensive-to-maintain on-premises deployment.[3]

› **Ability to deliver flexible and simple user interfaces for business and IT users.** IMG solutions have had a reputation of being difficult to administer and manage, often because solutions comprised multiple technologies from different acquisitions. As nontechnical users began working with IMG solutions for scenarios such as access certification, organizations placed a greater premium on usability, especially because that usability helps drive further user productivity and efficiency gains. The requirements for easy-to-use interfaces for IMG administrators and business users are only increasing in importance, especially with the business demand for IMG functionality delivered via a mobile device. This requires that security teams prioritize business user experience when evaluating solutions; simpler interfaces will be easier to deploy and maintain and will also drive greater business user productivity.

› **Capacity of the IMG solution to govern new use cases.** Traditionally, IMG solutions have focused on managing the identity life cycle of employees and partners. But the increased attack surface means that organizations need to consider governance processes for other use cases, such as managing unstructured data and robotic process automation (RPA) bots. Organizations are already deploying bots in customer-facing scenarios, with little governance around the life cycle of the bot itself. The need for solutions that can govern such use cases will increase in the coming years, and IMG solutions are well positioned to extend their existing frameworks to cover these emerging use cases in a centralized consistent manner.[4]

› **Categorization of identity-related risks with quantified risk scoring.** IMG solutions collect and manage a wide range of data around usage, approvals, and workflow, but security teams don't always fully leverage this data. S&R pros can use this data to identify segregation of duty (SoD) violations and prevent the fulfillment of certain requests. Today, many IMG products provide basic risk categorization along high/medium/low evaluation, which is an important step, but longer-term, S&R pros want risk-scoring models out of the box that they can customize to their firm's specific identity, application, and data risk. These configurable models can deliver great value, especially when onboarding new apps or users, which is why S&R pros should evaluate individual risk-scoring type capabilities and deliver greater visibility by quantifying the risk as a comparative number instead of just a red/yellow/green color scheme.[5]

› **Need for dynamic reporting and dashboards.** Reporting and dashboards have been a core component of IMG solutions for years, but the need to offer easily customizable views is steadily increasing. Reporting and dashboards serve as the "IMG heartbeat," as they deliver views on any number of different identity processes that IT and business users can leverage to track the status of given access review campaigns, application risks, and even usage patterns that can feed into identity analytics. The reality is that the demand for reporting will only increase, so even though this may seem to be an undifferentiated feature, S&R pros should thoroughly assess their current and future IMG reporting needs and prioritize vendors whose reporting offerings can best meet those needs.[6]

Identity Management And Governance Evaluation Overview

To assess the state of the identity management market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top identity management and governance vendors. After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria. We evaluated vendors against 26 criteria, which we grouped into three high-level categories:

- **Current offering.** Each vendor's position on the vertical axis of the Forrester Wave™ graphic indicates the strength of its current offering. Key criteria for these solutions include user account provisioning, target system connectivity, role mining and management, access request management, workflow, access certification, identity analytics, dashboards and reporting, deployment options, and administration.
- **Strategy.** Placement on the horizontal axis indicates the strength of the vendors' strategies, which include product strategy and vision, planned enhancements, pricing terms and flexibility, technology partner ecosystem, services partner ecosystem, and geographic presence.
- **Market presence.** Represented by the size of the markers on the graphic, our market presence scores reflect each vendor's development, sales, technical support and professional services staffing, customer installed base, product line revenue, product line revenue growth, and vertical presence.

Evaluated Vendors And Inclusion Criteria

Forrester included nine vendors in the assessment: CA Technologies, IBM, Ivanti, Micro Focus, Omada, One Identity, RSA Security, SailPoint Technologies, and Saviynt (see Figure 1). Each of these vendors has:

- **A productized and publicly announced solution for all major IMG functional areas.** Participating vendors need their own internally developed (not an OEM or resell) IMG solution that has out-of-the-box support for essential IMG functionality, including, but not limited to, user provisioning, role mining, access certification, access request and reporting, and administration.
- **At least $30 million in annual IMG license revenue over the past four fiscal quarters.** The vendor should have at least $30 million in true annual IMG license revenues. Hosted IMG solutions don't count against this number.
- **At least 100 paying customer organizations in production.** The vendor's IMG offering should have at least 100 paying customer organizations in production at the cutoff date.
- **A mindshare with Forrester's clients during inquiries.** Clients should mention the vendor's name in an unaided context (e.g., "we're looking at the following vendors for IMG") during Forrester's inquiries and other interactions.

