

December 2022



SoftwareReviews

A Division of Info-Tech Research Group

EMOTIONAL FOOTPRINT REPORT

IT Asset Management - Midmarket

303

Reviews

16

Products Included

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How to Use the Report

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

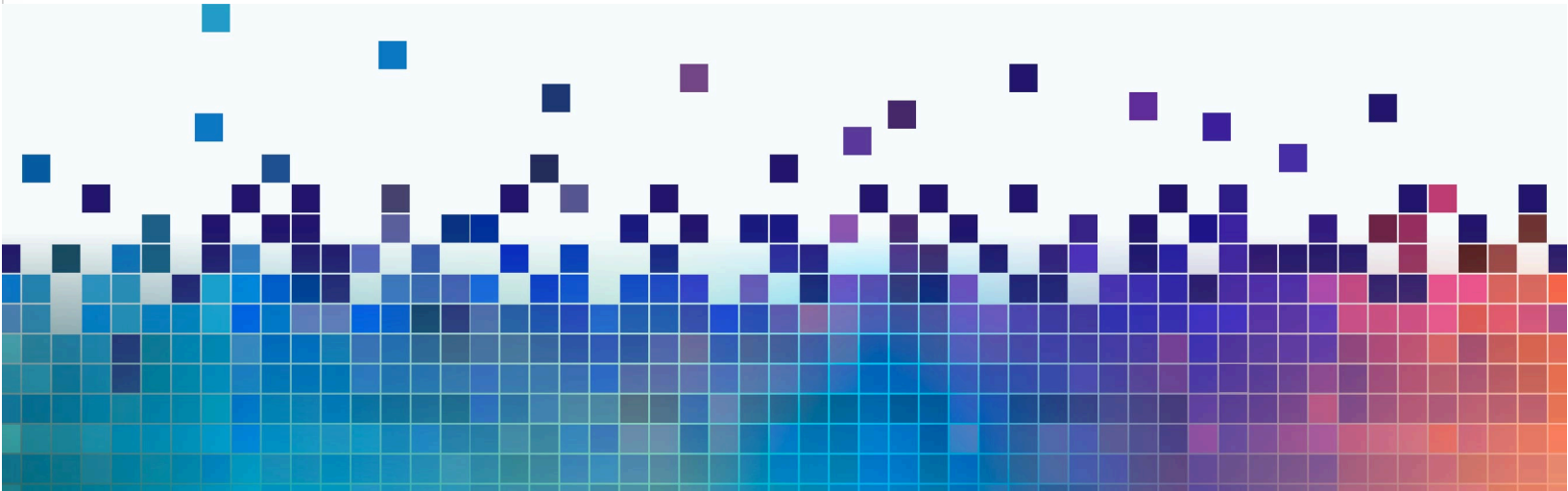
The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product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

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

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

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

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Software Directory

IT ASSET MANAGEMENT - MIDMARKET SOFTWARE

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

 Alloy Navigator

 Asset Panda

 Blissfully

 C2 ITSM

 eEquip! eEquip! for IT Asset Management

 Hornbill for IT

 IQSonar

 Lansweeper

 ManageEngine AssetExplorer

 NetSupport DNA

 Qualys Global IT Asset Inventory

 ServiceNow Asset Management

 AssetAware

 Asset Vision Workstation

 BMC Helix Remedyforce

 DeskCenter Management Suite

 Freshservice

 InfraSage IT Asset Manager

 Ivanti Neurons for ITAM

 LaSalle Solutions Asset Maintenance

 ManageEngine Endpoint Central

 Oomnitza

 Redbeam Asset Tracking Software

 Snow Software

 Asset Infinity

 BelManage

 BOSSDesk

 D42 Device42

 HaloITSM

 InvGate Assets

 KACE Systems Management Appliance

 LicenseWatch

 Matrix42 Digital Workspace Management

 Prism Asset Manager

 Sassafras Software Asset Management K2

 Softinventive Lab Total Network Inventory

Software Directory

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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.

 SolarWinds Service Desk

 SOTI XSight

 SysAid IT Asset Management

 Tanium Platform

 Velocity Integrations Software Service Desk

 VIZOR

 xAssets Enterprise Platform

 Xupervisor

 Zylo

SOFTWARE REVIEWS

Emotional Footprint Diamond

IT ASSET MANAGEMENT - MIDMARKET

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

Value Index

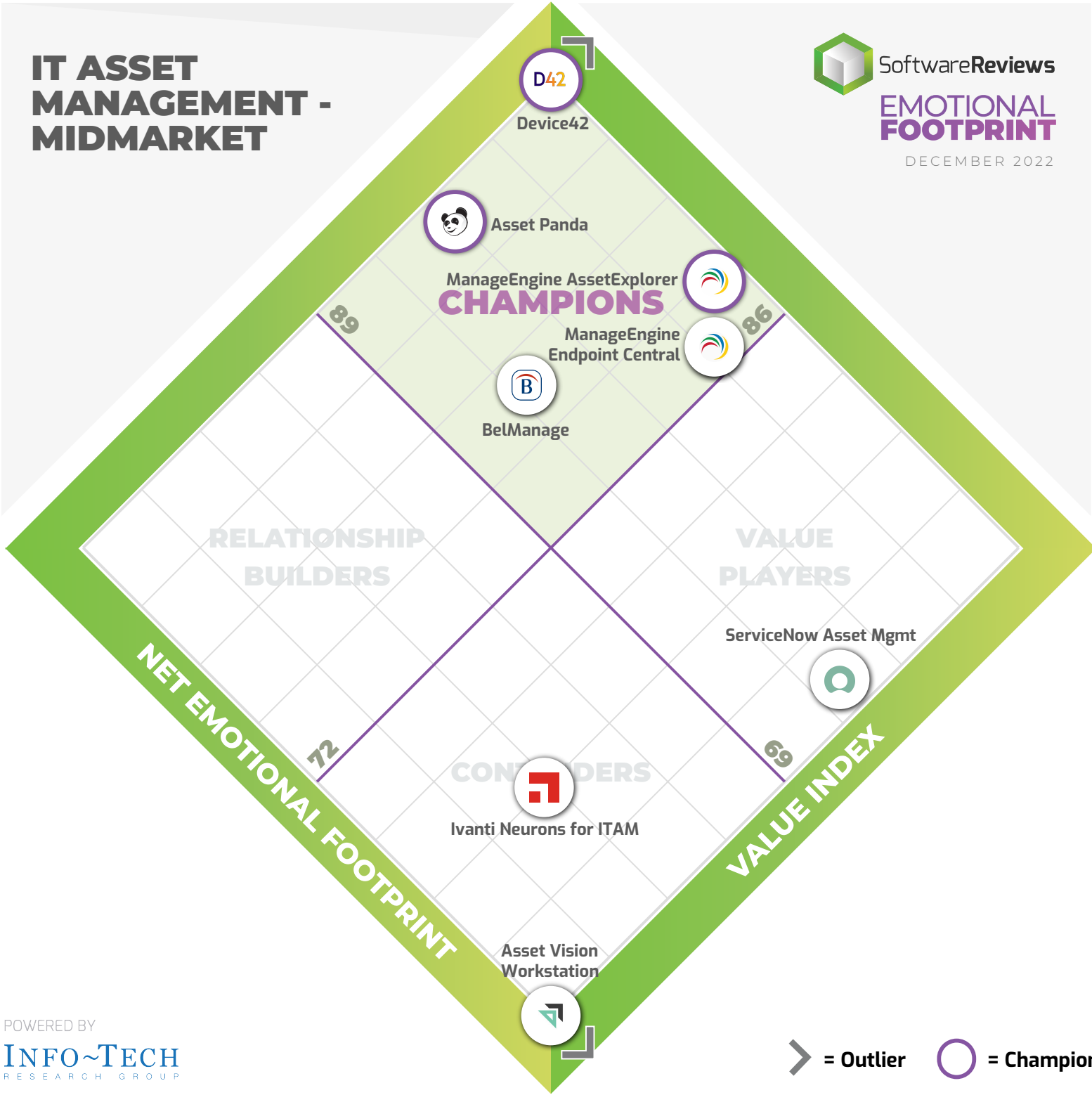
Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

