

PRODUCT SCORECARD

ManageEngine Desktop Central

Unified Endpoint Management

**Improving and Accelerating Enterprise
Software Evaluation and Selection**

4141 Hacienda Drive
Pleasanton, CA
United States

19259249500

<https://www.manageengine.com/>

<https://www.linkedin.com/company/manageengine->

100,000+ Customers
3,000 Employees
Founded 1995

27
Reviews

ManageEngine Desktop Central Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS
27

ManageEngine
Desktop Central

ManageEngine Desktop Central

UNIFIED ENDPOINT MANAGEMENT

Desktop Central is a unified endpoint management solution that helps in managing servers, laptops, desktops, smartphones, and tablets from a central location. Automate your regular desktop management routines like installing patches, distributing software, imaging and deploying OS, managing your IT Assets, managing software licenses, monitoring software usage statistics, managing USB device usage, taking control of remote desktops, and more. It supports managing Windows, Mac and Linux operating systems.

3,000 Employees
100,000+ Customers
<https://www.manageengine.com/>

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The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).



8.2/10 COMPOSITE SCORE

Likelihood to Recommend



RANK OUT OF 7
1st

LIKELINESS TO RECOMMEND
91%

UNIFIED ENDPOINT MANAGEMENT CATEGORY

Plan to Renew



RANK OUT OF 7
4th

PLAN TO RENEW
89%

UNIFIED ENDPOINT MANAGEMENT CATEGORY

Satisfaction that Cost is Fair Relative to Value



RANK OUT OF 7
3rd

SATISFACTION
75%

UNIFIED ENDPOINT MANAGEMENT CATEGORY

Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher ManageEngine Desktop Central's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following ManageEngine Desktop Central capabilities?

Ease of Data Integration

41%
OF CLIENTS
ARE DELIGHTED

The ability to seamlessly integrate data.
Use this data to determine whether the product will cause headaches or make data integration easy.



Ranked 2nd
of 7 in Unified Endpoint Management

82%
SATISFACTION
78%
CATEGORY AVERAGE

Business Value Created

35%
OF CLIENTS
ARE DELIGHTED

The ability to bring value to the organization.
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.



Ranked 4th
of 7 in Unified Endpoint Management

80%
SATISFACTION
78%
CATEGORY AVERAGE

Ease of IT Administration

44%
OF CLIENTS
ARE DELIGHTED

Ease of use of the backend user interface.
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



Ranked 1st
of 7 in Unified Endpoint Management

84%
SATISFACTION
77%
CATEGORY AVERAGE

Ease of Implementation

42%
OF CLIENTS
ARE DELIGHTED

The ability to implement the solution without unnecessary disruption.
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



Ranked 2nd
of 7 in Unified Endpoint Management

82%
SATISFACTION
76%
CATEGORY AVERAGE

Vendor Support

37%
OF CLIENTS
ARE DELIGHTED

The ability to receive timely and sufficient 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.



Ranked 4th
of 7 in Unified Endpoint Management

79%
SATISFACTION
76%
CATEGORY AVERAGE

Availability and Quality of Training

36%
OF CLIENTS
ARE DELIGHTED

Quality training allows employees to take full advantage of the software.
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.



Ranked 1st
of 7 in Unified Endpoint Management

80%
SATISFACTION
76%
CATEGORY AVERAGE

Quality of Features

37%
OF CLIENTS
ARE DELIGHTED

The ability to perform at or above industry standards.
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



Ranked 2nd
of 7 in Unified Endpoint Management

81%
SATISFACTION
77%
CATEGORY AVERAGE

Ease of Customization

32%
OF CLIENTS
ARE DELIGHTED

The ability to scale the solution to a business' unique needs.
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



Ranked 4th
of 7 in Unified Endpoint Management

76%
SATISFACTION
75%
CATEGORY AVERAGE

Breadth of Features

37%
OF CLIENTS
ARE DELIGHTED

The ability to perform a wide variety of tasks.
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked 2nd
of 7 in Unified Endpoint Management

82%
SATISFACTION
77%
CATEGORY AVERAGE

Usability and Intuitiveness

33%
OF CLIENTS
ARE DELIGHTED

The ability to reduce training due to intuitive design.
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.



Ranked 3rd
of 7 in Unified Endpoint Management

80%
SATISFACTION
78%
CATEGORY AVERAGE

Product Strategy and Rate of Improvement

35%
OF CLIENTS
ARE DELIGHTED

The ability to adapt to market change.
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



Ranked 5th
of 7 in Unified Endpoint Management

74%
SATISFACTION
76%
CATEGORY AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Unified Endpoint Management market.

How satisfied are you with the following ManageEngine Desktop Central features and functionalities?

UNIFIED ENDPOINT MANAGEMENT

MANDATORY FEATURES

Location Services

44%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 1st
of 7 in
Unified
Endpoint
Management

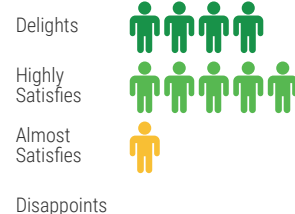
82%
SATISFACTION
74%
CATEGORY
AVERAGE

Integration With ITSM and ITAM Tools

38%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 3rd
of 7 in
Unified
Endpoint
Management

79%
SATISFACTION
75%
CATEGORY
AVERAGE

Expense Management

18%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 5th
of 7 in
Unified
Endpoint
Management

74%
SATISFACTION
76%
CATEGORY
AVERAGE

Windows 10 Management and Security

40%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 3rd
of 7 in
Unified
Endpoint
Management

78%
SATISFACTION
76%
CATEGORY
AVERAGE

iOS and Android Management and Security

40%
OF CLIENTS
ARE DELIGHTED

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.

DEGREE OF SATISFACTION



Ranked 5th
of 7 in
Unified
Endpoint
Management

73%
SATISFACTION
77%
CATEGORY
AVERAGE

Single Pane of Glass

43%
OF CLIENTS
ARE DELIGHTED

Managing multiple devices and operating systems from the same portal.

