G2 Report 2023

ninjaOne®

NinjaOne RMM –
Rated #1 in G2 since
Summer, 2019

About G2 Software Grid® Scoring

In G2's Summer 2023 Report, NinjaOne is consistently ranked as the leader across a field of 25+ vendors.

Products shown on the Mid-Market Grid® for RMM have received a minimum of 10 reviews/ratings gathered by June 7, 2023. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact).

Niche
Relatively low satisfaction scores and low market presence

Contenders
Relatively low satisfaction scores and high market presence

High Performers
High customer satisfaction scores but low market presence

Market Leaders
High customer satisfaction scores and high market presence

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NinjaOne RMM Rated #1

17 consecutive quarters as #1.
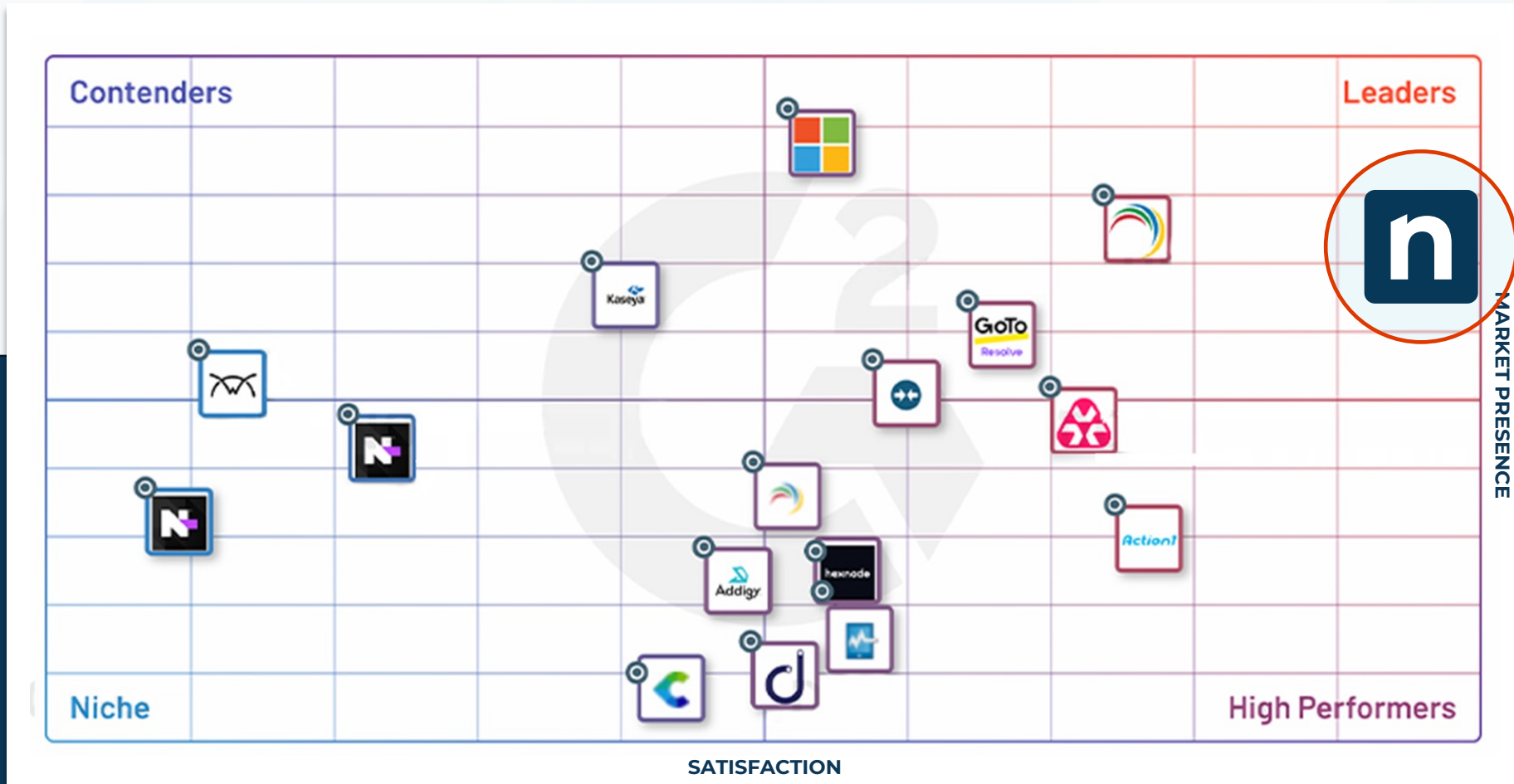
G2 Leader SUMMER 2023

