G2 Winter Report 2024

Endpoint & Patch Management

G2

Leader

WINTER

2024

ninjaOne®

In G2's Winter 2024 Report, **NinjaOne is consistently ranked as the leader** across a field of 70+ vendors.

The products featured on the G2 Software Grid® have garnered a minimum of 10 reviews/ratings, based on data collected as of November 21, 2023

Market Leaders
High customer satisfaction scores and high market presence

High Performers
High customer satisfaction scores but low market presence

Contenders
Relatively low satisfaction scores and high market presence

Niche
Relatively low satisfaction scores and low market presence

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#1

ENDPOINT MANAGEMENT

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PATCH MANAGEMENT

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NETWORK MONITORING

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IT ASSET MANAGEMENT

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REMOTE SUPPORT

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PC BACKUP

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AMERICAS

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Americas
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**EMEA**

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"NinjaOne took our IT department and completely transformed the way we work. Instead of utilizing seven separate tools, **we were able to consolidate everything under a single pane of glass.**"

Aaron Weintraub, IT Technician, Proconex

NinjaOne is Rated #1 Overall and in User Satisfaction for Endpoint Management

Endpoint management software gives IT teams visibility and control over their IT estate, enabling better device management, improved support and efficiency through automation.
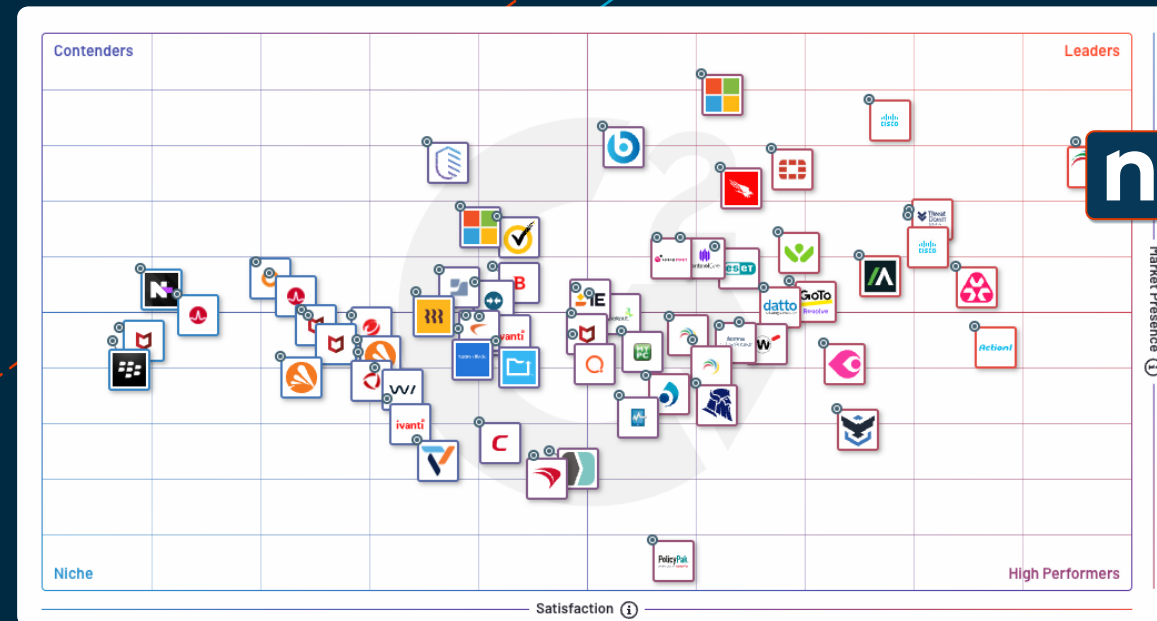
Grid for Endpoint Management Software Winter 2024

Key functionality includes:

· Automated software and hardware asset inventories

· Incident detection and alerting

· Remote device management tools

· Automated patch management

· Software management

· Integrated remote access

"Working at a lean IT department, **NinjaOne has allowed us to automate a lot of functions that we would not normally have time to take care of.** NinjaOne takes care of Windows and 3rd party patching, alerts us to problem PCs, and provides detailed system snapshots that we can reference when supporting employee computers."