DEGREE OF SATISFACTION



Ranked 2nd
of 7 in
Unified
Endpoint
Management

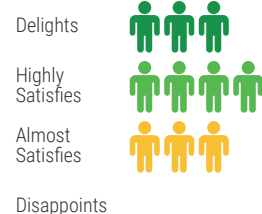
79%
SATISFACTION
74%
CATEGORY
AVERAGE

Content Management

35%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 4th
of 7 in
Unified
Endpoint
Management

77%
SATISFACTION
76%
CATEGORY
AVERAGE

Mac Management and Security

31%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 7th
of 7 in
Unified
Endpoint
Management

69%
SATISFACTION
76%
CATEGORY
AVERAGE

Application Management

40%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 3rd
of 7 in
Unified
Endpoint
Management

79%
SATISFACTION
79%
CATEGORY
AVERAGE

Chromebook Management and Security

46%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION

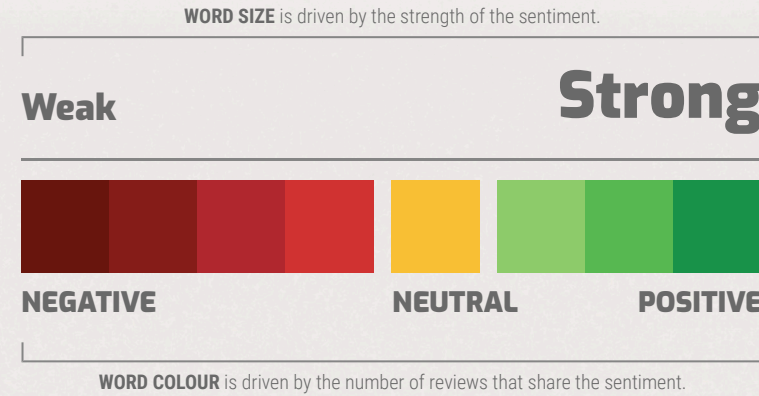


Ranked 4th
of 7 in
Unified
Endpoint
Management

77%
SATISFACTION
78%
CATEGORY
AVERAGE

MANAGEENGINE DESKTOP CENTRAL Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.



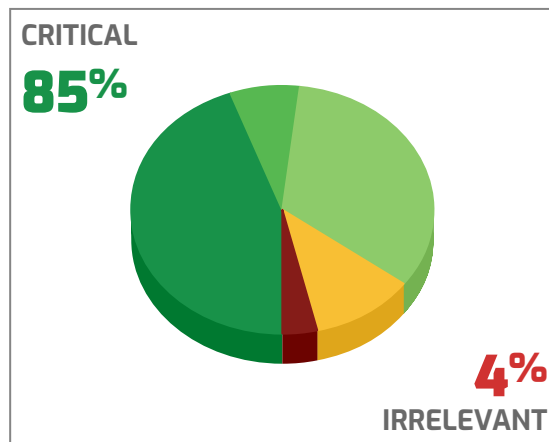
HELPS INNOVATE CLIENT'S INTEREST FIRST
 CLIENT FRIENDLY POLICIES CONTINUALLY IMPROVING
 ENABLES PRODUCTIVITY INSPIRING
 OVER DELIVERED SAVES TIME CRITICAL GENEROSITY
 LOVE INTEGRITY CARING RELIABLE
 FAIR RESPECTFUL TRUSTWORTHY
 ALTRUISTIC PERFORMANCE ENHANCING EFFICIENT
 INCLUDES PRODUCT ENHANCEMENTS
 TRANSPARENT EFFECTIVE SECURITY PROTECTS

MANAGEENGINE DESKTOP CENTRAL

Emotional Footprint

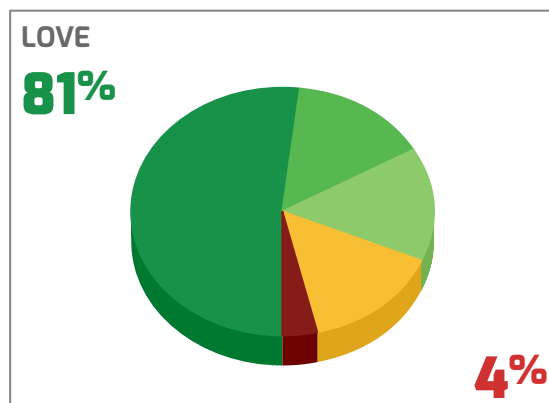
Importance to Professional Success

How important is ManageEngine Desktop Central to your current professional success?



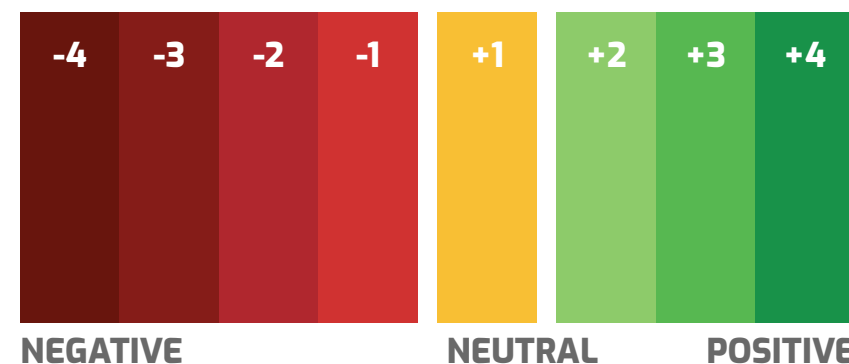
Strength of Emotional Connection

Overall, describe the strength of your emotional connection to ManageEngine Desktop Central



