



JumpCloud

Category Intelligence Report





Category Intelligence Report



JumpCloud is an AI-powered identity infrastructure that enables IT teams to securely manage human identities, autonomous agents, and devices across organizations from a single platform.

[JumpCloud](#) holds a 4.5-star rating across over 4,000 G2 reviews in 13 software categories including Identity and Access Management (IAM), Single Sign-On (SSO) and Cloud Directory Services. JumpCloud is a Leader in the Summer 2026 G2 Grid® Report for Identity and Access Management (IAM) and holds the highest customer satisfaction score in the category.

This report measures JumpCloud against other leading mid-market and enterprise vendors in the IAM category, based on an analysis of G2 reviews from the past 12 months.

Each of the capabilities and themes covered in this report reflect JumpCloud's most-cited strengths, according to real users. These organic, unprompted mentions appear in G2 reviews with a frequency that signals the genuine value JumpCloud drives for its mid-market and enterprise customers. JumpCloud reviewers mention these themes significantly more frequently than across the IAM category at large.

See all reviews and ratings for [JumpCloud on G2](#).



Key finding: IT buyers are consolidating fragmented identity stacks

Today, IT teams need a better solution for dealing with identity governance than fragmented stacks of point solutions. With increasing adoption of AI tools and agents, businesses are left managing a growing, decentralized inventory of machine identities that traditional IAM architectures were not designed to handle. An analysis of recent G2 reviews in the IAM category shows these leaders are moving toward consolidated solutions, with compliance reporting as a primary purchase driver.

12.2% of IAM reviewers

Tool Consolidation Is Defining the IAM Buying Decision

More than 1 in 8 IAM buyers explicitly describe replacing a fragmented stack of point solutions (separate SSO, MDM, directory, and MFA tools) with a unified platform. The pattern is consistent across vendors: buyers are not just choosing a product, they are collapsing a toolset.

"We had separate tools for SSO, MDM, and RADIUS, which was a nightmare for visibility. By consolidating these into one platform, it has significantly reduced our technical debt and licensing costs."

G2 Reviewer, Computer & Network Security (Mid-Market)

12.8% of IAM reviewers

Compliance Reporting Has Become a Primary IAM Purchase Driver

Compliance language (audit trails, regulatory frameworks, automated evidence generation, for example) appears in nearly 1 in 8 IAM reviews, making it the most frequently mentioned theme across the reviews analyzed in this report. For buyers navigating SOC 2, HIPAA, and GDPR obligations, automated audit capability is no longer a feature; it is a requirement.

"The API is genuinely usable for SRE-style automation, and audit logs help with both troubleshooting and Vanta compliance evidence. This alone removes a significant manual overhead from our compliance workflow."

G2 Reviewer, Financial Services (Mid-Market)



Identity + Device, Unified

Device Management

JumpCloud reviewers cite device management capabilities **10.21x** more often than the broader IAM market, reflecting the platform's unique convergence of identity and endpoint control.

247 out of 364 JumpCloud reviewers (67.9%) explicitly cited device management, MDM, or endpoint control as a core capability, making it the platform's most-mentioned differentiator.

68%

Only 38 out of 572 reviewers (6.6%) across competing IAM products cited device or endpoint management as a meaningful outcome, reflecting the market's narrower identity-only focus.

7%

Among enterprise reviewers, JumpCloud is cited for device management **26x** more often than across competing IAM products. This shows clear ownership of the MDM use case.

Quotes from G2 Reviews

"As a JumpCloud admin, I rely heavily on its cloud-native directory platform to manage our distributed environment efficiently and securely. The ability to configure and control Device Groups allows us to segment and enforce policies based on organizational roles and risk profiles, improving our operational structure and endpoint hygiene."

G2 Reviewer, Information Technology and Services (Enterprise)

"Even though we might test Intune as a potential alternative, we are highly satisfied with JumpCloud. It fully delivers as an MDM for our entire fleet; it is secure, straightforward to configure, and has already prevented issues that would have otherwise escalated into critical security incidents without it."

G2 Reviewer, Education Management (Mid-Market)



Identity + Device, Unified

Unified Platform

JumpCloud reviewers describe the platform as a single consolidated solution **3.39x** more often than competing IAM products, replacing a patchwork of point tools with one system.

138 out of 364 JumpCloud reviewers (37.9%) cited platform consolidation (replacing multiple tools with one) as a primary reason for choosing or staying with JumpCloud.

