



Winter Report 2024

Remote Monitoring & Management

NinjaOne RMM is Rated #1

Almost 5 Straight Years

ninjaOne®



In G2's Winter 2024 Report, NinjaOne is consistently ranked as the leader across a field of 50+ vendors.



The products featured on the G2 Software Grid® have garnered a minimum of 10 reviews/ratings, based on data collected as of November 21, 2023



Market Leaders

High customer satisfaction scores and high market presence



High Performers

High customer satisfaction scores but low market presence



Contenders

Relatively low satisfaction scores and high market presence



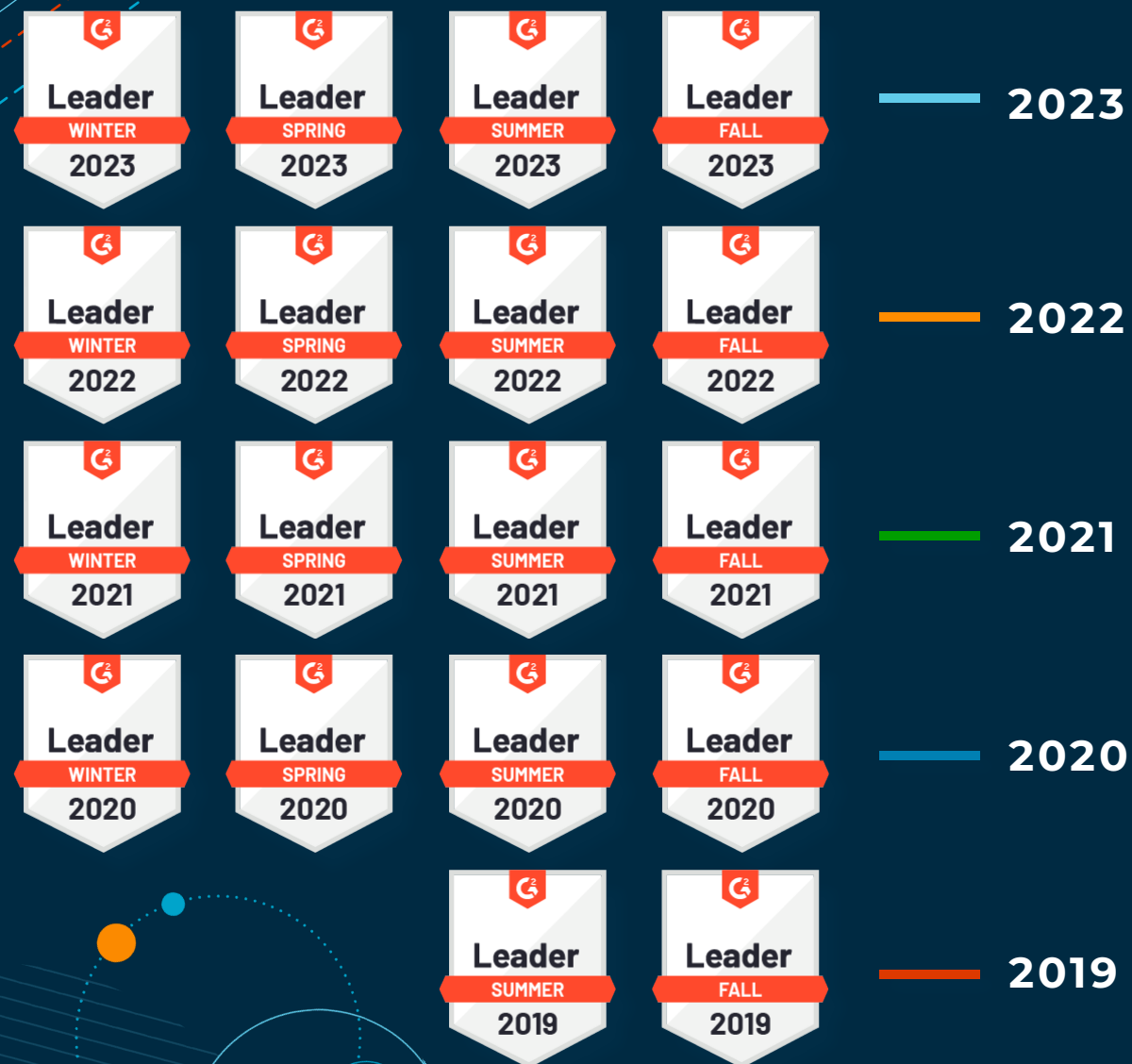