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE



% POSITIVE - % NEGATIVE = NET EMOTIONAL FOOTPRINT

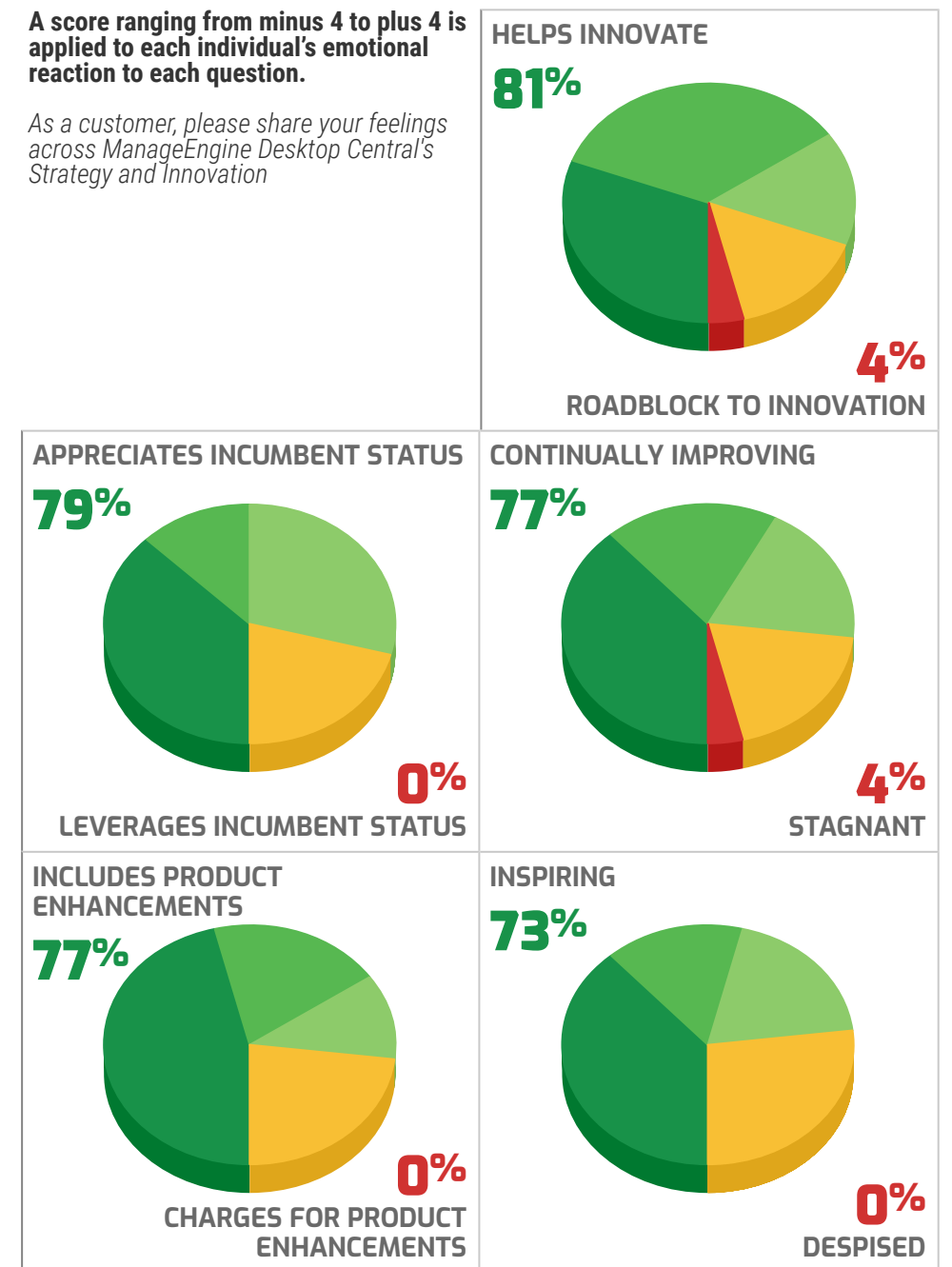
NET EMOTIONAL FOOTPRINT
MANAGEENGINE DESKTOP CENTRAL

+70

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across ManageEngine Desktop Central's Strategy and Innovation





Relationships and Interaction

When interacting with ManageEngine Desktop Central your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with ManageEngine Desktop Central, please summarize what you experienced

