



EMOTIONAL FOOTPRINT REPORT

IT Asset Management -Midmarket

DECEMBER 2023

This report features: Sassafras AllSight | NetSupport DNA | Device42 | Lansweeper | C2 ITSM | ManageEngine Endpoint Central | ServiceNow Asset Management | Asset Panda | BelManage | ManageEngine AssetExplorer | Ivanti Neurons for ITAM | KACE Systems Management Appliance | Asset Vision Workstation

380 REVIEWS

14

PRODUCTS INCLUDED

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How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the IT Asset Management - Midmarket market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

Data collected from reviewers in: organizations with fewer than 5,000 employees.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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Software Directory

IT ASSET MANAGEMENT - MIDMARKET SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.





Alloy Navigator	▲ AssetAware	Asset Infinity
S Asset Panda	¬ Asset Vision Workstation	B BelManage
© Blissfully	BMC Helix Remedyforce	∌ BOSSDesk
○ C2 ITSM	■ DeskCenter Management Suite	D42 Device42
eQuip! eQuip! for IT Asset Management	• Freshservice	O HaloITSM
☼ Hornbill for IT	InfraSage IT Asset Manager	(InvGate Assets
IQSonar	■ Ivanti Neurons for ITAM	C KACE Systems Management Appliance
L Lansweeper	■ LaSalle Solutions Asset Maintenance	™ LicenseWatch
ManageEngine AssetExplorer	ManageEngine Endpoint Central	Matrix42 Digital Workspace Management
NetSupport DNA	Comnitza Oomnitza Oomnitza	Prism Asset Manager
Qualys Global IT Asset Inventory	RedBeam Asset Tracking Software	Sassafras AllSight
○ ServiceNow Asset Management	* Snow Software	Softinventive Lab Total Network Inventory





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SOFTWARE REVIEWS

Emotional Footprint Diamond

IT ASSET **MANAGEMENT -MIDMARKET**

The customer experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to an extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.

Value Index

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

Net Emotional Footprint

The Net Emotional Footprint measures highlevel user sentiment. It aggregates emotional response ratings across 25 provocative questions, creating a powerful indicator of overall user feeling toward the vendor and product.

Note: The ranges of the axes are dynamically adjusted based on minimum and maximum values in the dataset.

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.







Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.











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RANK	PRODUCT	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION		VALUE INDEX	STRONGEST POSITIVE EMOTIONS			STRONGEST NEGATIVE EMOTIONS		NUMBER OF REVIEWS	
CHAMPION	Sassafras AllSight	8.7	+99🖨	0% NEGATIVE	99% POSITIVE	91	CLIENT FRIENDLY POLICIES	100% FAIR	100%	WASTES TIME	6%	18	1
Software Reviews CHAMPION	NetSupport DNA	8.3	+96⊜	NEGATIVE	96% POSITIVE	83	INTEGRITY	100% RELIABLE	100%			16	
Software Reviews CHARRION	D42 Device42	8.2	+90⊜	1% NEGATIVE	91% POSITIVE	86	TRUSTWORTHY	100% RESPECTFUL	100%	CHARGES FOR PRODUCT ENHANCEMENTS	8% STAGNANT 59	20	l
Software Reviews (CHAMPION 222	L Lansweeper	8.1	+93⊜	1% NEGATIVE	94% POSITIVE	82	RELIABLE	100% INTEGRITY	100%	CHARGES FOR PRODUCT ENHANCEMENTS	6% FRUSTRATING 69	20	
5	C2 ITSM	7.9	+81 🖨	1% NEGATIVE	82% POSITIVE	78	RESPECTFUL	96% RELIABLE	92%	OVER PROMISED	5% VENDOR'S INTEREST FIRST	32	I
6	ManageEngine Endpoint Central	7.9	+81 🖨	3% NEGATIVE	84% POSITIVE	85	RESPECTFUL	95% ENABLES PRODUCTIVITY	92%	FRUSTRATING	9% BIG FAT LIARS 79	50	
7	ServiceNow Asset Management	7.6	+78©	6% NEGATIVE	84% POSITIVE	83	RELIABLE	95% PERFORMANCE ENHANCING	94%	VENDOR FRIENDLY POLICIES	14% OVER PROMISED 14	36	J
8	Asset Panda	7.5	+78©	5% NEGATIVE	83% POSITIVE	78	EFFECTIVE	95% FRIENDLY NEGOTIATION	94%	BUREAUCRATIC	10% OVER PROMISED 109	20	
9	B BelManage	7.4	+86😊	2% NEGATIVE	88% POSITIVE	84	RELIABLE	100% PERFORMANCE ENHANCING	96%	VENDOR FRIENDLY POLICIES	7% STAGNANT 69	29	I
10	ManageEngine AssetExplorer	7.0	+77 😊	4% NEGATIVE	81% POSITIVE	82	FAIR	93% ENABLES PRODUCTIVITY	89%	COMMODITY FEATURES	10% SECURITY FRUSTRATES 89	34	





Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.













RANK	PRODUCT	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS	STRONGEST NEGATIVE EMOTIONS	NUMBER OF REVIEWS
11	■ Ivanti Neurons for ITAM	6.2	+68©	8% NEGATIVE 76% POSITIVE	72	TRUSTWORTHY 92% FAIR 88%	COMMODITY FEATURES 17% FRUSTRATING 17%	40
12	C. KACE	5.8	+56=	12% NEGATIVE 68% POSITIVE	64	TRUSTWORTHY 78% EFFECTIVE 76%	COMMODITY FEATURES 24% STAGNANT 21%	24
13	◄ Asset Vision Workstation	5.4	+54:	16% NEGATIVE 70% POSITIVE	68	RESPECTFUL 84% CARING 83%	HARDBALL TACTICS 29% DESPISED 28%	27
PRODUCTS BELOW IN REVIEWS	NELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT							
	BOSSDesk	7.3	+87 👄	2% NEGATIVE 89% POSITIVE	82	RESPECTFUL 100% EFFECTIVE 94%	OVER PROMISED 16% BIG FAT LIARS 7%	14





This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.





