Net Emotional Footprint

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

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

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



Emotional Footprint Summary

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

EMOTIONAL SPECTRUM SCALE



POSITIVE

%

-

NEGATIVE

%

=

EMOTIONAL FOOTPRINT



RANK	PRODUCT	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS	STRONGEST NEGATIVE EMOTIONS	NUMBER OF REVIEWS
	D42 Device42	8.8	+89 	 1% NEGATIVE90% POSITIVE	87	TRUSTWORTHY100%RESPECTFUL100%	STAGNANT7%OVER PROMISED3%	17
	Asset Panda	8.5	+88 	 2% NEGATIVE90% POSITIVE	82	ALTRUISTIC100%EFFICIENT100%	GREEDY7%OVER PROMISED7%	16
	ManageEngine AssetExplorer	8.3	+81 	 4% NEGATIVE85% POSITIVE	85	TRUSTWORTHY94%INTEGRITY94%	COMMODITY FEATURES11%SECURITY FRUSTRATES9%	34
4	ManageEngine Endpoint Central	8.2	+80 	 3% NEGATIVE83% POSITIVE	85	RESPECTFUL95%INCLUDES PRODUCT ENHANCEMENTS95%	FRUSTRATING10%BIG FAT LIARS7%	49
5	BelManage	8.2	+83 	 2% NEGATIVE85% POSITIVE	81	RELIABLE100%PERFORMANCE ENHANCING95%	VENDOR FRIENDLY POLICIES8%STAGNANT7%	28
6	ServiceNow Asset Management	7.6	+70 	 9% NEGATIVE79% POSITIVE	81	RELIABLE90%PERFORMANCE ENHANCING88%	OVER PROMISED26%GREEDY22%	27
7	Ivanti Neurons for ITAM	7.5	+74 	 5% NEGATIVE79% POSITIVE	75	RESPECTFUL91%TRUSTWORTHY91%	OVER PROMISED18%VENDOR FRIENDLY POLICIES12%	38
8	Asset Vision Workstation	6.1	+54 	 16% NEGATIVE70% POSITIVE	68	RESPECTFUL83%CARING83%	HARDBALL TACTICS28%DESPISED28%	27
PRODUCTS WITH INSUFFICIENT DATA								
--	BOSSDesk	8.5	+87 	 2% NEGATIVE89% POSITIVE	82	RESPECTFUL100%EFFECTIVE94%	OVER PROMISED16%BIG FAT LIARS7%	14
--	Lansweeper	8.9	+91 	 2% NEGATIVE93% POSITIVE	87	RELIABLE100%CARING100%	BUREAUCRATIC14%OVER PROMISED12%	9

Emotional Footprint Summary

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

% - % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

PRODUCTS WITH INSUFFICIENT DATA									
--	 InvGate Assets	7.9	+76 😊	9% NEGATIVE85% POSITIVE	82	RESPECTFUL100% EFFICIENT92%	SECURITY FRUSTRATES15% VENDOR FRIENDLY POLICIES15%	9	
--	 KACE	5.5	+31 😞	17% NEGATIVE48% POSITIVE	71	RESPECTFUL86% TRUSTWORTHY77%	OVER PROMISED51% STAGNANT48%	9	
--	 Matrix42 DWM	8.0	+80 😊	4% NEGATIVE84% POSITIVE	80	EFFICIENT100% RELIABLE90%	DESPISED21% OVER PROMISED19%	8	
--	 xAssets Enterprise Platform	7.9	+79 😊	1% NEGATIVE80% POSITIVE	78	TRUSTWORTHY100% CARING100%	VENDOR'S INTEREST FIRST17% OVER PROMISED17%	7	
--	 Softinventive Lab Network Inventory	7.8	+80 😊	4% NEGATIVE84% POSITIVE	77	RELIABLE100% INTEGRITY100%	VENDOR'S INTEREST FIRST36% OVER PROMISED21%	6	
--	 Snow Software	8.8	+95 😊	0% NEGATIVE95% POSITIVE	81	RELIABLE100% CLIENT'S INTEREST FIRST100%		5	

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

Negative

Neutral

Positive

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

 -100 to +19

 +20 to +39

 +40 to +59

 +60 to +79

 +80 to +100

CATEGORY

Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you’ll be treated well before and after you’ve made the purchase.



Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

% - % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Disrespectful vs. Respectful

1	Device42	+100	 DISTRIBUTION -- 100%	17 REVIEWS
2	ManageEngine Endpoint Central	+95	 DISTRIBUTION -- 5% 95%	49 REVIEWS
3	Asset Panda	+94	 DISTRIBUTION -- 6% 94%	16 REVIEWS
4	ManageEngine AssetExplorer	+89	 DISTRIBUTION 2% 7% 91%	34 REVIEWS
5	Ivanti Neurons for ITAM	+88	 DISTRIBUTION 3% 6% 91%	38 REVIEWS
6	ServiceNow Asset Management	+86	 DISTRIBUTION 2% 10% 88%	27 REVIEWS
7	BelManage	+85	 DISTRIBUTION 3% 9% 88%	28 REVIEWS
8	Asset Vision Workstation	+76	 DISTRIBUTION 7% 9% 83%	27 REVIEWS
CATEGORY AVERAGE		+90	 DISTRIBUTION 2% 6% 92%	

-	InvGate Assets	+100	 DISTRIBUTION -- 100%	9 REVIEWS
-	KACE	+80	 DISTRIBUTION 6% 8% 86%	9 REVIEWS
-	Matrix42 DWM	+90	 DISTRIBUTION -- 10% 90%	8 REVIEWS
-	xAssets Enterprise Platform	+90	 DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+100	 DISTRIBUTION -- 100%	6 REVIEWS
-	Snow Software	+100	 DISTRIBUTION -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

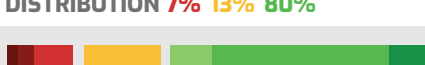
-	BOSSDesk	+100	 DISTRIBUTION -- 100%	14 REVIEWS
-	Lansweeper	+100	 DISTRIBUTION -- 100%	9 REVIEWS

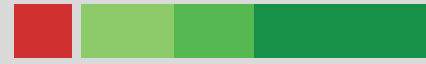
Emotional Footprint Details

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Bureaucratic vs. Efficient

1	 Asset Panda	+100 	 DISTRIBUTION -- 100%	16 REVIEWS
2	 ManageEngine AssetExplorer	+91 	 DISTRIBUTION 2% 5% 93%	34 REVIEWS
3	 D42 Device42	+89 	 DISTRIBUTION -- 11% 89%	17 REVIEWS
4	 Ivanti Neurons for ITAM	+83 	 DISTRIBUTION 3% 11% 86%	38 REVIEWS
5	 ManageEngine Endpoint Central	+79 	 DISTRIBUTION 7% 7% 86%	49 REVIEWS
6	 BelManage	+75 	 DISTRIBUTION 5% 15% 80%	28 REVIEWS
7	 ServiceNow Asset Management	+73 	 DISTRIBUTION 7% 13% 80%	27 REVIEWS
8	 Asset Vision Workstation	+47 	 DISTRIBUTION 17% 19% 64%	27 REVIEWS
CATEGORY AVERAGE		+82 	 DISTRIBUTION 5% 9% 87%	