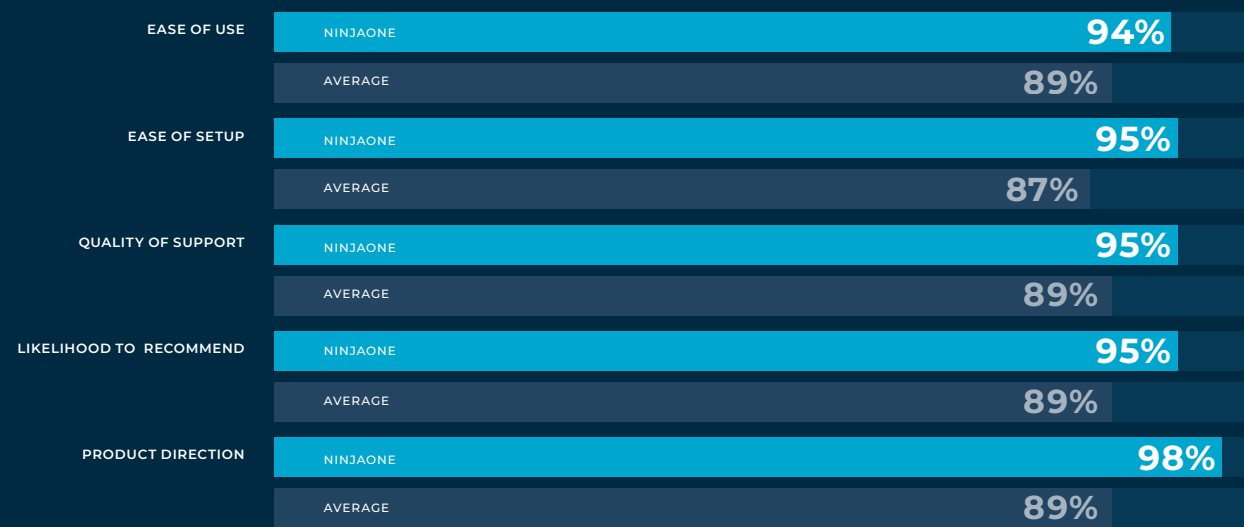Justin Palmer, IT Manager, The Dewberry Charleston

"**NinjaOne is easily the most solid and reliable product we have used.** When we moved to NinjaOne we found it had all the features we used and more, it was so much faster and easier to use, and they keep adding more features all the time. Support is wonderful and easy to get in touch with in the rare instances when it is needed. Account managers are not pushy, very quick and easy to work with."

Garrett S., Principal Owner, Circuit Savers

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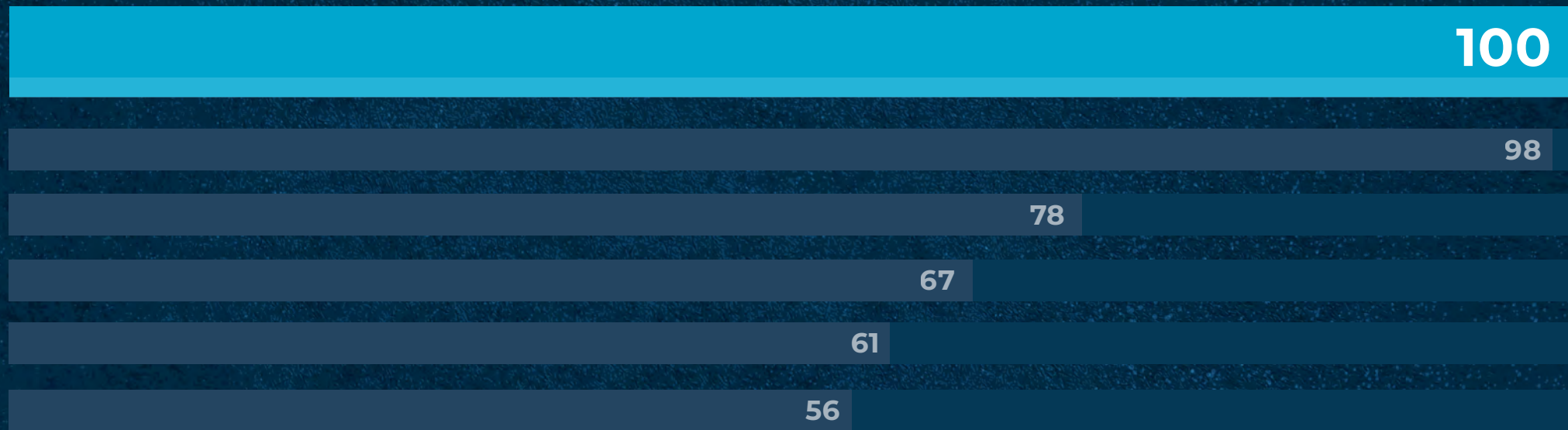2024

