

SysAdmin Software Guide 2024

ninjaOne®

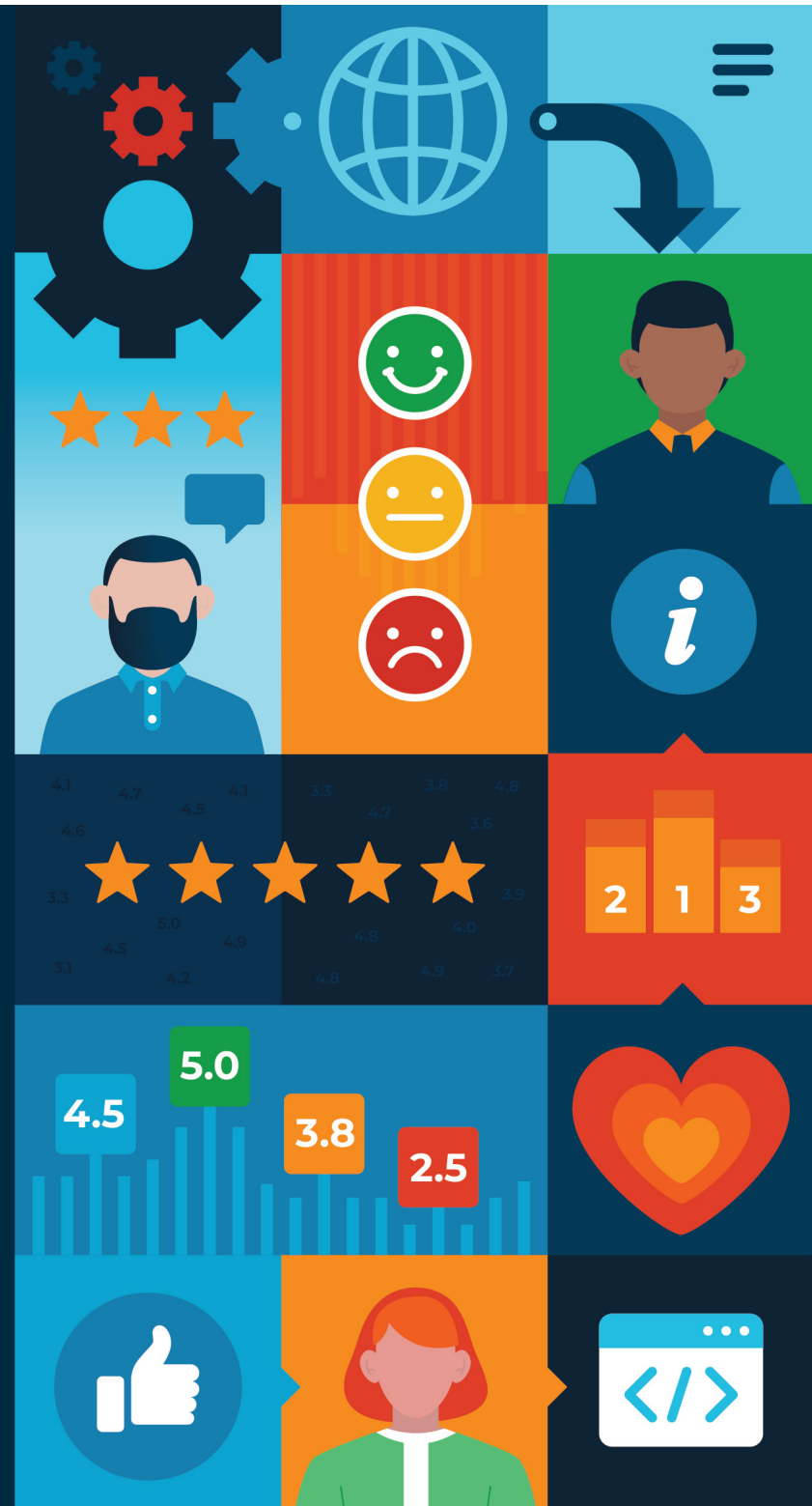


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Read This First

Before we dive in, a few quick notes regarding our methodology and the purpose of this guide.

Sources: The following ratings were collected from third-party review sites G2 and Capterra in November 2023.