-	 Lansweeper	+72 	 DISTRIBUTION 14% -- 86%	9 REVIEWS
-	 KACE	+67 	 DISTRIBUTION -- 33% 67%	9 REVIEWS
-	 Matrix42 DWM	+100 	 DISTRIBUTION -- 100%	8 REVIEWS
-	 xAssets Enterprise Platform	+74 	 DISTRIBUTION -- 26% 74%	7 REVIEWS
-	 Softinventive Lab Network Inven...	+100 	 DISTRIBUTION -- 100%	6 REVIEWS
-	 Snow Software	+100 	 DISTRIBUTION -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+94 	 DISTRIBUTION -- 6% 94%	14 REVIEWS
-	 InvGate Assets	+84 	 DISTRIBUTION 8% -- 92%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE NEUTRAL POSITIVE

+

%

 -

-

%

 = **EMOTIONAL FOOTPRINT**

-100 to +19

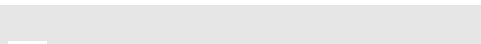
+20 to +39

+40 to +59

+60 to +79

+80 to +100

Neglectful vs. Caring

1	 D42 Device42	+97 	DISTRIBUTION -- 3% 97%	17 REVIEWS	-	 InvGate Assets	+70 	DISTRIBUTION 15% -- 85%	9 REVIEWS
2	 ManageEngine AssetExplorer	+90 	DISTRIBUTION -- 10% 90%	34 REVIEWS	-	 KACE	+52 	DISTRIBUTION -- 48% 52%	9 REVIEWS
3	 BelManage	+88 	DISTRIBUTION -- 12% 88%	28 REVIEWS	-	 Matrix42 DWM	+81 	DISTRIBUTION -- 19% 81%	8 REVIEWS
4	 Asset Panda	+82 	DISTRIBUTION 6% 6% 88%	16 REVIEWS	-	 xAssets Enterprise Platform	+100 	DISTRIBUTION -- -- 100%	7 REVIEWS
5	 Ivanti Neurons for ITAM	+76 	DISTRIBUTION 3% 18% 79%	38 REVIEWS	-	 Softinventive Lab Network Inven...	+75 	DISTRIBUTION -- 25% 75%	6 REVIEWS
6	 ManageEngine Endpoint Central	+73 	DISTRIBUTION 7% 13% 80%	49 REVIEWS	-	 Snow Software	+91 	DISTRIBUTION -- 9% 91%	5 REVIEWS
7	 ServiceNow Asset Management	+71 	DISTRIBUTION 4% 21% 75%	27 REVIEWS					
8	 Asset Vision Workstation	+66 	DISTRIBUTION 17% -- 83%	27 REVIEWS					
	CATEGORY AVERAGE	+81 	DISTRIBUTION 4% 11% 85%						

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+85 	DISTRIBUTION -- 15% 85%	14 REVIEWS
-	 Lansweeper	+100 	DISTRIBUTION -- -- 100%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Frustrating vs. Effective

1	Asset Panda	+100	DISTRIBUTION -- 100%	16 REVIEWS
2	D42 Device42	+94	DISTRIBUTION -- 6% 94%	17 REVIEWS
3	BelManage	+87	DISTRIBUTION -- 13% 87%	28 REVIEWS
4	ManageEngine AssetExplorer	+83	DISTRIBUTION 4% 9% 87%	34 REVIEWS
5	Ivanti Neurons for ITAM	+77	DISTRIBUTION 8% 8% 85%	38 REVIEWS
6	ManageEngine Endpoint Central	+73	DISTRIBUTION 10% 7% 83%	49 REVIEWS
7	ServiceNow Asset Management	+73	DISTRIBUTION 7% 13% 80%	27 REVIEWS
8	Asset Vision Workstation	+49	DISTRIBUTION 17% 17% 66%	27 REVIEWS
	CATEGORY AVERAGE	+80	DISTRIBUTION 6% 8% 86%	

-	InvGate Assets	+79	DISTRIBUTION -- 21% 79%	9 REVIEWS
-	KACE	+54	DISTRIBUTION 6% 34% 60%	9 REVIEWS
-	Matrix42 DWM	+90	DISTRIBUTION -- 10% 90%	8 REVIEWS
-	xAssets Enterprise Platform	+90	DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+50	DISTRIBUTION 14% 21% 64%	6 REVIEWS
-	Snow Software	+100	DISTRIBUTION -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+94	DISTRIBUTION -- 6% 94%	14 REVIEWS
-	Lansweeper	+100	DISTRIBUTION -- 100%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Wastes Time vs. Saves Time

1	Asset Panda	+100	DISTRIBUTION -- 100%	16 REVIEWS
2	ManageEngine AssetExplorer	+91	DISTRIBUTION -- 9% 91%	34 REVIEWS
3	D42 Device42	+89	DISTRIBUTION -- 11% 89%	17 REVIEWS
4	ServiceNow Asset Management	+82	DISTRIBUTION 5% 8% 87%	27 REVIEWS
5	BelManage	+81	DISTRIBUTION -- 19% 81%	28 REVIEWS
6	Ivanti Neurons for ITAM	+77	DISTRIBUTION 5% 13% 82%	38 REVIEWS
7	ManageEngine Endpoint Central	+73	DISTRIBUTION 5% 17% 78%	49 REVIEWS
8	Asset Vision Workstation	+42	DISTRIBUTION 24% 10% 66%	27 REVIEWS
CATEGORY AVERAGE		+81	DISTRIBUTION 4% 11% 85%	

-	InvGate Assets	+92	DISTRIBUTION -- 8% 92%	9 REVIEWS
-	KACE	+46	DISTRIBUTION 6% 43% 52%	9 REVIEWS
-	Matrix42 DWM	+69	DISTRIBUTION 10% 11% 79%	8 REVIEWS
-	xAssets Enterprise Platform	+90	DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+79	DISTRIBUTION -- 21% 79%	6 REVIEWS
-	Snow Software	+91	DISTRIBUTION -- 9% 91%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+74	DISTRIBUTION -- 26% 74%	14 REVIEWS
-	Lansweeper	+100	DISTRIBUTION -- 100%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE

NEUTRAL

POSITIVE

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

 -100 to +19

 +20 to +39

 +40 to +59

 +60 to +79

 +80 to +100

CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.



Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE NEUTRAL POSITIVE

+

%

 -

-

%

 = **EMOTIONAL FOOTPRINT**

-100 to +19

+20 to +39

+40 to +59

+60 to +79

+80 to +100

Lack Of Integrity vs. Integrity

1	 Device42	+97 	DISTRIBUTION -- 3% 97%	17 REVIEWS	-	 InvGate Assets	+92 	DISTRIBUTION -- 8% 92%	9 REVIEWS
2	 ManageEngine AssetExplorer	+94 	DISTRIBUTION -- 6% 94%	34 REVIEWS	-	 KACE	+27 	DISTRIBUTION 6% 61% 33%	9 REVIEWS
3	 Asset Panda	+93 	DISTRIBUTION -- 7% 93%	16 REVIEWS	-	 Matrix42 DWM	+81 	DISTRIBUTION -- 19% 81%	8 REVIEWS
4	 BelManage	+86 	DISTRIBUTION -- 14% 86%	28 REVIEWS	-	 xAssets Enterprise Platform	+83 	DISTRIBUTION -- 17% 83%	7 REVIEWS
5	 Ivanti Neurons for ITAM	+82 	DISTRIBUTION -- 18% 82%	38 REVIEWS	-	 Softinventive Lab Network Inven...	+100 	DISTRIBUTION -- -- 100%	6 REVIEWS
6	 ServiceNow Asset Management	+73 	DISTRIBUTION 4% 18% 77%	27 REVIEWS	-	 Snow Software	+91 	DISTRIBUTION -- 9% 91%	5 REVIEWS
7	 ManageEngine Endpoint Central	+70 	DISTRIBUTION 2% 26% 72%	49 REVIEWS					
8	 Asset Vision Workstation	+62 	DISTRIBUTION 8% 22% 70%	27 REVIEWS					
CATEGORY AVERAGE		+82 	DISTRIBUTION 1% 15% 83%						

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+85 	DISTRIBUTION 4% 7% 89%	14 REVIEWS
-	 Lansweeper	+100 	DISTRIBUTION -- -- 100%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Vendor Friendly Policies vs. Client Friendly Policies

1	Asset Panda	+93	DISTRIBUTION -- 7% 93%	16 REVIEWS
2	D42 Device42	+90	DISTRIBUTION 3% 5% 93%	17 REVIEWS
3	ManageEngine AssetExplorer	+83	DISTRIBUTION 6% 6% 89%	34 REVIEWS
4	ManageEngine Endpoint Central	+78	DISTRIBUTION 4% 14% 82%	49 REVIEWS
5	BelManage	+72	DISTRIBUTION 8% 12% 80%	28 REVIEWS
6	Asset Vision Workstation	+71	DISTRIBUTION 7% 15% 78%	27 REVIEWS
7	Ivanti Neurons for ITAM	+64	DISTRIBUTION 12% 12% 76%	38 REVIEWS
8	ServiceNow Asset Management	+58	DISTRIBUTION 15% 12% 73%	27 REVIEWS
	CATEGORY AVERAGE	+77	DISTRIBUTION 6% 10% 83%	

-	InvGate Assets	+70	DISTRIBUTION 15% -- 85%	9 REVIEWS
-	KACE	+36	DISTRIBUTION 6% 53% 42%	9 REVIEWS
-	Matrix42 DWM	+69	DISTRIBUTION 10% 11% 79%	8 REVIEWS
-	xAssets Enterprise Platform	+74	DISTRIBUTION -- 26% 74%	7 REVIEWS
-	Softinventive Lab Network Inven...	+86	DISTRIBUTION -- 14% 86%	6 REVIEWS
-	Snow Software	+91	DISTRIBUTION -- 9% 91%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+89	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	Lansweeper	+86	DISTRIBUTION -- 14% 86%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Selfish vs. Altruistic

1	Asset Panda	+100	DISTRIBUTION -- -- 100%	16 REVIEWS
2	D42 Device42	+94	DISTRIBUTION 3% -- 97%	17 REVIEWS
3	ManageEngine AssetExplorer	+86	DISTRIBUTION 6% 2% 92%	34 REVIEWS
4	BelManage	+79	DISTRIBUTION 2% 17% 81%	28 REVIEWS
5	ManageEngine Endpoint Central	+67	DISTRIBUTION 6% 21% 73%	49 REVIEWS
6	Ivanti Neurons for ITAM	+59	DISTRIBUTION 8% 25% 67%	38 REVIEWS
7	Asset Vision Workstation	+58	DISTRIBUTION 10% 22% 68%	27 REVIEWS
8	ServiceNow Asset Management	+50	DISTRIBUTION 20% 10% 70%	27 REVIEWS
CATEGORY AVERAGE		+74	DISTRIBUTION 7% 12% 81%	

-	InvGate Assets	+54	DISTRIBUTION 15% 15% 69%	9 REVIEWS
-	KACE	+52	DISTRIBUTION 6% 36% 58%	9 REVIEWS
-	Matrix42 DWM	+81	DISTRIBUTION -- 19% 81%	8 REVIEWS
-	xAssets Enterprise Platform	+47	DISTRIBUTION -- 53% 47%	7 REVIEWS
-	Softinventive Lab Network Inven...	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Snow Software	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+82	DISTRIBUTION 7% 4% 89%	14 REVIEWS
-	Lansweeper	+86	DISTRIBUTION -- 14% 86%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVENEUTRALPOSITIVE

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

-100 to +19

+20 to +39

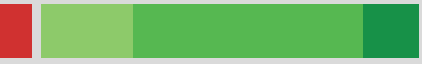
+40 to +59

+60 to +79

+80 to +100

Big Fat Liars vs. Trustworthy

1	 Device42	+100 	 DISTRIBUTION -- 100%	17 REVIEWS
2	 ManageEngine AssetExplorer	+94 	 DISTRIBUTION -- 6% 94%	34 REVIEWS
3	 Asset Panda	+93 	 DISTRIBUTION -- 7% 93%	16 REVIEWS
4	 Ivanti Neurons for ITAM	+91 	 DISTRIBUTION -- 9% 91%	38 REVIEWS
5	 BelManage	+80 	 DISTRIBUTION -- 20% 80%	28 REVIEWS
6	 ManageEngine Endpoint Central	+70 	 DISTRIBUTION 7% 16% 77%	49 REVIEWS
7	 ServiceNow Asset Management	+62 	 DISTRIBUTION 10% 17% 72%	27 REVIEWS
8	 Asset Vision Workstation	+60 	 DISTRIBUTION 14% 11% 74%	27 REVIEWS
CATEGORY AVERAGE		+81 	 DISTRIBUTION 4% 11% 85%	

-	 InvGate Assets	+84 	 DISTRIBUTION 8% -- 92%	9 REVIEWS
-	 KACE	+71 	 DISTRIBUTION 6% 17% 77%	9 REVIEWS
-	 Matrix42 DWM	+90 	 DISTRIBUTION -- 10% 90%	8 REVIEWS
-	 xAssets Enterprise Platform	+100 	 DISTRIBUTION -- 100%	7 REVIEWS
-	 Softinventive Lab Network Inven...	+100 	 DISTRIBUTION -- 100%	6 REVIEWS
-	 Snow Software	+100 	 DISTRIBUTION -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+86 	 DISTRIBUTION 7% -- 93%	14 REVIEWS
-	 Lansweeper	+100 	 DISTRIBUTION -- 100%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Unfair vs. Fair

1	Asset Panda	+93	 DISTRIBUTION -- 7% 93%	16 REVIEWS
2	ManageEngine AssetExplorer	+86	 DISTRIBUTION 6% 2% 92%	34 REVIEWS
3	D42 Device42	+84	 DISTRIBUTION 3% 11% 87%	17 REVIEWS
4	BelManage	+84	 DISTRIBUTION -- 16% 84%	28 REVIEWS
5	Ivanti Neurons for ITAM	+82	 DISTRIBUTION 4% 10% 86%	38 REVIEWS
6	ManageEngine Endpoint Central	+77	 DISTRIBUTION 4% 15% 81%	49 REVIEWS
7	Asset Vision Workstation	+64	 DISTRIBUTION 18% -- 82%	27 REVIEWS
8	ServiceNow Asset Management	+60	 DISTRIBUTION 13% 14% 73%	27 REVIEWS
CATEGORY AVERAGE		+80	 DISTRIBUTION 5% 10% 85%	

