February 2020

DATA QUADRANT REPORT

Unified Endpoint Management

138	7
Reviews	Vendors Evaluated

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How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Unified Endpoint Management 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.
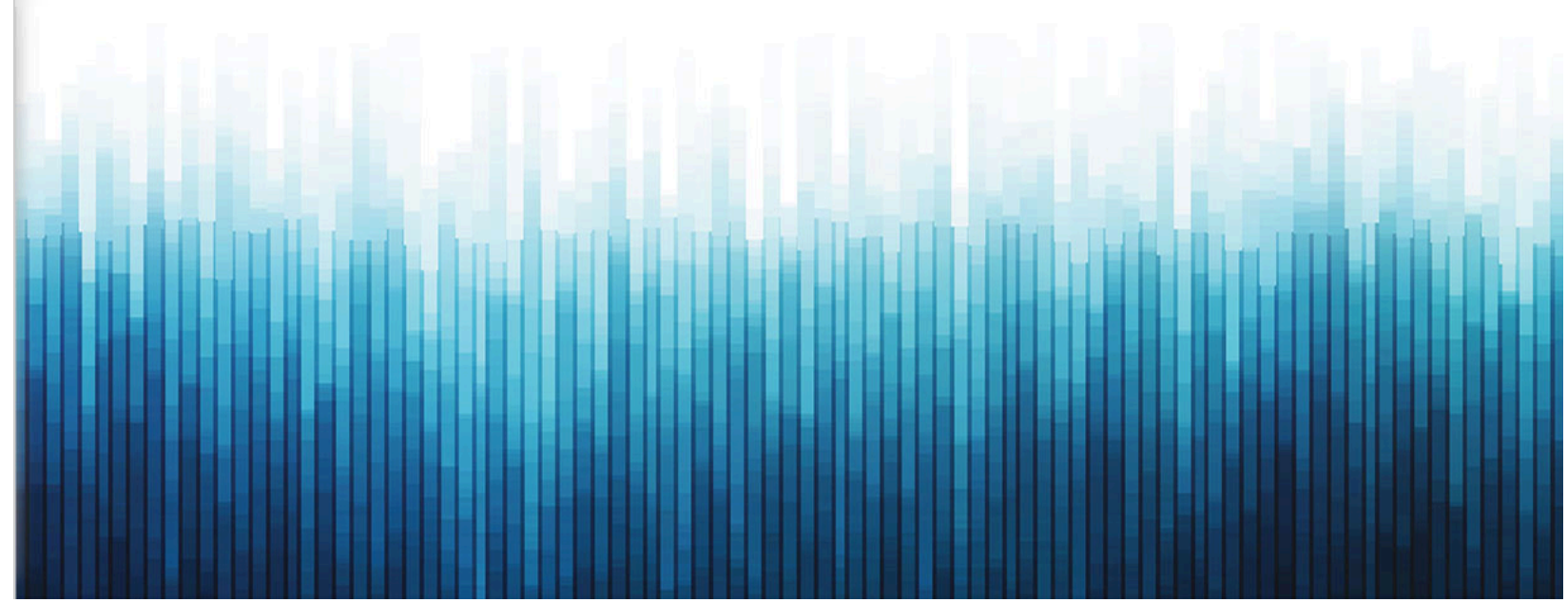
CATEGORY REPORT

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Software Directory

UNIFIED ENDPOINT MANAGEMENT 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.

Unified Endpoint Management Software

42Gears UEM	baramundi Management Suite	Baramundi Mobile Device Management
BlackBerry Unified Endpoint Management	Cisco Meraki Enterprise Mobility Management	Citrix Endpoint Management
IBM MaaS360	Ivanti Unified Endpoint Manager	ManageEngine Desktop Central
Matrix42 Unified Endpoint Management	Microsoft Endpoint Manager (UEM)	Miradore Online
MobileIron UEM Enterprise	Sophos Mobile Unified Endpoint Management	SOTI One
Workspace ONE		

SOFTWARE REVIEWS
Data Quadrant

INFO~TECH
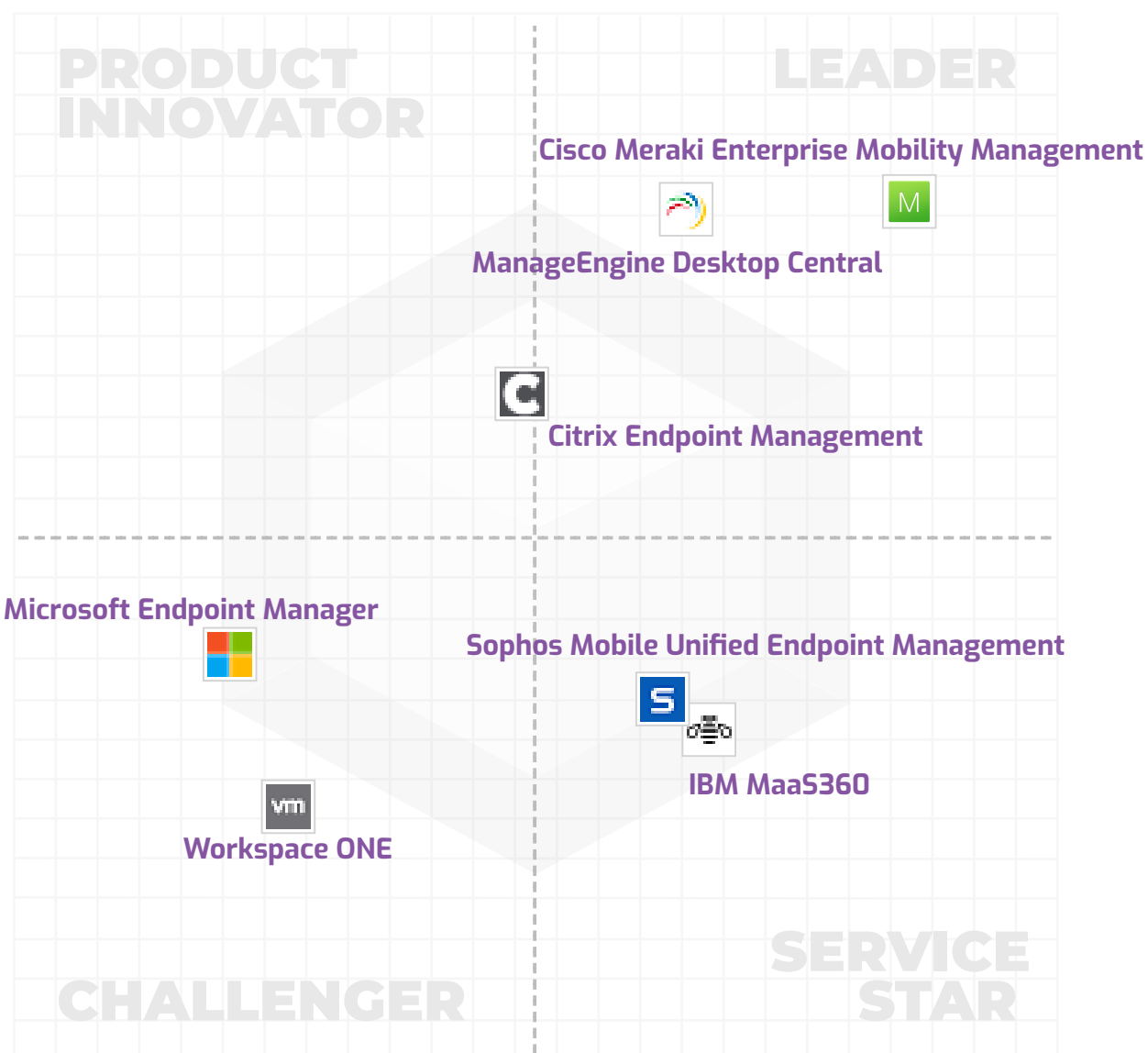RESEARCH GROUP
Software**Reviews**

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.

SoftwareReviews

UNIFIED ENDPOINT MANAGEMENT
Data **Quadrant**
FEBRUARY 2020

PRODUCT INNOVATOR

LEADER

Cisco Meraki Enterprise Mobility Management

ManageEngine Desktop Central

Citrix Endpoint Management

Microsoft Endpoint Manager

Sophos Mobile Unified Endpoint Management

IBM MaaS360

Workspace ONE

SERVICE STAR

CHALLENGER

PRODUCT FEATURES AND SATISFACTION

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7.1

VENDOR EXPERIENCE AND CAPABILITIES

6.6   10

Y
X

UNIFIED ENDPOINT MANAGEMENT

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

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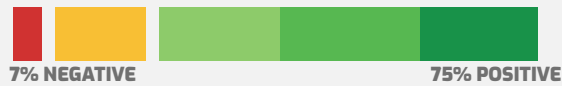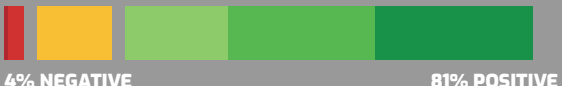
Category Overview

This page provides a high level summary of product performance within the Unified Endpoint Management category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
🏅	Cisco Meraki EMM	8.4/10	+89	😃	1% NEGATIVE — 91% POSITIVE	80%	82%	86%	15
🏅	ManageEngine Desktop Central	8.2/10	+79	😊	2% NEGATIVE — 81% POSITIVE	80%	77%	91%	27
🏅	Citrix Endpoint Management	7.8/10	+74	😊	4% NEGATIVE — 77% POSITIVE	78%	78%	83%	20
4	IBM MaaS360	7.7/10	+81	😃	4% NEGATIVE — 85% POSITIVE	79%	74%	76%	10
5	Sophos Mobile	7.7/10	+85	😄	1% NEGATIVE — 87% POSITIVE	73%	73%	78%	16
6	Enterprise Mobility + Security	7.2/10	+62	😊	9% NEGATIVE — 71% POSITIVE	76%	76%	76%	12
7	Workspace ONE	7.2/10	+68	😊	7% NEGATIVE — 75% POSITIVE	73%	74%	73%	27
AVERAGE SCORES		**7.7/10**	**+77**	😊	4% NEGATIVE — 81% POSITIVE	**77%**	**76%**	**80%**	**18**
VENDORS WITH INSUFFICIENT DATA									
--	MobileIron UEM Enterprise	6.6/10	+77	😊	5% NEGATIVE — 83% POSITIVE	64%	65%	57%	6
--	Ivanti Endpoint Manager	8.2/10	+88	😄	6% NEGATIVE — 92% POSITIVE	79%	76%	87%	5

Unified Endpoint Management Data Quadrant Report

Vendor **Capability** Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Cisco Meraki Enterprise Mobility Management	80%	80%	83%	85%	78%	77%	82%	82%	78%	73%	78%	85%
ManageEngine Desktop Central	80%	80%	82%	81%	74%	80%	79%	82%	84%	76%	80%	82%
IBM MaaS360	79%	73%	70%	78%	75%	80%	88%	83%	81%	83%	80%	73%
Citrix Endpoint Management	78%	84%	76%	80%	78%	80%	80%	76%	73%	76%	75%	75%
Microsoft Endpoint Manager (UEM)	76%	81%	81%	71%	81%	81%	63%	73%	75%	77%	71%	73%
Sophos Mobile Unified Endpoint Management	73%	73%	75%	70%	73%	77%	73%	73%	75%	68%	70%	78%
Workspace ONE	73%	72%	71%	77%	72%	74%	69%	75%	76%	71%	76%	68%
CATEGORY AVERAGE	77%	78%	77%	77%	76%	78%	76%	78%	78%	75%	75%	76%