38%

Only 64 out of 572 reviewers (11.2%) across competing IAM products described their solution as a unified or all-in-one platform, reflecting a predominantly point-tool market.

11%

Quotes from G2 Reviews

"JumpCloud is solving the problem of fragmented IT management. Before, we had separate tools for SSO, MDM, and RADIUS, which was a nightmare for visibility. By consolidating these into one platform, it has significantly reduced our technical debt and licensing costs."

G2 Reviewer, Computer & Network Security (Mid-Market)

"The biggest problem it's solving for us is consolidation. Before, we were juggling separate tools for everything. We had one solution for Mobile Device Management, another for identity, and then we had to manually configure SSO for every single app. JumpCloud brings all of that into one place."

G2 Reviewer, Information Technology and Services (Mid-Market)



Identity + Device, Unified

Directory Integration

JumpCloud reviewers cite directory and identity integration capabilities **1.98x** more often than the IAM market average, covering Active Directory replacement, SSO, SCIM, and cloud directory in one stack.

241 out of 364 JumpCloud reviewers (66.2%) cited directory services, provisioning, SSO, or identity integration as a strength, reflecting the platform's role as a full directory replacement.

66%

191 out of 572 reviewers (33.4%) across competing IAM products mentioned directory or provisioning capabilities, reflecting narrower integration coverage across the category.

33%

Quotes from G2 Reviews

"JumpCloud helps centralize identity and endpoint management without requiring traditional Active Directory infrastructure. For a growing company, that reduces operational overhead and simplifies user provisioning, deprovisioning, and device enforcement."

G2 Reviewer, Capital Markets (Mid-Market)

"JumpCloud is helping us centralize IAM across a fully remote workforce. It eliminates the need for traditional on-prem Active Directory by providing a cloud-native directory platform that integrates user provisioning, device management, SSO, and MFA—all in one place."

G2 Reviewer, Oil & Energy (Mid-Market)



Built for Modern IT Teams

Ease of Deployment

JumpCloud reviewers describe the platform as easy to deploy and manage **2.20x** more often than competing IAM products, a meaningful advantage for lean IT teams without dedicated identity infrastructure staff.

147 out of 364 JumpCloud reviewers (40.4%) cited intuitive setup, fast implementation, or ease of day-to-day management as a key strength.

40%

Only 105 out of 572 reviewers (18.4%) across competing IAM products described their solution as easy to deploy or manage, highlighting a meaningful complexity gap in the category.

18%

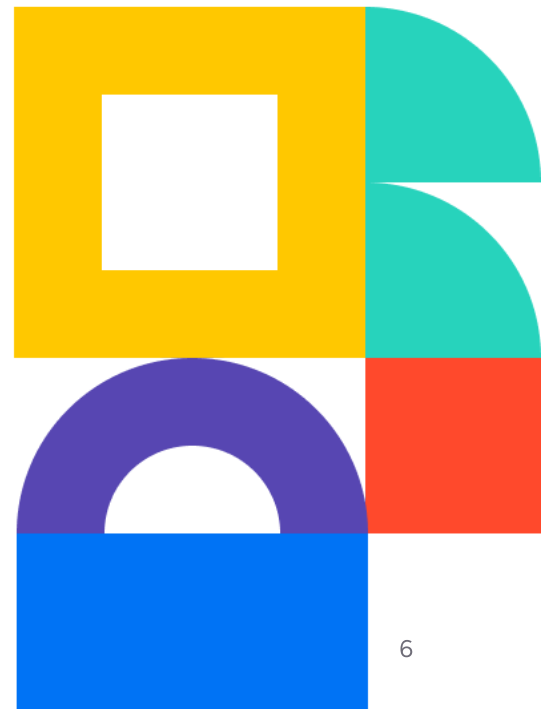
Quotes from G2 Reviews

"JumpCloud makes it incredibly easy to manage users, devices, and access policies from one central platform. The SSO and MFA features are straightforward to implement, and I don't need multiple tools to manage different operating systems or user directories."

G2 Reviewer, Architecture & Planning (Mid-Market)

"JumpCloud provides a centralized platform to manage users, devices, and access control across cloud and on-prem environments. I particularly appreciate the ease of implementation. The interface is intuitive, policy management is straightforward, and integration was smooth from day one."