- **A mindshare with other IMG competitive vendors.** When Forrester asks other vendors about their competition on briefings, inquiries, and other interactions, they should mention the evaluated vendors as real competitors in the IMG market space.

FIGURE 1 Evaluated Vendors And Product Information

Vendor	Product and version evaluated
CA Technologies	CA Identity Suite 14.2
IBM	Identity Governance and Intelligence 5.2.4
Ivanti	Ivanti Identity Director 2018.1
Micro Focus	Identity Manager 4.7 and Identity Governance 3.0
Omada	Omada Identity Suite
One Identity	One Identity Manager 8.0.1
RSA Security	RSA Identity Governance and Lifecycle 7.1
SailPoint Technologies	SailPoint Open Identity Platform (IdentityIQ 7.2, SecurityIQ 6.0, IdentityAI, and IdentityNow)
Saviynt	Saviynt Security Manager 5.1

Vendor Profiles

We intend this evaluation of the identity management and governance market to be a starting point only and encourage clients to view detailed product evaluations and adapt criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool (see Figure 2 and see Figure 3). Click the link at the beginning of this report on Forrester.com to download the tool.

FIGURE 2 Forrester Wave™: Identity Management And Governance, Q3 2018

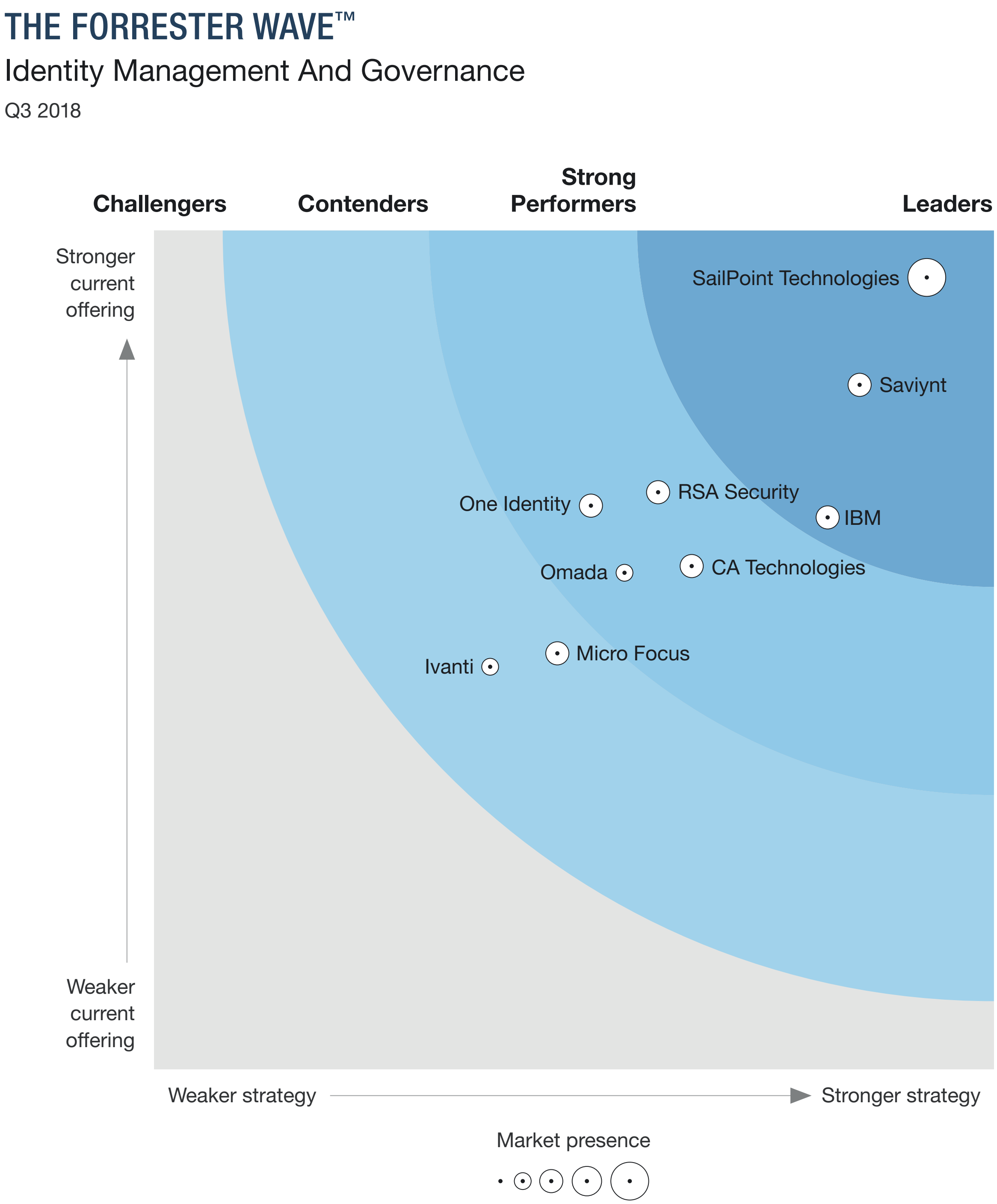

FIGURE 3 Forrester Wave™: Identity Management And Governance, Q3 2018

	Forrester's weighting	CA Technologies	IBM	Ivanti	Micro Focus	Omada	One Identity	RSA Security	SailPoint Technologies	Saviynt
Current offering	50%	3.00	3.28	2.40	2.48	2.96	3.36	3.44	4.72	4.08
User account provisioning	6%	3.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00	5.00
Target system connectivity	8%	3.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00	5.00
Role mining and management	8%	3.00	5.00	3.00	1.00	5.00	3.00	3.00	3.00	3.00
Access request management	6%	3.00	3.00	5.00	3.00	3.00	5.00	3.00	5.00	5.00
Workflow	6%	3.00	5.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00
Access certification	8%	3.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00	3.00
Identity analytics	12%	3.00	3.00	1.00	3.00	3.00	3.00	5.00	5.00	3.00
Integration and APIs	6%	3.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00	3.00
Dashboards and reporting	10%	3.00	3.00	5.00	3.00	1.00	3.00	5.00	5.00	5.00
Time to deploy	6%	3.00	3.00	5.00	3.00	3.00	3.00	3.00	5.00	5.00
Deployment options	12%	3.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00	5.00
