GUIDE TO
MSP
SOFTWARE
2020

ninja
RMM

TABLE OF
CONTENTS

READ THIS FIRST

SOURCES
The following ratings were collected from third-party review sites G2 and Capterra in early July 2020.

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 MSP 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 that are geared specifically toward MSPs 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.

PRODUCT RATINGS

RMM

Remote monitoring and management (RMM) solutions represent one of the two central pillars of MSP software. They power many aspects of client service and support, including proactive monitoring, maintenance, and troubleshooting. RMMs allow MSPs to streamline and automate these tasks, and in turn provide more efficient, scalable services. Many RMMs also integrate with backup, security, remote desktop, and other solutions in order to provide MSPs with the ability to manage everything from a single pane of glass.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
NINJARMM		**4.8** ★★★★★	9.4	9.6	9.5	9.7	**4.9** ★★★★★	4.9	4.9
SOLARWINDS N-CENTRAL		**4.4** ★★★★☆	8.7	7.5	7.7	8.1	**3.8** ★★★★☆	3.4	3
SOLARWINDS RMM formerly LogicNow		**4.2** ★★★★☆	8.7	8.3	8.5	8.1	**4.4** ★★★★☆	4.3	4.2
LOGMEIN CENTRAL		**4.2** ★★★★☆	9.1	8.9	8.9	8.4	**4.5** ★★★★☆	4.4	4.1
DATTO RMM formerly AEM		**4.1** ★★★★☆	8.9	6.3	7.2	7.7	**N/A**	N/A	N/A
CONNECTWISE AUTOMATE formerly LabTech		**4.0** ★★★★☆	8.7	6.8	7.7	7.8	**4.4** ★★★★☆	4.3	4.2
KASEYA VSA		**4.0** ★★★★☆	8.6	7.1	7.8	7.4	**4.1** ★★★★☆	3.6	3.6
MANAGEENGINE DESKTOP CENTRAL MSP		**3.7** ★★★★☆	-	6.7	6.1	8.3	**4.7** ★★★★★	4.7	4.5
ITARIAN RMM formerly Comodo One		**3.3** ★★★☆☆	-	-	-	-	**-**	-	-

PSA

Professional Services Automation (PSA) solutions represent the other central pillar of MSP software. Whereas RMMs power the technical side of service delivery, PSAs power things on the business side — helping with client management, billing, reporting, and more. One of the big benefits of a PSA is it can bring aspects of a variety of systems (ticketing, invoicing, etc.) under one roof

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
ACCELO		4.4 ★★★★⯪	9.2	8.0	8.8	9.2	4.4 ★★★★⯪	4.1	4.4
SHERPADESK		4.3 ★★★★⯪	8.8	8.3	8.7	8.4	4.8 ★★★★★	4.7	4.9
KASEYA BMS formerly Vortex		4.3 ★★★★⯪	8.1	7.9	8.0	6.8	4.1 ★★★★☆	4.0	3.8
MANAGEENGINE SERVICEDESK PLUS		4.2 ★★★★☆	8.5	8.0	8.4	7.9	4.3 ★★★★⯪	4.2	4.1
CONNECTWISE MANAGE		3.9 ★★★★☆	8.5	6.2	7.3	7.6	4.1 ★★★★☆	3.6	3.9
SOLARWINDS MSP MANAGER formerly Capzure		3.8 ★★★★☆	-	6.9	7.9	7.8	3.9 ★★★★☆	3.3	4.0
AUTOTASK PSA Datto		3.7 ★★★⯪☆	8.2	6.8	7.7	7.8	4.3 ★★★★⯪	3.9	4.1
TIGERPAW ONE		3.3 ★★★☆☆	7.4	6.0	6.3	7.1	3.8 ★★★★☆	3.5	3.7
HARMONY PSA		-	-	-	-	-	-	-	-

RMM + PSA COMBO

There are some solutions available that provide both RMM and PSA functionality. These have found traction with small/new MSPs in particular, who see value in having just one tool to manage until they become large enough to warrant migrating to more specialized solutions.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
SYNCRO		4.8 ★★★★★	9.0	9.4	9.6	9.1	–	–	–
ATERA		4.7 ★★★★★	9.2	9.5	9.5	9.4	4.5 ★★★★⯪	4.6	4.5
NAVERISK		4.3 ★★★★⯪	–	8.3	8.3	9.2	4.7 ★★★★★	4.5	4.8
PULSEWAY Owned by Kaseya		4.2 ★★★★⯪	8.5	8.0	7.3	8.0	4.7 ★★★★★	4.7	4.8