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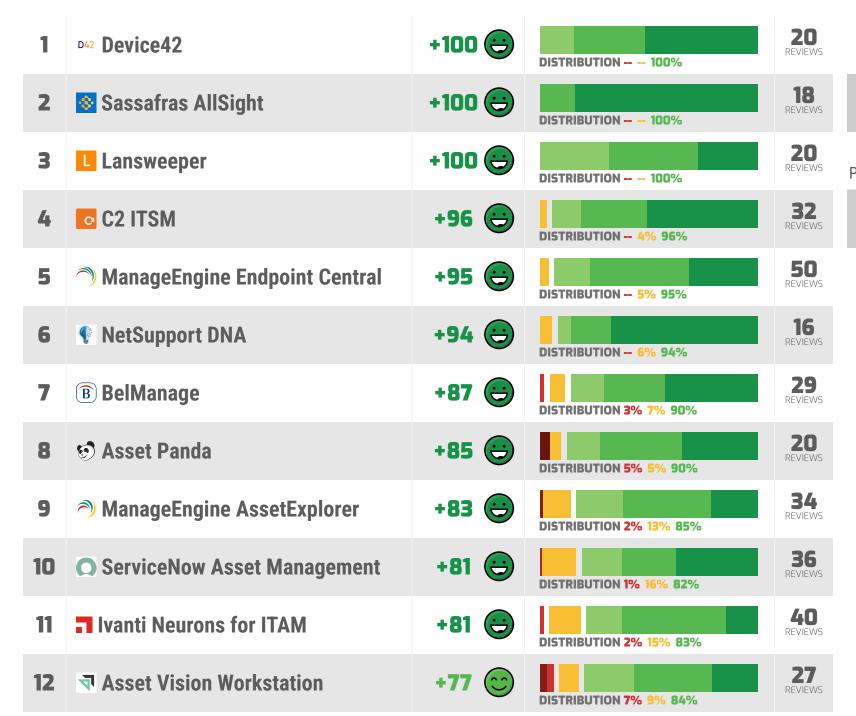






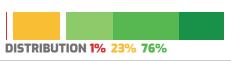


Disrespectful vs. Respectful









24 REVIEWS

CATEGORY AVERAGE

+90





PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS



C KACE











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Bureaucratic vs. Efficient

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	NetSupport DNA	+94 😊	DISTRIBUTION 6% 94%	16 REVIEWS
3	D42 Device42	+92 😑	DISTRIBUTION 8% 92%	20 REVIEWS
4	Lansweeper	+92 😊	DISTRIBUTION 4% 96%	20 REVIEWS
5	ServiceNow Asset Management	+85 😊	DISTRIBUTION 4% 7% 89%	36 REVIEWS
6	C2 ITSM	+85 😊	DISTRIBUTION 15% 85%	32 REVIEWS
7	ManageEngine AssetExplorer	+85 😑	DISTRIBUTION 2% 11% 87%	34 REVIEWS
8	ManageEngine Endpoint Central	+81 😑	DISTRIBUTION 6% 7% 87%	50 REVIEWS
9	S Asset Panda	+80 😑	DISTRIBUTION 10% 90%	20 REVIEWS
10	B BelManage	+79 😊	DISTRIBUTION 4% 13% 83%	29 REVIEWS
11	○ KACE	+67 😊	DISTRIBUTION 5% 23% 72%	24 REVIEWS
12	→ Ivanti Neurons for ITAM	+65 😊	DISTRIBUTION 13% 9% 78%	40 REVIEWS



27

CATEGORY AVERAGE

+83

DISTRIBUTION 4% 9% 87%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

BOSSDesk







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Neglectful vs. Caring

1	Sassafras AllSight	+100 😑	DISTRIBUTION 100%	18 REVIEWS
2	D42 Device42	+98 😊	DISTRIBUTION 2% 98%	20 REVIEWS
3	L Lansweeper	+94 😊	DISTRIBUTION 6% 94%	20 REVIEWS
4	NetSupport DNA	+94 😊	DISTRIBUTION 6% 94%	16 REVIEWS
5	B BelManage	+90 😊	DISTRIBUTION 10% 90%	29 REVIEWS
6	C2 ITSM	+85 😄	DISTRIBUTION 15% 85%	32 REVIEWS
7	ServiceNow Asset Management	+84 😄	DISTRIBUTION 2% 12% 86%	36 REVIEWS
8	ManageEngine AssetExplorer	+84 😑	DISTRIBUTION 15% 84%	34 REVIEWS
9	S Asset Panda	+77 😊	DISTRIBUTION 9% 5% 86%	20 REVIEWS
10	ManageEngine Endpoint Central	+75 😊	DISTRIBUTION 6% 12% 81%	50 REVIEWS
11	▼ Asset Vision Workstation	+66 😊	DISTRIBUTION 17% 83%	27 REVIEWS
12	■ Ivanti Neurons for ITAM	+60 😊	DISTRIBUTION 13% 14% 73%	40 REVIEWS