88%

POSITIVE SENTIMENTS

0%

NEGATIVE SENTIMENTS

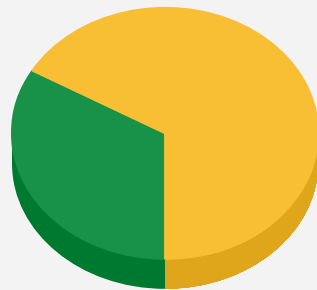
NET RELATIONSHIP FOOTPRINT

+88

Sales Team

EFFECTIVE / KNOWLEDGEABLE

33%

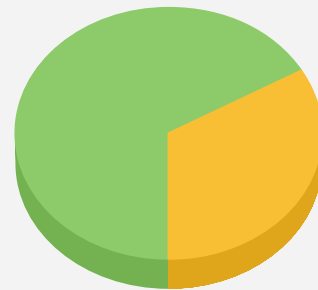


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

67%



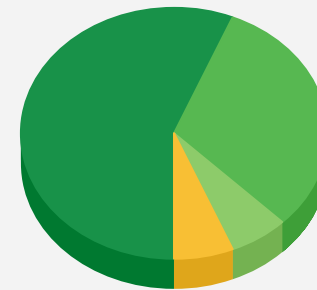
0%

INDIFFERENT / UNPLEASANT

Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE

94%

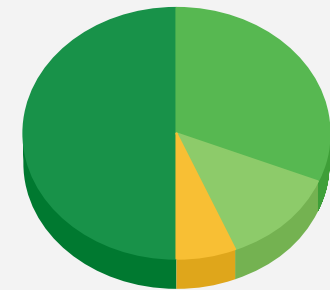


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

94%



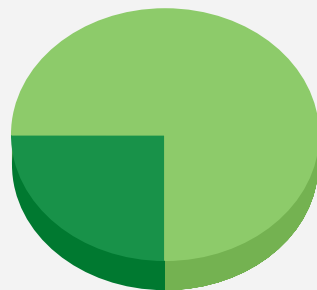
0%

INDIFFERENT / UNPLEASANT

Client Service Team

EFFECTIVE / KNOWLEDGEABLE

100%

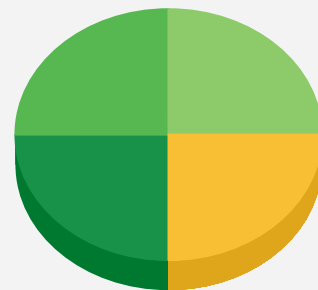


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

75%



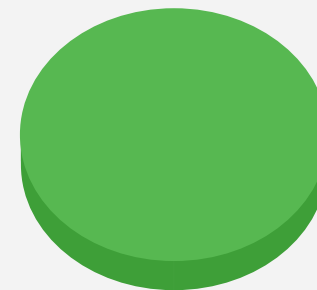
0%

INDIFFERENT / UNPLEASANT

Leadership Team

EFFECTIVE / KNOWLEDGEABLE

100%

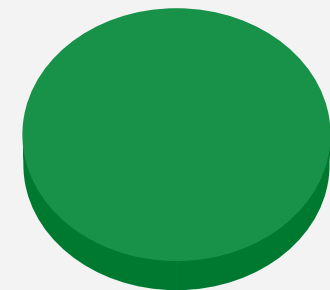


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

100%

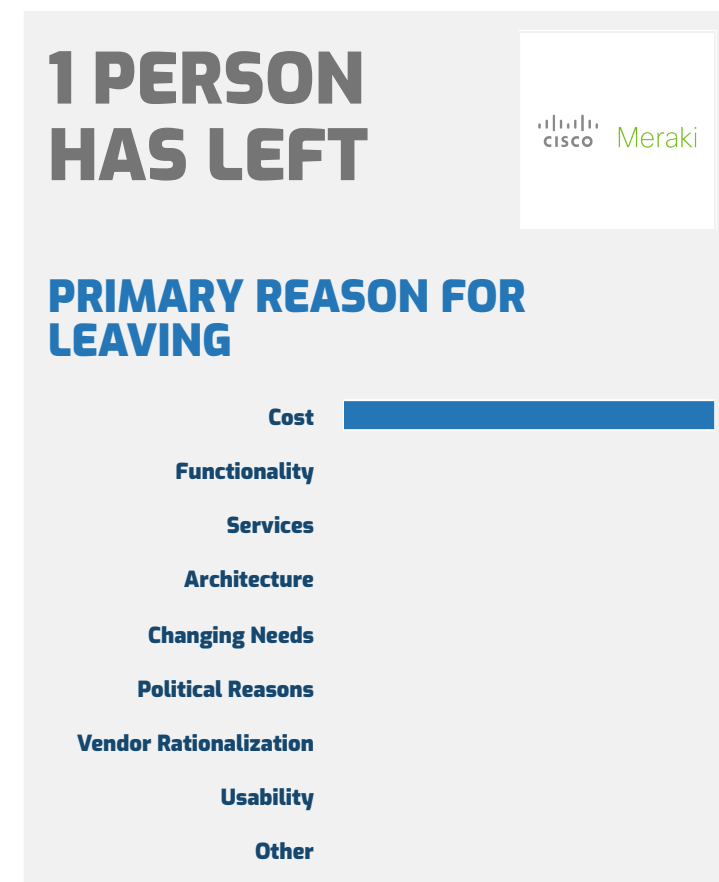
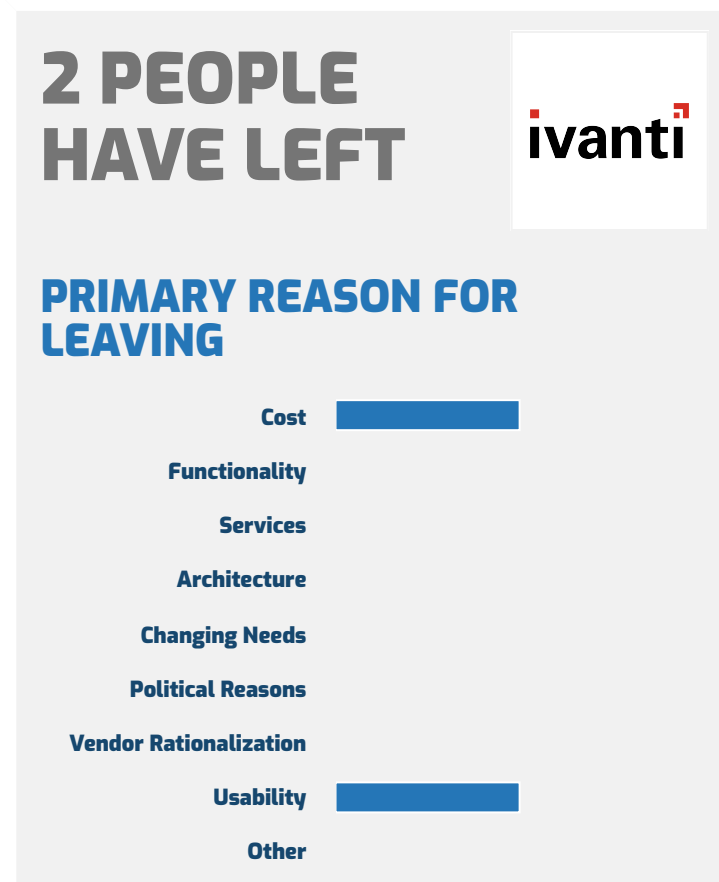


0%

INDIFFERENT / UNPLEASANT

Joining ManageEngine Desktop Central

See why clients left which previous vendors for ManageEngine Desktop Central and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.



ManageEngine
Desktop Central

6 people are **55% more** satisfied with **ManageEngine Desktop Central** over their previous vendor on average

What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.

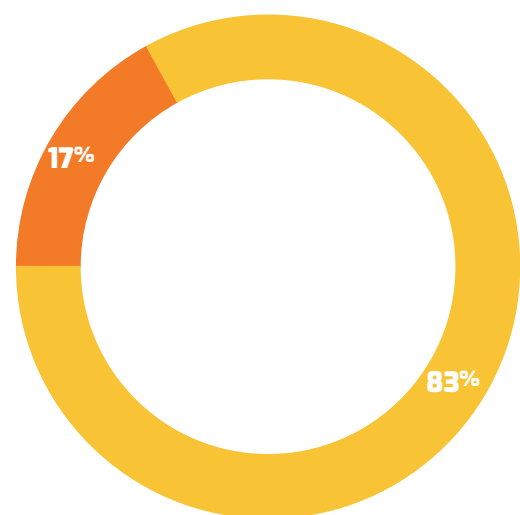
Have you been able to negotiate a discount or price reduction?

46%
OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Primary Reason For Discount

Reasons for discounts vary. Analyze the most popular types of discounts provided from ManageEngine Desktop Central.

Please select the primary reason for the discount or price reduction.

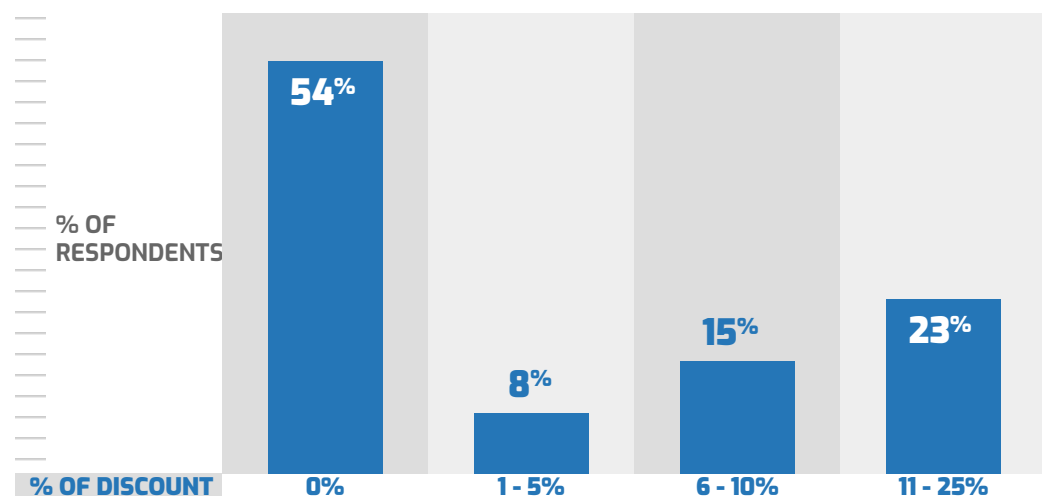


Legend

- Government, NFP, or Public ...
- Volume Purchase

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?



What are Clients of ManageEngine Desktop Central Planning to Spend Next Year?

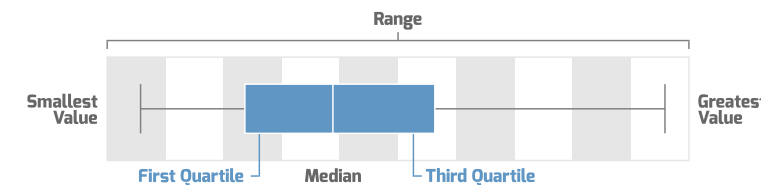
Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 8%	COST PER LICENSE ↑ 16%	COST PER LICENSE ↑ 23%
# OF LICENSES ↑ 12%	# OF LICENSES ↑ 26%	# OF LICENSES ↑ 19%
ADD-ON COSTS ↑ 11%	ADD-ON COSTS ↑ 5%	ADD-ON COSTS ↑ 13%

Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with ManageEngine Desktop Central, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.