-	InvGate Assets	+77	 DISTRIBUTION 8% 8% 85%	9 REVIEWS
-	KACE	+52	 DISTRIBUTION 6% 36% 58%	9 REVIEWS
-	Matrix42 DWM	+69	 DISTRIBUTION 10% 11% 79%	8 REVIEWS
-	xAssets Enterprise Platform	+67	 DISTRIBUTION -- 33% 67%	7 REVIEWS
-	Softinventive Lab Network Inven...	+100	 DISTRIBUTION -- -- 100%	6 REVIEWS
-	Snow Software	+100	 DISTRIBUTION -- -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+93	 DISTRIBUTION -- 7% 93%	14 REVIEWS
-	Lansweeper	+100	 DISTRIBUTION -- -- 100%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE

NEUTRAL

POSITIVE

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

 -100 to +19

 +20 to +39

 +40 to +59

 +60 to +79

 +80 to +100

CATEGORY

Negotiation and Contract

Negotiation doesn’t have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you’ll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.



Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Greedy vs. Generous

1	Device42	+97	DISTRIBUTION -- 3% 97%	17 REVIEWS
2	BelManage	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
3	Asset Panda	+79	DISTRIBUTION 7% 7% 86%	16 REVIEWS
4	ManageEngine AssetExplorer	+76	DISTRIBUTION 4% 17% 80%	34 REVIEWS
5	Ivanti Neurons for ITAM	+75	DISTRIBUTION -- 25% 75%	38 REVIEWS
6	ManageEngine Endpoint Central	+70	DISTRIBUTION 6% 17% 76%	49 REVIEWS
7	Asset Vision Workstation	+55	DISTRIBUTION 9% 27% 64%	27 REVIEWS
8	ServiceNow Asset Management	+50	DISTRIBUTION 22% 6% 72%	27 REVIEWS
	CATEGORY AVERAGE	+74	DISTRIBUTION 6% 14% 80%	

-	InvGate Assets	+84	DISTRIBUTION 8% -- 92%	9 REVIEWS
-	KACE	+3	DISTRIBUTION 37% 23% 40%	9 REVIEWS
-	Matrix42 DWM	+89	DISTRIBUTION -- 11% 89%	8 REVIEWS
-	xAssets Enterprise Platform	+83	DISTRIBUTION -- 17% 83%	7 REVIEWS
-	Softinventive Lab Network Inven...	+54	DISTRIBUTION -- 46% 54%	6 REVIEWS
-	Snow Software	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

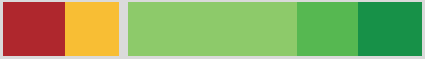
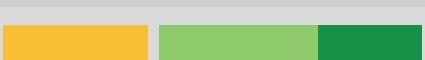
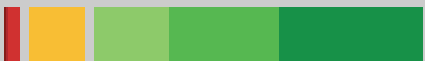
-	BOSSDesk	+89	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	Lansweeper	+86	DISTRIBUTION -- 14% 86%	9 REVIEWS

Emotional Footprint Details

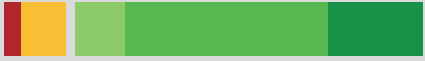
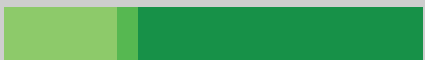
This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific “emotional spectrum” scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically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



Deceptive vs. Transparent

1	 Asset Panda	+93 	 DISTRIBUTION -- 7% 93%	16 REVIEWS	-	 InvGate Assets	+56 	 DISTRIBUTION 15% 13% 71%	9 REVIEWS
2	 D42 Device42	+88 	 DISTRIBUTION -- 12% 88%	17 REVIEWS	-	 KACE	+12 	 DISTRIBUTION 28% 32% 40%	9 REVIEWS
3	 BelManage	+88 	 DISTRIBUTION -- 12% 88%	28 REVIEWS	-	 Matrix42 DWM	+81 	 DISTRIBUTION -- 19% 81%	8 REVIEWS
4	 ManageEngine Endpoint Central	+82 	 DISTRIBUTION -- 18% 82%	49 REVIEWS	-	 xAssets Enterprise Platform	+100 	 DISTRIBUTION -- -- 100%	7 REVIEWS
5	 ManageEngine AssetExplorer	+79 	 DISTRIBUTION 4% 13% 83%	34 REVIEWS	-	 Softinventive Lab Network Inven...	+64 	 DISTRIBUTION -- 36% 64%	6 REVIEWS
6	 Ivanti Neurons for ITAM	+75 	 DISTRIBUTION 5% 15% 80%	38 REVIEWS	-	 Snow Software	+100 	 DISTRIBUTION -- -- 100%	5 REVIEWS
7	 Asset Vision Workstation	+71 	 DISTRIBUTION 11% 7% 82%	27 REVIEWS					
8	 ServiceNow Asset Management	+40 	 DISTRIBUTION 20% 20% 60%	27 REVIEWS					
CATEGORY AVERAGE		+78 	 DISTRIBUTION 4% 14% 82%						

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+81 	 DISTRIBUTION 4% 11% 85%	14 REVIEWS
-	 Lansweeper	+100 	 DISTRIBUTION -- -- 100%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE

NEUTRAL

POSITIVE

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

 -100 to +19

 +20 to +39

 +40 to +59

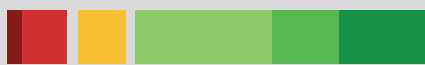
 +60 to +79

 +80 to +100

Over Promised vs. Over Delivered

1	 BelManage	+79 	 DISTRIBUTION 4% 13% 83%	28 REVIEWS	-	 InvGate Assets	+70 	 DISTRIBUTION 15% -- 85%	9 REVIEWS
2	 Asset Panda	+79 	 DISTRIBUTION 7% 7% 86%	16 REVIEWS	-	 KACE	-11 	 DISTRIBUTION 51% 9% 40%	9 REVIEWS
3	 ManageEngine Endpoint Central	+70 	 DISTRIBUTION 4% 22% 74%	49 REVIEWS	-	 Matrix42 DWM	+32 	 DISTRIBUTION 19% 30% 51%	8 REVIEWS
4	 D42 Device42	+66 	 DISTRIBUTION 3% 28% 69%	17 REVIEWS	-	 xAssets Enterprise Platform	+56 	 DISTRIBUTION 17% 10% 73%	7 REVIEWS
5	 ManageEngine AssetExplorer	+65 	 DISTRIBUTION 7% 21% 72%	34 REVIEWS	-	 Softinventive Lab Network Inven...	+43 	 DISTRIBUTION 21% 14% 64%	6 REVIEWS
6	 Ivanti Neurons for ITAM	+38 	 DISTRIBUTION 18% 26% 56%	38 REVIEWS	-	 Snow Software	+91 	 DISTRIBUTION -- 9% 91%	5 REVIEWS
7	 ServiceNow Asset Management	+37 	 DISTRIBUTION 26% 12% 63%	27 REVIEWS					
8	 Asset Vision Workstation	+21 	 DISTRIBUTION 23% 33% 44%	27 REVIEWS					
CATEGORY AVERAGE		+61 	 DISTRIBUTION 10% 19% 71%						

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+56 	 DISTRIBUTION 16% 12% 72%	14 REVIEWS
-	 Lansweeper	+76 	 DISTRIBUTION 12% -- 88%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVENEUTRALPOSITIVE

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

-100 to +19

+20 to +39

+40 to +59

+60 to +79

+80 to +100

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

1	 BelManage	+87 	DISTRIBUTION -- 13% 87%	28 REVIEWS	-	 InvGate Assets	+84 	DISTRIBUTION 8% -- 92%	9 REVIEWS
2	 Asset Panda	+86 	DISTRIBUTION 7% -- 93%	16 REVIEWS	-	 KACE	+3 	DISTRIBUTION 37% 23% 40%	9 REVIEWS
3	 Device42	+83 	DISTRIBUTION -- 17% 83%	17 REVIEWS	-	 Matrix42 DWM	+90 	DISTRIBUTION -- 10% 90%	8 REVIEWS
4	 ManageEngine Endpoint Central	+80 	DISTRIBUTION 2% 16% 82%	49 REVIEWS	-	 xAssets Enterprise Platform	+66 	DISTRIBUTION 17% -- 83%	7 REVIEWS
5	 ManageEngine AssetExplorer	+75 	DISTRIBUTION 8% 10% 83%	34 REVIEWS	-	 Softinventive Lab Network Inven...	+28 	DISTRIBUTION 36% -- 64%	6 REVIEWS
6	 Ivanti Neurons for ITAM	+62 	DISTRIBUTION 10% 18% 72%	38 REVIEWS	-	 Snow Software	+100 	DISTRIBUTION -- -- 100%	5 REVIEWS
7	 ServiceNow Asset Management	+57 	DISTRIBUTION 11% 21% 68%	27 REVIEWS					
8	 Asset Vision Workstation	+55 	DISTRIBUTION 13% 19% 68%	27 REVIEWS					
CATEGORY AVERAGE		+75 	DISTRIBUTION 6% 14% 81%						

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+82 	DISTRIBUTION 7% 4% 89%	14 REVIEWS					
-	 Lansweeper	+88 	DISTRIBUTION -- 12% 88%	9 REVIEWS					

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Hardball Tactics vs. Friendly Negotiation

1	Asset Panda	+100	DISTRIBUTION -- 100%	16 REVIEWS
2	ManageEngine Endpoint Central	+84	DISTRIBUTION -- 16% 84%	49 REVIEWS
3	BelManage	+79	DISTRIBUTION 6% 9% 85%	28 REVIEWS
4	D42 Device42	+77	DISTRIBUTION -- 23% 77%	17 REVIEWS
5	ManageEngine AssetExplorer	+73	DISTRIBUTION 8% 12% 81%	34 REVIEWS
6	Ivanti Neurons for ITAM	+72	DISTRIBUTION 2% 24% 74%	38 REVIEWS
7	ServiceNow Asset Management	+68	DISTRIBUTION 6% 21% 74%	27 REVIEWS
8	Asset Vision Workstation	+35	DISTRIBUTION 28% 8% 63%	27 REVIEWS
CATEGORY AVERAGE		+76	DISTRIBUTION 5% 14% 81%	

-	InvGate Assets	+77	DISTRIBUTION 8% 8% 85%	9 REVIEWS
-	KACE	+34	DISTRIBUTION 17% 32% 51%	9 REVIEWS
-	Matrix42 DWM	+69	DISTRIBUTION 10% 11% 79%	8 REVIEWS
-	xAssets Enterprise Platform	+57	DISTRIBUTION -- 43% 57%	7 REVIEWS
-	Softinventive Lab Network Inven...	+50	DISTRIBUTION 14% 21% 64%	6 REVIEWS
-	Snow Software	+91	DISTRIBUTION -- 9% 91%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+81	DISTRIBUTION 4% 11% 85%	14 REVIEWS
-	Lansweeper	+88	DISTRIBUTION -- 12% 88%	9 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE

NEUTRAL

POSITIVE

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

 -100 to +19

 +20 to +39

 +40 to +59

 +60 to +79

 +80 to +100

CATEGORY

Strategy and Innovation

Your vendor’s attitude toward innovation is important; if they aren’t at least keeping pace with market directions and trends, they certainly won’t be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they’ll support you to do the same.

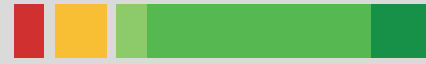


Emotional Footprint Details

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Roadblock To Innovation vs. Helps Innovate

1	 Device42	+100 	 DISTRIBUTION -- 100%	17 REVIEWS	-	 InvGate Assets	+71 	 DISTRIBUTION 8% 13% 79%	9 REVIEWS
2	 Ivanti Neurons for ITAM	+90 	 DISTRIBUTION -- 10% 90%	38 REVIEWS	-	 KACE	+27 	 DISTRIBUTION 6% 61% 33%	9 REVIEWS
3	 ManageEngine Endpoint Central	+88 	 DISTRIBUTION 2% 9% 90%	49 REVIEWS	-	 Matrix42 DWM	+79 	 DISTRIBUTION -- 21% 79%	8 REVIEWS
4	 Asset Panda	+88 	 DISTRIBUTION -- 13% 88%	16 REVIEWS	-	 xAssets Enterprise Platform	+57 	 DISTRIBUTION -- 43% 57%	7 REVIEWS
5	 BelManage	+85 	 DISTRIBUTION 2% 11% 87%	28 REVIEWS	-	 Softinventive Lab Network Inven...	+79 	 DISTRIBUTION -- 21% 79%	6 REVIEWS
6	 ManageEngine AssetExplorer	+84 	 DISTRIBUTION -- 16% 84%	34 REVIEWS	-	 Snow Software	+100 	 DISTRIBUTION -- 100%	5 REVIEWS
7	 ServiceNow Asset Management	+76 	 DISTRIBUTION 7% 10% 83%	27 REVIEWS					
8	 Asset Vision Workstation	+68 	 DISTRIBUTION 11% 11% 79%	27 REVIEWS					
CATEGORY AVERAGE		+86 	 DISTRIBUTION 2% 10% 88%						

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+93 	 DISTRIBUTION -- 7% 93%	14 REVIEWS
-	 Lansweeper	+91 	 DISTRIBUTION -- 9% 91%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Stagnant vs. Continually Improving

1	ManageEngine Endpoint Central	+84	DISTRIBUTION 2% 12% 86%	49 REVIEWS
2	Asset Panda	+81	DISTRIBUTION -- 19% 81%	16 REVIEWS
3	Device42	+79	DISTRIBUTION 7% 7% 86%	17 REVIEWS
4	ServiceNow Asset Management	+75	DISTRIBUTION 10% 5% 85%	27 REVIEWS
5	Ivanti Neurons for ITAM	+73	DISTRIBUTION 8% 11% 81%	38 REVIEWS
6	BelManage	+72	DISTRIBUTION 7% 14% 79%	28 REVIEWS
7	ManageEngine AssetExplorer	+70	DISTRIBUTION 7% 16% 77%	34 REVIEWS
8	Asset Vision Workstation	+52	DISTRIBUTION 17% 14% 69%	27 REVIEWS
CATEGORY AVERAGE		+75	DISTRIBUTION 6% 13% 81%	

-	InvGate Assets	+62	DISTRIBUTION 15% 8% 77%	9 REVIEWS
-	KACE	-15	DISTRIBUTION 48% 19% 33%	9 REVIEWS
-	Matrix42 DWM	+90	DISTRIBUTION -- 10% 90%	8 REVIEWS
-	xAssets Enterprise Platform	+73	DISTRIBUTION -- 27% 73%	7 REVIEWS
-	Softinventive Lab Network Inven...	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Snow Software	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+86	DISTRIBUTION -- 14% 86%	14 REVIEWS
-	Lansweeper	+88	DISTRIBUTION -- 12% 88%	9 REVIEWS