DISTRIBUTION 11% 26% 64%

24 REVIEWS

CATEGORY AVERAGE

+82 😊

DISTRIBUTION 4% 10% 86%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

DOSSDesk

+85 (







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Frustrating vs. Effective

20 REVIEWS
18 REVIEWS
16 REVIEWS
29 REVIEWS
34 REVIEWS
20 REVIEWS
32 REVIEWS
50 REVIEWS
36 REVIEWS
40 REVIEWS
24 REVIEWS



27

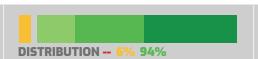
CATEGORY AVERAGE

+81



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

BOSSDesk







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Wastes Time vs. Saves Time

1	L Lansweeper	+100 😊	DISTRIBUTION 100%	20 REVIEWS
2	NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
3	D42 Device42	+92 😊	DISTRIBUTION 8% 92%	20 REVIEWS
4	Sassafras AllSight	+88 😑	DISTRIBUTION 6% 94%	18 REVIEWS
5	C2 ITSM	+85 😊	DISTRIBUTION 15% 85%	32 REVIEWS
6	S Asset Panda	+85 😊	DISTRIBUTION 5% 5% 90%	20 REVIEWS
7	ManageEngine AssetExplorer	+85 😄	DISTRIBUTION 15% 85%	34 REVIEWS
8	B BelManage	+84 😊	DISTRIBUTION 15% 84%	29 REVIEWS
9	ManageEngine Endpoint Central	+74 😊	DISTRIBUTION 5% 16% 79%	50 REVIEWS
10	ServiceNow Asset Management	+74 😊	DISTRIBUTION 8% 10% 82%	36 REVIEWS
11	C. KACE	+62 😊	DISTRIBUTION 12% 14% 74%	24 REVIEWS
12	→ Ivanti Neurons for ITAM	+61 😊	DISTRIBUTION 14% 10% 75%	40 REVIEWS

13 Asset Vision Workstation

42 😕

DISTRIBUTION **24%** 10% 66%

27 REVIEWS

CATEGORY AVERAGE

-81 (

DIST

DISTRIBUTION 5% 9% 86%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

9 BOSSDesk

+74

DIS

DISTRIBUTION -- 26% 74%





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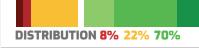


Lack Of Integrity vs. Integrity

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	Lansweeper	+100 😊	DISTRIBUTION 100%	20 REVIEWS
3	NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
4	D42 Device42	+98 😊	DISTRIBUTION 2% 98%	20 REVIEWS
5	B BelManage	+88 😑	DISTRIBUTION 12% 88%	29 REVIEWS
6	C2 ITSM	+88 😑	DISTRIBUTION 12% 88%	32 REVIEWS
7	ManageEngine AssetExplorer	+87 😑	DISTRIBUTION 13% 87%	34 REVIEWS
8	S Asset Panda	+84 😑	DISTRIBUTION 5% 5% 89%	20 REVIEWS
9	■ Ivanti Neurons for ITAM	+84 😊	DISTRIBUTION 16% 84%	40 REVIEWS
10	ServiceNow Asset Management	+75 😊	DISTRIBUTION 2% 21% 77%	36 REVIEWS
11	○ KACE	+74 😊	DISTRIBUTION 1% 24% 75%	24 REVIEWS
12	ManageEngine Endpoint Central	+71 😊	DISTRIBUTION 2% 25% 73%	50 REVIEWS







27 REVIEWS

CATEGORY AVERAGE

+86 😑

DISTR

DISTRIBUTION 1% 12% 87%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

DOSSDesk

+85 (







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Vendor Friendly Policies vs. Client Friendly Policies

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
3	D42 Device42	+93 😊	DISTRIBUTION 2% 3% 95%	20 REVIEWS
4	L Lansweeper	+89 😊	DISTRIBUTION 11% 89%	20 REVIEWS
5	C2 ITSM	+87 😄	DISTRIBUTION 13% 87%	32 REVIEWS
6	S Asset Panda	+82 😑	DISTRIBUTION 6% 6% 88%	20 REVIEWS
7	ManageEngine Endpoint Central	+79 😊	DISTRIBUTION 4% 14% 83%	50 REVIEWS
8	ManageEngine AssetExplorer	+77 😊	DISTRIBUTION 6% 12% 83%	34 REVIEWS
9	B BelManage	+76 😊	DISTRIBUTION 7% 10% 83%	29 REVIEWS
10	▼ Asset Vision Workstation	+71 😊	DISTRIBUTION 7% 14% 78%	27 REVIEWS
11	■ Ivanti Neurons for ITAM	+68 😊	DISTRIBUTION 11% 10% 79%	40 REVIEWS
12	○ ServiceNow Asset Management	+65 😊	DISTRIBUTION 14% 7% 79%	36 REVIEWS







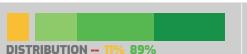


PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS



CATEGORY AVERAGE









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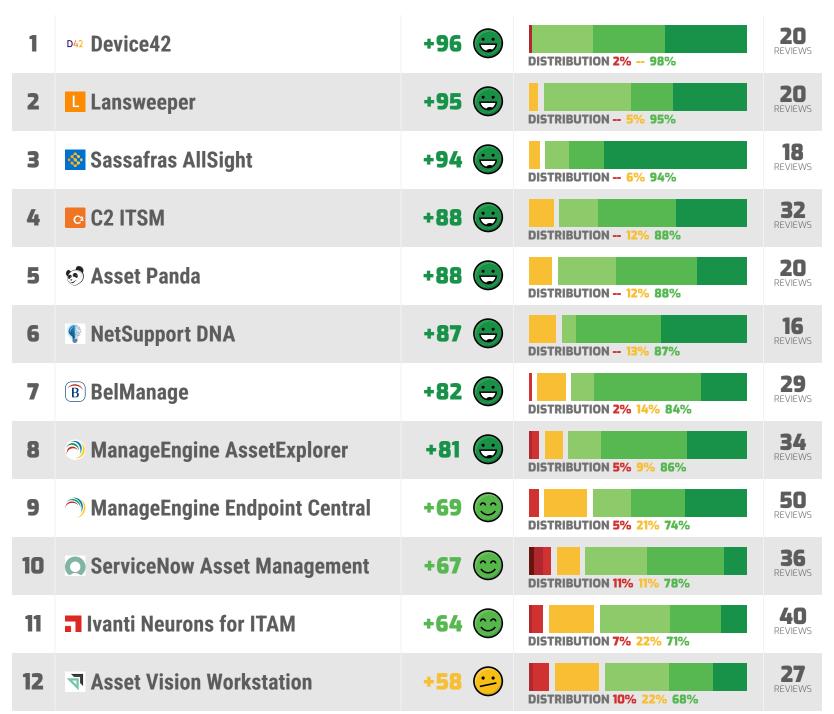






24

Selfish vs. Altruistic





PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS







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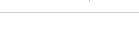