Administration	12%	3.00	3.00	3.00	1.00	3.00	5.00	3.00	5.00	3.00

All scores are based on a scale of 0 (weak) to 5 (strong).

FIGURE 3 Forrester Wave™: Identity Management And Governance, Q3 2018 (Cont.)

	Forrester's weighting	CA Technologies	IBM	Ivanti	Micro Focus	Omada	One Identity	RSA Security	SailPoint Technologies	Saviynt
Strategy	50%	3.20	4.00	2.00	2.40	2.80	2.60	3.00	4.60	4.20
IMG strategy and vision	30%	3.00	3.00	3.00	1.00	3.00	3.00	3.00	5.00	5.00
IMG planned enhancements	30%	3.00	5.00	1.00	3.00	3.00	1.00	3.00	5.00	5.00
IMG pricing terms and flexibility	10%	3.00	5.00	1.00	3.00	3.00	3.00	3.00	3.00	3.00
IMG technology partner ecosystem	10%	3.00	3.00	3.00	3.00	1.00	3.00	3.00	5.00	3.00
IMG services partner ecosystem	10%	3.00	5.00	1.00	3.00	3.00	3.00	3.00	5.00	3.00
Geographic presence	10%	5.00	3.00	3.00	3.00	3.00	5.00	3.00	3.00	3.00
Market presence	0%	3.00	2.70	1.40	2.90	1.80	3.00	2.70	4.60	2.60
Development staffing	5%	3.00	3.00	1.00	3.00	1.00	1.00	3.00	5.00	1.00
Sales staffing	5%	3.00	5.00	1.00	3.00	1.00	5.00	3.00	3.00	1.00
Technical support staffing	5%	3.00	3.00	3.00	5.00	3.00	3.00	3.00	5.00	3.00
Professional services staffing	5%	3.00	5.00	1.00	5.00	3.00	3.00	3.00	5.00	3.00
IMG customer-installed base	25%	3.00	1.00	1.00	3.00	1.00	3.00	3.00	5.00	1.00
IMG product line revenue	25%	3.00	3.00	1.00	3.00	1.00	3.00	3.00	5.00	3.00
IMG license revenue growth	15%	1.00	3.00	3.00	1.00	3.00	3.00	1.00	3.00	5.00
Vertical presence	15%	5.00	3.00	1.00	3.00	3.00	3.00	3.00	5.00	3.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Leaders

› **SailPoint Technologies.** SailPoint underwent a successful IPO in late 2017 and has continued to execute against its IMG vision and strategy.[7] The vendor has a well-established global customer base across multiple verticals and a broad partner ecosystem. The SailPoint IMG solution is available in a wide range of deployment options (on-premises, cloud, or hosted) and is easier to administer than other solutions evaluated in this Forrester Wave. It has broad and deep connector coverage for both SaaS and on-premises applications. Customers reported some issues with access request management. The vendor's future plans include: 1) developing IMG for bots and RPA; 2) expanded connector support for vertical-specific apps such as healthcare; and 3) introduction of artificial intelligence (AI)-driven role mining and risk-based access certification.