What “--” indicates: The particular data point was either unavailable at the time of our collection, or the product did not meet our cutoff of having three or more reviews.

These lists are obviously not comprehensive: The IT software market contains many tools not seen here. Creating a truly exhaustive list is an undertaking left to more adventurous souls. We have simply done our best to include the major players in each category geared toward modern IT management, and that have adequate review data available (at least 5 reviews).

How to best use this guide: This guide is not meant to be the final word on the value of these solutions. Many factors go into choosing the right software. User ratings are just one. Therefore, this guide primarily serves as a jumping-off point for additional research.

Change in Rank from April 2023

-  Down in ranking
-  Up in ranking
-  No change in ranking
-  New entry

G2's Top 10 Overall IT Management Products

IT management has a number of functionalities under its umbrella, many of which we'll be breaking down in full detail in the following product ratings. In the table below, you'll find G2's [Top 10 Best IT Management Products for 2023](#).

#			G2				Capterra			
			Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
1	Veeam		4.6 ★★★★★	9.3	8.7	9.0	8.8	4.9 ★★★★★	4.6	4.6
2	Redstor Backup and Archiving		4.6 ★★★★★	9.3	8.7	9.0	8.8	—	—	—
3	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
4	Druva		4.6 ★★★★★	9.2	9.0	9.3	9.2	4.7 ★★★★★	4.5	4.7
5	Freshservice		4.6 ★★★★★	8.8	8.8	9.2	9.1	4.5 ★★★★★	4.5	4.6
6	Carbonite Server		4.5 ★★★★★	9.2	8.5	8.6	8.6	4.3 ★★★★★	4.2	4.1
7	Appian		4.5 ★★★★★	8.5	8.4	8.6	8.3	4.2 ★★★★★	4.2	4.2
8	ClickUp		4.7 ★★★★★	9.0	8.3	8.6	9.0	4.7 ★★★★★	4.3	4.6
9	ServiceNow		4.4 ★★★★★	8.9	8.3	8.4	8.4	4.4 ★★★★★	4.1	4.3
10	PagerDuty		4.5 ★★★★★	9.1	8.2	8.6	8.9	4.6 ★★★★★	4.3	4.3

Product Ratings

Endpoint Monitoring & Management

With many admins now responsible for managing an increasingly complex variety of systems and devices, the ability to centrally manage them all has become a core requirement for modern IT administration. The following are the highest-ranked endpoint management tools, with MDM solutions and tools designed specifically for Apple devices ranked in their own subgroups.

Change from 2023	#			G2					Capterra		
				Overall	Meets Req.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
–	1	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
+	2	Atera		4.6 ★★★★★	9.1	9.2	9.4	9.4	4.5 ★★★★★	4.6	4.5
↑ 1	3	ManageEngine Endpoint Central		4.4 ★★★★★	9.0	8.9	8.9	8.5	4.5 ★★★★★	4.4	4.3
✓ 3	4	Pulseway		4.5 ★★★★★	9.1	9.3	9.1	8.8	4.7 ★★★★★	4.7	4.7
+	5	Datto RMM (a Kaseya company)		4.6 ★★★★★	9.6	8.7	9.4	9.4	4.3 ★★★★★	4.0	4.0
+	6	Microsoft Intune		4.5 ★★★★★	9.1	8.9	8.9	8.6	4.5 ★★★★★	4.4	3.8
✓ 4	7	GoTo Resolve (formerly GoTo Assist)		4.4 ★★★★★	9.5	9.9	9.4	9.3	4.5 ★★★★★	4.5	4.2
✓ 1	8	Ivanti Neurons for UEM		4.4 ★★★★★	9.3	-	9.4	9.5	–	–	–
✓ 3	9	HCL BigFix		4.4 ★★★★★	9.4	7.4	8.3	9.2	–	–	–