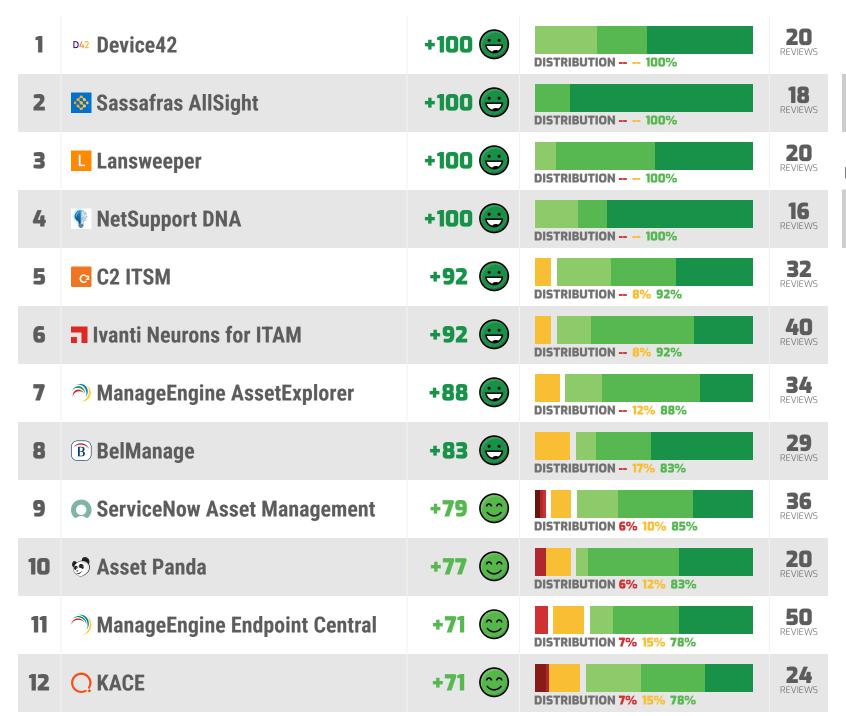








Big Fat Liars vs. Trustworthy



¬ Asset Vision Workstation

+60

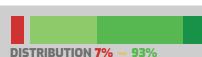
27

CATEGORY AVERAGE

+86

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

DOSSDesk







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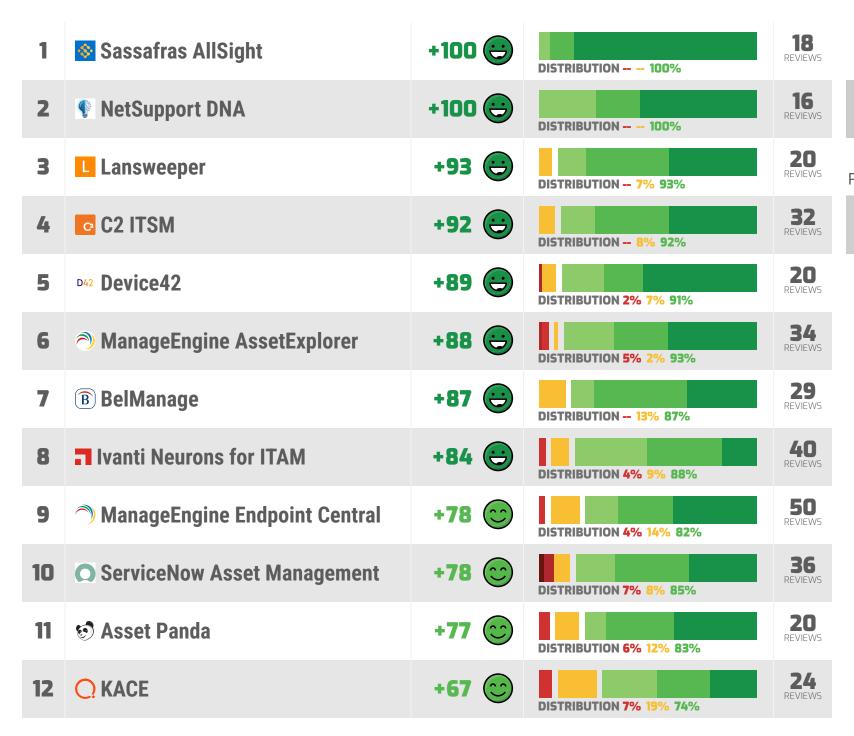








Unfair vs. Fair









PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS



CATEGORY AVERAGE









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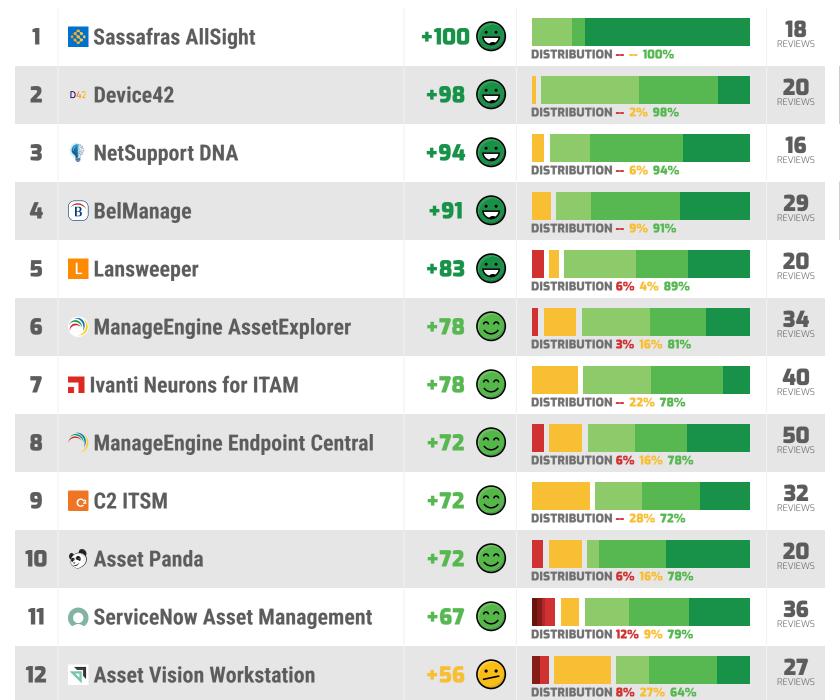