VENDORS WITH INSUFFICIENT DATA												
Ivanti Unified Endpoint Manager	79%	75%	75%	85%	80%	70%	75%	85%	95%	75%	70%	85%
MobileIron UEM Enterprise	64%	67%	54%	67%	60%	71%	55%	70%	75%	60%	65%	71%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Unified Endpoint Management software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.
Usability and Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Ease of IT Administration	Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Ease of Customization	Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.
Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.
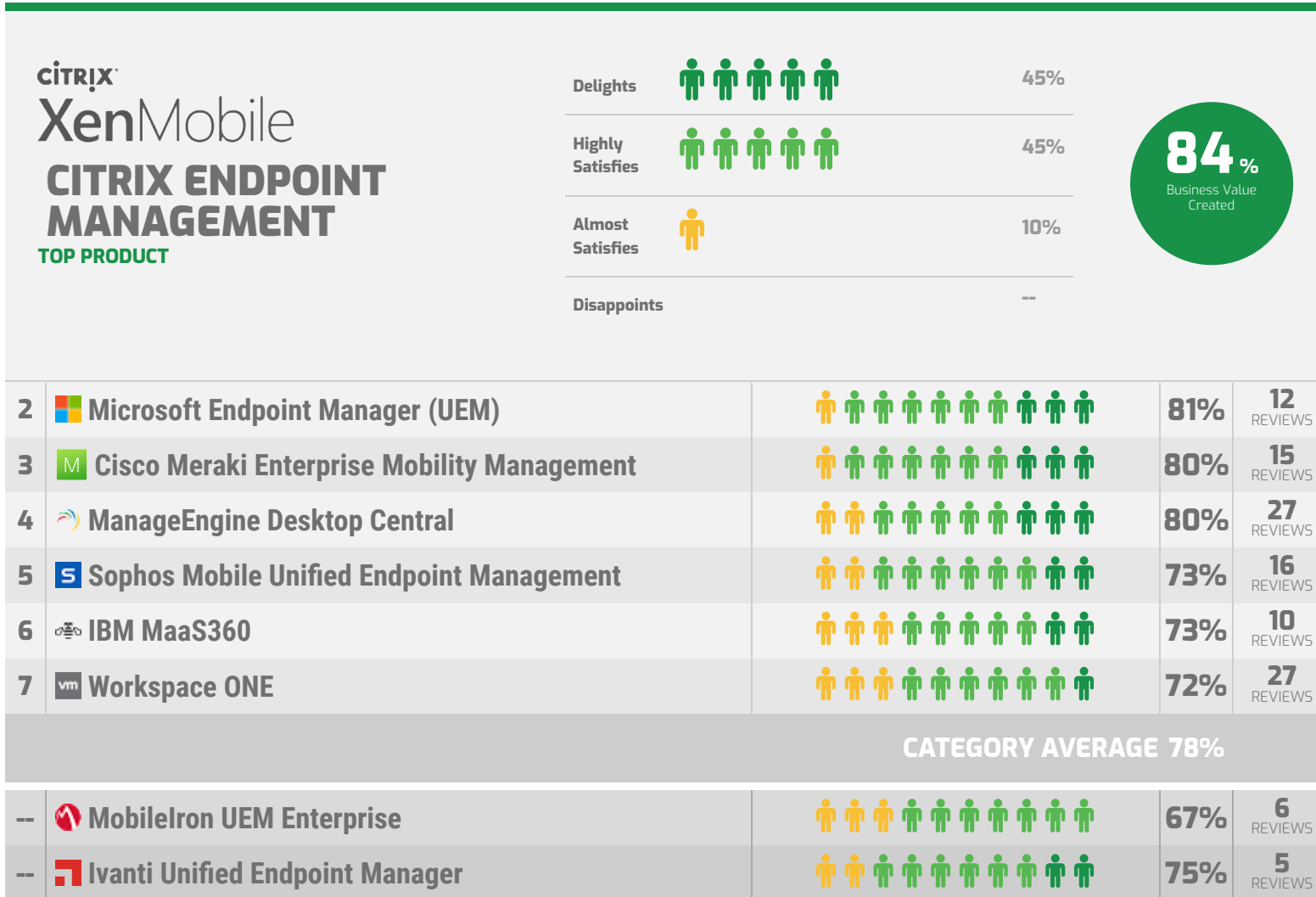
Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

CITRIX
XenMobile
CITRIX ENDPOINT MANAGEMENT
TOP PRODUCT

Delights		45%
Highly Satisfies		45%
Almost Satisfies		10%
Disappoints		--

84% Business Value Created

#	Product	Rating	%	Reviews
2	Microsoft Endpoint Manager (UEM)		81%	12 REVIEWS
3	Cisco Meraki Enterprise Mobility Management		80%	15 REVIEWS
4	ManageEngine Desktop Central		80%	27 REVIEWS
5	Sophos Mobile Unified Endpoint Management		73%	16 REVIEWS
6	IBM MaaS360		73%	10 REVIEWS
7	Workspace ONE		72%	27 REVIEWS
	CATEGORY AVERAGE		**78%**	
--	MobileIron UEM Enterprise		67%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		75%	5 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights	👤👤👤👤	40%
Highly Satisfies	👤👤👤👤👤	53%
Almost Satisfies	👤	7%
Disappoints		--

83% Breadth of Features

2	ManageEngine Desktop Central	👤👤👤👤👤👤👤👤👤	82%	27 REVIEWS
3	Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤	81%	12 REVIEWS
4	Citrix Endpoint Management	👤👤👤👤👤👤👤👤👤	76%	20 REVIEWS
5	Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤	75%	16 REVIEWS
6	Workspace ONE	👤👤👤👤👤👤👤👤👤	71%	27 REVIEWS
7	IBM MaaS360	👤👤👤👤👤👤👤👤👤	70%	10 REVIEWS
	CATEGORY AVERAGE 77%			
--	MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤	54%	6 REVIEWS
--	Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤	75%	5 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

	CISCO Meraki			
	CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT	Delights	40%	**85**% Quality of Features
	TOP PRODUCT	Highly Satisfies	60%	
		Almost Satisfies	--	
		Disappoints	--	

#	Product		%	Reviews
2	ManageEngine Desktop Central		81%	27 REVIEWS
3	Citrix Endpoint Management		80%	20 REVIEWS
4	IBM MaaS360		78%	10 REVIEWS
5	Workspace ONE		77%	27 REVIEWS
6	Microsoft Endpoint Manager (UEM)		71%	12 REVIEWS
7	Sophos Mobile Unified Endpoint Management		70%	16 REVIEWS
	CATEGORY AVERAGE 77%			
--	MobileIron UEM Enterprise		67%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		85%	5 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Microsoft

MICROSOFT ENDPOINT MANAGER (UEM)

TOP PRODUCT

Delights		42%
Highly Satisfies		42%
Almost Satisfies		17%
Disappoints		--

81% Product Strategy and Rate of Improvement

2	Cisco Meraki Enterprise Mobility Management		78%	15 REVIEWS
3	Citrix Endpoint Management		78%	20 REVIEWS
4	IBM MaaS360		75%	10 REVIEWS
5	ManageEngine Desktop Central		74%	27 REVIEWS
6	Sophos Mobile Unified Endpoint Management		73%	16 REVIEWS
7	Workspace ONE		72%	27 REVIEWS
	CATEGORY AVERAGE 76%			
--	MobileIron UEM Enterprise		60%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		80%	5 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Usability and Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

Microsoft

MICROSOFT ENDPOINT MANAGER (UEM)

TOP PRODUCT

Delights		42%
Highly Satisfies		42%
Almost Satisfies		17%
Disappoints		--

81% Usability and Intuitiveness

#	Product		Score	Reviews
2	Citrix Endpoint Management		80%	20 REVIEWS
3	IBM MaaS360		80%	10 REVIEWS
4	ManageEngine Desktop Central		80%	27 REVIEWS
5	Cisco Meraki Enterprise Mobility Management		77%	15 REVIEWS
6	Sophos Mobile Unified Endpoint Management		77%	16 REVIEWS
7	Workspace ONE		74%	27 REVIEWS
	CATEGORY AVERAGE 78%			
--	MobileIron UEM Enterprise		71%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		70%	5 REVIEWS
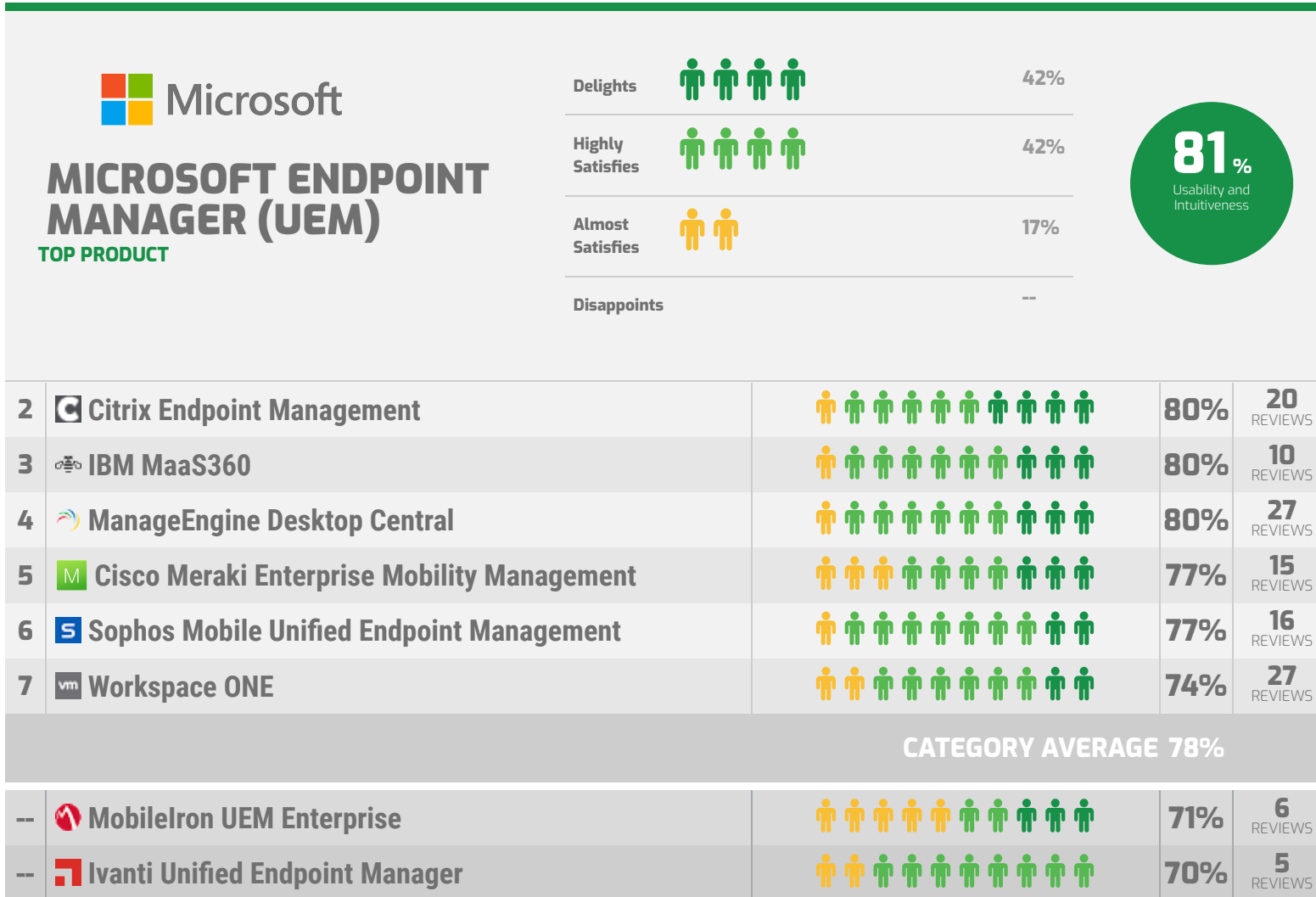
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Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

MaaS360®
by Fiberlink, an IBM company

IBM MAAS360
TOP PRODUCT

Delights		60%
Highly Satisfies		30%
Almost Satisfies		10%
Disappoints		---

88 %
Vendor Support

2	Cisco Meraki Enterprise Mobility Management	82%	15 REVIEWS
3	Citrix Endpoint Management	80%	20 REVIEWS
4	ManageEngine Desktop Central	79%	27 REVIEWS
5	Sophos Mobile Unified Endpoint Management	73%	16 REVIEWS
6	Workspace ONE	69%	27 REVIEWS
7	Microsoft Endpoint Manager (UEM)	63%	12 REVIEWS
	CATEGORY AVERAGE 76%		
--	MobileIron UEM Enterprise	55%	6 REVIEWS
--	Ivanti Unified Endpoint Manager	75%	5 REVIEWS

