G2 2022 Fall Report

ENDPOINT MANAGEMENT SOFTWARE

/ABSOLUTE®

G2

Who is G2?

G2 is the world's leading business software review platform. The Fall 2022 Grid® Report for Endpoint Management is presented here in this abridged format in collaboration with Absolute Software to help enterprise and education clients choose the right partner for endpoint management.

How G2 Defines Endpoint Management Software

Endpoint management software products help users keep track of devices in a system and ensure their software is secure and up to date.

Typical features of endpoint management products are:

- Asset management
- Patch management
- Compliance evaluation

Companies use these tools to make sure no unapproved devices are linked to the system. They also use these products to ensure each endpoint device has up-to-date software that has been patched properly to prevent intrusion.

These tools have many overlapping features with vulnerability management and mobile device management (MDM) products. Endpoint management solutions simply have a wider scope of capabilities than vulnerability management tools including device governance and device compliance. While endpoint management software helps secure all sorts of endpoints, MDM tools typically only manage remote workers and mobile devices.

To qualify for inclusion in the Endpoint Management category, a product must:

- Manage endpoint assets connected to a network
- Manage patch updates and ensure device compliance
- Detect new or suspicious devices connected to a network
- Be able to install new operating systems or applications to an endpoint device

Endpoint Management Grid®

Products shown on the Grid® for Endpoint Management have received a minimum of 10 reviews/ratings in data gathered by August 31, 2022. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, vendor size, and social impact) and placed into four categories on the Grid®:

Contenders

Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category.

Market Leaders

Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores.
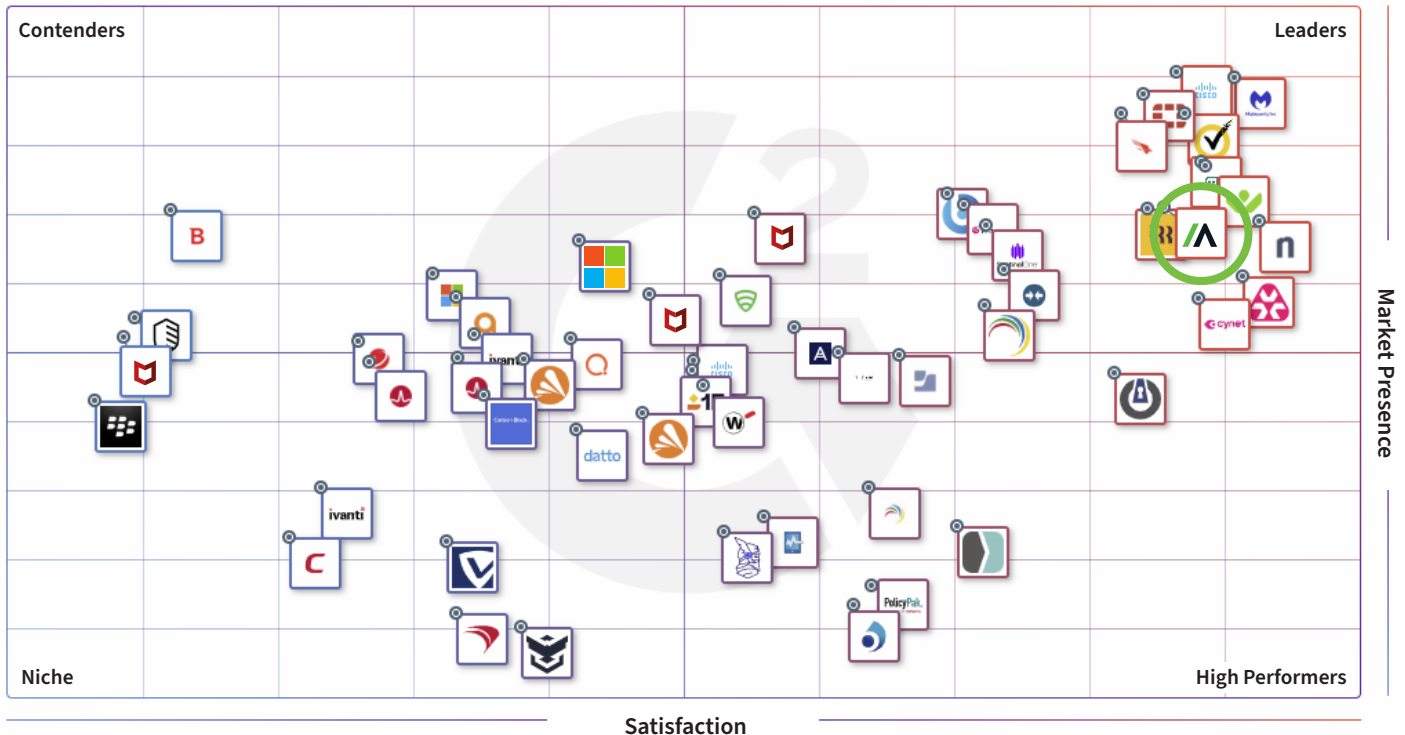
You'll find Absolute here.