NinjaOne Gets It Right with Endpoint Management

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Satisfaction Ratings

EASE OF USE
- NINJAONE: **94%**
- AVERAGE: **89%**

EASE OF SETUP
- NINJAONE: **95%**
- AVERAGE: **87%**

QUALITY OF SUPPORT
- NINJAONE: **95%**
- AVERAGE: **89%**

LIKELIHOOD TO RECOMMEND
- NINJAONE: **95%**
- AVERAGE: **89%**

PRODUCT DIRECTION
- NINJAONE: **98%**
- AVERAGE: **89%**

Highest-Rated Features

- **DEVICE CONTROL**: **93%**
- **APPLICATION CONTROL**: **86%**
- **ENDPOINT INTELLIGENCE**: **89%**
- **COMPLIANCE**: **88%**
- **ASSET MANAGEMENT**: **90%**

NinjaOne Endpoint Management Sets the Standard for Overall User Satisfaction

Leader WINTER 2024

100	n
98	
78	cisco
67	datto
61	
56	

NinjaOne: The Pinnacle of Endpoint Management

Momentum Grid Scores

Company	Score
n	98
(green)	82
(green)	66
(green)	60
datto	59
cisco	49
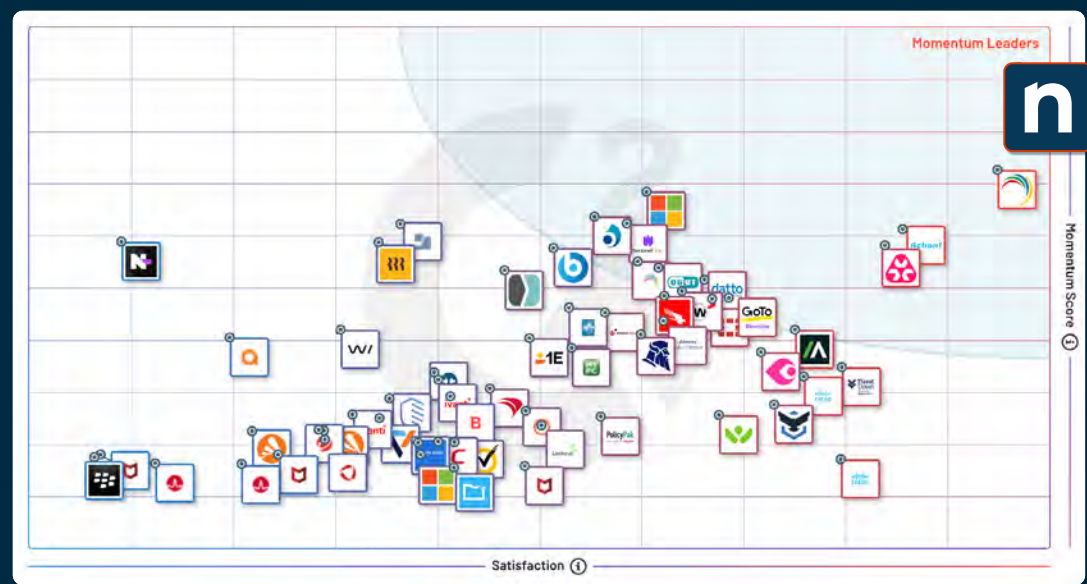
G2 Winter 2024 Momentum Grid for Endpoint Management

"I really enjoy working with a vendor that feels like an extension of my team. My account manager is super responsive and gets things done without needing to follow up on him. **When I have new employees or want to learn more, I schedule a call and NinjaOne provides training.**"

Will Hughes, Manager, Information Technology, High Speed Training Ltd.

Leader of the Pack:

NinjaOne is the #1-Rated Patch Management Software

Patch management software automates the identification and remediation of patchable vulnerabilities across the IT estate.
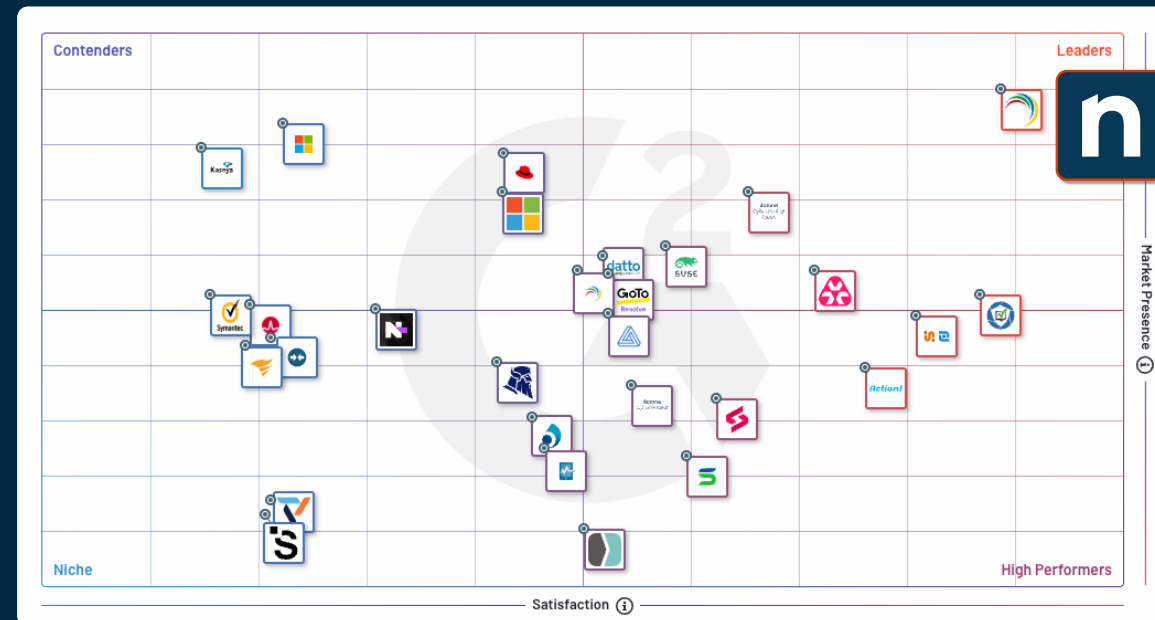
Grid for Patch Management Software Winter 2024

Key functionality includes:

- Windows, Mac and Linux patch management
- Third party application patch management
- Automated patch approval and deployment
- Patch roll-backs
- Support for off-VPN remote and field devices

- Clear error reporting and tools to remediate failed patches
- Actionable patch reporting, including CVE and CVSS data

"NinjaOne is fantastic at patch management both for OS updates and third-party software. It offers us cloud backups for our servers and specific client PCs with snapshots and easy restore features; set a schedule and it just works."

Justin Palmer, IT Manager, The Dewberry Charleston

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"Brilliant for keeping on top of patches, software and O/S. Not only for the obvious reasons of security but also to **maintain compliance for things like Cyber Essentials.**"

Will Hughes, Manager, Information Technology, High Speed Training Ltd.

NinjaOne is the #1-Rated
## Patch Management Software - Outshining All Competitors

G2 Scores

n	97
	93
	71
A	70
PDQ	66
	65
	37

Satisfaction Ratings

EASE OF USE
NINJAONE — 95%
AVERAGE — 89%

EASE OF SETUP
NINJAONE — 95%
AVERAGE — 88%

QUALITY OF SUPPORT
NINJAONE — 96%
AVERAGE — 89%

LIKELIHOOD TO RECOMMEND
NINJAONE — 96%
AVERAGE — 90%

PRODUCT DIRECTION
NINJAONE — 98%
AVERAGE — 90%

ninjaOne® **G2 Winter Report 2024**

Making All the Right Moves. NinjaOne Rated #1 on Momentum Grid for Patch Management

Momentum Grid Scores

n	95
	79
	73
PDQ	67
	62
	55
	51
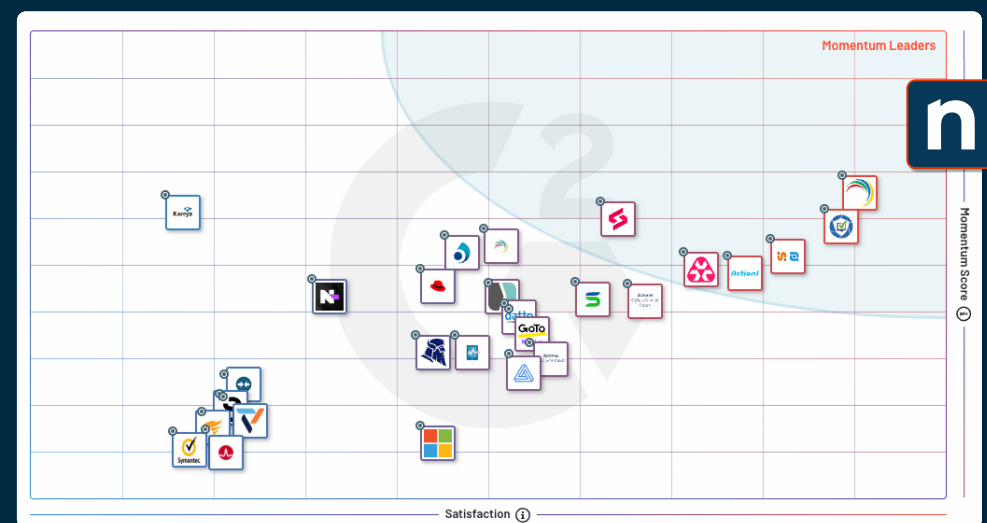
G2 Winter 2024 Momentum Grid for Patch Management