CATEGORY REPORT

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Vendor Capability Summary

Vendor Capabilities

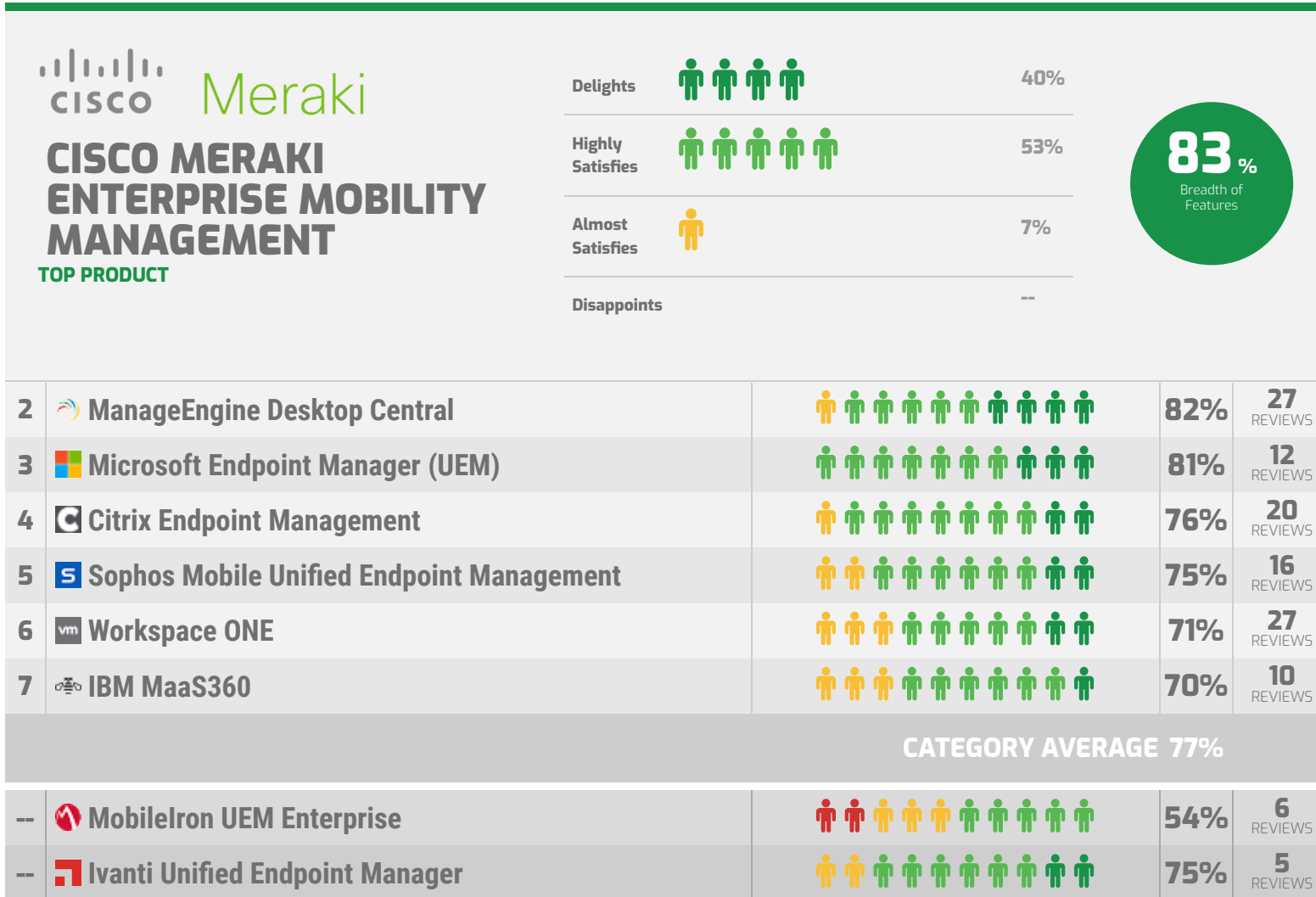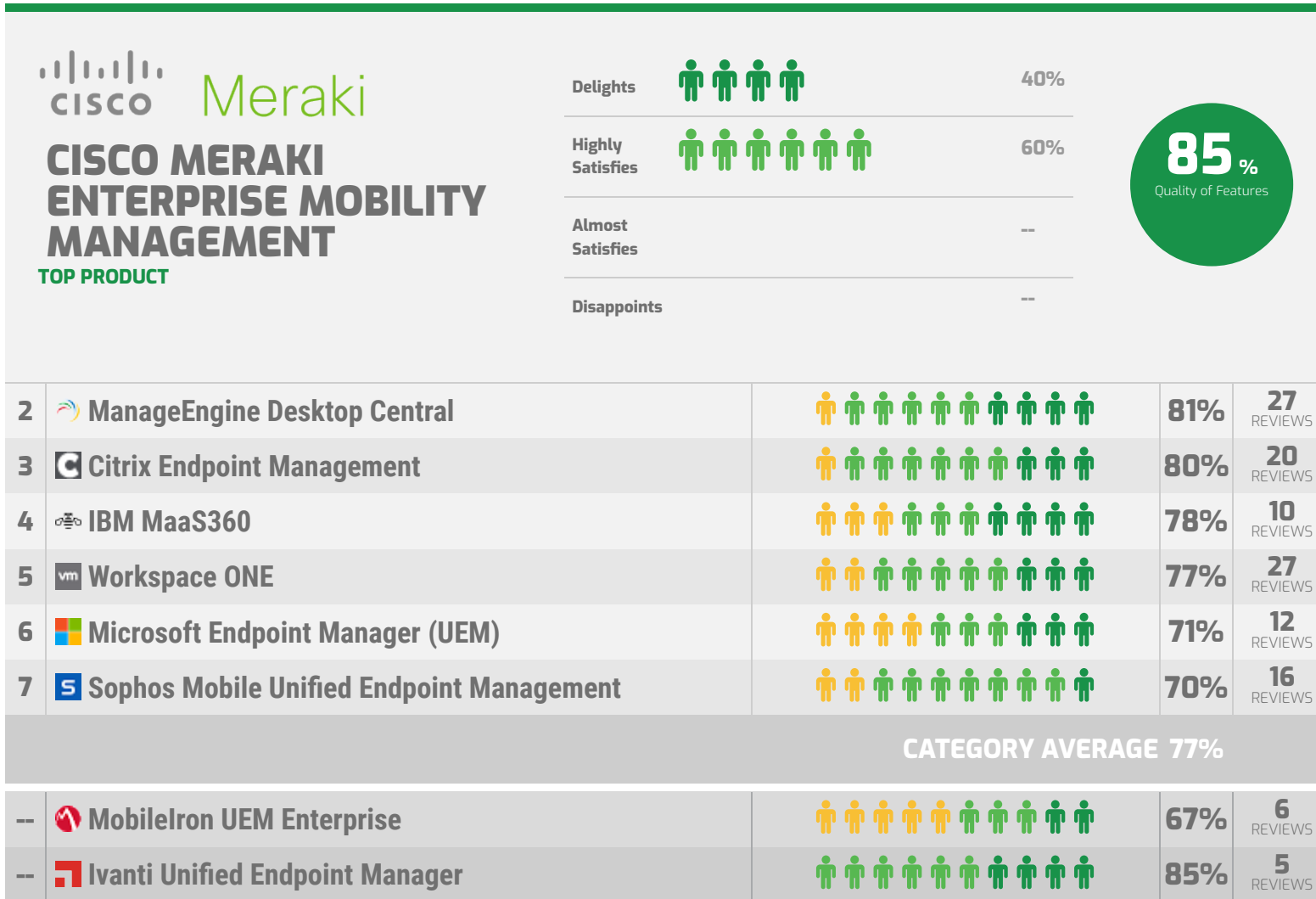Product Feature Summary

Product Features

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

MaaS360
by Fiberlink, an IBM company

IBM MAAS360
TOP PRODUCT

Delights	👤👤👤👤👤	50%
Highly Satisfies	👤👤👤	30%
Almost Satisfies	👤👤	20%
Disappoints		--

83% Ease of Data Integration

#	Product	Rating	%	Reviews
2	ManageEngine Desktop Central	👤👤👤👤👤👤👤👤👤	82%	27 REVIEWS
3	Cisco Meraki Enterprise Mobility Management	👤👤👤👤👤👤👤👤👤	82%	15 REVIEWS
4	Citrix Endpoint Management	👤👤👤👤👤👤👤👤👤	76%	20 REVIEWS
5	Workspace ONE	👤👤👤👤👤👤👤👤👤	75%	27 REVIEWS
6	Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤	73%	16 REVIEWS
7	Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤	73%	12 REVIEWS
	CATEGORY AVERAGE 78%			
--	MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤	70%	6 REVIEWS
--	Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤	85%	5 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of IT Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

ManageEngine
Desktop Central

MANAGEENGINE DESKTOP CENTRAL

TOP PRODUCT

Delights		44%
Highly Satisfies		48%
Almost Satisfies		7%
Disappoints		--

84% Ease of IT Administration

2	IBM MaaS360		81%	10 REVIEWS
3	Cisco Meraki Enterprise Mobility Management		78%	15 REVIEWS
4	Workspace ONE		76%	27 REVIEWS
5	Sophos Mobile Unified Endpoint Management		75%	16 REVIEWS
6	Microsoft Endpoint Manager (UEM)		75%	12 REVIEWS
7	Citrix Endpoint Management		73%	20 REVIEWS
	CATEGORY AVERAGE 78%			
--	MobileIron UEM Enterprise		75%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		95%	5 REVIEWS

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Vendor **Capability** Satisfaction

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Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

MaaS360 by Fiberlink, an IBM company

IBM MAAS360
TOP PRODUCT

Delights		44%
Highly Satisfies		44%
Almost Satisfies		11%
Disappoints		--

83% Ease of Customization

#	Product		%	Reviews
2	Microsoft Endpoint Manager (UEM)		77%	12 REVIEWS
3	Citrix Endpoint Management		76%	20 REVIEWS
4	ManageEngine Desktop Central		76%	27 REVIEWS
5	Cisco Meraki Enterprise Mobility Management		73%	15 REVIEWS
6	Workspace ONE		71%	27 REVIEWS
7	Sophos Mobile Unified Endpoint Management		68%	16 REVIEWS
	CATEGORY AVERAGE		75%	
--	MobileIron UEM Enterprise		60%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		75%	5 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