Niche

Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category.

High Performing

High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category.
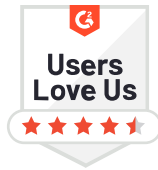
Absolute named leader in Endpoint Management Software

Leader
FALL
2022

Absolute Named
G2 leader — Again

92%

Customer support
satisfaction

Users Love Us
★ ★ ★ ★ ★

97% of users rated
Absolute 4 or 5 stars

91%

Recommend
Absolute

Top 50
Security Products
BEST SOFTWARE AWARDS
2022

Absolute earns a spot on
G2's 2022 Best Security
Products list

Satisfaction Ratings

Quality of Support
92%
Avg 90%

Ease of Use
86%
Avg 89%

Meets Requirements
92%
Avg 91%

Ease of Admin
87%
Avg 89%

Ease of Doing Business With
94%
Avg 92%

Ease of Setup
89%
Avg 87%
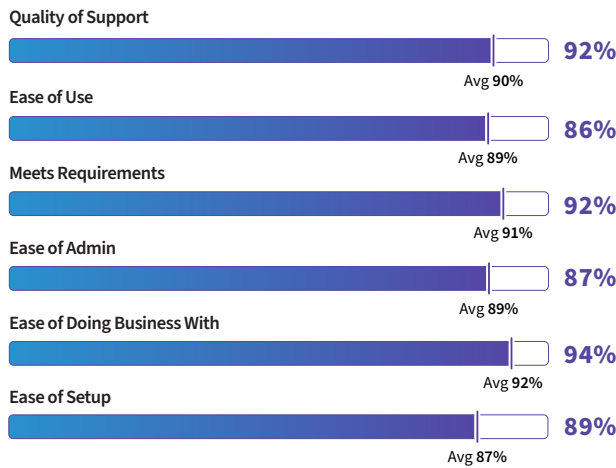
Top Industries Represented

26%
10%
10%
25%
25%

- Hospital & Healthcare
- Financial Services
- Information Technology & Services
- Education Management
- Primary/Secondary Education

Highest-Rated Features

Asset Management
93%
Avg 88%*

Compliance
91%
Avg 90%*

Device Control
90%
Avg 89%*
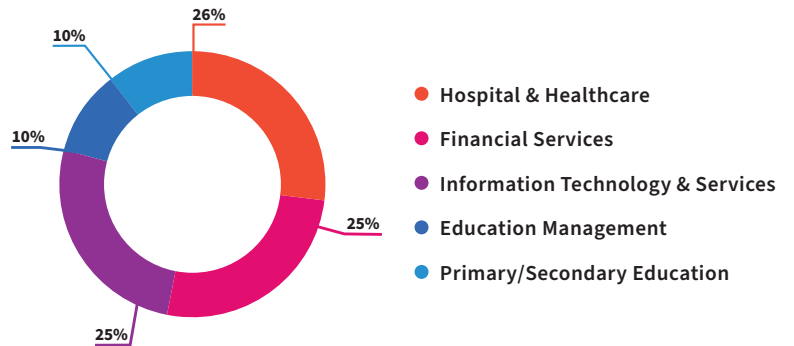
Category Average