Niche

Relatively low satisfaction scores and low market presence



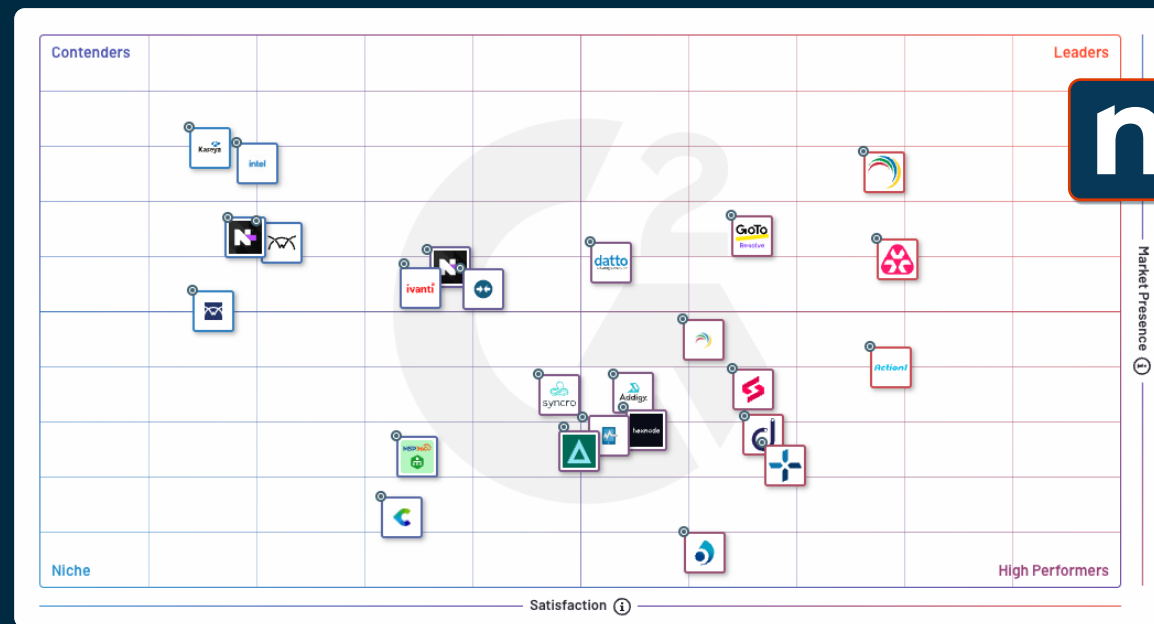


NinjaOne
RMM Rated #1
by Customers 19
consecutive quarters





NinjaOne RMM is Rated #1 Overall and in User Satisfaction



Grid for RMM Software Winter 2024



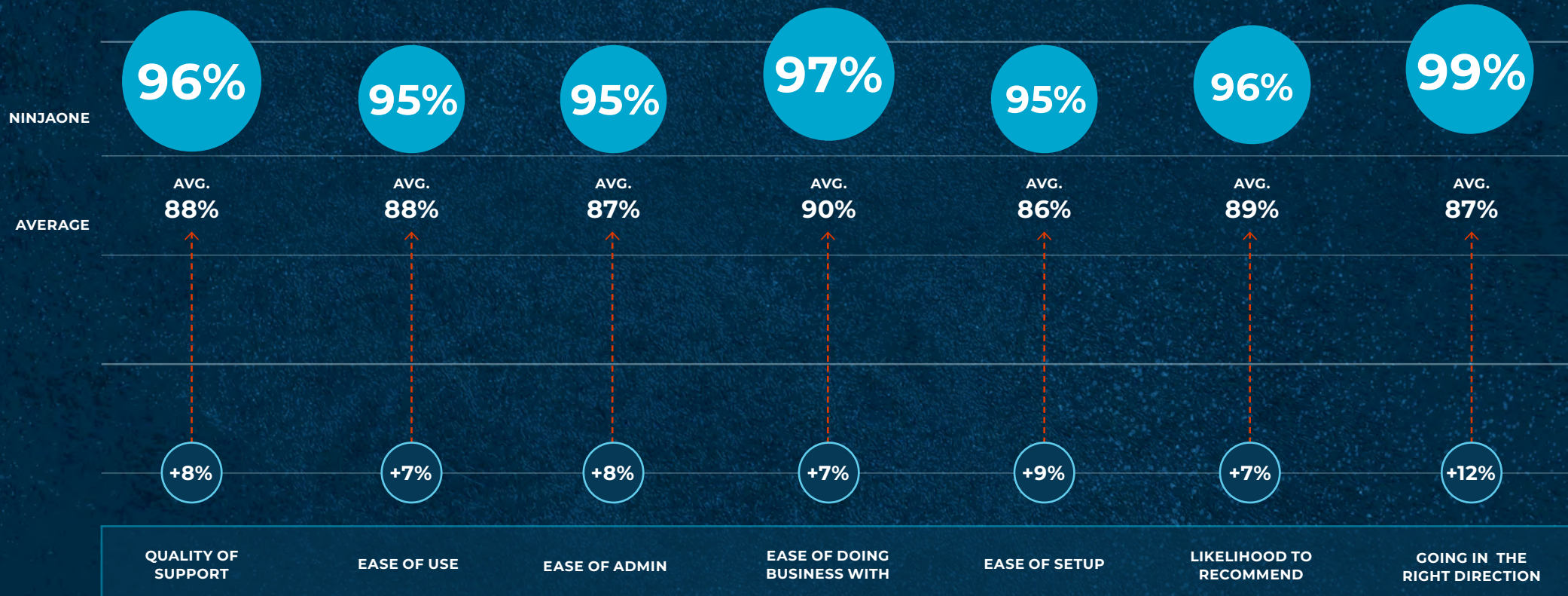
NinjaOne is also
Rated #1 in the
EMEA region!

"It only took two days to switch to NinjaOne, our customers didn't notice a thing. After switching to NinjaOne, we spend a fraction on admin work and training compared to before. I now have more time to meet with customers and our technicians have more time to spend on projects."