ManageEngine
Desktop Central

MANAGEENGINE DESKTOP CENTRAL

TOP PRODUCT

Delights		36%
Highly Satisfies		48%
Almost Satisfies		16%
Disappoints		--

80% Availability and Quality of Training

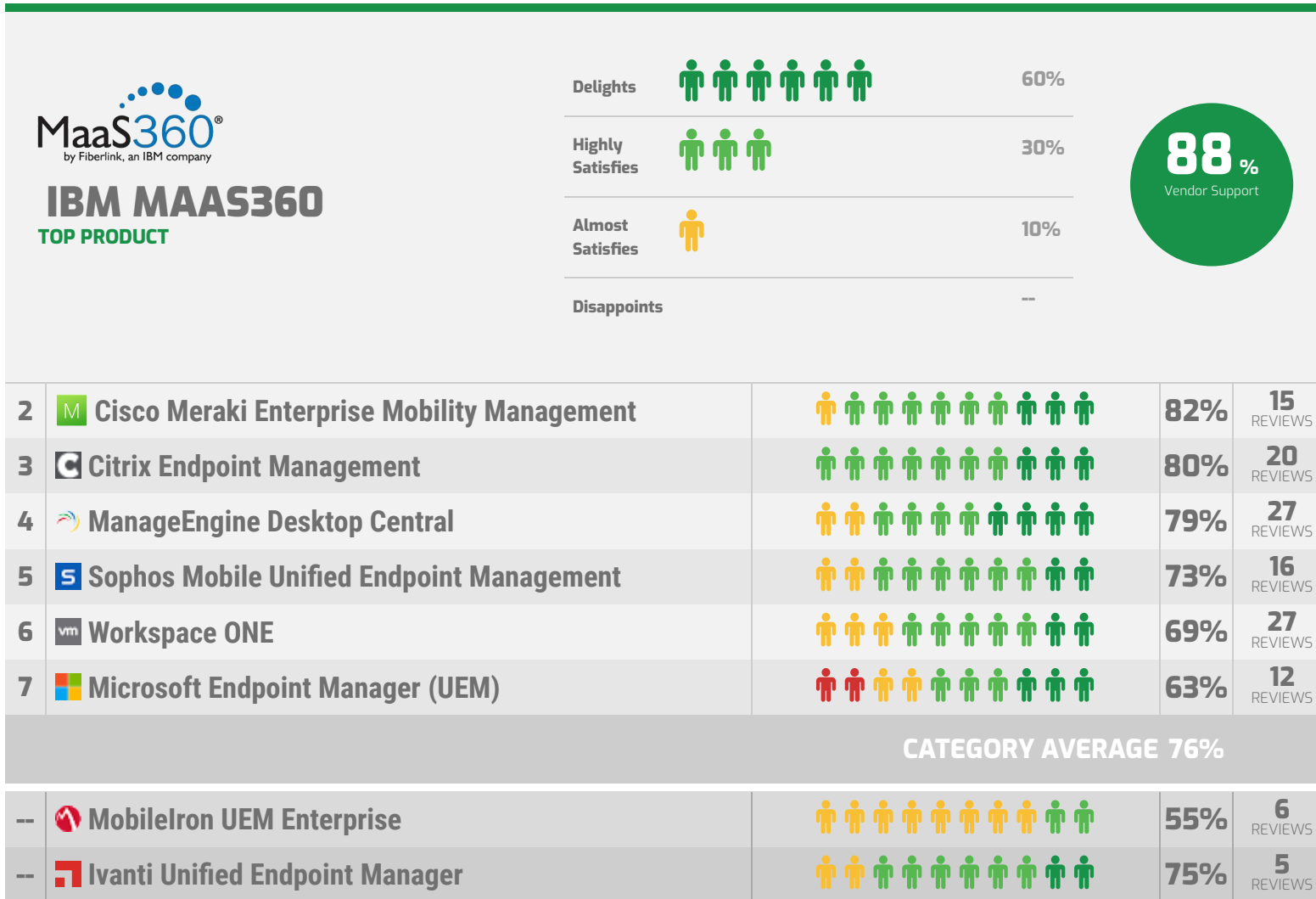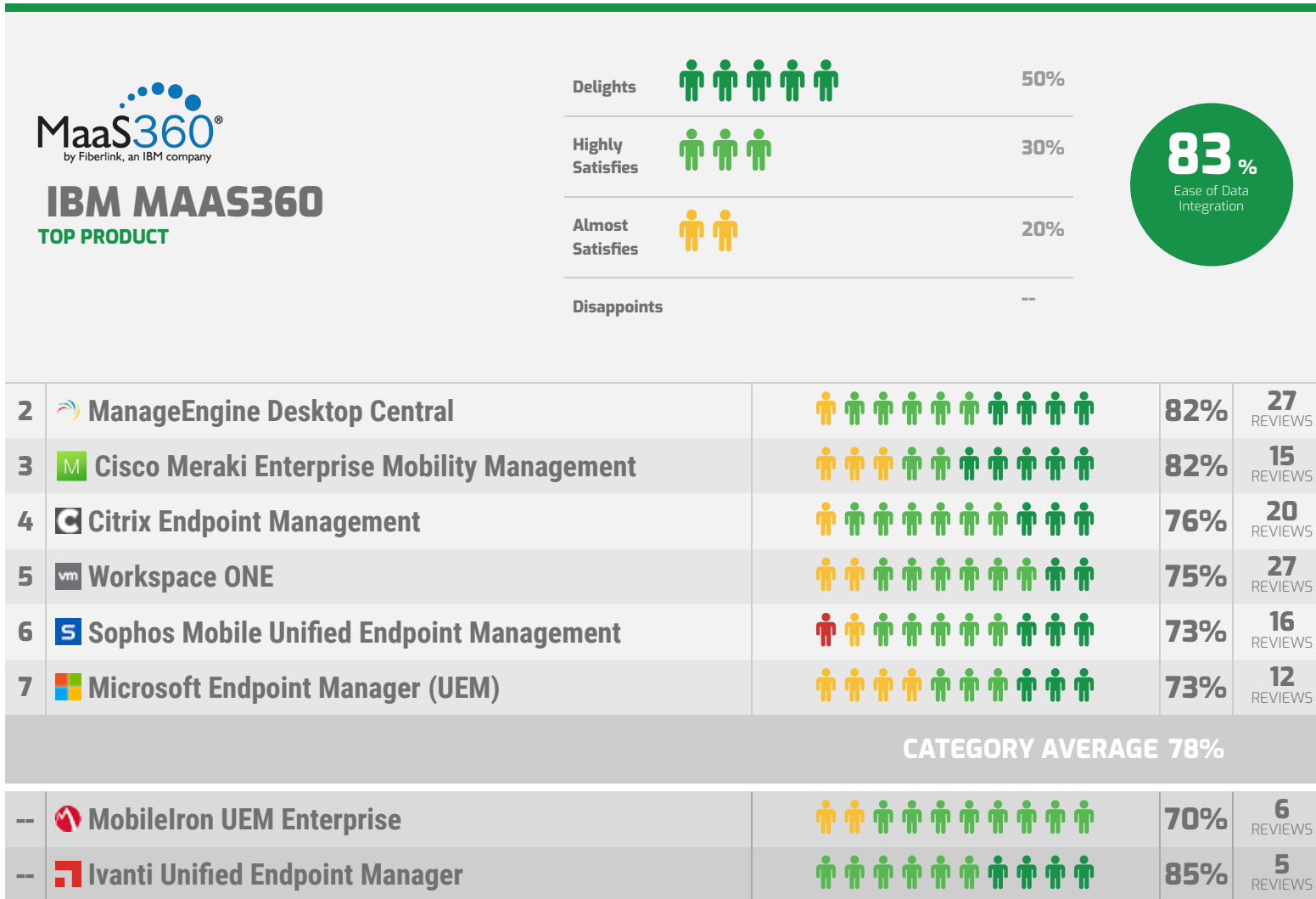| #	Product		Rating	Reviews
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3	Cisco Meraki Enterprise Mobility Management		78%	15 REVIEWS
4	Workspace ONE		76%	27 REVIEWS
5	Citrix Endpoint Management		75%	20 REVIEWS
6	Microsoft Endpoint Manager (UEM)		71%	12 REVIEWS
7	Sophos Mobile Unified Endpoint Management		70%	16 REVIEWS
	CATEGORY AVERAGE 75%			
--	MobileIron UEM Enterprise		65%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		70%	5 REVIEWS
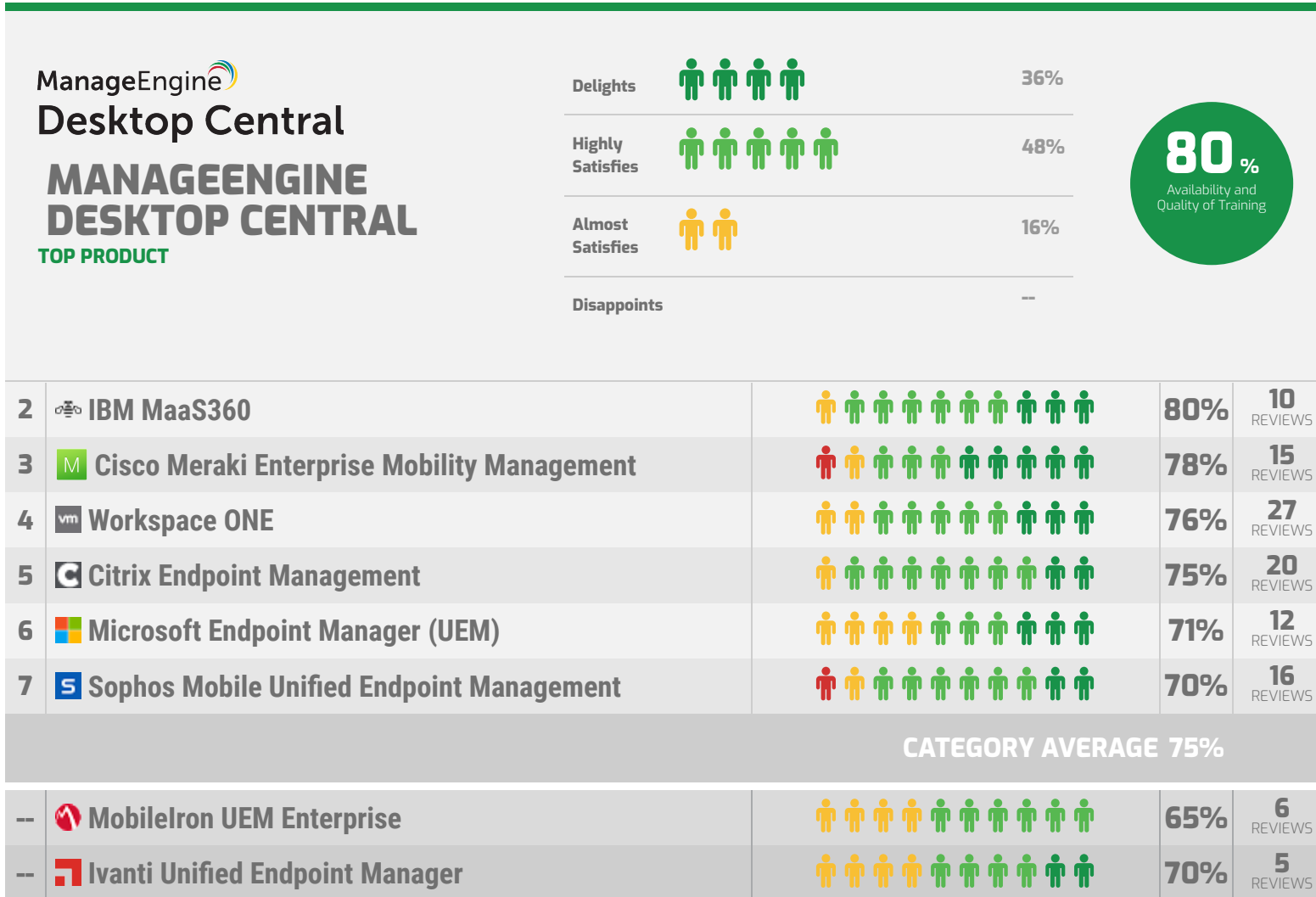
Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights	47%
Highly Satisfies	47%
Almost Satisfies	7%
Disappoints	---