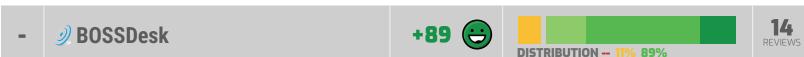
24

Greedy vs. Generous





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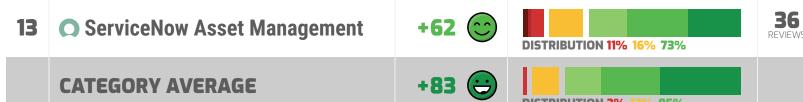






Deceptive vs. Transparent

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	Lansweeper	+94 😊	DISTRIBUTION 6% 94%	20 REVIEWS
3	NetSupport DNA	+94 😊	DISTRIBUTION 6% 94%	16 REVIEWS
4	D42 Device42	+93 😊	DISTRIBUTION 7% 93%	20 REVIEWS
5	B BelManage	+90 😊	DISTRIBUTION 10% 90%	29 REVIEWS
6	ManageEngine Endpoint Central	+84 😊	DISTRIBUTION 16% 84%	50 REVIEWS
7	S Asset Panda	+82 😑	DISTRIBUTION 18% 82%	20 REVIEWS
8	C2 ITSM	+80 😑	DISTRIBUTION 20% 80%	32 REVIEWS
9	■ Ivanti Neurons for ITAM	+77 😊	DISTRIBUTION 5% 13% 82%	40 REVIEWS
10	ManageEngine AssetExplorer	+75 😊	DISTRIBUTION 3% 19% 78%	34 REVIEWS
11	▼ Asset Vision Workstation	+71 😊	DISTRIBUTION 11% 7% 82%	27 REVIEWS
12	○ KACE	+69 😊	DISTRIBUTION 6% 20% 75%	24 REVIEWS



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS







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Over Promised vs. Over Delivered

1	NetSupport DNA	+94 😑	DISTRIBUTION 6% 94%	16 REVIEWS
2	Sassafras AllSight	+93 😊	DISTRIBUTION 7% 93%	18 REVIEWS
3	Lansweeper	+86 😑	DISTRIBUTION 4% 6% 90%	20 REVIEWS
4	B BelManage	+83 😊	DISTRIBUTION 3% 11% 86%	29 REVIEWS
5	ManageEngine Endpoint Central	+72 😊	DISTRIBUTION 4% 20% 7 6%	50 REVIEWS
6	S Asset Panda	+68 😊	DISTRIBUTION 10% 12% 78%	20 REVIEWS
7	D42 Device42	+67 😊	DISTRIBUTION 2% 29% 69%	20 REVIEWS
8	ServiceNow Asset Management	+66 😊	DISTRIBUTION 14% 6% 80%	36 REVIEWS
9	C2 ITSM	+66 😊	DISTRIBUTION 5% 24% 71%	32 REVIEWS
10	ManageEngine AssetExplorer	+60 😊	DISTRIBUTION 7% 26% 67%	34 REVIEWS
11	○ KACE	+51 😕	DISTRIBUTION 17% 15% 68%	24 REVIEWS
12	→ Ivanti Neurons for ITAM	+46 😕	DISTRIBUTION 16% 23% 62%	40 REVIEWS



21 😥



27REVIEWS

CATEGORY AVERAGE

70 (

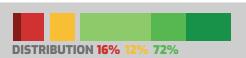
©

DISTRIBUTION **7%** 16% 77%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

J BOSSDesk

6 :







This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.













Vendor's Interest First vs. Client's Interest First

1	Sassafras AllSight	+100 😄	DISTRIBUTION 100%	18 REVIEWS
2	 ▼ NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
3	L Lansweeper	+90 😊	DISTRIBUTION 10% 90%	20 REVIEWS
4	B BelManage	+89 😄	DISTRIBUTION 11% 89%	29 REVIEWS
5	ManageEngine Endpoint Central	+81 😑	DISTRIBUTION 2% 15% 83%	50 REVIEWS
6	D42 Device42	+80 😑	DISTRIBUTION 20% 80%	20 REVIEWS
7	S Asset Panda	+74 😊	DISTRIBUTION 10% 6% 84%	20 REVIEWS
8	C2 ITSM	+72 😊	DISTRIBUTION 5% 18% 77%	32 REVIEWS
9	○ ServiceNow Asset Management	+71 😊	DISTRIBUTION 6% 17% 77%	36 REVIEWS
10	ManageEngine AssetExplorer	+70 😊	DISTRIBUTION 7% 16% 77 %	34 REVIEWS
11	■ Ivanti Neurons for ITAM	+68 😊	DISTRIBUTION 8% 16% 76 %	40 REVIEWS
12	▼ Asset Vision Workstation	+55 😕	DISTRIBUTION 13% 20% 68%	27 REVIEWS







24

CATEGORY AVERAGE

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS











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Hardball Tactics vs. Friendly Negotiation

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	Lansweeper	+96 😊	DISTRIBUTION 4% 96%	20 REVIEWS
3	NetSupport DNA	+94 😑	DISTRIBUTION 6% 94%	16 REVIEWS
4	S Asset Panda	+94 😊	DISTRIBUTION 6% 94%	20 REVIEWS
5	ManageEngine Endpoint Central	+86 😑	DISTRIBUTION 14% 86%	50 REVIEWS
6	ServiceNow Asset Management	+83 😊	DISTRIBUTION 3% 11% 86%	36 REVIEWS
7	B BelManage	+82 😑	DISTRIBUTION 5% 8% 87%	29 REVIEWS
8	C2 ITSM	+77 😊	DISTRIBUTION 23% 77%	32 REVIEWS
9	→ Ivanti Neurons for ITAM	+76 😊	DISTRIBUTION 2% 21% 78%	40 REVIEWS
10	D42 Device42	+74 😊	DISTRIBUTION 26% 74%	20 REVIEWS
11	ManageEngine AssetExplorer	+68 😊	DISTRIBUTION 7% 18% 75%	34 REVIEWS
12	○ KACE	+64 😊	DISTRIBUTION 11% 14% 75%	24 REVIEWS



+34 😥



27REVIEWS

CATEGORY AVERAGE

32 (=



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

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This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.





