REMOTE DESKTOP

There are some solutions available that provide both RMM and PSA functionality. These have found traction with small/new MSPs in particular, who see value in having just one tool to manage until they become large enough to warrant migrating to more specialized solutions.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
SPLASHTOP		4.8 ★★★★★	9.8	9.5	9.9	9.7	4.8 ★★★★★	4.8	4.8
CONNECTWISE CONTROL formerly ScreenConnect		4.7 ★★★★★	9.5	9.1	9.4	9.1	4.7 ★★★★★	4.6	4.4
BEYOND TRUST REMOTE SUPPORT formerly Bomgar		4.7 ★★★★★	9.6	9.1	9.4	9.4	4.6 ★★★★★	4.5	4.5
VNC CONNECT		4.7 ★★★★★	9.5	9.1	9.5	9.3	4.5 ★★★★★	4.6	4.5
ZOHO ASSIST		4.6 ★★★★★	9.3	9.5	9.5	9.1	4.6 ★★★★★	4.6	4.5
TEAMVIEWER		4.5 ★★★★★	9.1	9.2	9.2	8.7	4.6 ★★★★★	4.6	4.3
ANYDESK		4.5 ★★★★★	9.3	9.6	9.2	8.9	4.5 ★★★★★	4.6	4.1
SOLARWINDS TAKE CONTROL formerly SolarWinds MSP ANywhere		4.5 ★★★★★	9.4	9.0	9.1	8.7	4.4 ★★★★★	4.2	4.3
LOGMEIN PRO		4.4 ★★★★★	9.5	9.4	9.5	8.7	4.4 ★★★★★	4.2	4.1
MSP 360 REMOTE DESKTOP		4.3 ★★★★☆	9.0	9.2	9.0	9.1	4.3 ★★★★☆	4.4	4.6

BACKUP

Backup and disaster recovery services have become a core offering for MSPs, especially with the rise of ransomware and other destructive online threats.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
ACRONIS CYBER BACKUP CLOUD		4.7 ★★★★★	9.1	9.0	9.1	8.7	4.4 ★★★★★	4.2	4
VEEAM		4.6 ★★★★★	9.4	8.9	9.2	9.2	4.8 ★★★★★	4.6	4.5
MSP360 former CloudBerry		4.5 ★★★★★	9.2	8.9	8.7	8.5	4.6 ★★★★★	4.4	4.5
BARRACUDA BACKUP		4.4 ★★★★★	9.1	8.4	8.6	9.5	4.5 ★★★★★	4	4
SOLARWINDS BACKUP		4.3 ★★★★★	8.8	8.9	8.9	8.4	4.6 ★★★★★	4.5	4.8
DATTO SIRIS		4.3 ★★★★★	9.7	9.8	9.5	9.8	4.4 ★★★★★	4.3	4.1
UNITRENDS Owned by Kaseya		4.2 ★★★★★	8.8	8.4	8.8	8.7	4.6 ★★★★★	4.4	5
STORAGECRAFT FT SHADOW PROTECT		4.1 ★★★★★	8.3	7.7	7.7	7.1	4.4 ★★★★★	4	4
O365 BACKUP									
ALTARO OFFICE 365 BACKUP		4.9 ★★★★★	9.7	9.7	9.7	8.7	-	-	-
ACRONIS CYBER BACKUP CLOUD		4.7 ★★★★★	9.1	9.0	9.1	8.7	4.4 ★★★★★	4.2	4
VEEAM BACKUP FOR O365		4.6 ★★★★★	9.4	8.9	9.2	9.2	4.8 ★★★★★	4.6	4.5
SOLARWINDS BACKUP		4.3 ★★★★★	8.8	8.9	8.9	8.4	4.6 ★★★★★	4.5	4.8
SPANNING BACKUP FOR OFFICE 365		4.2 ★★★★★	9.1	9.3	9.4	9.2	4.5 ★★★★★	4.5	4.3
DATTO BACKUPIFY		4.2 ★★★★★	9.2	9.3	8.8	8.8	4.4 ★★★★★	4.3	4.1
DROPSUITE		-	-	-	-	-	-	-	-

HELPDESK / TICKETING

While many MSPs turn to PSAs to bring service desk, ticketing, and other aspects of their client management under one roof, others find that having separate solutions is the best move for their business for a variety of reasons.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
FRESHSERVICE		4.6 ★★★★★	9.0	9.0	9.3	9.3	4.5 ★★★★★	4.6	4.7
SYSAID		4.5 ★★★★★	9.3	8.9	9.4	9.3	4.5 ★★★★★	4.4	4.4
SOLARWINDS SERVICE DESK formerly Samanage		4.4 ★★★★★	8.9	8.8	9.2	9.1	4.6 ★★★★★	4.6	4.7
ZOHO DESK		4.3 ★★★★★	8.7	8.3	8.5	8.2	4.5 ★★★★★	4.4	4.3
ZENDESK		4.2 ★★★★★	8.7	8.3	8.6	8.3	4.3 ★★★★★	4.3	4.3
MANAGEENGINE SERVICE DESK PLUS		4.2 ★★★★★	8.5	8.3	8.4	7.9	4.5 ★★★★★	4	4