› **Saviynt.** Saviynt is an IMG newcomer relative to other vendors in the Wave, having introduced its initial IMG offering in 2013. Saviynt's cloud-centric architecture and emphasis on delivering IMG as a SaaS solution have enabled it to build a growing list of customers. While the Saviynt installed base is smaller than those of other vendors, the company is experiencing higher revenue growth and customer acquisition rates. Reference customers indicated some challenges when working with cloud providers as well as support responsiveness. The vendor's future includes: 1) enhancing identity analytics with natural language processing (NLP) and machine learning; 2) privileged access management for cloud; and 3) providing visibility and control across multiple cloud providers.

› **IBM.** IBM Identity Governance and Intelligence (IGI) builds on IBM's acquisition of the Italy-based company CrossIdeas in 2014.[8] IGI is part of the broad IBM security portfolio, which includes the Guardium, QRadar, and Resilient solutions. IBM's strengths lie in separation of duty and role mining, with aggressive plans to move the IGI platform to the cloud. IBM has a large global technology and services partner ecosystem and a strong EMEA customer base for IGI.[9] Customers reported issues with the reporting functionality. The vendor's future plans include: 1) a full SaaS solution for IMG called Cloud Identity Govern; 2) increased cloud identity analytics capabilities; and 3) more-flexible workflow controls and automated configuration for common joiner/mover/leaver processes.

Strong Performers

› **RSA Security.** The origin of the RSA Identity Governance and Lifecycle (IGL) solution derives from the acquisition of Aveksa in 2013.[10] RSA IGL is part of the broader RSA security portfolio, which includes GRC, analytics, and authentication. RSA has a solid customer base for its IGL product, but the integration issues relating to the Dell acquisition caused it to lose some market momentum. The RSA IGL solution has a simple administrative interface, but it lags in workflow and access request management. Customers indicated concerns around time-to-deploy as well as challenges in application connectivity. The vendor's future plans include: 1) an improved dashboard and reporting of identity risks; 2) evolution of the IMG stack into containerized/microservices platform; and 3) further investments in peer and identity analytics.

› **CA Technologies.** The CA IMG solution is part of the wide-ranging CA IAM portfolio and has broad connector coverage and a large global customer installed base across a wide range of vertical markets. The IMG solution is the result of several acquisitions, and while the vendor has completed significant integration work, the solution still utilizes different product interfaces. Customer expressed concerns about challenges with configuration and scalability challenges. The vendor's future plans include: 1) expanding existing integrations to support deployments in Amazon Web Services (AWS) and Azure; 2) offering simplified hosting features to enable partners; and 3) introducing a new risk-based approach for triggering governance of specific business processes.

- **One Identity.** One Identity has endured significant changes following its spinout from the Dell IMG solution (whose heritage comes from Quest's acquisition of Voelcker Informatik) into One Identity in 2016.[11] The organization has recently stepped up delivery of IMG capabilities, following a lengthy integration effort in 2017. One Identity has a strong customer base outside of North America. Some reference customers expressed concerns about the vendor's slow-to-develop cloud plans and configuration complexity. The vendor's future plans include: 1) creating a privilege account governance module; 2) investing in application onboarding to enable customers to simplify certain administrative tasks; and 3) developing an extendable REST API service that will support more-complex API methods and calls.

- **Omada.** Omada is a Europe-based vendor that has been delivering IMG functionality for over a decade. Omada excels in role mining and management among evaluated vendors in this Forrester Wave. Omada is available as on-premises, SaaS, or a managed service, and has limited customer base in AP and North America.[12] Some reference customers expressed concerns with vendor's cloud strategy as well as deployment times. The vendor's future plans include: 1) investing in simplifying IMG deployment complexity via built-in functionality; 2) integration with data access governance solutions to provide visibility into unstructured data; and 3) increased automation of certain identity life-cycle tasks.

Contenders

- **Micro Focus.** Micro Focus maintains a large IMG customer base from its Novell/NetIQ heritage, but its net new IMG customer acquisition lags other IMG competitors.[13] Customer references expressed concerns around the complexity of configuring the IMG environment. The solution's workflow and administration are weaker than those of other evaluated vendors. The vendor's future plans include: 1) streamlining and automating the certification process to deliver continuous compliance; 2) delivering more identity analytics capabilities and reporting via the Micro Focus Vertica platform; and 3) adding support for deploying the solution in a private or public cloud infrastructure.