Ownership
Absolute Software

HQ Location
Vancouver, Canada

Year Founded
1993

Total Revenue
$197.311M
(in USD for year ending
June 30, 2022)

Employees
782

Company Website
www.absolute.com

Real Feedback from Absolute Customers

Use and Deployment

How easy was it to implement Absolute and see real, concrete benefits? Our customers can go from proof of concept to live deployment quickly and easily. Absolute is embedded in the firmware of almost every device. Once enabled, Absolute is self-healing and cannot be removed or disabled.

An amazing piece of technology

The persistence of the Absolute agent. Having the ability to re-install itself even after a theft is unparalleled. The reports cover just about everything you could ever want to know about your assets. Geolocation is also an amazing way to know where all your assets are. Very happy to work with their success manager who has been a great resource.

Greg S
Enterprise (> 1000 employees)

An ABSOLUTE no-brainer!

Besides all of the useful security features and functionality that you may have heard or read about, the most important benefit for customers is the peace of mind that we have knowing that our endpoints are protected.

Juan D.
Manager, IT Support & System Administration
Mid-Market (51-1000 employees)

We can easily secure our assets

The security features are what we like the most. We feel more at ease knowing we can perform a data wipe or use the freeze command if an asset is lost or stolen. The support and follow up we receive from Absolute are great. I would consider this product if you are looking to manage your assets remotely. With the security and scripting features you have total control all the time.

Administrator, Accounting
Enterprise (> 1000 employees)

Not what I was expecting, and that was a good thing

The fact that you can track your hardware even if the OS is re-setup blew my mind. This tool has a lot going for it. You can make your own alerts for any software. You can even setup GPS tracking. This is a wonderful tool for security and tracking of what is or is not installed.

John M.
Mid-Market (51-1000 employees)

Absolute gives us peace of mind while our employees work from home

The self-healing connection keeps our endpoints and software healthy and up-to-date. Reporting features provide us with status updates and help us in planning.

Administrator in Education Management
Enterprise (> 1000 employees)

Elegant and reliable

The ease of use is unparalleled, very valuable tool; we use it every day at my company.

Clayton S.
Enterprise (>1000 employees)

Asset Management

How are assets (laptops, desktops, and tablets) managed, tracked, and updated? Absolute simplifies and centralizes asset management, inventory, and updates from a single, centralized console.

Absolute has been a life saver when it comes to managing our fleet of Windows machines

Absolute has helped our team ensure that all devices comply with our full disk encryption policies through its extensive reporting features. Furthermore, Absolute has helped us make sure critical applications such as our AV solution are installed on all endpoints through its persistence technology.

Ben T.
IT Support Administrator
Mid-Market (51-1000 employees)

Awesome Product

This tool helped my organization recover 99% of the equipment that was reported stolen. Over the past 6 years working with this tool, Absolute has added additional features that helped us reduce our requirement on obtaining additional software to monitor our systems.

Administrator, Management Consulting
Enterprise (5001-10,000 employees)

Just what we needed

If you are thinking about Absolute for your organization, do not think twice! It has been one of the best device management solutions we have used by far. Absolute does exactly what it is intended for and has helped our organization manage all our devices! Within our organization we are required to have all devices up to date with the latest patches and McAfee running. Absolute has given us the ability to manage devices outside our network.

Jarlene M.
Enterprise (> 1000 employees)

I use Absolute daily and it is my go to app

It seems that whatever I'm looking for in connection to a device, it is in Absolute. It is especially helpful for lost devices, windows version management, reporting.

Barbara S.
Desktop Operations Manager
Enterprise (>1000 employees)

Absolute lets you take control of your asset management

We love the remote freeze capabilities along with the full inventory report. Absolute is the best I have ever used, bar none. Give it a try, you will be thrilled with how well it works.