Endpoint Monitoring & Management *(continued)*

				G2					Capterra		
Change from 2023	#			Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
Mobile Device Management (MDM)											
+	1	AirDroid Business		4.8 ★★★★★	9.7	9.5	9.4	9.4	4.8 ★★★★★	4.8	4.4
↩ 1	2	Scalefusion		4.7 ★★★★★	9.2	8.9	9.1	9.7	4.8 ★★★★★	4.7	5.0
↩ 1	3	Hexnode UEM		4.6 ★★★★★	9.5	9.5	9.3	9.4	4.7 ★★★★★	4.6	4.8
-	4	Miradore		4.6 ★★★★★	9.4	9.5	9.5	9.5	4.4 ★★★★★	4.3	4.4
↩ 2	5	Esper		4.5 ★★★★★	9.0	8.8	9.1	9.1	4.5 ★★★★★	4.6	4.3
↩ 1	6	ManageEngine Mobile Device Manager Plus		4.5 ★★★★★	9.0	8.6	8.5	8.6	4.6 ★★★★★	4.4	4.5
Apple Device Management											
-	1	Kandji		4.8 ★★★★★	9.4	9.5	9.5	9.7	4.9 ★★★★★	4.8	4.8
-	2	Jamf Pro		4.7 ★★★★★	9.4	8.7	9.0	9.2	4.7 ★★★★★	4.4	4.7
-	3	datajar.mobi		4.7 ★★★★★	9.3	9.1	9.4	9.7	-	-	-
-	4	Addigy		4.5 ★★★★★	8.9	8.2	8.2	8.9	4.7 ★★★★★	4.2	4.6

Software and Patch Management

Keeping operating systems and 3rd-party applications patched and protected against the latest vulnerabilities is a critical but time-consuming responsibility. These solutions automate the process, and can help admins deploy and uninstall applications, as well.

Change from 2023	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
+	1	Patch My PC		4.9 ★★★★★	9.5	9.5	9.5	9.9	4.9 ★★★★★	4.8	5.0
✓ 1	2	PDQ Deploy		4.9 ★★★★★	9.6	9.6	9.5	9.5	4.8 ★★★★★	4.7	4.8
↑ 1	3	Action1		4.9 ★★★★★	9.5	9.7	9.7	9.9	4.8 ★★★★★	4.7	5.0
✓ 2	4	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
↑ 3	5	Automox		4.5 ★★★★★	9.0	9.3	9.4	9.2	4.8 ★★★★★	4.8	4.8
✓ 1	6	Syxsense		4.6 ★★★★★	9.6	9.2	9.5	9.2	4.6 ★★★★★	4.5	4.7
✓ 4	7	Atera		4.6 ★★★★★	9.1	9.2	9.4	9.4	4.5 ★★★★★	4.6	4.5
✓ 1	8	Pulseway		4.5 ★★★★★	9.0	9.3	9.2	8.7	4.7 ★★★★★	4.7	4.7
✓ 3	9	Tenable Nessus		4.5 ★★★★★	9.0	8.7	8.9	8.4	4.7 ★★★★★	4.6	4.3
+	10	Datto RMM (a Kaseya company)		4.6 ★★★★★	9.6	8.7	9.4	9.4	4.3 ★★★★★	4.0	4.0
✓ 2	11	ManageEngine Patch Manager Plus		4.4 ★★★★★	9.2	8.8	8.7	8.3	4.6 ★★★★★	4.3	4.5
-	12	Ivanti UEM		4.4 ★★★★★	9.3	-	9.4	9.5	-	-	-

IT Asset Management

You can't secure or manage what you can't see. That's why it's important for admins to leverage software that can discover, track, and provide real-time insights on all their IT assets.

				G2					Capterra		
Change from 2023	#			Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
–	1	PDQ Inventory		4.9 ★★★★★	9.6	9.6	9.5	9.5	4.8 ★★★★★	4.7	4.8
↗ 1	2	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
↗ 6	3	Setyl		4.8 ★★★★★	9.7	9.1	9.0	9.4	5.0 ★★★★★	5.0	5.0
+	4	Device42		4.7 ★★★★★	9.6	9.4	9.6	9.9	4.8 ★★★★★	4.8	5.0
–	5	ScalePad		4.6 ★★★★★	9.1	9.3	9.5	9.0	4.4 ★★★★★	4.8	4.3
↙ 2	6	Oomnitza		4.6 ★★★★★	9.1	8.3	8.8	9.7	4.4 ★★★★★	4.0	4.8
↙ 5	7	Genuity		4.8 ★★★★★	8.7	9.5	9.5	9.9	–	–	–
↙ 2	8	Sassafras AllSight		4.7 ★★★★★	9.7	9.6	10	10	–	–	–
+	9	Proactivanet		4.7 ★★★★★	9.3	8.8	9.3	9.7	–	–	–
+	10	ServiceNow IT Asset Management		4.5 ★★★★★	9.0	9.0	9.2	9.3	–	–	–

Service Desk

The right service desk software can save IT technicians time and result in improved end-user experiences.