IMPLEMENTATION TYPE % of respondents	IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
Minimal Implementation Required 20%	90%	2.2		\$3,403	
Independent Implementation 44%	83%	2.8		\$34,085	
With the Vendor 32%	75%	4.0		\$17,402	
With the Vendor and a Third Party 4%	50%	4.0		\$5,900	

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

45%

of Companies Spent
Zero Dollars on Training



Average Likeliness to Recommend

96%

Organizations Experience a

0%

Change in Likeliness to Recommend
When They Spend an Average of



Average Likeliness to Recommend

96%

Organizations Experience a

-11%

Change in Likeliness to Recommend
When They Spend an Average of

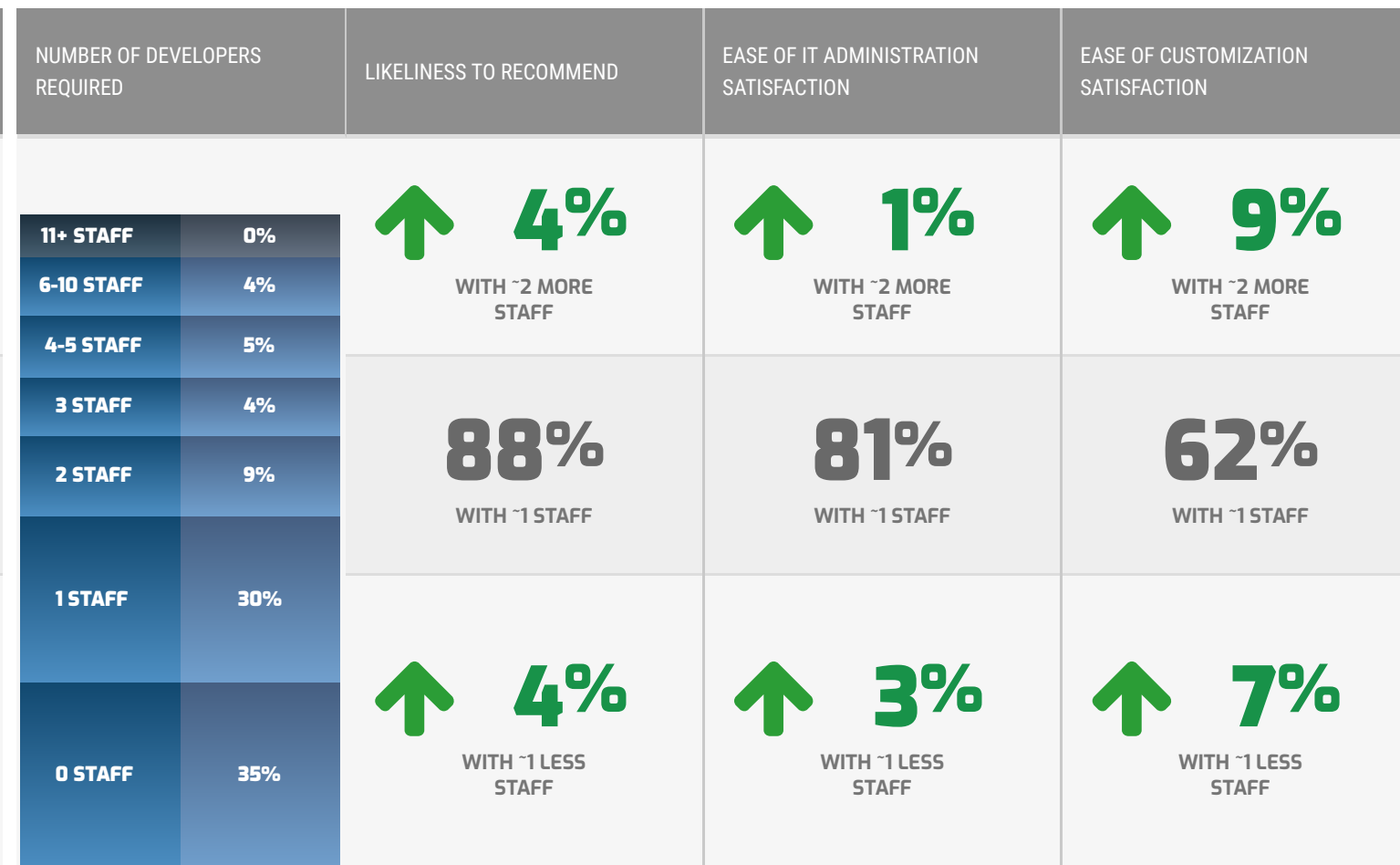
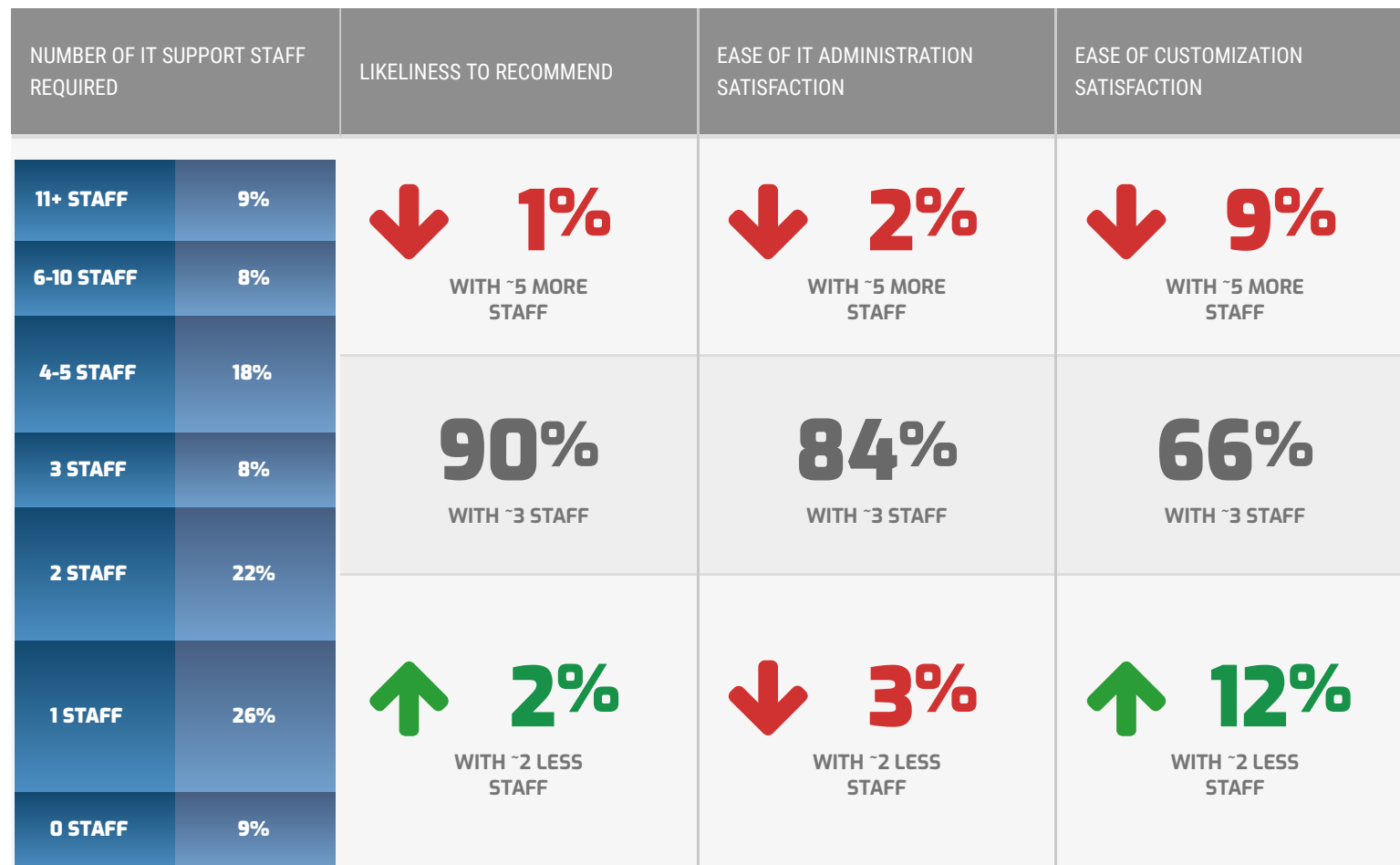