Administrator, Marketing and Advertising
Mid-Market (51-1000 employees)

Managing Assets in Private Healthcare

One of the most difficult responsibilities for Healthcare IT is managing computer assets with a mobile workforce. Often times, private healthcare does not understand the security requirements or costs associated with this responsibility until there is a need. Absolute provides the level of management and security necessary to be compliant. It is easily rolled out, doesn't require extensive expertise to deploy or manage, and has been invaluable on more than one occasion where a compromise was averted due to Absolute. As a CIO for a healthcare group that covers several states, Absolute is invaluable to our IT operations. I highly recommend it to any small or large business that needs a complete security solution.

Executive Sponsor in Health, Wellness, and Fitness
Mid-Market (51-1000 employees)

Compliance

How does Absolute helps organizations become compliant with HIPAA, FERPA, GDPR, NIST, and other frameworks and regulations? Absolute ensures that organizations are always audit-ready with automatic monitoring and remediation for sensitive data stored on devices, and can provide proof of compliance and data sanitization.

Best in class

Some of our clients are under HIPAA compliance, being able to show our clients that they can rest assured any asset we have that connects to their networks is 100% protected is a huge plus for us. We were able to take on more of these clients and even though we are a small company, we still compete with the larger firms in our field.

Larry B
Mid-Market (51-1000 employees)

Integral part of meeting our compliance standards

Absolute is a one-stop shop for meeting all our compliance requirements. The dashboard is easy to navigate and provides great snapshots of current environment.

Administrator, Insurance
Mid-Market (51-1000 employees)

Strong performance, excellent interface

Streamlined approach for data organization. Extends to improve policy and security compliance within our school district.

**Administrator,
Primary/Secondary Education**
Enterprise (> 1000 employees)

Peace of mind for any security team

I can tell any manager what was on a lost computer, when it was lost, where it was lost. I can verify it was encrypted; I can say who used it last. The amount of information and control they give is critical to complying with HIPAA.
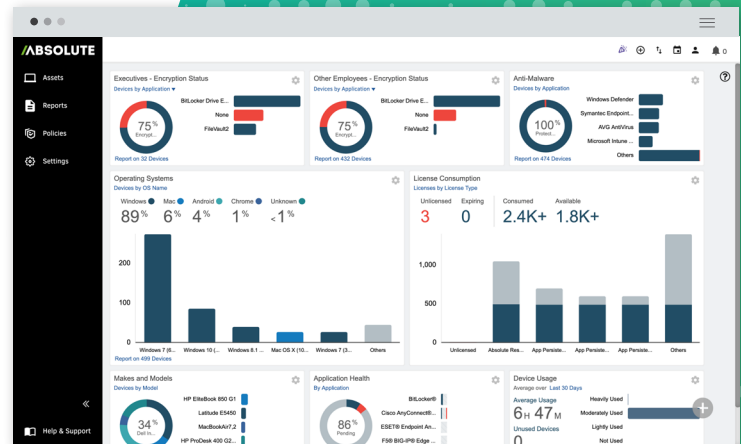
J Longwell
IT Security Engineer
Enterprise (1001-5000 employees)

Gain Control of Your Remote Endpoints

Find out why over 17,000 organizations trust Absolute to manage and secure their devices, data, and applications.

REQUEST DEMO

Always-Accurate Endpoint Telemetry, Always-On Endpoint Control

Absolute Secure Endpoint solutions enable devices and security controls to maintain a secure and healthy operational state automatically, without user invention.

Embedded in the firmware of over half a billion devices by 28 leading system manufacturers, including Dell, Lenovo, and HP, Absolute is uniquely able to provide continuous visibility and control of the entire endpoint environment — data, devices, and applications.

The continuous stream of intelligence from every endpoint includes granular geolocation data, sensitive data discovery, security control health, hardware performance, software inventory, and hundreds of additional data points, enabling IT and security teams to monitor their security posture and remediate incidents automatically.

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