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
+	1	Resolve.ai		4.9 ★★★★★	9.5	9.6	9.7	9.7	4.8 ★★★★★	5.0	4.8
-	2	Splashtop SOS		4.8 ★★★★★	9.6	9.7	9.6	9.2	-	-	-
-	3	Halp		4.7 ★★★★★	9.6	9.5	9.7	9.8	-	-	-
↗ 3	4	Halo Service Desk		4.6 ★★★★★	9.8	8.5	9.9	9.9	4.8 ★★★★★	4.8	5.0
+	5	4me		4.6 ★★★★★	8.9	8.5	9.1	9.2	4.7 ★★★★★	4.7	4.8
-	6	Freshservice		4.6 ★★★★★	9.3	9.0	9.4	9.2	4.5 ★★★★★	4.5	4.6
-	7	SysAid		4.5 ★★★★★	9.0	8.5	9.1	9.2	4.5 ★★★★★	4.5	4.5
↗ 1	8	ServiceNow		4.3 ★★★★★	9.3	8.9	9.0	9.0	4.5 ★★★★★	4.1	4.3
↗ 1	9	SolarWinds Service Desk		4.4 ★★★★★	8.9	8.3	8.4	8.4	4.4 ★★★★★	4.1	4.3
↗ 3	10	ManageEngine Service Desk Plus		4.3 ★★★★★	8.6	8.8	8.9	9.0	4.5 ★★★★★	4.6	4.7

(continued →)

Service Desk *(continued)*

Change from 2023	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
 1	11	Salesforce Service Cloud		4.2 ★★★★★	8.6	8.8	8.9	9.0	4.3 ★★★★★	4.3	4.2
 4	12	Zoho Desk		4.4 ★★★★★	8.7	8.2	8.5	8.3	4.5 ★★★★★	4.4	4.3
 2	13	Zendesk		4.3 ★★★★★	8.6	7.9	8.5	8.4	4.4 ★★★★★	4.3	4.3

Remote Desktop

Remote desktop solutions play a critical role in modern IT management, offering admins the ability to gain quick and reliable remote access to machines for hands-on troubleshooting and more.

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
–	1	Splashtop		4.8 ★★★★★	9.6	9.7	9.7	9.3	4.8 ★★★★★	4.8	4.7
+	2	Getscreen.me		4.7 ★★★★★	9.5	9.6	9.6	9.4	4.7 ★★★★★	4.8	4.8
+	3	ISL Online		4.7 ★★★★★	9.5	9.4	9.6	9.4	4.8 ★★★★★	4.7	4.7
✓ 2	4	ConnectWise ScreenConnect		4.7 ★★★★★	9.3	8.9	9.3	8.8	4.7 ★★★★★	4.5	4.5
↗ 1	5	RemotePC by iDrive		4.7 ★★★★★	9.6	9.4	9.7	9.5	4.7 ★★★★★	4.7	4.6
✓ 3	6	BeyondTrust Remote Support (formerly Bomgar)		4.7 ★★★★★	9.5	9.0	9.3	9.5	4.6 ★★★★★	4.5	4.5
✓ 3	7	RealVNC		4.7 ★★★★★	9.3	9.0	9.3	9.1	4.5 ★★★★★	4.5	4.2
↗ 3	8	Devolutions Remote Desktop Manager		4.7 ★★★★★	9.3	9.2	9.3	9.5	4.5 ★★★★★	4.4	4.4
✓ 2	9	Zoho Assist		4.6 ★★★★★	9.1	9.3	9.2	8.8	4.7 ★★★★★	4.7	4.6
✓ 2	10	AnyDesk		4.5 ★★★★★	9.4	9.0	9.6	9.0	4.6 ★★★★★	4.7	4.3

(continued →)