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24

Roadblock To Innovation vs. Helps Innovate

1	NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
2	Sassafras AllSight	+94 😑	DISTRIBUTION 6% 94%	18 REVIEWS
3	D42 Device42	+92 😑	DISTRIBUTION 8% 92%	20 REVIEWS
4	Lansweeper	+91 😊	DISTRIBUTION 9% 91%	20 REVIEWS
5	ManageEngine Endpoint Central	+88 😑	DISTRIBUTION 2% 8% 90%	50 REVIEWS
6	B BelManage	+87 😊	DISTRIBUTION 2% 10% 89%	29 REVIEWS
7	ServiceNow Asset Management	+86 😊	DISTRIBUTION 4% 6% 90%	36 REVIEWS
8	ManageEngine AssetExplorer	+85 😊	DISTRIBUTION 15% 85%	34 REVIEWS
9	→ Ivanti Neurons for ITAM	+82 😑	DISTRIBUTION 18% 82%	40 REVIEWS
10	S Asset Panda	+75 😊	DISTRIBUTION 5% 14% 80%	20 REVIEWS
11	C2 ITSM	+72 😊	DISTRIBUTION 4% 20% 76%	32 REVIEWS
12	▼ Asset Vision Workstation	+68 😊	DISTRIBUTION 11% 11% 79%	27 REVIEWS

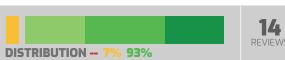




C KACE

CATEGORY AVERAGE









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Stagnant vs. Continually Improving

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	 ● NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
3	L Lansweeper	+96 😊	DISTRIBUTION 4% 96%	20 REVIEWS
4	ManageEngine Endpoint Central	+85 😊	DISTRIBUTION 2% 11% 87%	50 REVIEWS
5	D42 Device42	+78 😊	DISTRIBUTION 5% 12% 83%	20 REVIEWS
6	B BelManage	+76 😊	DISTRIBUTION 6% 12% 82%	29 REVIEWS
7	○ ServiceNow Asset Management	+75 😊	DISTRIBUTION 6% 14% 81%	36 REVIEWS
8	C2 ITSM	+71 😊	DISTRIBUTION 4% 21% 75%	32 REVIEWS
9	S Asset Panda	+70 😊	DISTRIBUTION 5% 20% 75%	20 REVIEWS
10	■ Ivanti Neurons for ITAM	+68 😊	DISTRIBUTION 6% 20% 74 %	40 REVIEWS
11	ManageEngine AssetExplorer	+59 😕	DISTRIBUTION 7% 28% 66%	34 REVIEWS
12	▼ Asset Vision Workstation	+52 😕	DISTRIBUTION 17% 14% 69%	27 REVIEWS



+76

DISTRIBUTION 21% 15% 63%

24 REVIEWS

CATEGORY AVERAGE

+76 😊

DISTRIBUTION 5% 13% 81%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

J BOSSDesk

C KACE

36 (







This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.













Charges For Product Enhancements vs. Includes Product Enhancements

1	Sassafras AllSight	+100 😄	DISTRIBUTION 100%	18 REVIEWS
2	NetSupport DNA	+93 😊	DISTRIBUTION 7% 93%	16 REVIEWS
3	ManageEngine Endpoint Central	+90 😑	DISTRIBUTION 10% 90%	50 REVIEWS
4	L Lansweeper	+84 😊	DISTRIBUTION 6% 4% 90%	20 REVIEWS
5	B BelManage	+81 😄	DISTRIBUTION 3% 13% 84%	29 REVIEWS
6	○ ServiceNow Asset Management	+78 😊	DISTRIBUTION 5% 12% 83%	36 REVIEWS
7	C2 ITSM	+78 😊	DISTRIBUTION 4% 14% 82%	32 REVIEWS
8	ManageEngine AssetExplorer	+77 😊	DISTRIBUTION 5% 13% 82%	34 REVIEWS
9	D42 Device42	+71 😊	DISTRIBUTION 8% 13% 79 %	20 REVIEWS
10	S Asset Panda	+56 😕	DISTRIBUTION 9% 26% 65%	20 REVIEWS
11	→ Ivanti Neurons for ITAM	+51 😕	DISTRIBUTION 16% 17% 67%	40 REVIEWS
12	○ KACE	+42 😕	DISTRIBUTION 16% 26% 58%	24 REVIEWS

▼ Asset Vision Workstation

27

CATEGORY AVERAGE

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

J BOSSDesk





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24

Leverages Incumbent Status vs. Appreciates Incumbent Status

1	Sassafras AllSight	+100 😊	DISTRIBUTION 100%	18 REVIEWS
2	 ● NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
3	D42 Device42	+95 😊	DISTRIBUTION 5% 95%	20 REVIEWS F
4	L Lansweeper	+90 😊	DISTRIBUTION 10% 90%	20 REVIEWS
5	B BelManage	+85 😊	DISTRIBUTION 15% 85%	29 REVIEWS
6	ManageEngine Endpoint Central	+79 😊	DISTRIBUTION 21% 79%	50 REVIEWS
7	C2 ITSM	+79 😊	DISTRIBUTION 21% 79%	32 REVIEWS
8	○ ServiceNow Asset Management	+78 😊	DISTRIBUTION 3% 16% 81%	36 REVIEWS
9	S Asset Panda	+73 😊	DISTRIBUTION 6% 15% 79 %	20 REVIEWS
10	ManageEngine AssetExplorer	+71 😊	DISTRIBUTION 5% 19% 76%	34 REVIEWS
11	■ Ivanti Neurons for ITAM	+68 😊	DISTRIBUTION 6% 20% 74%	40 REVIEWS
12	▼ Asset Vision Workstation	+58 😕	DISTRIBUTION 11% 20% 69%	27 REVIEWS



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS







This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.