85% Ease of Implementation

2	ManageEngine Desktop Central	82%	27 REVIEWS
3	Sophos Mobile Unified Endpoint Management	78%	16 REVIEWS
4	Citrix Endpoint Management	75%	20 REVIEWS
5	Microsoft Endpoint Manager (UEM)	73%	12 REVIEWS
6	IBM MaaS360	73%	10 REVIEWS
7	Workspace ONE	68%	27 REVIEWS
	CATEGORY AVERAGE 76%		
--	MobileIron UEM Enterprise	71%	6 REVIEWS
--	Ivanti Unified Endpoint Manager	85%	5 REVIEWS
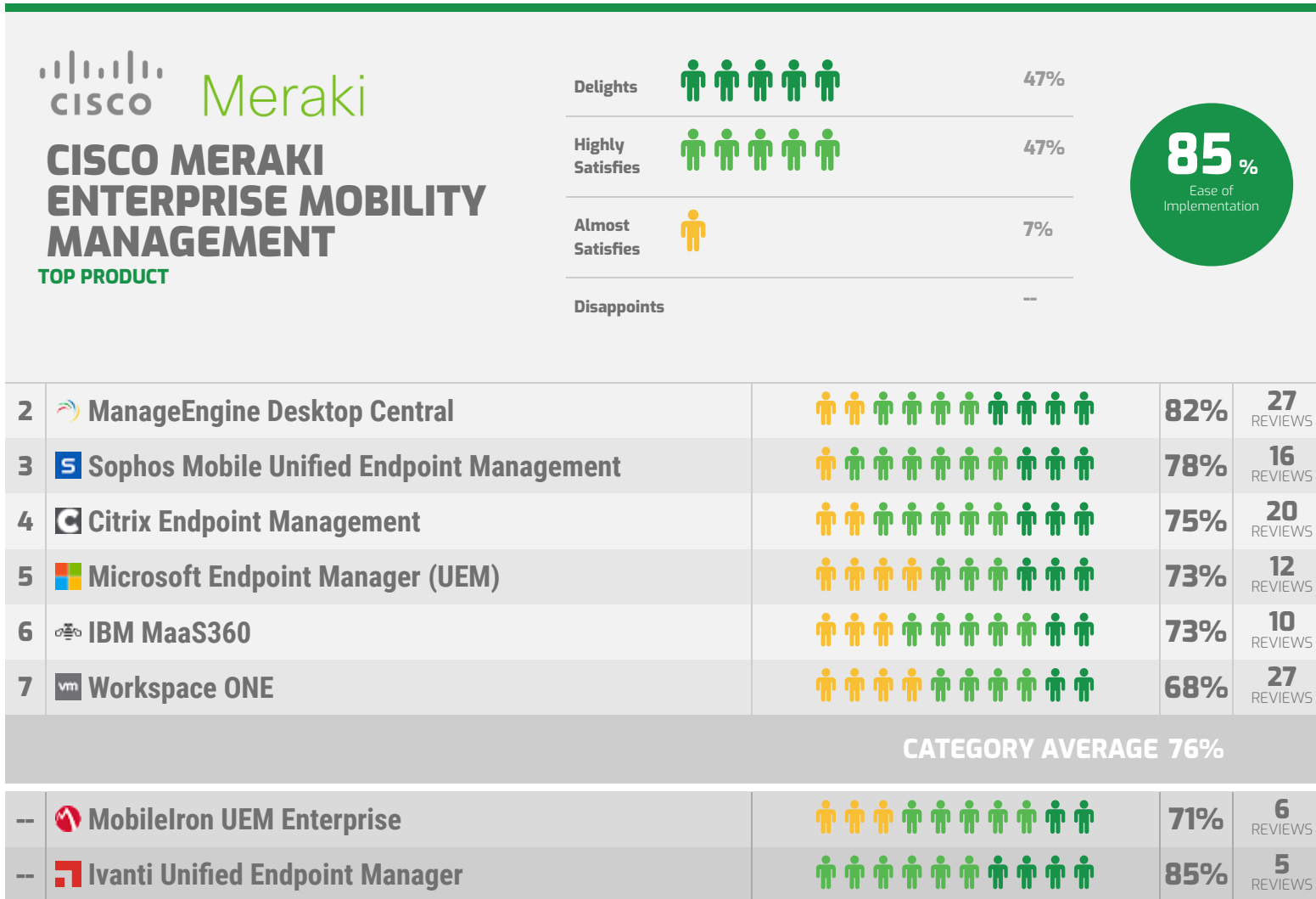
Product **Feature** Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	APPLICATION MANAGEMENT	CHROMEBOOK MANAGEMENT AND SECURITY	CONTENT MANAGEMENT	EXPENSE MANAGEMENT	INTEGRATION WITH ITSM AND ITAM TOOLS	IOS AND ANDROID MANAGEMENT AND SECURITY	LOCATION SERVICES	MAC MANAGEMENT AND SECURITY	SINGLE PANE OF GLASS	WINDOWS 10 MANAGEMENT AND SECURITY	
Cisco Meraki Enterprise Mobility Management	82%	83%	86%	80%	81%	80%	80%	77%	88%	79%	82%	
Citrix Endpoint Management	78%	80%	75%	85%	81%	79%	72%	75%	73%	78%	76%	
ManageEngine Desktop Central	77%	79%	77%	77%	74%	79%	73%	82%	69%	79%	78%	
Microsoft Endpoint Manager (UEM)	76%	77%	83%	83%	75%	72%	71%	77%	71%	73%	81%	
IBM MaaS360	74%	75%	80%	65%	78%	69%	88%	63%	81%	65%	67%	
Workspace ONE	74%	77%	71%	75%	73%	74%	78%	73%	76%	70%	74%	
Sophos Mobile Unified Endpoint Management	73%	77%	73%	68%	71%	75%	78%	68%	70%	70%	73%	
CATEGORY AVERAGE	76%	79%	78%	78%	77%	77%	77%	76%	76%	76%	77%	

VENDORS WITH INSUFFICIENT DATA												
Ivanti Unified Endpoint Manager	76%	75%	65%	75%	85%	75%	55%	75%	85%	88%	85%	
MobileIron UEM Enterprise	65%	79%	56%	63%	65%	45%	71%	70%	81%	55%	75%	

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Unified Endpoint Management software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features

Application Management	The ability to deploy applications to any managed device, and then to containerize those applications and manage the data within.
Chromebook Management and Security	The ability to deploy security and management settings to Chromebooks, and to roll out patches to the platform and to managed applications.
Content Management	The solution provides integrated content management capabilities for creating and deploying e-commerce sites.
Expense Management	The ability to track the cellular usage of each device, to generate reporting based on usage, and to disconnect.
Integration With ITSM and ITAM Tools	The ability to integrate with ITSM tools for incident management, service request management, asset management, and patch management.

iOS and Android Management and Security	The ability to deploy security and management settings to both iOS and Android, and to roll out patches to the platform and to managed applications.
Location Services	Ability to selectively apply policies or to distribute applications based on the device's location.
Mac Management and Security	The ability to deploy security and management settings on a Mac computer, and to roll out patches to the platform and to managed applications.
Single Pane of Glass	Managing multiple devices and operating systems from the same portal.
Windows 10 Management and Security	The ability to deploy security and management settings on a Windows 10 computer, and to roll out patches to the platform and managed applications.

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Application Management

Mandatory Feature

The ability to deploy applications to any managed device, and then to containerize those applications and manage the data within.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights	👤👤👤👤	43%
Highly Satisfies	👤👤👤👤👤	48%
Almost Satisfies	👤	10%
Disappoints		--

83% Application Management

2	Citrix Endpoint Management	👤👤👤👤👤👤👤👤👤👤	80%	20 REVIEWS
3	ManageEngine Desktop Central	👤👤👤👤👤👤👤👤👤👤	79%	27 REVIEWS
4	Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤👤	77%	12 REVIEWS
5	Workspace ONE	👤👤👤👤👤👤👤👤👤👤	77%	27 REVIEWS
6	Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤👤	77%	16 REVIEWS
7	IBM MaaS360	👤👤👤👤👤👤👤👤👤👤	75%	10 REVIEWS
	CATEGORY AVERAGE		**79%**	
--	MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤👤	79%	6 REVIEWS
--	Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤👤	75%	5 REVIEWS

INFO~TECH
RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Chromebook Management and Security

Mandatory Feature

The ability to deploy security and management settings to Chromebooks, and to roll out patches to the platform and to managed applications.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights		57%
Highly Satisfies		29%
Almost Satisfies		14%
Disappoints		--

86%
Chromebook Management and Security

2	Microsoft Endpoint Manager (UEM)		83%	12 REVIEWS
3	IBM MaaS360		80%	10 REVIEWS
4	ManageEngine Desktop Central		77%	27 REVIEWS
5	Citrix Endpoint Management		75%	20 REVIEWS
6	Sophos Mobile Unified Endpoint Management		73%	16 REVIEWS
7	Workspace ONE		71%	27 REVIEWS

CATEGORY AVERAGE 78%

--	MobileIron UEM Enterprise		56%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		65%	5 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Content Management

Mandatory Feature

The solution provides integrated content management capabilities for creating and deploying e-commerce sites.

CITRIX XenMobile

CITRIX ENDPOINT MANAGEMENT

TOP PRODUCT

Delights	👤👤👤👤	40%	
Highly Satisfies	👤👤👤👤👤👤	60%	**85**% Content Management
Almost Satisfies		--	
Disappoints		--	

2	🟦 Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤	83%	**12** REVIEWS
3	Ⓜ Cisco Meraki Enterprise Mobility Management	👤👤👤👤👤👤👤👤👤	80%	**15** REVIEWS
4	🔆 ManageEngine Desktop Central	👤👤👤👤👤👤👤👤👤	77%	**27** REVIEWS
5	🟦 Workspace ONE	👤👤👤👤👤👤👤👤👤	75%	**27** REVIEWS
6	🅢 Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤	68%	**16** REVIEWS
7	🔗 IBM MaaS360	👤👤👤👤👤👤👤👤👤	65%	**10** REVIEWS
	CATEGORY AVERAGE 78%			
--	🔺 MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤	63%	**6** REVIEWS
--	🟥 Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤	75%	**5** REVIEWS

INFO~TECH
RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Expense Management

Mandatory Feature

The ability to track the cellular usage of each device, to generate reporting based on usage, and to disconnect.

CITRIX
XenMobile

CITRIX ENDPOINT MANAGEMENT

TOP PRODUCT

Delights	👤👤👤👤	44%
Highly Satisfies	👤👤👤👤	38%
Almost Satisfies	👤👤	19%
Disappoints		--

81% Expense Management

2	Ⓜ **Cisco Meraki Enterprise Mobility Management**	👤👤👤👤👤👤👤👤👤	81%	15 REVIEWS
3	**IBM MaaS360**	👤👤👤👤👤👤👤👤👤	78%	10 REVIEWS
4	**Microsoft Endpoint Manager (UEM)**	👤👤👤👤👤👤👤👤👤	75%	12 REVIEWS
5	**ManageEngine Desktop Central**	👤👤👤👤👤👤👤👤👤	74%	27 REVIEWS
6	**Workspace ONE**	👤👤👤👤👤👤👤👤👤	73%	27 REVIEWS
7	**Sophos Mobile Unified Endpoint Management**	👤👤👤👤👤👤👤👤👤	71%	16 REVIEWS
	CATEGORY AVERAGE 77%			
--	**MobileIron UEM Enterprise**	👤👤👤👤👤👤👤👤👤	65%	6 REVIEWS
--	**Ivanti Unified Endpoint Manager**	👤👤👤👤👤👤👤👤👤	85%	5 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Integration With ITSM and ITAM Tools

Mandatory Feature

The ability to integrate with ITSM tools for incident management, service request management, asset management, and patch management.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights		29%
Highly Satisfies		64%
Almost Satisfies		7%
Disappoints		--

80% Integration With ITSM and ITAM Tools

2	Citrix Endpoint Management		79%	20 REVIEWS
3	ManageEngine Desktop Central		79%	27 REVIEWS
4	Sophos Mobile Unified Endpoint Management		75%	16 REVIEWS
5	Workspace ONE		74%	27 REVIEWS
6	Microsoft Endpoint Manager (UEM)		72%	12 REVIEWS
7	IBM MaaS360		69%	10 REVIEWS
	CATEGORY AVERAGE 77%			
--	MobileIron UEM Enterprise		45%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		75%	5 REVIEWS