- **Ivanti.** The acquisition of RES Software in 2017 brought identity management capabilities into Ivanti's existing cybersecurity portfolio.[14] Ivanti positions its IMG functionality within the broader context of its service and asset management and threat management portfolio, which is unique among the evaluated vendors in this Forrester Wave. The Ivanti customer base is currently primarily in North America and EMEA. Customers reported mixed results with account management and had questions about the long-term IMG road map post-acquisition. The vendor's future plans include: 1) development of a full SaaS solution for IMG; 2) creation of cloud analytics; and 3) development of new connectors for new applications.

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Supplemental Material

Online Resource

The online version of Figure 2 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings. Click the link at the beginning of this report on Forrester.com to download the tool.

Data Sources Used In This Forrester Wave

Forrester used a combination of three data sources to assess the strengths and weaknesses of each solution. We evaluated the vendors participating in this Forrester Wave, in part, using materials that they provided to us by August 28, 2018.

› **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.

- **Product demos.** We asked vendors to conduct demonstrations of their products' functionality. We used findings from these product demos to validate details of each vendor's product capabilities.
- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with three of each vendor's current customers.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria for evaluation in this market. From that initial pool of vendors, we narrow our final list. We choose these vendors based on 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation. Vendors marked as incomplete participants met our defined inclusion criteria but declined to participate or contributed only partially to the evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave evaluation — and then score the vendors based on a clearly defined scale. We intend these default weightings to serve only as a starting point and encourage readers to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve. Vendors marked as incomplete participants met our defined inclusion criteria but declined to participate in or contributed only partially to the evaluation. For more information on the methodology that every Forrester Wave follows, please visit The Forrester Wave™ Methodology Guide on our website.

Integrity Policy

We conduct all our research, including Forrester Wave evaluations, in accordance with the Integrity Policy posted on our website.

Endnotes

[1] See the Forrester report "Making The Business Case For Identity And Access Management."

[2] See the Forrester report "Vendor Landscape: Security User Behavior Analytics (SUBA)."

[3] See the Forrester report "Adapt Your Governance Framework For Cloud."

[4] See the Forrester report "IAM For Intelligent Agents."

[5] See the Forrester report "Forrester's Risk-Centric Identity And Access Management Process Framework."

[6] See the Forrester report "Build Your Identity And Access Management Strategy."

[7] Source: Katie Roof, "Identity solutions business SailPoint up 8% following IPO," TechCrunch, November 17, 2017 (https://techcrunch.com/2017/11/17/identity-solutions-business-sailpoint-up-9-following-ipo/).

[8] Source: "IBM acquires CrossIdeas to Expand Security Offerings with Identity Intelligence," IBM press release, July 31, 2014 (https://www-03.ibm.com/press/us/en/pressrelease/44469.wss).

[9] EMEA is Europe, the Middle East, and Africa.

[10] Source: "EMC Acquires Aveksa Inc., Leading Provider of Business-Driven Identity and Access Management Solutions," Dell/EMC press release, July 8, 2013 (https://www.emc.com/about/news/press/2013/20130708-01.htm).

[11] Source: Greg Roumeliotis and Liana B. Baker, "Exclusive: Francisco Partners, Elliott near Dell software deal - sources," Reuters, June 20, 2016 (https://www.reuters.com/article/us-dellsoftware-m-a-franciscopartners-idUSKCN0Z609F) and "Francisco Partners and Elliott Management Complete Acquisition of Dell Software Group," Francisco Partners press release, November 1, 2016 (https://www.franciscopartners.com/news/francisco-partners-and-elliott-management-complete-acquisition-of-dell-software-group).

Source: "Quest Software Acquires Völcker Informatik AG to Bolster Identity and Access Management Solutions," Business Wire press release, July 12, 2010 (https://www.businesswire.com/news/home/20100712006200/en/Quest-Software-Acquires-V%C3%B6lcker-Informatik-AG-Bolster).

[12] AP is Asia Pacific.

[13] Source: Timothy Prickett Morgan, "Micro Focus Acquires Attachmate, Builds Software Powerhouse," IT Jungle, September 22, 2014 (https://www.itjungle.com/2014/09/22/tfh092214-story02/).

[14] Source: "Ivanti Acquires RES Software, Workspace Automation and Identity Provisioning Innovator," Ivanti press release, July 5, 2017 (https://www.ivanti.com/company/press-releases/2017/ivanti-acquires-res).

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