CRM

MSPs use customer relationship management (CRM) solutions to manage and track their business relationships, from the initial stages of sales outreach to ongoing client engagement.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
LESS ANNOYING CRM		4.9 ★★★★★	9.5	9.6	9.8	9.9	4.7 ★★★★★	4.8	4.9
FRESHSALES		4.7 ★★★★★	9.1	9.0	9.3	9.1	4.7 ★★★★★	4.6	4.6
REPAIRSHOPR		4.5 ★★★★★	9.1	9.0	8.8	8.8	4.7 ★★★★★	4.5	4.5
PIPEDRIVE		4.3 ★★★★★	8.7	8.8	9.0	8.6	4.6 ★★★★★	4.6	4.4
ZENDESKSELL		4.3 ★★★★★	8.6	9.0	8.9	8.9	4.3 ★★★★★	4.4	4.1
HUBSPOT		4.2 ★★★★★	8.8	8.5	8.8	8.8	4.5 ★★★★★	4.4	4.5
SALESFORCE CRM		4.2 ★★★★★	8.9	7.5	8.1	8.2	4.4 ★★★★★	3.9	4.1
ZOHO CRM		4.2 ★★★★★	8.6	8.1	8.4	7.8	4.2 ★★★★★	4	4

ENDPOINT PROTECTION

Endpoint security has gone through a massive shake-up over the past five years. The fact that we're not referring to it as "antivirus" is exhibit A. The rise of EDR fundamentally changed the vendor landscape, and we continue to see more complex solutions migrating downstream from the enterprise space into the stacks of MSPs and their customers. To keep things simple, we've restricted this list to endpoint protection suites that have dedicated partner programs and/or RMM integrations.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
SENTINEL ONE		4.7 ★★★★½	9.6	9.7	9.0	9.0	4.9 ★★★★★	4.5	4.9
MALWAREBYTES		4.5 ★★★★½	9.5	9.4	9.5	9.0	4.7 ★★★★★	4.7	4.4
WEBROOT ENDPOINT PROTECTION		4.6 ★★★★½	9.6	9.5	9.4	9.3	4.6 ★★★★½	4.6	4.5
ESET		4.6 ★★★★½	9.5	8.8	9.2	8.1	4.7 ★★★★½	4.5	4.4
EMSISOFT		4.4 ★★★★½	8.8	-	9.0	9.0	4.6 ★★★★½	4.5	4.5
CYLANCE PROTECT		4.2 ★★★★☆	9.2	9.0	8.8	8.8	4.6 ★★★★½	4.5	4.5
BITDEFENDER GRAVITY ZONE		4.1 ★★★★☆	8.8	8.9	8.7	9.1	4.7 ★★★★★	4.4	4.3
SOPHOS INTERCEPT X		4.0 ★★★★☆	8.8	8.5	8.7	7.8	4.4 ★★★★½	4.3	4.2

MONITORING

Many MSPs utilize their RMMs to conduct basic proactive monitoring, but there are cases were additional network monitoring solutions may be appropriate.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
NINJARMM		4.8 ★★★★⯨	9.3	9.5	9.3	9.6	4.9 ★★★★★	4.9	4.9
AUVIK		4.8 ★★★★⯨	9.0	9.2	9.5	9.2	4.7 ★★★★★	4.5	4.7
DOMOTZ		4.7 ★★★★★	8.8	9.0	8.8	8.5	5.0 ★★★★⯨	4.9	5.0
PRTG		4.5 ★★★★⯨	9.1	8.4	8.6	8.4	4.5 ★★★★⯨	4.4	4.3
LOGICMONITOR		4.5 ★★★★⯨	9.1	9.4	9.0	9.3	4.7 ★★★★⯨	4.5	4.5
SOLARWINDS NETWORK PERFORMANCE MONITOR		4.5 ★★★★☆	9.1	8.3	8.5	8.5	4.5 ★★★★⯨	4.3	4.3
MANAGE ENGINE OP MANAGER		4.4 ★★★★☆	9.2	8.1	8.1	8.7	4.6 ★★★★⯨	4.3	4.5