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



1	ManageEngine Endpoint Central	+95	 DISTRIBUTION -- 5% 95%	49 REVIEWS
2	Device42	+80	 DISTRIBUTION -- 20% 80%	17 REVIEWS
3	BelManage	+77	 DISTRIBUTION 4% 15% 81%	28 REVIEWS
4	ManageEngine AssetExplorer	+76	 DISTRIBUTION 5% 14% 81%	34 REVIEWS
5	ServiceNow Asset Management	+71	 DISTRIBUTION 9% 11% 80%	27 REVIEWS
6	Ivanti Neurons for ITAM	+66	 DISTRIBUTION 6% 22% 72%	38 REVIEWS
7	Asset Panda	+63	 DISTRIBUTION 6% 25% 69%	16 REVIEWS
8	Asset Vision Workstation	+42	 DISTRIBUTION 17% 24% 59%	27 REVIEWS
CATEGORY AVERAGE		+75	 DISTRIBUTION 5% 15% 80%	

-	InvGate Assets	+77	 DISTRIBUTION 8% 8% 85%	9 REVIEWS
-	KACE	+10	 DISTRIBUTION 23% 45% 33%	9 REVIEWS
-	Matrix42 DWM	+89	 DISTRIBUTION -- 11% 89%	8 REVIEWS
-	xAssets Enterprise Platform	+90	 DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+61	 DISTRIBUTION -- 39% 61%	6 REVIEWS
-	Snow Software	+81	 DISTRIBUTION -- 19% 81%	5 REVIEWS

-	BOSSDesk	+93	 DISTRIBUTION -- 7% 93%	14 REVIEWS
-	Lansweeper	+88	 DISTRIBUTION -- 12% 88%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Leverages Incumbent Status vs. Appreciates Incumbent Status

1	Device42	+93	 DISTRIBUTION -- 7% 93%	17 REVIEWS
2	Asset Panda	+87	 DISTRIBUTION -- 13% 87%	16 REVIEWS
3	BelManage	+82	 DISTRIBUTION -- 18% 82%	28 REVIEWS
4	ServiceNow Asset Management	+80	 DISTRIBUTION 5% 10% 85%	27 REVIEWS
5	ManageEngine Endpoint Central	+79	 DISTRIBUTION -- 21% 79%	49 REVIEWS
6	ManageEngine AssetExplorer	+77	 DISTRIBUTION 5% 13% 82%	34 REVIEWS
7	Ivanti Neurons for ITAM	+74	 DISTRIBUTION 7% 12% 81%	38 REVIEWS
8	Asset Vision Workstation	+58	 DISTRIBUTION 11% 20% 69%	27 REVIEWS
CATEGORY AVERAGE		+79	 DISTRIBUTION 3% 15% 82%	

-	InvGate Assets	+84	 DISTRIBUTION 8% -- 92%	9 REVIEWS
-	KACE	-8	 DISTRIBUTION 41% 26% 33%	9 REVIEWS
-	Matrix42 DWM	+69	 DISTRIBUTION 10% 11% 79%	8 REVIEWS
-	xAssets Enterprise Platform	+90	 DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+64	 DISTRIBUTION -- 36% 64%	6 REVIEWS
-	Snow Software	+91	 DISTRIBUTION -- 9% 91%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+93	 DISTRIBUTION -- 7% 93%	14 REVIEWS
-	Lansweeper	+88	 DISTRIBUTION -- 12% 88%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Despised vs. Inspiring

1	Device42	+90	DISTRIBUTION -- 10% 90%	17 REVIEWS
2	ManageEngine Endpoint Central	+89	DISTRIBUTION 2% 7% 91%	49 REVIEWS
3	BelManage	+87	DISTRIBUTION -- 13% 87%	28 REVIEWS
4	ManageEngine AssetExplorer	+82	DISTRIBUTION -- 18% 82%	34 REVIEWS
5	ServiceNow Asset Management	+76	DISTRIBUTION 5% 14% 81%	27 REVIEWS
6	Asset Panda	+75	DISTRIBUTION -- 25% 75%	16 REVIEWS
7	Ivanti Neurons for ITAM	+69	DISTRIBUTION 2% 28% 71%	38 REVIEWS
8	Asset Vision Workstation	+30	DISTRIBUTION 28% 14% 58%	27 REVIEWS
CATEGORY AVERAGE		+79	DISTRIBUTION 3% 15% 82%	

-	InvGate Assets	+70	DISTRIBUTION 15% -- 85%	9 REVIEWS
-	KACE	+38	DISTRIBUTION 14% 34% 52%	9 REVIEWS
-	Matrix42 DWM	+49	DISTRIBUTION 21% 10% 70%	8 REVIEWS
-	xAssets Enterprise Platform	+90	DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Snow Software	+91	DISTRIBUTION -- 9% 91%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+86	DISTRIBUTION 7% -- 93%	14 REVIEWS
-	Lansweeper	+88	DISTRIBUTION -- 12% 88%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

Negative

Neutral

Positive

%

POSITIVE

-

%

NEGATIVE

=

EMOTIONAL FOOTPRINT

 -100 to +19

 +20 to +39

 +40 to +59

 +60 to +79

 +80 to +100

CATEGORY

Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you’ll need to carry.



Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4

-3

-2

-1

+1

+2

+3

+4

NEGATIVE NEUTRAL POSITIVE

+

%

-

-

%

=

EMOTIONAL FOOTPRINT

-100 to +19

+20 to +39

+40 to +59

+60 to +79

+80 to +100

Unreliable vs. Reliable

1	 BelManage	+100 	DISTRIBUTION -- 100%	28 REVIEWS
2	 Asset Panda	+100 	DISTRIBUTION -- 100%	16 REVIEWS
3	 D42 Device42	+94 	DISTRIBUTION -- 6% 94%	17 REVIEWS
4	 ManageEngine Endpoint Central	+87 	DISTRIBUTION 3% 7% 90%	49 REVIEWS
5	 ManageEngine AssetExplorer	+86 	DISTRIBUTION 2% 10% 88%	34 REVIEWS
6	 ServiceNow Asset Management	+85 	DISTRIBUTION 5% 5% 90%	27 REVIEWS
7	 Ivanti Neurons for ITAM	+83 	DISTRIBUTION 2% 13% 85%	38 REVIEWS
8	 Asset Vision Workstation	+35 	DISTRIBUTION 21% 23% 56%	27 REVIEWS
	CATEGORY AVERAGE	+87 	DISTRIBUTION 3% 7% 90%	

-	 InvGate Assets	+84 	DISTRIBUTION 8% -- 92%	9 REVIEWS
-	 KACE	+46 	DISTRIBUTION 14% 26% 60%	9 REVIEWS
-	 Matrix42 DWM	+90 	DISTRIBUTION -- 10% 90%	8 REVIEWS
-	 xAssets Enterprise Platform	+90 	DISTRIBUTION -- 10% 90%	7 REVIEWS
-	 Softinventive Lab Network Inven...	+100 	DISTRIBUTION -- 100%	6 REVIEWS
-	 Snow Software	+100 	DISTRIBUTION -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+93 	DISTRIBUTION -- 7% 93%	14 REVIEWS
-	 Lansweeper	+100 	DISTRIBUTION -- 100%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Restricts Productivity vs. Enables Productivity