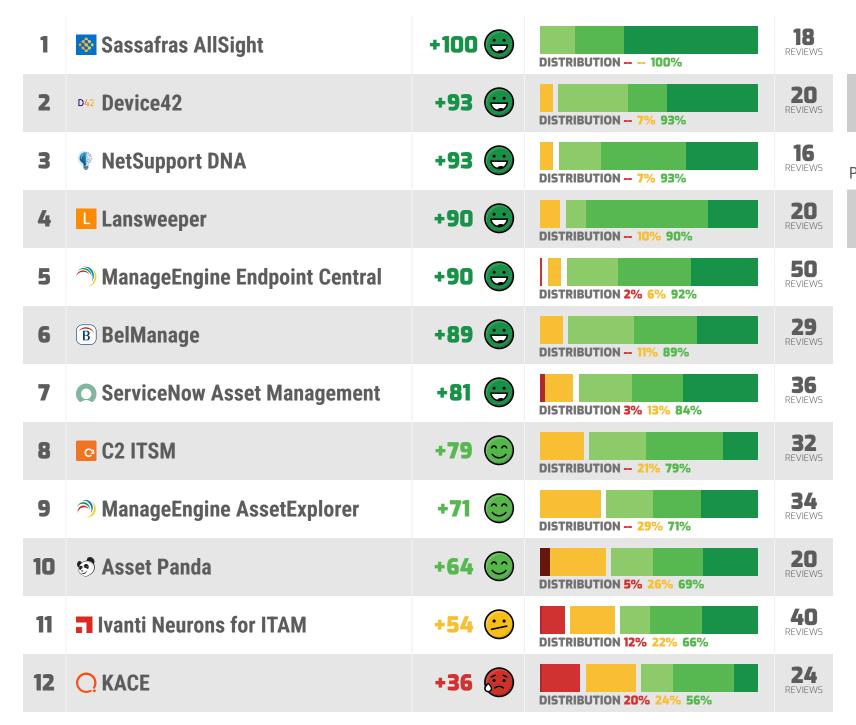






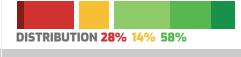


Despised vs. Inspiring





+30 😥



REVIEWS

27

CATEGORY AVERAGE

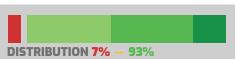
+77 😋

DISTRIBUTION 4% 15% 81%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

BOSSDesk

6 😑







This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.





















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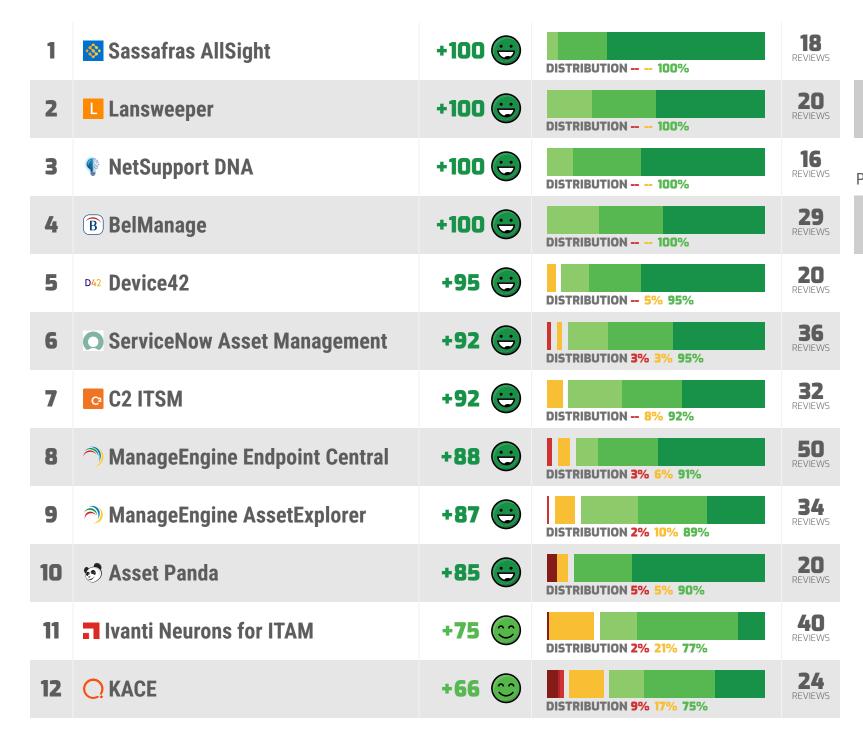








Unreliable vs. Reliable





+35



27

CATEGORY AVERAGE

+88 😑





PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

DOSSDesk











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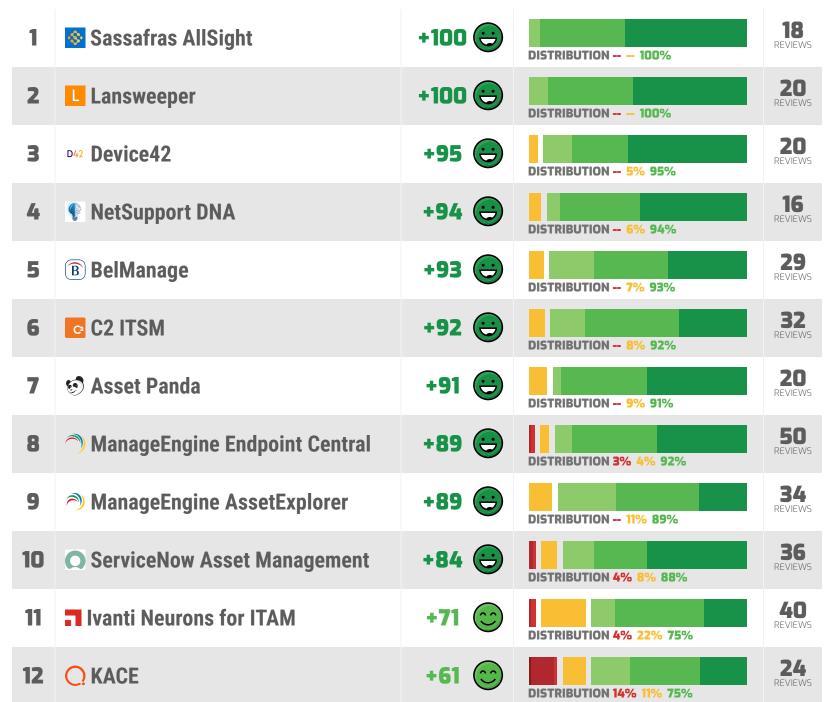