"The features that are offered by NinjaOne are extensive and keep getting better. The third-party software patching has increased dramatically with more coming and it is allowing us to keep our systems even more secure."
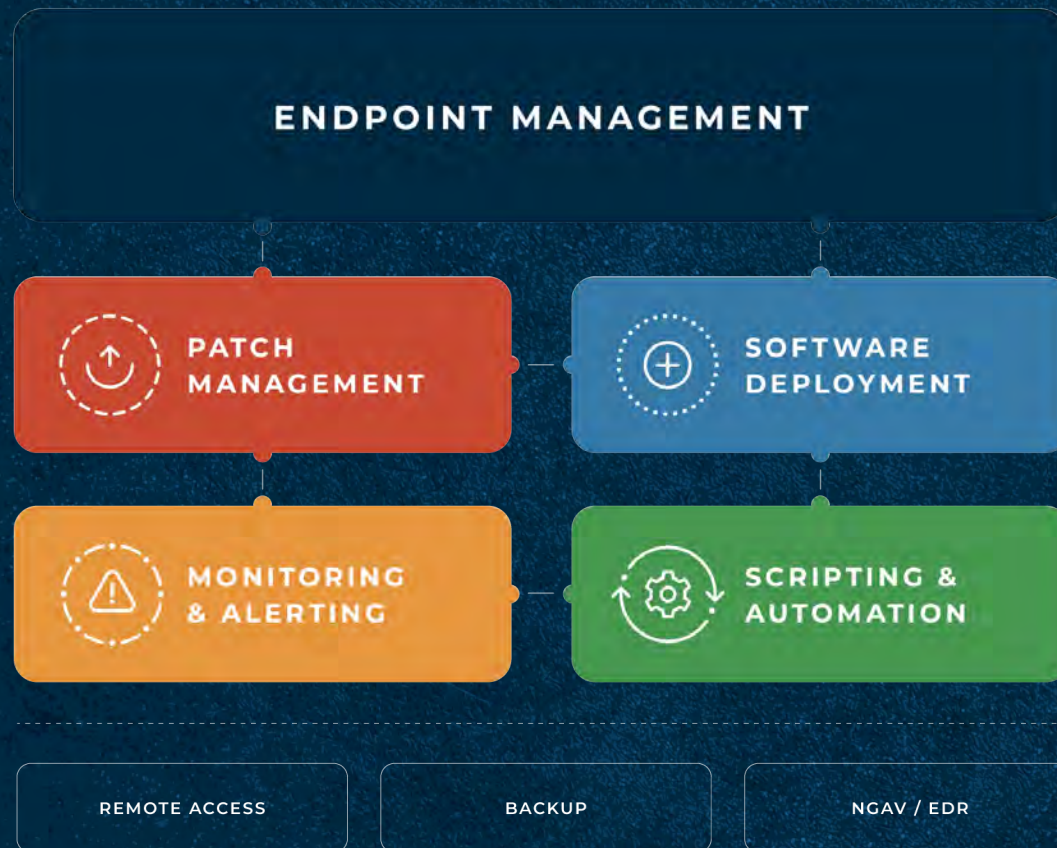
Steven Smith, IT Support Specialist, Morgan County, AL

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"[NinjaOne] allows me to make sure all workstations are patched efficiently and ensures compliance with patching. NinjaOne allows me to easily deploy machines by running scripts on all devices once they check in with the NinjaOne agent."

Rudy Shaw, Director of IT, Francis Winery

Unified IT Management Platform

ENDPOINT MANAGEMENT

PATCH MANAGEMENT

SOFTWARE DEPLOYMENT

MONITORING & ALERTING

SCRIPTING & AUTOMATION

REMOTE ACCESS

BACKUP

NGAV / EDR

The NinjaOne Platform

The NinjaOne platform gives IT teams full visibility and control over all their devices, so they can monitor, manage, secure and support endpoints at scale.

NinjaOne

· Enables effective device management for today's remote and hybrid workforce

· Easily enables automation across endpoint tasks

· Is fast to learn and easy to use

· Provides world-class support, training and onboarding 100% free

The NinjaOne Difference

- Fast to learn, easy to use, and highly responsive singlepane interface

- Easy to work with - #1 rated customer support, unlimited free training and onboarding

- Simple to automate tasks so your team can manage far more devices per technician

- Integrates with dozens of PSA, EDR, SSO, AV, remote access, and other tools you're already using

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