CATEGORY REPORT

Table of Contents   Data Quadrant   Category Overview   Vendor Capability Summary   Vendor Capabilities   Product Feature Summary   Product Features
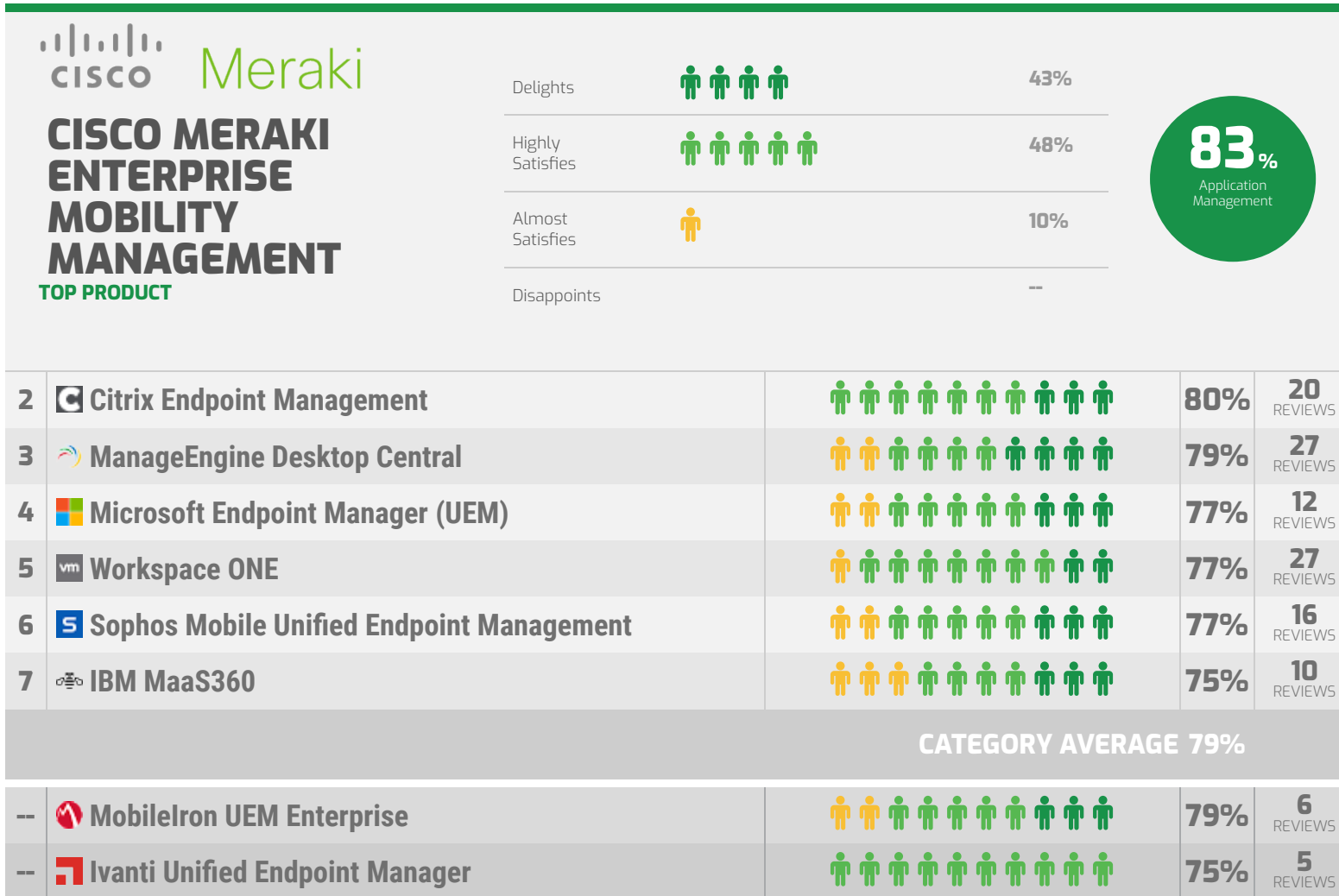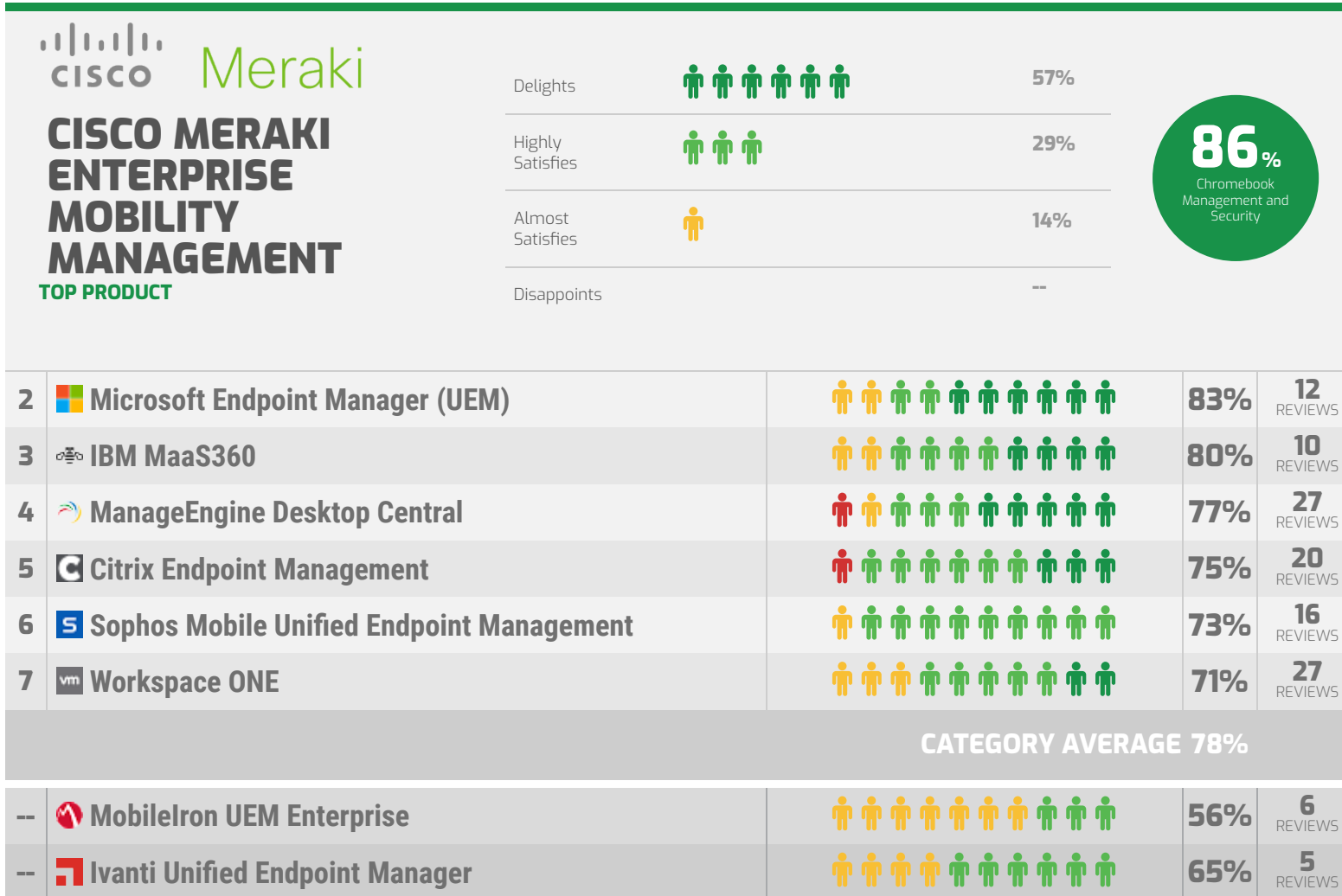
Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

iOS and Android Management and Security

Mandatory Feature

The ability to deploy security and management settings to both iOS and Android, and to roll out patches to the platform and to managed applications.

MaaS360
by Fiberlink, an IBM company

IBM MAAS360
TOP PRODUCT

Delights	👤👤👤👤👤	60%
Highly Satisfies	👤👤👤	30%
Almost Satisfies	👤	10%
Disappoints		--

88% iOS and Android Management and Security

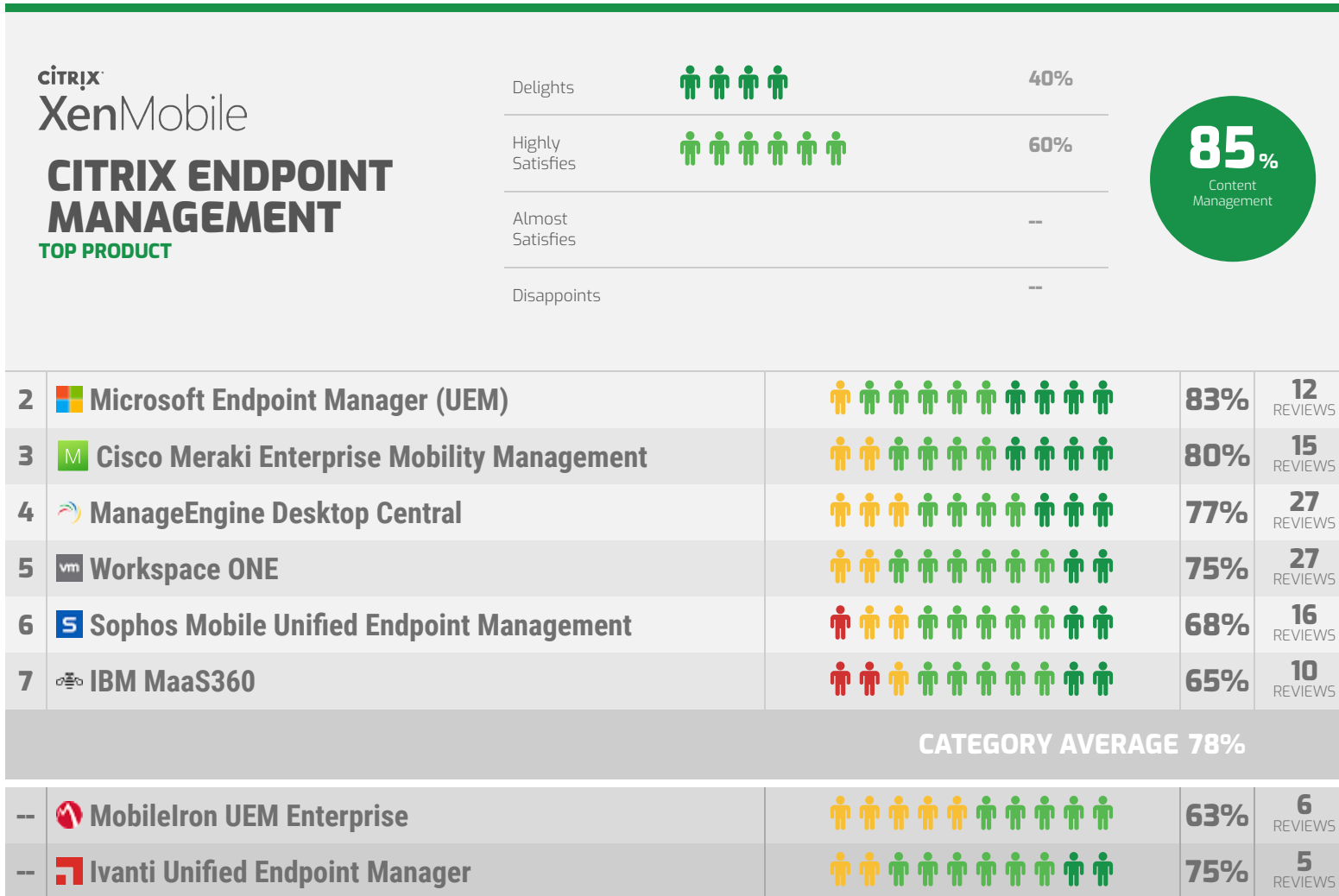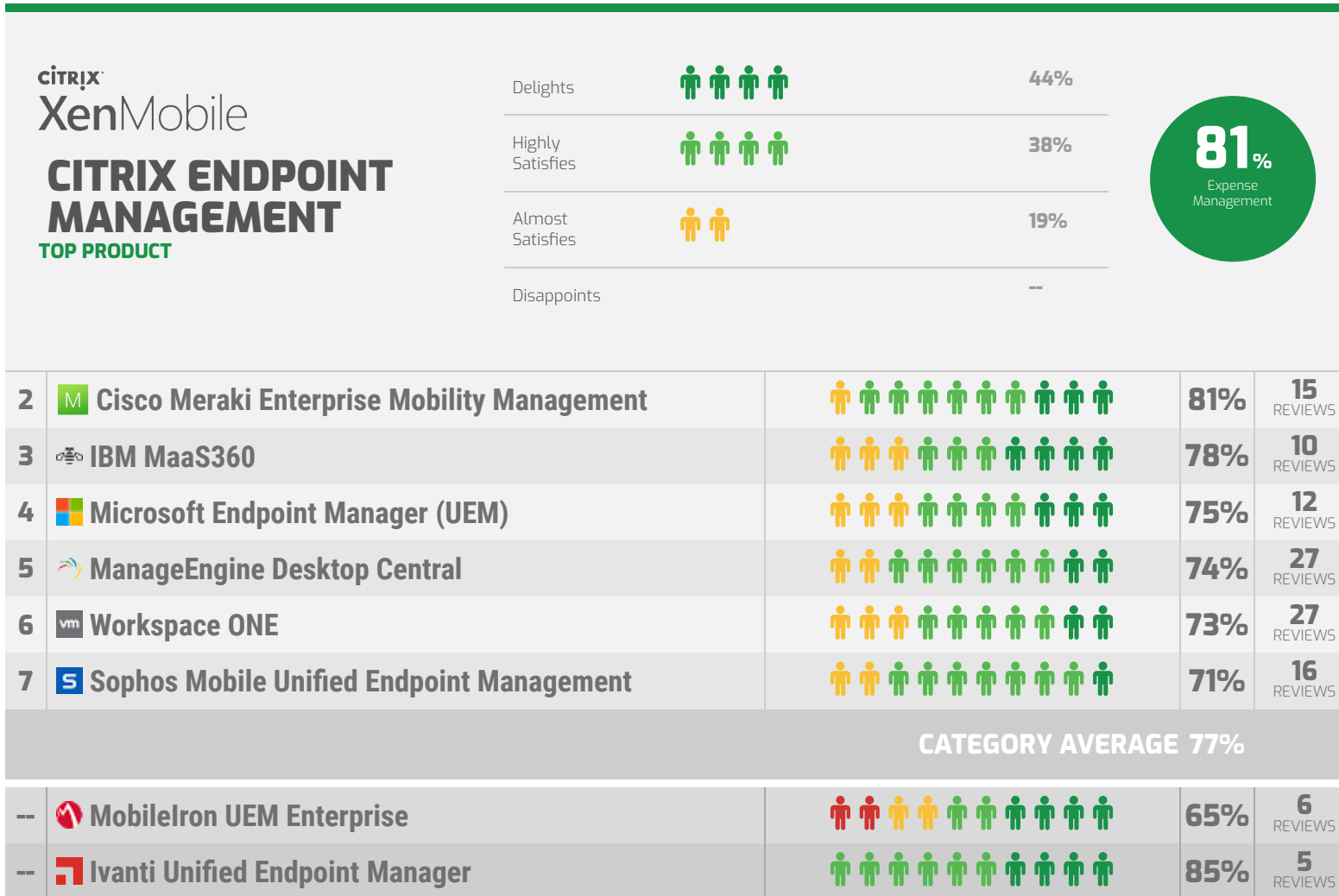|				
2	Cisco Meraki Enterprise Mobility Management	👤👤👤👤👤👤👤👤	80%	15 REVIEWS
3	Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤	78%	16 REVIEWS
4	Workspace ONE	👤👤👤👤👤👤👤👤	78%	27 REVIEWS
5	ManageEngine Desktop Central	👤👤👤👤👤👤👤👤	73%	27 REVIEWS
6	Citrix Endpoint Management	👤👤👤👤👤👤👤👤	72%	20 REVIEWS
7	Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤	71%	12 REVIEWS
	CATEGORY AVERAGE 77%			
--	MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤	71%	6 REVIEWS
--	Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤	55%	5 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Location Services

Mandatory Feature

Ability to selectively apply policies or to distribute applications based on the device's location.