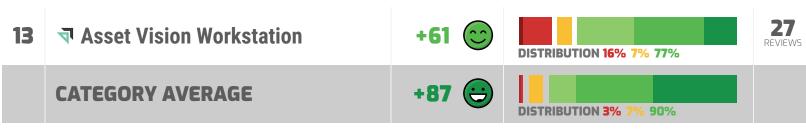






Restricts Productivity vs. Enables Productivity





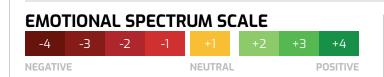
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS







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Performance Restricting vs. Performance Enhancing

1	Sassafras AllSight	+100 😑	DISTRIBUTION 100%	18 REVIEWS
2	L Lansweeper	+100 😊	DISTRIBUTION 100%	20 REVIEWS
3	NetSupport DNA	+100 😑	DISTRIBUTION 100%	16 REVIEWS
4	D42 Device42	+94 😊	DISTRIBUTION 2% 2% 96%	20 REVIEWS
5	B BelManage	+93 😊	DISTRIBUTION 3% 2% 96%	29 REVIEWS
6	ManageEngine Endpoint Central	+90 😊	DISTRIBUTION 2% 6% 92%	50 REVIEWS
7	ServiceNow Asset Management	+90 😊	DISTRIBUTION 4% 2% 94%	36 REVIEWS
8	S Asset Panda	+90 😊	DISTRIBUTION 10% 90%	20 REVIEWS
9	C2 ITSM	+87 😄	DISTRIBUTION 13% 87%	32 REVIEWS
10	ManageEngine AssetExplorer	+78 😊	DISTRIBUTION 5% 12% 83%	34 REVIEWS
11	■ Ivanti Neurons for ITAM	+62 😊	DISTRIBUTION 14% 11% 76%	40 REVIEWS
12	○ KACE	+59 😕	DISTRIBUTION 14% 13% 73%	24 REVIEWS





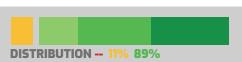


27

CATEGORY AVERAGE

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

BOSSDesk







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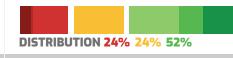


Commodity Features vs. Unique Features

1	Sassafras AllSight	+100 😄	DISTRIBUTION 100%	18 REVIEWS
2	Lansweeper	+94 😊	DISTRIBUTION 3% 97%	20 REVIEWS
3	NetSupport DNA	+94 😊	DISTRIBUTION 6% 94%	16 REVIEWS
4	○ ServiceNow Asset Management	+93 😊	DISTRIBUTION 1% 5% 94%	36 REVIEWS
5	D42 Device42	+90 😊	DISTRIBUTION 10% 90%	20 REVIEWS
6	B BelManage	+86 😄	DISTRIBUTION 2% 11% 88%	29 REVIEWS
7	ManageEngine Endpoint Central	+79 😊	DISTRIBUTION 4% 12% 83%	50 REVIEWS
8	S Asset Panda	+75 😊	DISTRIBUTION 25% 75%	20 REVIEWS
9	ManageEngine AssetExplorer	+68 😊	DISTRIBUTION 10% 11% 78%	34 REVIEWS
10	C2 ITSM	+65 😊	DISTRIBUTION 35% 65%	32 REVIEWS
11	¬ Asset Vision Workstation	+62 😊	DISTRIBUTION 14% 9% 76%	27 REVIEWS
12	■ Ivanti Neurons for ITAM	+57 😕	DISTRIBUTION 17% 9% 74%	40 REVIEWS



28 😣



24REVIEWS

CATEGORY AVERAGE

17 (



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

9 BOSSDesk

89 (







This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.















Security Frustrates vs. Security Protects

1	Sassafras AllSight	+100 😄	DISTRIBUTION 100%	18 REVIEWS
2	 ● NetSupport DNA	+100 😊	DISTRIBUTION 100%	16 REVIEWS
3	D42 Device42	+93 😊	DISTRIBUTION 7% 93%	20 REVIEWS
4	C2 ITSM	+91 😑	DISTRIBUTION 9% 91%	32 REVIEWS
5	ServiceNow Asset Management	+86 😄	DISTRIBUTION 1% 12% 87%	36 REVIEWS
6	S Asset Panda	+83 😊	DISTRIBUTION 6% 6% 89%	20 REVIEWS
7	Lansweeper	+82 😑	DISTRIBUTION 18% 82%	20 REVIEWS
8	B BelManage	+82 😊	DISTRIBUTION 4% 10% 86%	29 REVIEWS
9	ManageEngine Endpoint Central	+76 😊	DISTRIBUTION 2% 21% 78%	50 REVIEWS
10	ManageEngine AssetExplorer	+66 😊	DISTRIBUTION 8% 18% 74%	34 REVIEWS
11	→ Ivanti Neurons for ITAM	+57 😕	DISTRIBUTION 14% 15% 71%	40 REVIEWS
12	▼ Asset Vision Workstation	+56 😕	DISTRIBUTION 17% 10% 73%	27 REVIEWS

C KACE

24

CATEGORY AVERAGE

+80 😊

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

BOSSDesk



DISTRIBUTION 4%