2019 | 2020 | 2021 | 2022 | 2023

Leader SUMMER 2019
Leader FALL 2019
Leader WINTER 2020
Leader SPRING 2020
Leader SUMMER 2020
Leader FALL 2020
Leader WINTER 2021
Leader SPRING 2021
Leader SUMMER 2021
Leader FALL 2021
Leader WINTER 2022
Leader SPRING 2022
Leader SUMMER 2022
Leader FALL 2022
Leader WINTER 2023
Leader SPRING 2023
Leader SUMMER 2023

NinjaOne Rated the #1 RMM
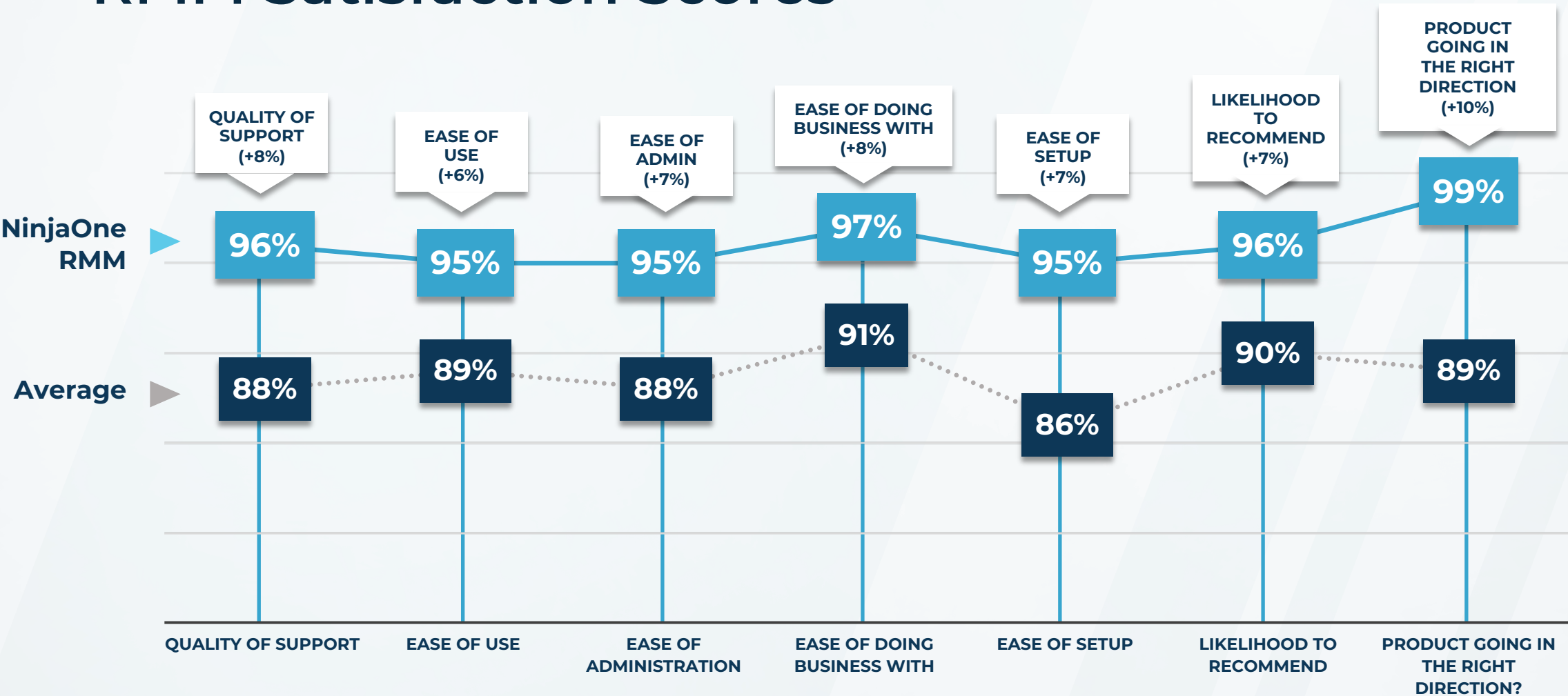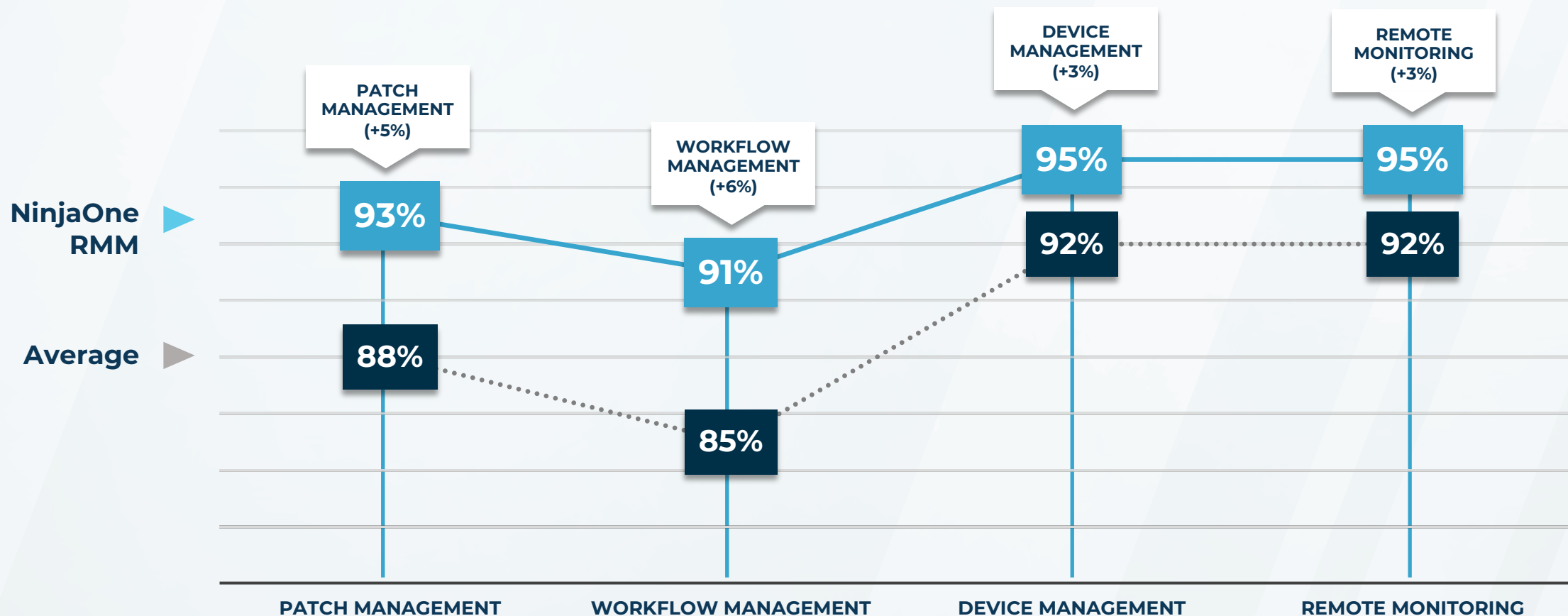
RMM Satisfaction Score:

Quality of Support

96% | vs. average of 88%

"

I really enjoy working with a vendor that feels like an extension of my team. It is easy to work with support. When opening a case, I can get on a call with support and have the issue resolved quickly.

"

Darrel K.
Mid-Market MSP

NinjaOne Support has a **98% CSAT score** with typical response times of about 30 minutes. Support, on-boarding, and training are always free and unlimited.

RMM Satisfaction Score:

Ease of Use

95% | vs. average of 89%

> *The ease of use on the NinjaOne dashboards was a good change from SolarWinds [N-able]. Big fan of the backup solution they offer and the built-in ticketing/systray are our most used features.*

Lance B.
Mid-Market

In a January survey of all NinjaOne MSP customers, 66% reported they were able to train technicians in **under 3 hours.**

#1 OVERALL

RMM Satisfaction Score:

Ease of Admin

95% | vs. average of 88%

" *It has a glanceable, informative dashboard that gives me a heads-up on where my systems are status-wise. Additionally, remediations for issues are conveniently located within the notification area, so an admin doesn't have to navigate through an entire product to start addressing issues.* "

Martin S.
Mid-Market MSP

62% of NinjaOne MSPs report that their technicians can now handle **100+ additional endpoints per tech.**

RMM Satisfaction Score:

Ease of Doing Business With

97% | vs. average of 91%

The dashboard is very intuitive and there is a great community. I especially love how the Ninja team listens to the community and works on patches and feature upgrades based on user feedback.
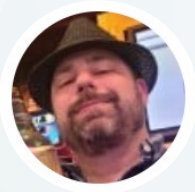
Rudy S.
IT Manager
Mid-Market MSP

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"Ninja has a great dev team, incredible support, a fantastic community in the Dojo and Discord, wonderful, passionate product leads, and a grade-A product."

— **Ian C.** Business Owner

RMM Satisfaction Score:

Ease of Setup

95% | vs. average of 86%

" *Set up & use out of the box took next to nothing. All the tools are easily accessible from the dashboard. And the extra configurations available tune it for a great all-around experience.* "

Jessica B.
IT Supervisor
Mid-Market MSP

Our January MSP survey reported that 92% of customers were fully operational in **under 1 month.**

RMM Satisfaction Score:

Likelihood to Recommend

96% | vs. average of 90%

" *NinjaRMM is consistently bringing good features to our RMM platform that allow us to continually grow our level of support for our clients. The support and feedback is always personal and easy to resolve any issues or provide ideas.* "

George B.
Managing Director, IT & Services
Small Business

NinjaOne has a Net Promoter **Score of 90** on G2!