ManageEngine Desktop Central

MANAGEENGINE DESKTOP CENTRAL

TOP PRODUCT

Delights	👤👤👤👤	44%
Highly Satisfies	👤👤👤👤	39%
Almost Satisfies	👤👤	17%
Disappoints		--

82% Location Services

2	Ⓜ Cisco Meraki Enterprise Mobility Management	👤👤👤👤👤👤👤👤👤	77%	**15** REVIEWS
3	Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤	77%	**12** REVIEWS
4	Ⓒ Citrix Endpoint Management	👤👤👤👤👤👤👤👤👤	75%	**20** REVIEWS
5	Workspace ONE	👤👤👤👤👤👤👤👤👤	73%	**27** REVIEWS
6	Ⓢ Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤	68%	**16** REVIEWS
7	IBM MaaS360	👤👤👤👤👤👤👤👤👤	63%	**10** REVIEWS

CATEGORY AVERAGE 76%

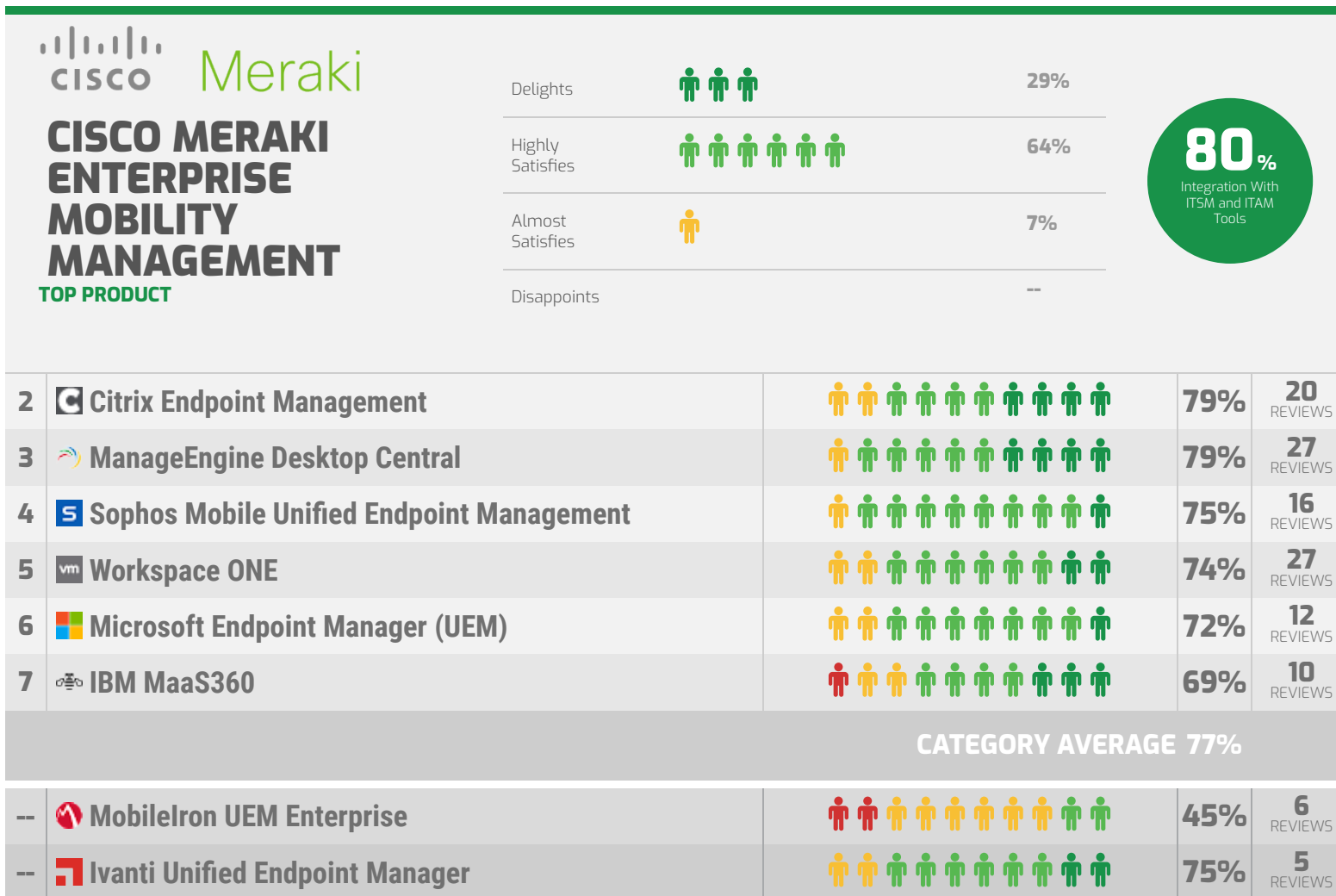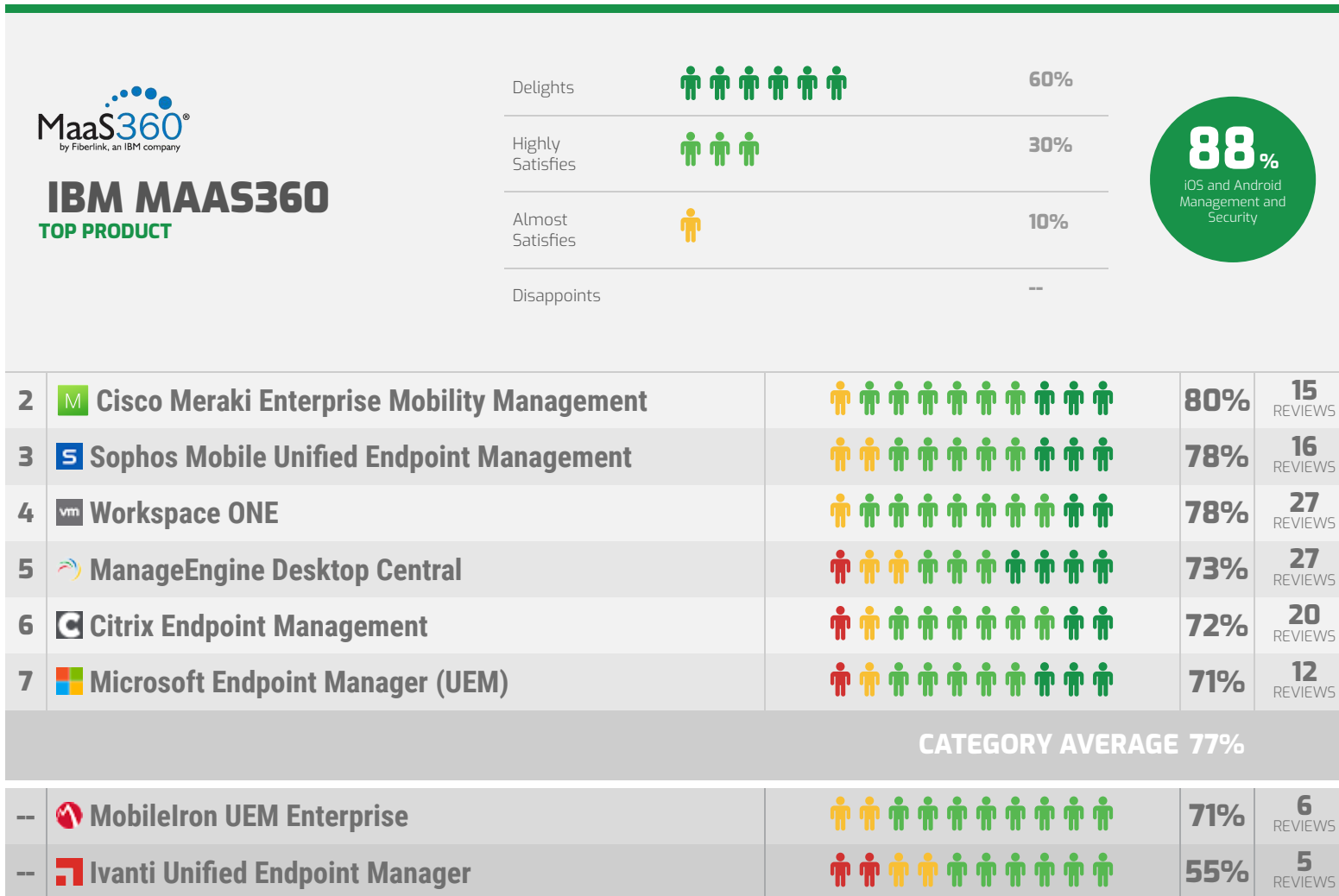|				
--	MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤	70%	**6** REVIEWS
--	Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤	75%	**5** REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Mac Management and Security

| Mandatory Feature |

The ability to deploy security and management settings on a Mac computer, and to roll out patches to the platform and to managed applications.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights	👤👤👤👤👤	58%
Highly Satisfies	👤👤👤	33%
Almost Satisfies	👤	8%
Disappoints		--