Remote Desktop *(continued)*

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
↓ 2	11	TeamViewer		4.4 ★★★★★	9.2	9.0	9.3	8.8	4.8 ★★★★★	4.6	4.3
↓ 1	12	GoTo Resolve (formerly GoToAssist)		4.4 ★★★★★	9.5	9.9	9.4	9.3	4.5 ★★★★★	4.5	4.2
↓ 3	13	LogMeIn Pro		4.4 ★★★★★	9.3	9.9	9.6	9.3	4.4 ★★★★★	4.3	4.1
↓ 2	14	Solarwinds DameWare		4.2 ★★★★★	8.7	8.4	8.7	8.3	4.5 ★★★★★	4.4	4.3

Cloud Backup

Properly managing backup solutions has become another core IT priority, especially with the rise of ransomware and other destructive online threats. The following list focuses on cloud-based backup solutions, with a subsection for M365 backup tools.

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
–	1	Veeam		4.6 ★★★★★	9.5	8.8	9.0	9.0	4.8 ★★★★★	4.5	4.5
+	2	Rewind Backups		4.7 ★★★★★	9.9	10	9.8	9.8	4.5 ★★★★★	4.5	4.3
✓ 1	3	Backblaze		4.6 ★★★★★	9.2	8.9	8.8	8.7	4.7 ★★★★★	4.7	4.5
✓ 1	4	Druva		4.6 ★★★★★	9.7	9.6	9.7	9.8	4.7 ★★★★★	4.5	4.7
+	5	Redstor Backup and Archiving		4.6 ★★★★★	9.3	9.3	9.4	9.4	–	–	–
✓ 2	6	Barracuda Backup		4.4 ★★★★★	8.9	8.6	9.0	9.1	4.7 ★★★★★	4.3	4.3
+	7	IDrive Online Backup		4.4 ★★★★★	9.0	9.1	8.9	9.0	4.6 ★★★★★	4.5	4.5
✓ 3	8	Cove Data Protection (previously N-Able Backup)		4.3 ★★★★★	8.7	8.7	8.8	8.1	4.7 ★★★★★	4.5	4.5
✓ 3	9	Acronis Cyber Backup		4.3 ★★★★★	9.3	9.2	9.2	9.1	4.7 ★★★★★	4.3	4.1
✓ 3	10	Unitrends (a Kaseya company)		4.2 ★★★★★	8.7	8.2	8.6	8.6	4.7 ★★★★★	4.1	4.6

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Cloud Backup *(continued)*

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
✓ 3	11	Datto SIRIS		4.3 ★★★★★	10	9.4	10	9.5	4.5 ★★★★★	4.5	4.4
✓ 3	12	Arcserve UDP		4.2 ★★★★★	8.7	7.7	7.9	8.3	—	—	—
✓ 3	13	Carbonite		4.0 ★★★★★	8.8	8.8	8.6	8.3	4.3 ★★★★★	4.2	4.0
M365 Backup											
—	1	365 Total Backup (previously Altaro)		4.8 ★★★★★	9.6	9.8	9.9	9.4	—	—	—
—	2	Veeam Backup for O365		4.5 ★★★★★	8.9	8.7	9.1	9.0	4.8 ★★★★★	4.8	4.5
—	3	Acronis Cyber Backup		4.3 ★★★★★	8.7	8.5	8.6	8.3	4.5 ★★★★★	4.3	4.1
—	4	Datto Backupify		4.3 ★★★★★	8.9	9.0	8.5	8.3	4.1 ★★★★★	4.1	3.9
—	5	Spanning Backup (owned by Kaseya)		4.2 ★★★★★	8.7	9.1	8.9	8.5	3.9 ★★★★★	3.9	3.4

Network Monitoring

The following solutions provide additional visibility and management over SNMP devices (routers, switches, firewalls, printers, IoT devices, etc.) and more.