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RMM Satisfaction Score:

Product Going in the Right Direction

99% | vs. average of 89%

" *Great product and a great company. The company continually adds new features requested by the community.* "

Deal L.
Mid-Market Business

"Been using them for years and will for years to come."

— **Aaron V.,** Mid-market

The NinjaOne Platform

The NinjaOne Unified IT Management gives MSPs everything they need to deliver powerful, profitable, and efficient IT services. Our platform was built from the ground up by our own developers, not by bolting on acquired solutions.

Our team continuously innovates, adding major new capabilities as well as enhancing features, guided by the input we receive from our customers.
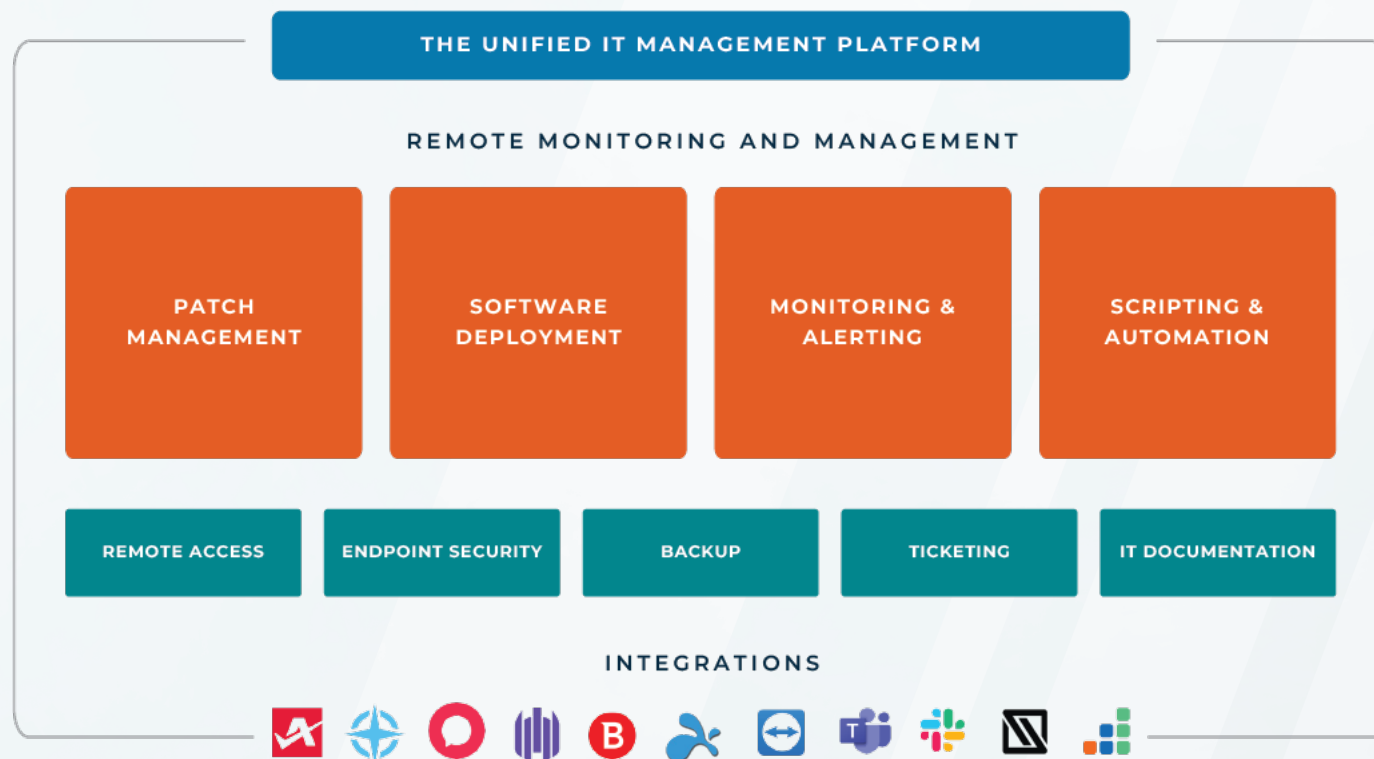
The NinjaOne Difference

Fast to learn, easy to use, and highly responsive single-pane interface

Easy to work with - #1 rated customer support, unlimited free training and onboarding

Simple to automate tasks so your team can manage far more devices per technician

Integrates with dozens of PSA, EDR, SSO, AV, remote access, and other tools you're already using

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