G2 Reviewer, Financial Services (Mid-Market)





Built for Modern IT Teams

Customer Support

JumpCloud reviewers mention customer support and documentation quality **2.04x** more often than the IAM market average, citing responsiveness and 24/7 access as operational differentiators.

199 out of 364 JumpCloud reviewers (54.7%) referenced support quality, documentation, or onboarding assistance as a meaningful part of their experience with the platform.

55%

153 out of 572 reviewers (26.7%) across competing IAM products mentioned support quality as a notable attribute, less than half the rate seen in JumpCloud reviews.

27%

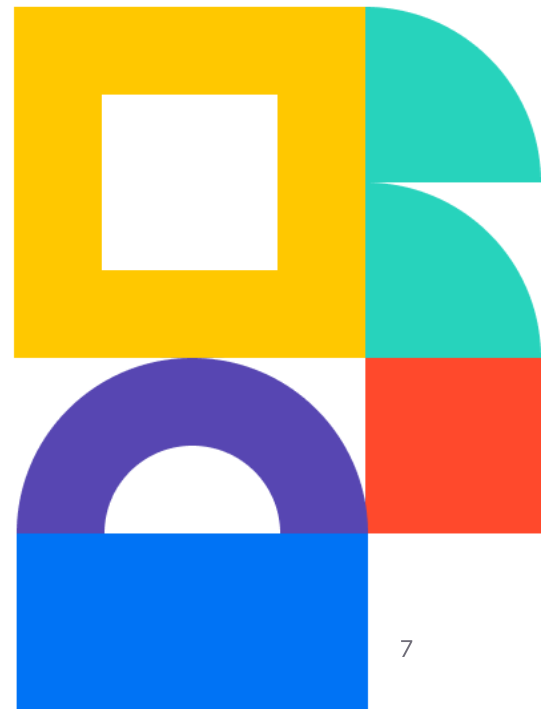
Quotes from G2 Reviews

"I use JumpCloud as my one-stop solution for MDM, SSO, and asset management. As an admin, having access to 24/7 live support is great because whenever I have issues with any functionality or other issues, I always get help from the support team and links to their documentation."

G2 Reviewer, Financial Services (Mid-Market)

"The Support team is one of the best things about JumpCloud. They are so helpful and fast to reach out. They can provide you with all the information you need via the knowledge base."

G2 Reviewer, Oil & Energy (Mid-Market)





Built for Modern IT Teams

Cost and Value

JumpCloud reviewers cite strong price-to-value **1.64x** more often than the IAM market average, a notable edge for mid-market and enterprise buyers replacing multiple point tools.

48 out of 364 JumpCloud reviewers (13.2%) cited cost-effectiveness, fair pricing, or TCO reduction as a meaningful advantage, particularly relevant when replacing 3–6 separate tools.

13%

Only 46 out of 572 reviewers (8.0%) across competing IAM products cited pricing or value as a positive attribute; those mentions were often in context of high cost.

8%

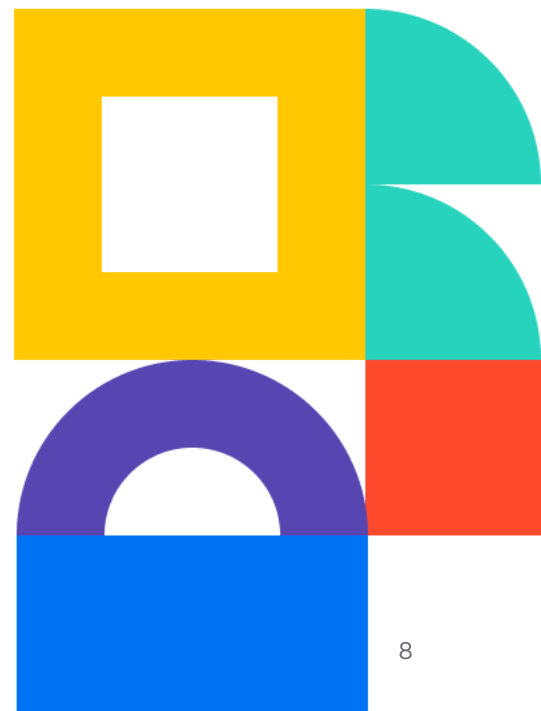
Quotes from G2 Reviews

"The pricing model is very fair, allowing us to scale our seat count as the company grows without any budget surprises."

G2 Reviewer, Computer & Network Security (Mid-Market)

"Businesses experience significant savings on hardware and licensing expenses since no on-prem infrastructure is required. The consolidation of management features into a single console reduces administrative workloads and cuts IT expenses."