1	D42 Device42	+94 😄	DISTRIBUTION -- 6% 94%	17 REVIEWS	-	InvGate Assets	+62 😊	DISTRIBUTION 15% 8% 77%	9 REVIEWS	
2	Asset Panda	+94 😄	DISTRIBUTION -- 6% 94%	16 REVIEWS	-	KACE	+46 😐	DISTRIBUTION 14% 26% 60%	9 REVIEWS	
3	BelManage	+91 😄	DISTRIBUTION -- 9% 91%	28 REVIEWS	-	Matrix42 DWM	+89 😄	DISTRIBUTION -- 11% 89%	8 REVIEWS	
4	ManageEngine Endpoint Central	+89 😄	DISTRIBUTION 3% 5% 92%	49 REVIEWS	-	xAssets Enterprise Platform	+57 😐	DISTRIBUTION -- 43% 57%	7 REVIEWS	
5	ManageEngine AssetExplorer	+88 😄	DISTRIBUTION -- 12% 88%	34 REVIEWS	-	Softinventive Lab Network Inven...	+72 😊	DISTRIBUTION 14% -- 86%	6 REVIEWS	
6	ServiceNow Asset Management	+81 😄	DISTRIBUTION 7% 5% 88%	27 REVIEWS	-	Snow Software	+100 😄	DISTRIBUTION -- -- 100%	5 REVIEWS	
7	Ivanti Neurons for ITAM	+76 😊	DISTRIBUTION 5% 14% 81%	38 REVIEWS						
8	Asset Vision Workstation	+61 😊	DISTRIBUTION 16% 7% 77%	27 REVIEWS						
	CATEGORY AVERAGE	+86 😄	DISTRIBUTION 3% 8% 89%							

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+93 😊	DISTRIBUTION -- 7% 93%	14 REVIEWS
-	Lansweeper	+100 😄	DISTRIBUTION -- -- 100%	9 REVIEWS

Emotional Footprint Details

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Performance Restricting vs. Performance Enhancing

1	 Asset Panda	+94 	DISTRIBUTION -- 6% 94%	16 REVIEWS
2	 Device42	+92 	DISTRIBUTION 3% 3% 95%	17 REVIEWS
3	 BelManage	+92 	DISTRIBUTION 3% 2% 95%	28 REVIEWS
4	 ManageEngine Endpoint Central	+90 	DISTRIBUTION 2% 7% 92%	49 REVIEWS
5	 ServiceNow Asset Management	+81 	DISTRIBUTION 7% 5% 88%	27 REVIEWS
6	 Ivanti Neurons for ITAM	+78 	DISTRIBUTION 4% 14% 82%	38 REVIEWS
7	 ManageEngine AssetExplorer	+77 	DISTRIBUTION 5% 12% 82%	34 REVIEWS
8	 Asset Vision Workstation	+54 	DISTRIBUTION 18% 10% 72%	27 REVIEWS
	CATEGORY AVERAGE	+84 	DISTRIBUTION 4% 7% 88%	

-	 InvGate Assets	+84 	DISTRIBUTION 8% -- 92%	9 REVIEWS
-	 KACE	+38 	DISTRIBUTION 14% 34% 52%	9 REVIEWS
-	 Matrix42 DWM	+89 	DISTRIBUTION -- 11% 89%	8 REVIEWS
-	 xAssets Enterprise Platform	+74 	DISTRIBUTION -- 26% 74%	7 REVIEWS
-	 Softinventive Lab Network Inven...	+57 	DISTRIBUTION 14% 14% 71%	6 REVIEWS
-	 Snow Software	+81 	DISTRIBUTION -- 19% 81%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	 BOSSDesk	+89 	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	 Lansweeper	+100 	DISTRIBUTION -- -- 100%	9 REVIEWS

Emotional Footprint Details

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

EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

%- % = EMOTIONAL FOOTPRINT

POSITIVENEGATIVE

-100 to +19+20 to +39+40 to +59+60 to +79+80 to +100

Commodity Features vs. Unique Features

1	Device42	+86	DISTRIBUTION -- 14% 86%	17 REVIEWS
2	ServiceNow Asset Management	+85	DISTRIBUTION 3% 9% 88%	27 REVIEWS
3	BelManage	+83	DISTRIBUTION 2% 13% 85%	28 REVIEWS
4	Asset Panda	+81	DISTRIBUTION -- 19% 81%	16 REVIEWS
5	ManageEngine Endpoint Central	+77	DISTRIBUTION 5% 14% 82%	49 REVIEWS
6	ManageEngine AssetExplorer	+73	DISTRIBUTION 11% 5% 84%	34 REVIEWS
7	Ivanti Neurons for ITAM	+73	DISTRIBUTION 8% 11% 81%	38 REVIEWS
8	Asset Vision Workstation	+62	DISTRIBUTION 14% 9% 76%	27 REVIEWS
CATEGORY AVERAGE		+78	DISTRIBUTION 5% 12% 83%	

-	InvGate Assets	+77	DISTRIBUTION 8% 8% 85%	9 REVIEWS
-	Matrix42 DWM	+79	DISTRIBUTION -- 21% 79%	8 REVIEWS
-	xAssets Enterprise Platform	+90	DISTRIBUTION -- 10% 90%	7 REVIEWS
-	Softinventive Lab Network Inven...	+100	DISTRIBUTION -- -- 100%	6 REVIEWS
-	Snow Software	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+89	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	Lansweeper	+82	DISTRIBUTION 9% -- 91%	9 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4-3-2-1+1+2+3+4

NEGATIVENEUTRALPOSITIVE

% - % =

POSITIVENEGATIVE

EMOTIONAL FOOTPRINT

-100 to +19

+20 to +39

+40 to +59

+60 to +79

+80 to +100

Security Frustrates vs. Security Protects

1	D42Device42	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
2	Asset Panda	+93	DISTRIBUTION -- 7% 93%	16 REVIEWS
3	ServiceNow Asset Management	+83	DISTRIBUTION 2% 12% 85%	27 REVIEWS
4	BelManage	+78	DISTRIBUTION 5% 12% 83%	28 REVIEWS
5	ManageEngine Endpoint Central	+74	DISTRIBUTION 2% 22% 76%	49 REVIEWS
6	Ivanti Neurons for ITAM	+73	DISTRIBUTION 4% 20% 77%	38 REVIEWS
7	ManageEngine AssetExplorer	+70	DISTRIBUTION 9% 13% 79%	34 REVIEWS
8	Asset Vision Workstation	+56	DISTRIBUTION 17% 10% 73%	27 REVIEWS
CATEGORY AVERAGE		+79	DISTRIBUTION 4% 13% 83%	

-	InvGate Assets	+70	DISTRIBUTION 15% -- 85%	9 REVIEWS
-	KACE	+12	DISTRIBUTION 21% 46% 33%	9 REVIEWS
-	Matrix42 DWM	+89	DISTRIBUTION -- 11% 89%	8 REVIEWS
-	xAssets Enterprise Platform	+73	DISTRIBUTION -- 27% 73%	7 REVIEWS
-	Softinventive Lab Network Inven...	+86	DISTRIBUTION -- 14% 86%	6 REVIEWS
-	Snow Software	+100	DISTRIBUTION -- -- 100%	5 REVIEWS

PRODUCTS WITH INSUFFICIENT DATA

-	BOSSDesk	+77	DISTRIBUTION 4% 14% 81%	14 REVIEWS
-	Lansweeper	+79	DISTRIBUTION -- 21% 79%	9 REVIEWS