# SailPoint Recognized as a 2024 Gartner Peer Insights™ Customers' Choice for Identity Governance and Administration

January 7, 2025

*SailPoint scores 96% in "willingness to recommend" based on customer feedback and ratings from end-user professionals*

**AUSTIN, Texas – January 7, 2025 –** SailPoint Technologies, Inc., a leader in unified identity security for enterprises, was named a Customers' Choice in the 2024 Gartner Peer Insights "Voice of the Customer for Identity Governance and Administration" report. Gartner defines identity governance and administration (IGA) as the solution to manage the identity life cycle and govern access across on-premises and cloud environments. Gartner Peer Insights Customers' Choice distinctions are based on customer ratings of products within a specific market.

SailPoint received a 4.8 (out of 5) overall rating in the report, with product capabilities and sales experience named as its highest-ranked categories, each with a 4.7 rating. The company received 88 reviews during the timeframe of the 2024 Gartner Peer Insights "Voice of the Customer for Identity Governance and Administration" report, with 60% from companies with at least $1B in revenue (35% with $1B-10B of revenue and 25% with $10B+ of revenue, as of October 2024). Notably, SailPoint was one of two vendors with a willingness to recommend score of 96%, which we believe underscores SailPoint's dedication to innovation and service.

"The SailPoint team demonstrates exceptional professionalism, extensive knowledge and a strong commitment to customer service," said an Identity Access Management lead in the software industry as part of a Gartner Peer Insights review on October 29, 2024. "They provide robust solutions, possess a deep understanding of real-world challenges, and consistently strive to meet client needs."

"While it's always rewarding to receive recognition for our unified identity security solutions, the acknowledgment is undeniably more meaningful when it comes from evaluations by customers and peers," said Meredith Blanchar, Chief Customer Officer, SailPoint. "Feedback is critical to fueling our ability to listen, which helps enable us not only to meet but exceed customer expectations as their trusted identity partner. At SailPoint, we rely on customer assessments to hold ourselves accountable for the services and solutions we provide in order to meet evolving market needs. This philosophy has led SailPoint to retain approximately 95% of its customers, which includes nearly 50% of the Fortune 500."

SailPoint is "a great partner with the entire account team focusing on our success in multiple ways with their support, customer success program, and executive and product management engagement," said a Senior Manager – Identity Access Management in the IT services industry as part of a Gartner Peer Insights review on October 31, 2024. "They are continuously and rapidly enhancing the product, listening and acting on feedback, and providing new functionality to address new demands in identity."

SailPoint continues to showcase its unwavering commitment to its customer-first mindset with a focus on education and empowerment. It launched the SailPoint Customer Success Center in 2024 to provide customers and partners with self-service and proactive resources, including onboarding and success planning guides and a customer success-focused blog, for navigating their unique identity security journey.

"We believe that this Customers' Choice recognition for IGA, in conjunction with our 96% willingness to recommend score from our customers, emphasizes our dedication to guiding all customers throughout their identity security process. Our work is nowhere near complete, and we will continue to work to provide our customers with the unified identity security solution that meets their enterprises' demands, both today and in the future," added Blanchar.

**Gartner, Voice of the Customer for Identity Governance and Administration, December 24, 2024**
Gartner®, Peer Insights™ and Gartner Customers' Choice Badge are trademarks of Gartner, Inc. and/or its affiliates. All rights reserved. Gartner® Peer Insights™ content consists of the opinions of individual end users based on their own experiences, and should not be construed as statements of fact, nor do they represent the views of Gartner or its affiliates. Gartner does not endorse any vendor, product or service depicted in this content nor makes any warranties, expressed or implied, with respect to this content, about its accuracy or completeness, including any warranties of merchantability or fitness for a particular purpose.

**About SailPoint**
SailPoint equips the modern enterprise to seamlessly manage and secure access to applications and data through the lens of identity – at speed and scale. As a category leader, we continuously reinvent identity security as the foundation of the secure enterprise. SailPoint delivers a unified, intelligent, extensible platform built to defend against today's dynamic, identity-centric cyber threats while enhancing productivity and efficiency. SailPoint helps many of the world's most complex, sophisticated enterprises create a secure technology ecosystem that fuels business transformation.

# # #

**Media Relations for SailPoint**
Samantha Person
Senior Manager, Corporate Communications
512-923-4053
Samantha.Person@SailPoint.com