Ulf Ringdahl, COO, Rdata

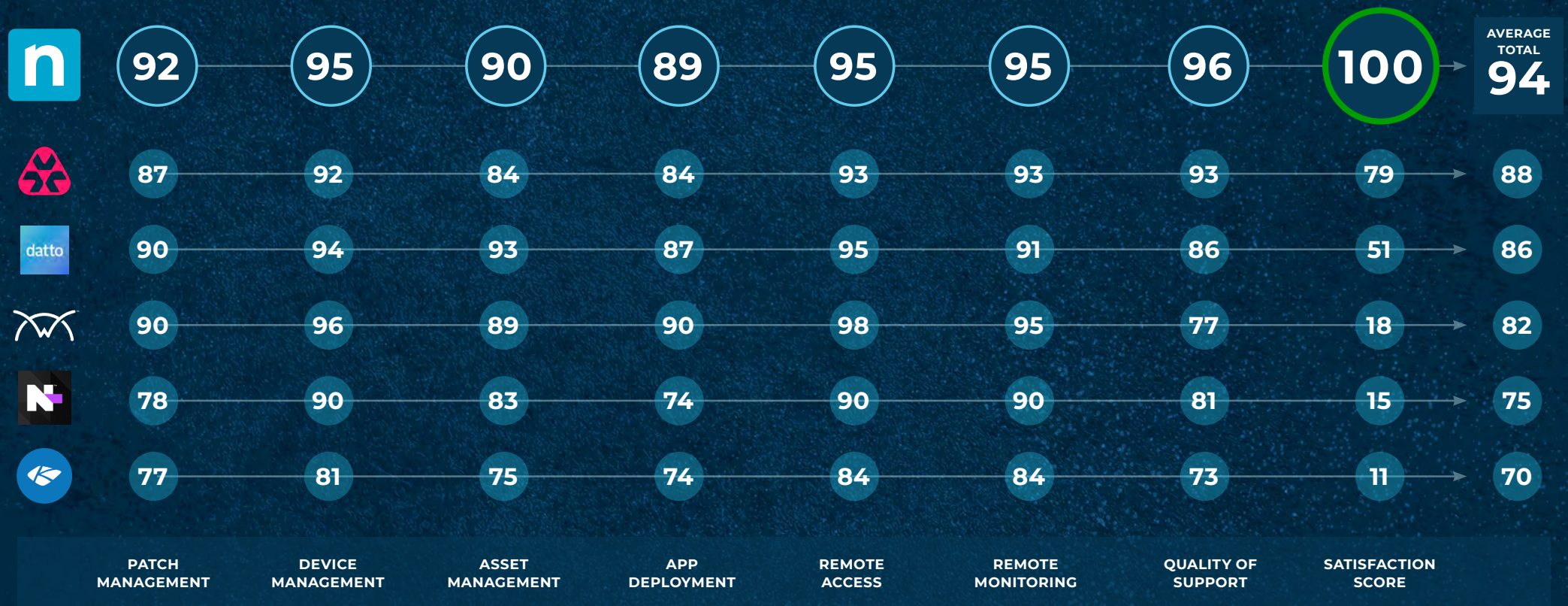


RMM Satisfaction Scores





NinjaOne #1 in Feature and Satisfaction Ratings



NinjaOne RMM Satisfaction Score

PRODUCT GOING IN THE RIGHT DIRECTION

99%

vs. average of 87%

"The fact that NinjaOne is not only constantly putting out new features, but also **has a visible road map of what's being worked on, what's coming up, and allows users to submit ideas** and vote for what's important to them is incredible."

Josh Muehlman, Computer Technology Solutions



Introduced in September

Rapid Innovation Driven from Customer Input

NinjaOne actively solicits suggestions and feedback from customers to ensure all aspects of our platform continue to meet and exceed expectations. On the following pages are new features that rolled out to our customers in just the last few months – all developed to make automation easier, reduce patch time, provide better estate visibility, and most of all, save time.