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
–	1	Domotz		4.8 ★★★★★	9.4	9.5	9.5	9.8	5.0 ★★★★★	4.9	5.0
–	2	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
+	3	Entuity		4.7 ★★★★★	9.3	9.3	9.5	9.4	–	–	–
↗ 1	4	Auvik		4.6 ★★★★★	8.9	8.9	8.8	8.9	4.7 ★★★★★	4.5	4.6
↗ 1	6	PRTG		4.6 ★★★★★	9.7	8.9	9.3	8.8	4.6 ★★★★★	4.4	4.3
+	5	Atera		4.6 ★★★★★	9.1	9.2	9.4	9.4	4.5 ★★★★★	4.6	4.5
↗ 1	7	LogicMonitor		4.5 ★★★★★	9.4	8.9	9.1	9.2	4.6 ★★★★★	4.3	4.6
↗ 1	8	SolarWinds Network Performance Monitor		4.5 ★★★★★	9.0	8.2	8.8	8.2	4.7 ★★★★★	4.3	4.3
↗ 4	9	Nagios XI		4.5 ★★★★★	9.4	5.6	8.8	8.8	4.5 ★★★★★	4.4	4.1
↗ 2	10	ManageEngine OpManager		4.4 ★★★★★	9.1	9.0	8.4	8.9	4.6 ★★★★★	4.5	4.5

(continued →)

Network Monitoring *(continued)*

Change from 2023	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
	11	Progress WhatsUp Gold		4.5 ★★★★★	9.2	8.6	8.6	8.2	4.5 ★★★★★	4.2	4.5
 3	12	Datadog		4.3 ★★★★★	8.8	8.5	8.2	8.3	4.5 ★★★★★	4.3	4.3
 3	13	Zabbix		4.3 ★★★★★	8.7	7.3	7.2	7.9	4.7 ★★★★★	4.0	4.1

Endpoint Detection & Response

The endpoint security landscape is crowded and constantly in flux. To keep things simple, we've narrowed this list to endpoint protection products.

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
+	1	Huntress		4.9 ★★★★★	9.7	9.8	9.8	9.8	4.8 ★★★★★	4.8	5.0
✓ 1	2	SentinelOne		4.7 ★★★★★	9.4	9.0	9.1	9.0	4.8 ★★★★★	4.5	4.6
✓ 1	3	CrowdStrike Falcon		4.6 ★★★★★	9.3	9.2	9.3	8.9	4.7 ★★★★★	4.3	4.2
✓ 1	4	Webroot Endpoint Protection		4.6 ★★★★★	9.3	9.4	9.3	8.9	4.5 ★★★★★	4.6	4.3
✓ 1	5	Malwarebytes		4.6 ★★★★★	9.6	9.5	9.5	9.5	4.7 ★★★★★	4.8	4.5
✓ 1	6	ESET		4.6 ★★★★★	9.4	8.7	9.0	8.9	4.8 ★★★★★	4.8	4.5
✓ 1	7	Cisco Secure Endpoints		4.5 ★★★★★	9.3	9.2	9.7	9.8	4.7 ★★★★★	4.7	4.1
✓ 1	8	Sophos Intercept X		4.5 ★★★★★	9.4	9.4	9.4	9.0	4.5 ★★★★★	4.3	4.2
✓ 1	9	VMware Carbon Black Endpoint		4.4 ★★★★★	8.4	8.6	8.4	8.6	5.0 ★★★★★	4.3	4.5
+	10	Heimdal Security		4.4 ★★★★★	9.3	8.7	9.2	9.7	4.8 ★★★★★	4.8	4.9

(continued →)

Endpoint Detection & Response *(continued)*

Change from 2023	#			G2				Capterra			
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
↓ 1	11	Microsoft Defender for Endpoint		4.4 ★★★★★	8.9	8.7	8.8	8.7	4.7 ★★★★★	4.6	4.1
+	12	WatchGuard Endpoint Security		4.4 ★★★★★	9.3	8.7	8.7	9.2	4.3 ★★★★★	4.3	4.1
↓ 4	13	CylancePROTECT		4.2 ★★★★★	8.8	8.7	8.6	8.5	4.6 ★★★★★	4.5	4.4
↓ 3	14	Bitdefender GravityZone		3.9 ★★★★★	8.2	8.2	8.1	8.0	4.6 ★★★★★	4.5	4.3

		G2Crowd					Capterra		
		Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8

Highest-Rated Satisfaction	Highest-Rated Ease of Use	Highest-Rated Support
100% Satisfaction Score (G2)	94% Usability Score (G2)	95% Quality of Support Score (G2)

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Andrew Jones, City of Vidalia

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Jeremy Ailes, AspireHR

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