Average Likeliness to Recommend

85%

Staffing and Ownership

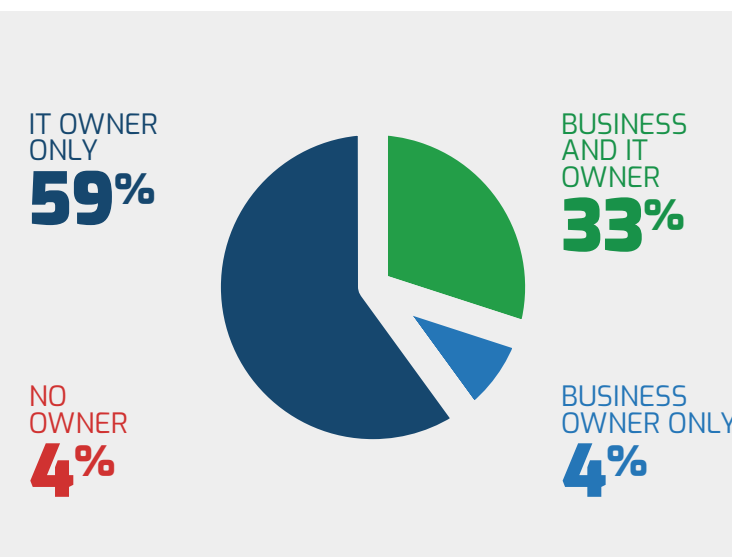
Be prepared. Ensure you staff the maintenance of ManageEngine Desktop Central correctly or risk dissatisfaction. See how likelihood to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.



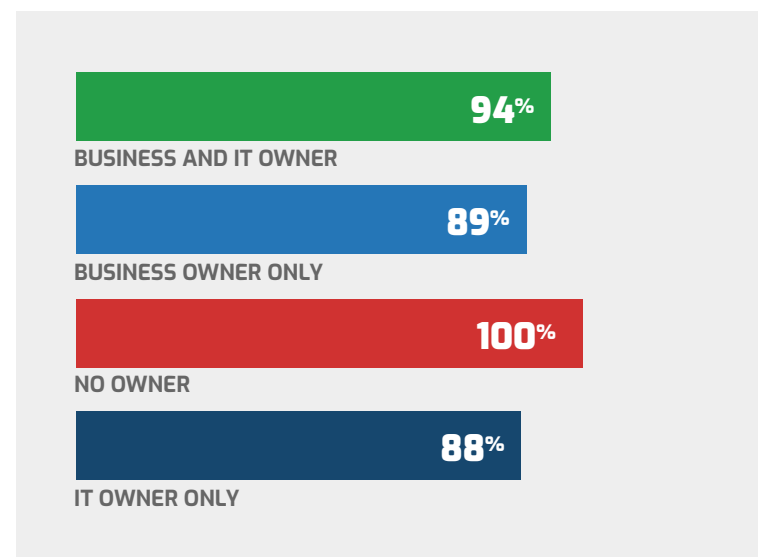
Staff Salaries

SALARY	SUPPORT
\$100K +	0%
\$76 - \$100K	0%
\$51 - \$75K	57% ⬆️ \$70K ⬆️ \$65K ⬆️ \$65K ⬆️ \$55K
\$31 - \$50K	14% ⬆️ \$40K
<= \$30K	0%
SALARY	DEVELOPERS
\$100K +	0%
\$76 - \$100K	29% ⬆️ \$95K ⬆️ \$78K
\$51 - \$75K	42% ⬆️ \$75K ⬆️ \$70K ⬆️ \$65K
\$31 - \$50K	15% ⬆️ \$40K
<= \$30K	14% ⬆️ \$20K