NinjaOne RMM Satisfaction Score

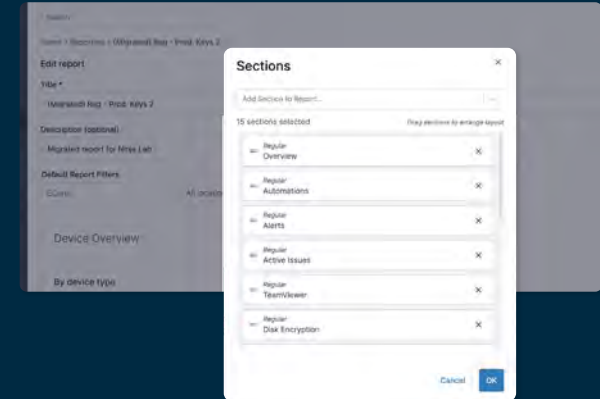
QUALITY OF SUPPORT

96%

vs. average of 88%

"I really enjoy working with a vendor that feels like an extension of my team. **My account manager is super responsive and gets things done.**"

Daryll King, Technology Group Solutions



Introduced in November

Completely Updated Reporting

NinjaOne Reporting was radically improved to help IT teams consolidate any device information, filtered as needed, into completely customizable tabular or graphical reports. Tell the story, show your value, or provide detailed information with more clarity than ever.



NinjaOne RMM Satisfaction Score

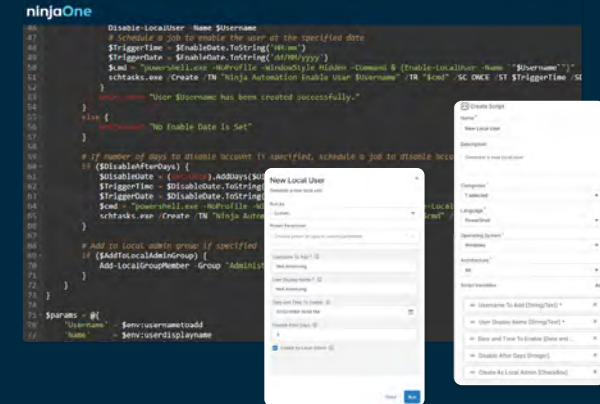
EASE OF USE

95%

vs. average of 88%

"NinjaOne is a fantastic tool that has helped us simplify and implement our RMM tool. It has a great UI and does not require us to have a full-time administrator dedicated just to the management and care of our RMM."

