

Once an organization starts to grow, identity management tools offer many options to avoid problems with user accounts, says **Peter Stephenson**.

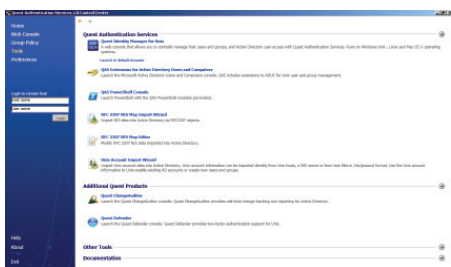
One of the important challenges for network security administrators is managing user identification, authentication and authorization. In a large enterprise, this can be a major headache. Users generally have roles. They can be categorized based on those roles, but they also

move from role to role, participate in ad hoc working and project groups, and leave the organization. Keeping track of these movements requires some form of identity management.

Identity management still is seen by some organizations as a luxury. The addition of an identity manage-

ment tool often seems to go beyond current budget constraints. However, once the organization starts to grow, there may be no other way to avoid typical problems with user accounts. The best way to think about identity management is as a means of managing passwords for each user in the enterprise.

## Quest One Identity Solution



**Vendor** Quest Software  
**Price** prices generally start at \$20 per enabled user and vary depending on the required solution components

**Contact** [www.quest.com](http://www.quest.com)

Quest One Identity provides administrators with a way to manage and unify accounts throughout the enterprise, including Windows-based accounts, as well as integrating non-Windows-based systems into the account management lifecycle. This product can automate provisioning and de-provisioning of accounts seamlessly without the need for major changes to the infrastructure itself.

Installation and configuration is easy and straightforward. The

installation itself is guided by a setup wizard, which helps get all the services installed with a basic configuration. After the wizard is complete, all further administration is done through the management interface. We find this interface to be easy to navigate with an intuitive layout.

This solution features a lot of powerful workflow functions that are well presented in an easy-to-use, drag-and-drop interface.

Documentation is comprised of several PDF guides. We find all to be well organized with many screen shots, charts and diagrams.

Quest includes the first year of basic support in the purchase of the product. After the first year, customers can buy additional assistance through an agreement. Support provided includes access

to phone- and email-based technical help, as well as an online portal with a knowledge base. Quest also offers various levels of assistance that can be set up to meet the needs of the customer.

At a starting price of \$20 per user, we find this offering to be a solid value for the money. Quest One Identity provides identity management for blended environments that need flexibility and granular controls.

SC MAGAZINE RATING	
Features	★★★★★
Ease of use	★★★★★
Performance	★★★★★
Documentation	★★★★★
Support	★★★★★
Value for money	★★★★★
<b>OVERALL RATING</b>	<b>★★★★★</b>
<b>Strengths</b>	Highly flexible for environments with blended operating systems.
<b>Weaknesses</b>	None that we find.
<b>Verdict</b>	Solid all the way. For its value, performance and feature set Identity One is Recommended.



Solid all the way. For its value, performance and feature set Quest One is Recommended.

**Peter Stephenson**



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