Established Clear Ownership



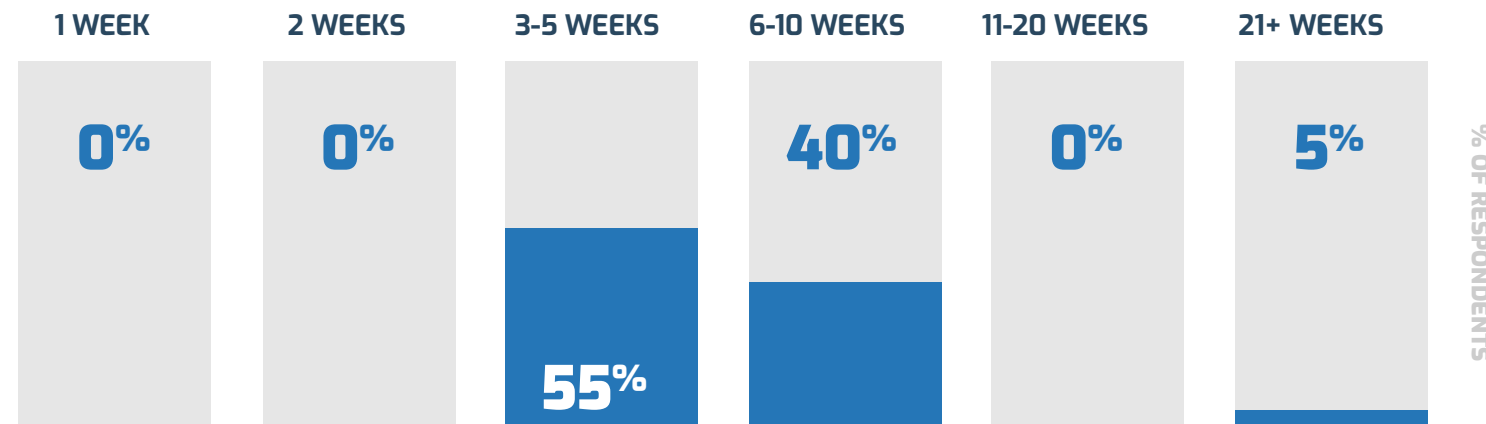
Ownership Satisfaction



How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

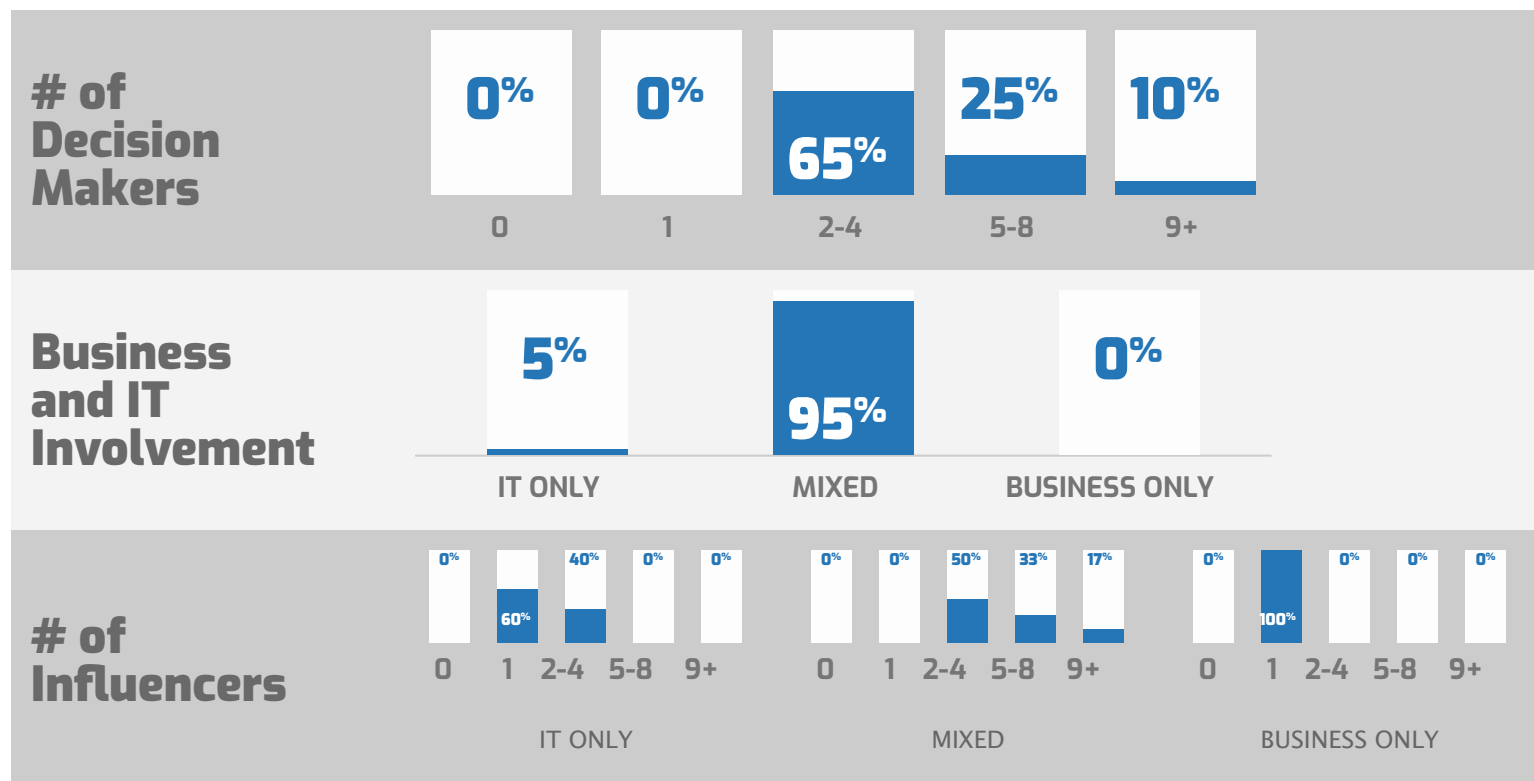
How much time and effort (in weeks) was spent making your selection decision?



Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

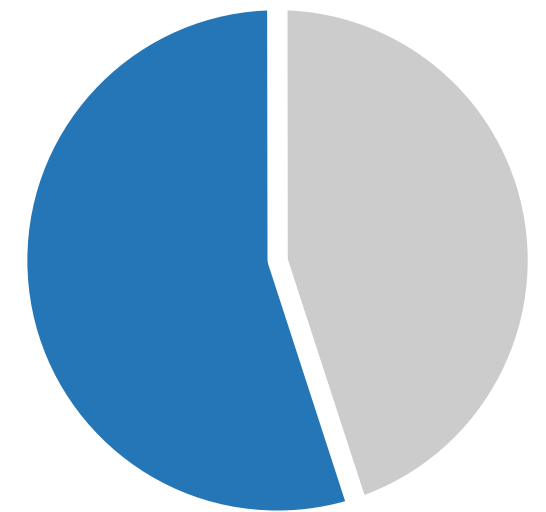
How many people were involved in the following capacities during this vendor selection decision?