G2 Reviewer, Computer & Network Security (Mid-Market)





Security and Compliance, Built In

Compliance and Audit Readiness

JumpCloud reviewers cite compliance reporting and audit capabilities **1.72x** more often than the IAM market average, a key differentiator for mid-market teams managing SOC 2, HIPAA, GDPR, or EU AI Act obligations.

105 out of 364 JumpCloud reviewers (28.8%) cited compliance, audit logging, or regulatory governance as a meaningful capability, often tied to evidence generation for frameworks like SOC 2, HIPAA, GDPR, and the EU AI Act.

29%

Only 96 out of 572 reviewers (16.8%) across competing IAM products cited compliance or audit capabilities as a notable outcome, suggesting the feature is less consistently surfaced in the market.

17%

Quotes from G2 Reviews

"API and Directory Insights — the API is genuinely usable for SRE-style automation, and audit logs help with both troubleshooting and Vanta compliance evidence. This alone removes a significant manual overhead from our compliance workflow."

G2 Reviewer, Financial Services (Mid-Market)

"JumpCloud incorporates the majority of essential components necessary for technical security and regulatory compliance. By eliminating the need to create and manage a traditional Active Directory domain, it significantly simplifies the compliance posture for our IT environment."

G2 Reviewer, Computer Software (Mid-Market)





Security and Compliance, Built In

Security Visibility and Access Control

JumpCloud reviewers cite security monitoring, conditional access, and access governance **1.70x** more often than the IAM market, reflecting the platform's ability to make access policy visible and enforceable.

136 out of 364 JumpCloud reviewers (37.4%) cited security visibility, conditional access controls, or access governance improvements as meaningful outcomes from the platform.

37%

126 out of 572 reviewers (22.0%) across competing IAM products mentioned security monitoring or access control as a positive outcome, notably less than JumpCloud's rate.

22%

Quotes from G2 Reviews

"JumpCloud has drastically simplified our onboarding and offboarding processes, reduced manual IT overhead, and given us complete visibility into our endpoints. The MDM capabilities work flawlessly across macOS and Windows, and conditional access controls have significantly improved our security posture."

G2 Reviewer, Biotechnology (Mid-Market)

"JumpCloud has been a game-changer for centralizing identity and device management. Remote device management is smooth, and the Zero Trust security model gives us peace of mind that access is enforced consistently across all our users and endpoints."

G2 Reviewer, Financial Services (Mid-Market)





Security and Compliance, Built In

Access Risk and Offboarding

JumpCloud reviewers cite secure offboarding, instant access revocation, and elimination of orphaned credentials **4.10x** more often than the IAM market, reflecting the platform's ability to close access gaps when employees leave.

60 out of 364 JumpCloud reviewers (16.5%) cited secure offboarding, instant access revocation, or eliminating orphaned credentials as a meaningful security outcome of the platform.

16%

Only 23 out of 572 reviewers (4.0%) across competing IAM products cited offboarding risk or access revocation as a security outcome, a fraction of JumpCloud's rate.

4%

Quotes from G2 Reviews

"Before we moved to JumpCloud, managing access to our production Linux fleet was a manual nightmare: copying public keys around and constantly worrying about 'orphaned' keys left behind by former employees. Now we can provision and de-provision server access instantly from a single dashboard."

G2 Reviewer, Banking (Mid-Market)

"We used to manage user access separately across multiple platforms, which made onboarding slow and turned offboarding into a security risk. JumpCloud brought everything together under a single identity layer, so provisioning a new user now follows one workflow instead of five."

G2 Reviewer, Telecommunications (Mid-Market)

Methodology. This analysis is based on 936 verified G2 reviews: 364 from JumpCloud customers and 572 from customers of competing IAM products (Okta, Microsoft Entra ID, SailPoint, Rippling IT, Cisco Duo, Ping Identity, Auth0, and 27 additional IAM vendors). Only reviews from mid-market and enterprise companies (51+ employees) submitted in the twelve months prior to June 29, 2026 and tagged to the G2 Identity and Access Management (IAM) category were included. For each theme, the percentage of reviews containing relevant keyword patterns was calculated for both cohorts. The multiplier reflects how much more often JumpCloud reviewers cited a given outcome compared to the IAM market average (JumpCloud % ÷ Market %). All reviews were verified by G2 at time of collection.