88% Mac Management and Security

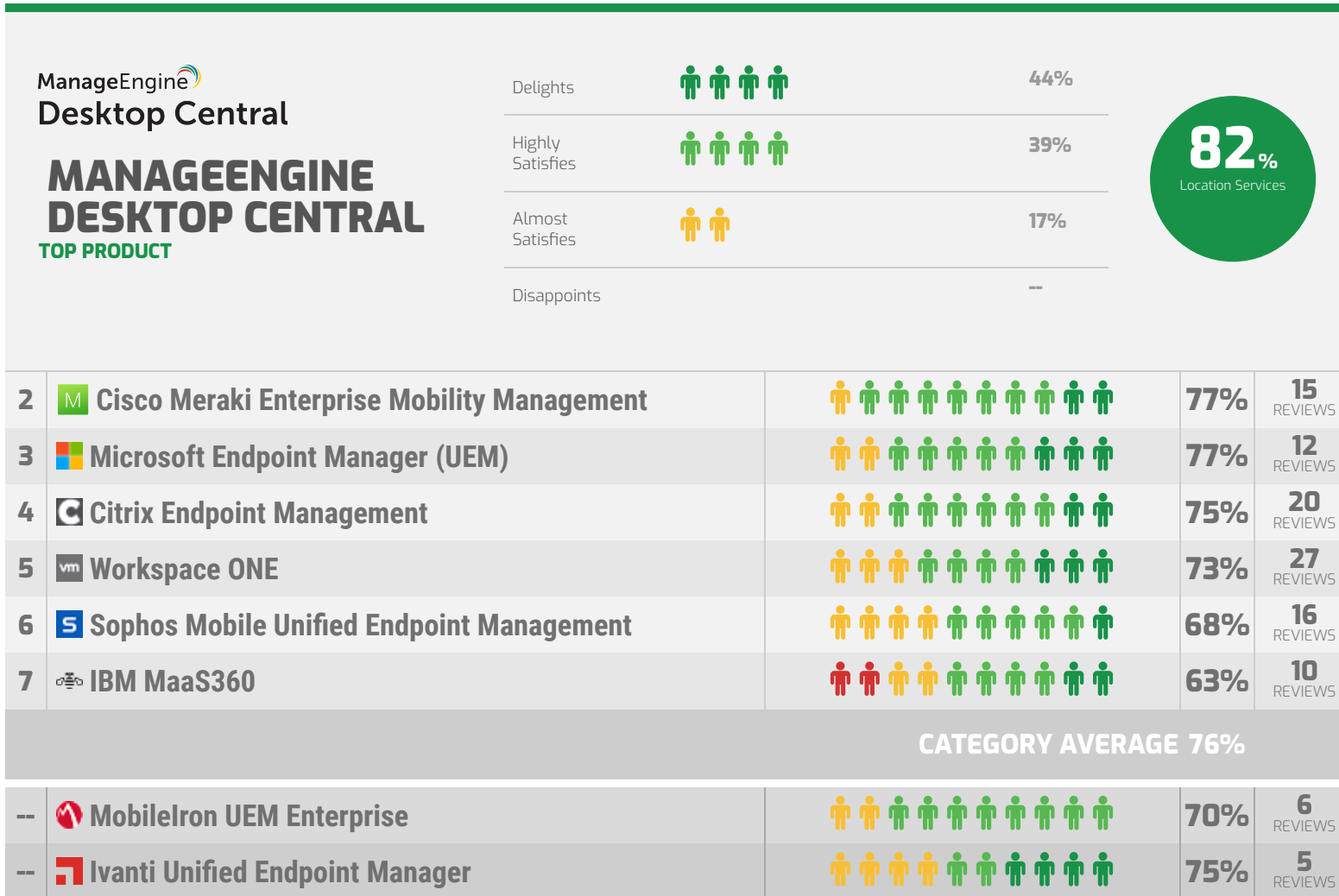| 2	🖧 IBM MaaS360	👤👤👤👤👤👤👤👤👤	81%	10 REVIEWS
3	vm Workspace ONE	👤👤👤👤👤👤👤👤👤	76%	27 REVIEWS
4	ⓒ Citrix Endpoint Management	👤👤👤👤👤👤👤👤👤	73%	20 REVIEWS
5	🪟 Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤	71%	12 REVIEWS
6	S Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤	70%	16 REVIEWS
7	🔁 ManageEngine Desktop Central	👤👤👤👤👤👤👤👤👤	69%	27 REVIEWS
		CATEGORY AVERAGE 76%		
--	🔺 MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤	81%	6 REVIEWS
--	🟥 Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤	85%	5 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Single Pane of Glass

Mandatory Feature

Managing multiple devices and operating systems from the same portal.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights	👤👤👤👤	35%
Highly Satisfies	👤👤👤👤👤	47%
Almost Satisfies	👤👤	18%
Disappoints		--

79% Single Pane of Glass

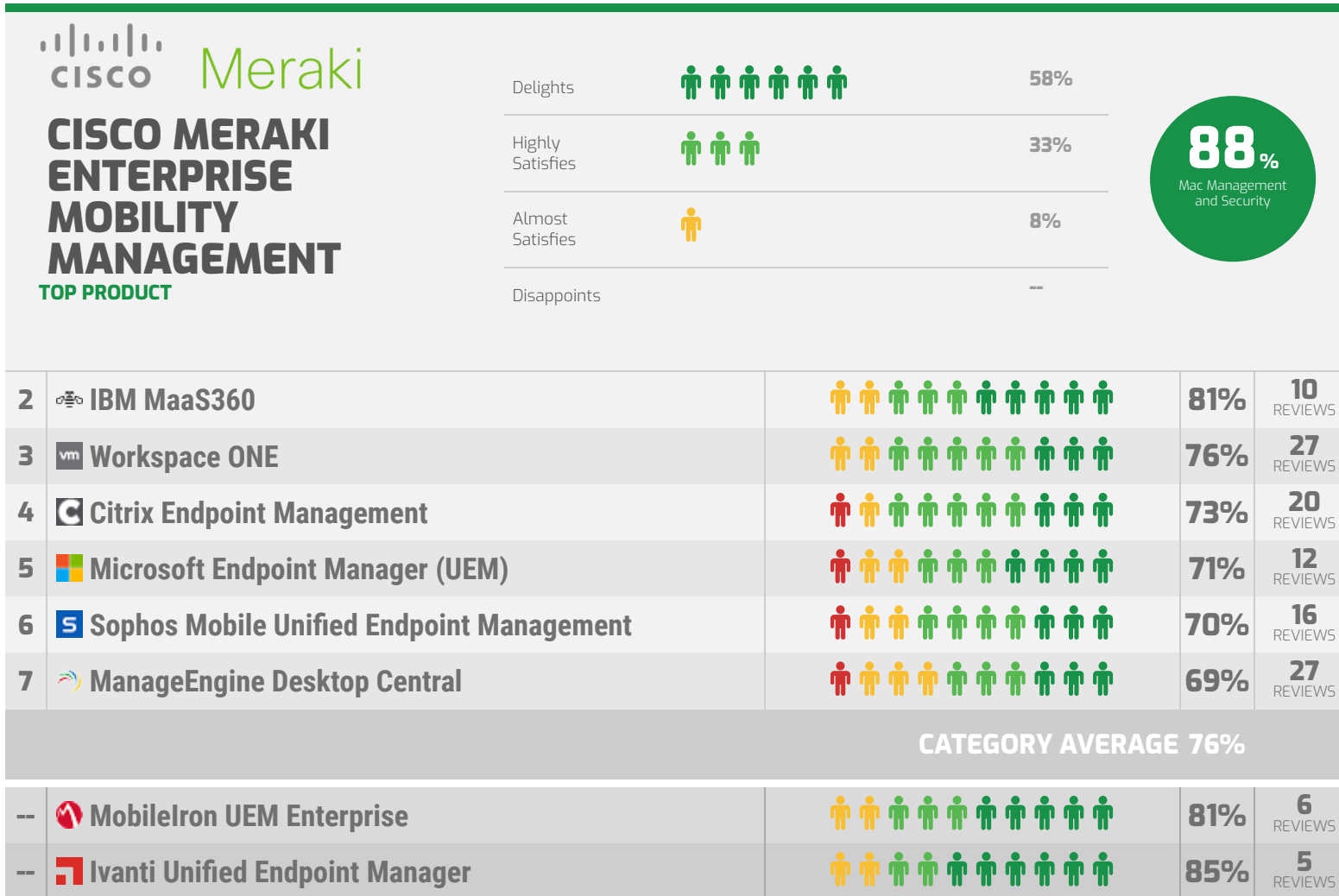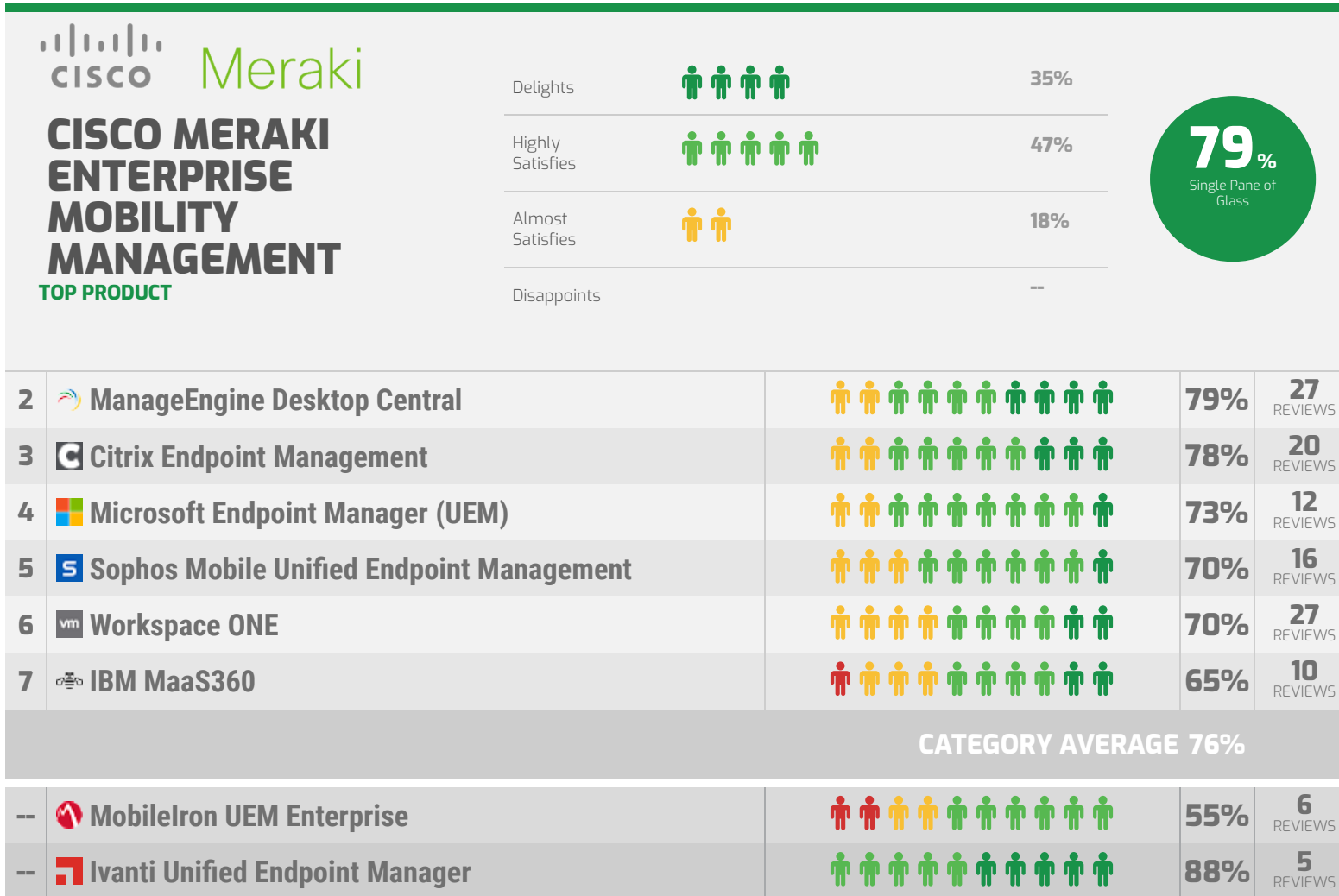|					
2	ManageEngine Desktop Central	👤👤👤👤👤👤👤👤👤👤	79%	27	REVIEWS
3	Citrix Endpoint Management	👤👤👤👤👤👤👤👤👤👤	78%	20	REVIEWS
4	Microsoft Endpoint Manager (UEM)	👤👤👤👤👤👤👤👤👤👤	73%	12	REVIEWS
5	Sophos Mobile Unified Endpoint Management	👤👤👤👤👤👤👤👤👤👤	70%	16	REVIEWS
6	Workspace ONE	👤👤👤👤👤👤👤👤👤👤	70%	27	REVIEWS
7	IBM MaaS360	👤👤👤👤👤👤👤👤👤👤	65%	10	REVIEWS
	CATEGORY AVERAGE 76%				
--	MobileIron UEM Enterprise	👤👤👤👤👤👤👤👤👤👤	55%	6	REVIEWS
--	Ivanti Unified Endpoint Manager	👤👤👤👤👤👤👤👤👤👤	88%	5	REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Windows 10 Management and Security

Mandatory Feature

The ability to deploy security and management settings on a Windows 10 computer, and to roll out patches to the platform and managed applications.

CISCO Meraki

CISCO MERAKI ENTERPRISE MOBILITY MANAGEMENT

TOP PRODUCT

Delights		43%
Highly Satisfies		43%
Almost Satisfies		14%
Disappoints		--

82%
Windows 10 Management and Security

2	Microsoft Endpoint Manager (UEM)		81%	12 REVIEWS
3	ManageEngine Desktop Central		78%	27 REVIEWS
4	Citrix Endpoint Management		76%	20 REVIEWS
5	Workspace ONE		74%	27 REVIEWS
6	Sophos Mobile Unified Endpoint Management		73%	16 REVIEWS
7	IBM MaaS360		67%	10 REVIEWS
	CATEGORY AVERAGE 77%			
--	MobileIron UEM Enterprise		75%	6 REVIEWS
--	Ivanti Unified Endpoint Manager		85%	5 REVIEWS

CATEGORY REPORT

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