Selection Methodology

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

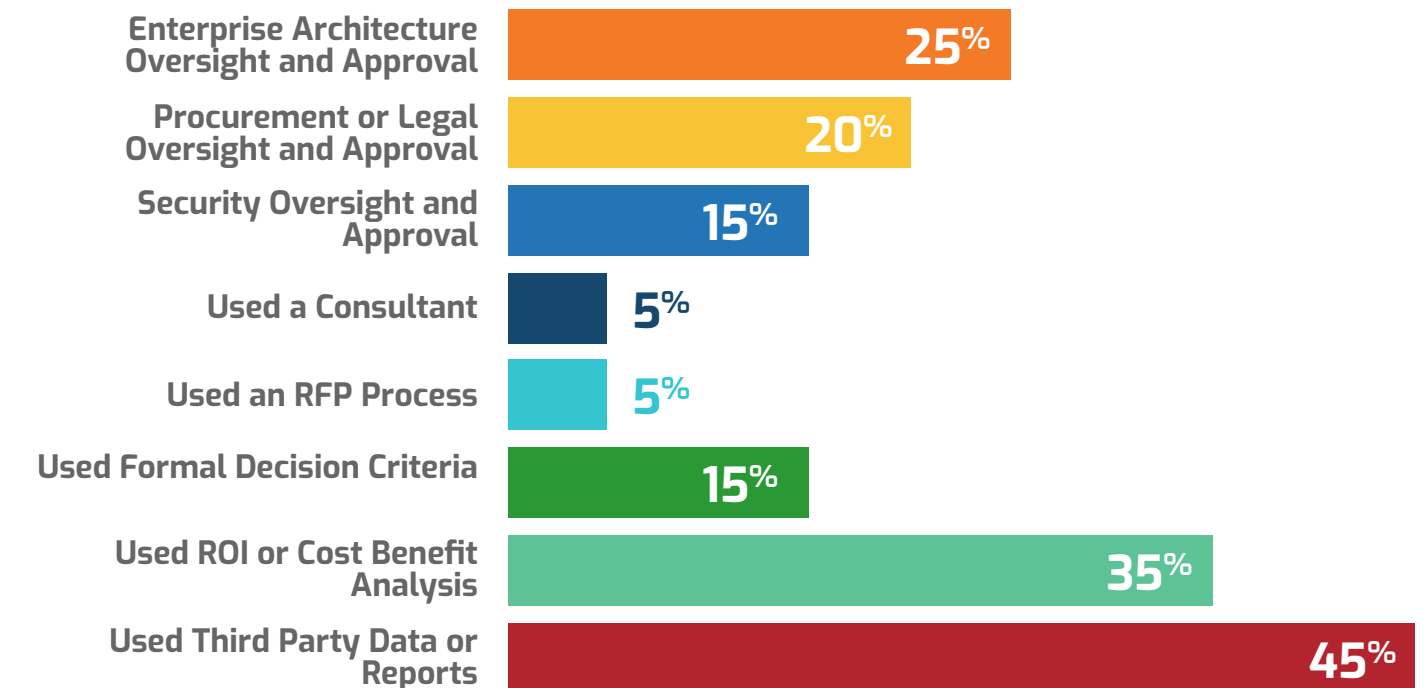
FORMAL INFORMAL



Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for ManageEngine Desktop Central. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.



How Effective is the Selection Process

86% EFFECTIVE

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment ManageEngine Desktop Central fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	SMALL	MEDIUM	LARGE	BEST FIT
NET PROMOTER	<p>+73 NET PROMOTER SCORE</p> <p>Promoters 73%</p> <p>Passives 27%</p> <p>Detractors 0%</p>	<p>+66 NET PROMOTER SCORE</p> <p>Promoters 73%</p> <p>Passives 20%</p> <p>Detractors 7%</p>	<p>+100 NET PROMOTER SCORE</p> <p>Promoters 100%</p> <p>Passives 0%</p> <p>Detractors 0%</p>	
CAPABILITY SATISFACTION	<p>Delighted 47%</p> <p>Highly Satisfied 43%</p> <p>Almost Satisfied 10%</p> <p>Disappointed 0%</p>	<p>Delighted 28%</p> <p>Highly Satisfied 50%</p> <p>Almost Satisfied 21%</p> <p>Disappointed 1%</p>	<p>Delighted 64%</p> <p>Highly Satisfied 36%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>	
FEATURE SATISFACTION	<p>Delighted 50%</p> <p>Highly Satisfied 45%</p> <p>Almost Satisfied 5%</p> <p>Disappointed 0%</p>	<p>Delighted 27%</p> <p>Highly Satisfied 40%</p> <p>Almost Satisfied 27%</p> <p>Disappointed 6%</p>	<p>Delighted 90%</p> <p>Highly Satisfied 10%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>	
IMPLEMENTATION SATISFACTION	<p>Delighted 55%</p> <p>Highly Satisfied 36%</p> <p>Almost Satisfied 9%</p> <p>Disappointed 0%</p>	<p>Delighted 29%</p> <p>Highly Satisfied 50%</p> <p>Almost Satisfied 21%</p> <p>Disappointed 0%</p>	<p>Delighted 100%</p> <p>Highly Satisfied 0%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>	
COST SATISFACTION	<p>Delighted 43%</p> <p>Highly Satisfied 43%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 14%</p>	<p>Delighted 8%</p> <p>Highly Satisfied 75%</p> <p>Almost Satisfied 17%</p> <p>Disappointed 0%</p>	<p>Delighted 100%</p> <p>Highly Satisfied 0%</p> <p>Almost Satisfied 0%</p> <p>Disappointed 0%</p>	
ORG FIT	<p>1: COST 2: REPUTATION OF THE VENDOR 3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR</p>	<p>1: COST 2: SKILL AND STAFF FIT 3: COMPELLING SALES EXPERIENCE</p>	<p>1: COST 2: EXISTING PERSONAL RELATIONSHIP 3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR</p>	
IMPORTANCE	<p>CAP 49%</p> <p>COST FEAT 4% 28%</p> <p>ORG 19%</p>	<p>CAP 55%</p> <p>COST FEAT 9% 14%</p> <p>ORG 22%</p>	<p>CAP 22%</p> <p>COST FEAT 5% 30%</p> <p>ORG 43%</p>	
PLAN TO RENEW	100%		80%	
PLAN TO RENEW	100%			

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement ManageEngine Desktop Central?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	20%	89%	75%	67%	100%
2	32%	94%	77%	73%	75%
3	32%	85%	78%	80%	88%
4	4%	89%	72%	75%	100%
5	--	--	--	--	--
6-10	12%	93%	90%	82%	100%
11+	--	--	--	--	--
AVERAGE		91%	80%	77%	89%

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	56%	90%	81%	77%	93%
IT LEADER OR MANAGER	55%	92%	81%	79%	100%
END USER OF APPLICATION	41%	91%	81%	76%	100%
INITIAL IMPLEMENTATION	40%	90%	79%	76%	91%
VENDOR SELECTION AND PURCHASING	37%	96%	84%	86%	100%
VENDOR MANAGEMENT AND RENEWAL	26%	97%	86%	90%	100%
BUSINESS LEADER OR MANAGER	15%	89%	77%	77%	75%
AVERAGE		91%	80%	77%	89%

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	85%	89%	79%	76%	87%
PUBLIC SECTOR	4%	100%	100%	100%	100%
FINANCE	4%	100%	73%	55%	100%
C-LEVEL	4%	89%	72%	75%	100%
CONSULTANT	3%	100%	91%	98%	100%
VENDOR MANAGEMENT	--	--	--	--	--
HUMAN RESOURCES	--	--	--	--	--
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
OPERATIONS	--	--	--	--	--
SALES AND MARKETING	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		91%	80%	77%	89%

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	74%	94%	84%	83%	100%
WEEKLY	19%	80%	68%	67%	40%
OCCASIONALLY	7%	83%	68%	58%	100%
RARELY OR NEVER	--	--	--	--	--
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		91%	80%	77%	89%

Multi-Category Overview

ManageEngine Desktop Central

Unified Endpoint Management

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend.

CATEGORY	COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
UNIFIED ENDPOINT MANAGEMENT Scorecard Category	8.2 _{/10}	91%	89%	75%
IT ASSET MANAGEMENT	8.1 _{/10}	87%	97%	69%
DESKTOP AS A SERVICE (DAAS)	8.5 _{/10}	94%	100%	75%