Alex Beauchamp, Partner, eMDTec



Introduced in September

Dynamic Script Forms

Focusing on automation – the key to MSP growth -- Dynamic Script Forms allow technicians of any skill level to create and deploy customized versions of automation scripts without touching the script code.



NinjaOne Patch Management Score

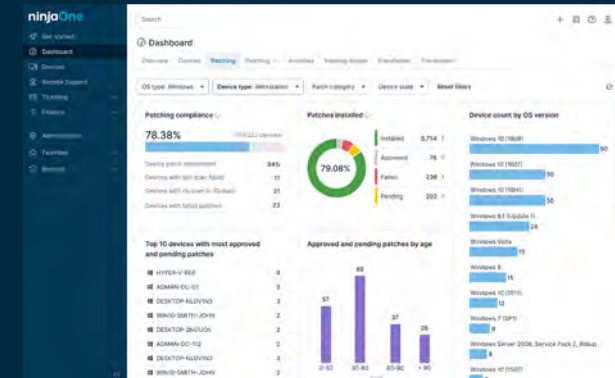
#1

Out of a field of 70 vendors,
NinjaOne is rated #1

"NinjaOne's patch management just works"

There are no complex policies to setup,
just a simple config screen."

Aaron Musgravce, Motorad USA



Introduced in September

Patch Management Dashboard

NinjaOne makes it easy for MSPs to automate patch management so vulnerabilities can be closed quickly, reducing risk. Making it easier see the status of all patches and devices, we introduced a new patching dashboard in the fall.



NinjaOne RMM Satisfaction Score

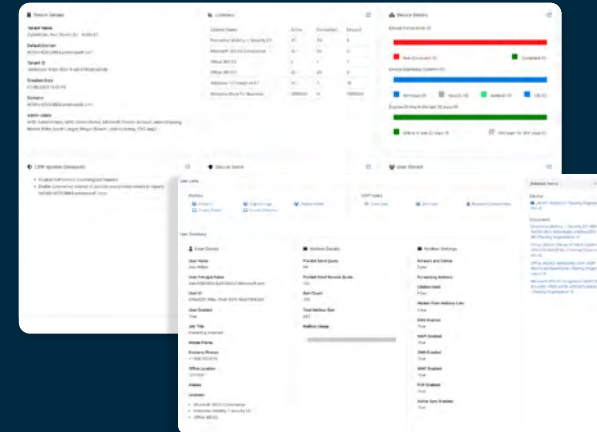
EASE OF ADMIN

95%

vs. average of 87%

"NinjaOne has an intuitive, easy-to-use interface, our staff pick it up very quickly. Our technicians spend more time providing exceptional support to clients instead of learning and managing our RMM."

Evan Oberman, CTO at Business Cloud.CA



Introduced in September

Integration with CIPP

MSPs that use CyberDrain Improved Partner Portal (CIPP) to manage their Microsoft 365 devices and tenants can now use CIPP from within their NinjaOne console, offering single-pane convenience and time savings.

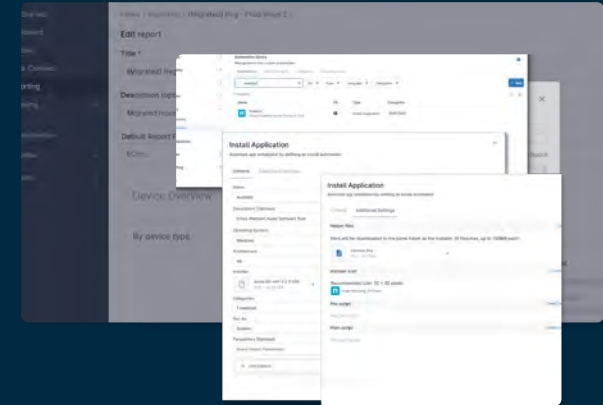
NinjaOne RMM Satisfaction Score
EASE OF DOING BUSINESS WITH

97%

vs. average of 90%

"NinjaOne constantly adds new features, has all the integrations we want, and works with third parties well, giving us the flexibility we need to choose the right stack components to service our customers."

Timothy Carroll, Benchmark Network Solutions



Introduced in September

Software Package Repository

Customers wanted a way to package up all the elements needed to perform complex software installations into re-usable packages that technicians of any skill level could deploy. These Software Packages are stored in a handy Automation Library, with custom names and icons, ready to be executed at any time.



NinjaOne RMM Satisfaction Score
LIKELIHOOD TO RECOMMEND

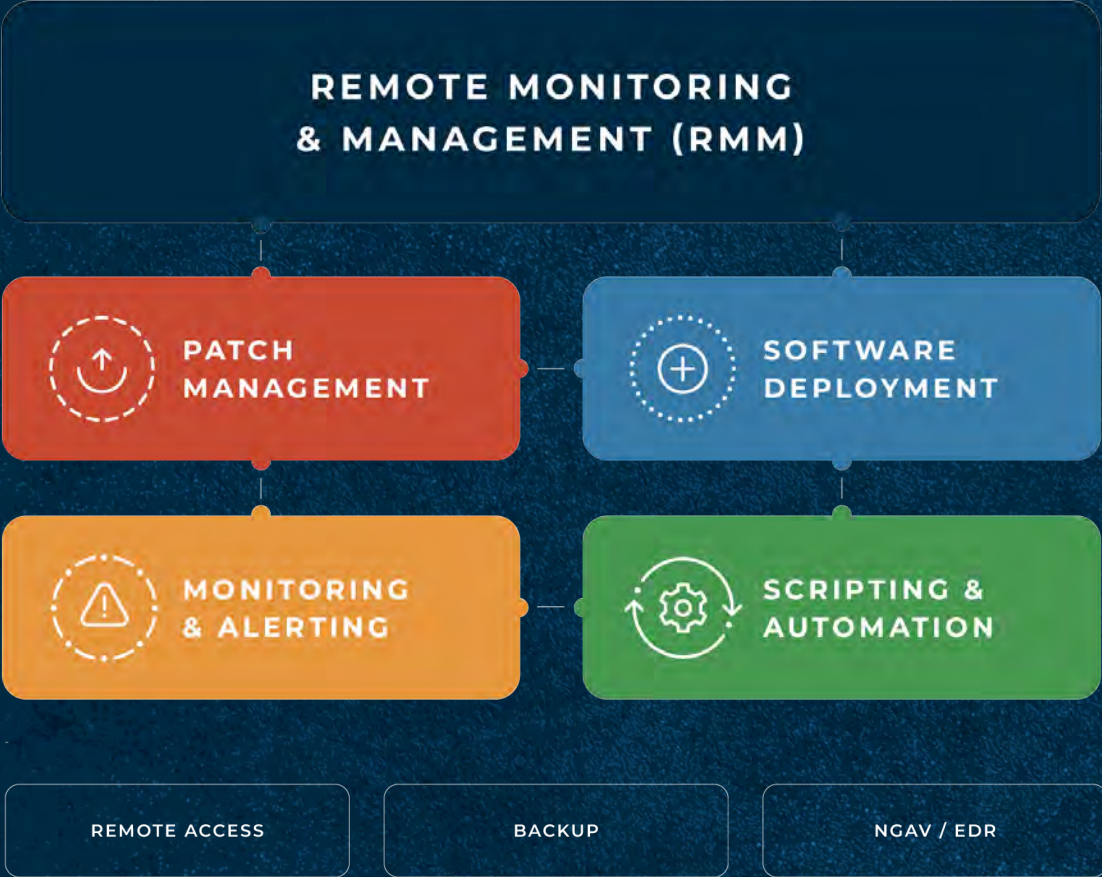
96%

vs. average of 89%

"The blend of ease of use, outstanding support, and constant innovation, coupled with its **seamless integration into daily workflows,** **makes NinjaOne highly recommended."**

Jordan Doyle, Keystone Technology

Unified IT Management Platform



The NinjaOne Platform

The NinjaOne Unified IT Management gives MSPs everything they need to deliver powerful, profitable, and efficient IT services. Our cloud-native platform was built from the ground up to be fast, easy to use, and incredibly powerful with automation capabilities that will save time from day one. Constant innovation, driven by our customers and unlimited, free best-in-industry support are two of the reasons our customers have rated the NinjaOne RMM #1 for almost 5 years.



The NinjaOne Difference

- Fast to learn, easy to use, and highly responsive singlepane 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

ninjaOne®