DOCUMENTATION

Good documentation is the key to less time consuming, higher quality, and repeatable service.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
ITGLUE owned by Kaseya		**4.7** ★★★★★	9.3	8.7	9.5	8.3	**4.7** ★★★★★	4.6	4.4
CONFLUENCE		**4.0** ★★★★★	8.4	7.8	7.8	7.8	**4.4** ★★★★★	4.1	4.2
PASSPORTAL		**4.0** ★★★★★	8.1	8.0	7.5	6.7	**4.4** ★★★★★	4.2	4.4
IT PORTAL formerly SI Portal		-	-	-	-	-	-	-	-
ITBOOST		-	-	-	-	-	-	-	-
HUDU		-	-	-	-	-	-	-	-

QUOTING & INVOICING / ACCOUNTING

You can be good at IT, but in order to be a successful MSP you have to have good business operations, too. Having software that makes invoicing and getting paid as streamlined and easy as possible is key.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
QUOTING									
PROPOSIFY		**4.7** ★★★★★	9.3	8.9	8.8	9.3	**4.5** ★★★★½	4.3	4.5
PANDADOC		**4.5** ★★★★½	8.7	8.5	8.7	8.6	**4.5** ★★★★½	4.3	4.4
QUOTEWERKS		**4.3** ★★★★½	8.8	8.2	8.4	8.4	**4.4** ★★★★½	4.3	4.5
CONNECTWISE SELL formerly Quosal		**4.0** ★★★★☆	8.2	7.0	7.9	7.6	**4.1** ★★★★☆	3.8	3.7
QUOTER formerly Socket		–	–	–	–	–	**4.6** ★★★★½	4.6	4.8
INVOICING / ACCOUNTING									
FRESHBOOKS		**4.6** ★★★★½	9.0	9.5	9.3	9.5	**4.5** ★★★★½	4.5	4.4
ZOHO BOOKS		**4.6** ★★★★½	9.2	8.9	9.2	8.9	**4.4** ★★★★½	4.3	4.2
XERO		**4.3** ★★★★½	8.8	8.4	8.9	7.9	**4.3** ★★★★½	4.2	3.9
QUICKBOOKS ONLINE		**4.0** ★★★★☆	8.8	8.4	8.6	8.0	**4.2** ★★★★☆	4.1	3.9
CONNECT BOOSTER		–	–	–	–	–	**–**	–	–

OPEN SOURCE

There's no lack of proprietary solutions out there, but for those adventurous enough (or who are simply short on budget), there are many free and open source options to consider, as well.

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
CRM									
VTIGER		**4.3** ★★★★⯪	8.6	7.9	8.2	8.7	**4.3** ★★★★⯪	4.2	4.3
ODOO		**4.0** ★★★★☆	7.9	7.2	8.1	7.3	**4** ★★★★☆	4	3.7
HELP DESK / TICKETING									
OS TICKET		**4.5** ★★★★⯪	8.7	7.8	7.9	6.6	**4.3** ★★★★⯪	4.2	4.1
SPICEWORKS HELP DESK		**4.3** ★★★★⯪	8.6	8.8	8.7	8.4	**4.4** ★★★★⯪	4.3	4.2
INVOICING									
INVOICE NINJA		**4.8** ★★★★★	9.7	-	9.4	8.6	**4.9** ★★★★★	4.8	4.8
HELP DESK / TICKETING									
SPICEWORKS NETWORK MONITOR		**4.6** ★★★★⯪	9.4	9.4	9.6	8.5	**4.5** ★★★★⯪	4.3	4.2
ZABBIX		**4.2** ★★★★☆	8.5	7.3	6.9	7.6	**4.5** ★★★★⯪	3.8	4

ABOUT NINJARMM

🏛 FOUNDED
2013

📍 HEADQUARTERS
SAN FRANCISCO, CA

PRODUCT		G2CROWD					CAPTERRA		
		OVERALL	MEETS REQ.	EASE OF SETUP	EASE OF ADMIN	QUALITY OF SUPPORT	OVERALL	EASE OF USE	CUSTOMER SERVICE
NINJARMM	n	**4.8** ★★★★	9.4	9.6	9.5	9.7	**4.9** ★★★★★	4.9	4.9

NinjaRMM was founded in 2013 on a mission to help MSPs accomplish more by simplifying their workdays. We believe RMM platforms should make things easier, not more complicated. That's why we're dedicated to providing MSPs with a more modern, intuitive solution that combines powerful functionality with liberating ease-of-use and unbeatable support.

Find out why MSPs are switching to NinjaRMM

HIGHEST-RATED RMM	HIGHEST-RATED EASE OF USE	HIGHEST-RATED SUPPORT
95% SATISFACTION SCORE (G2 CROWD)	**9.4** USABILITY SCORE (G2 CROWD)	**9.7** QUALITY OF SUPPORT SCORE (G2 CROWD)

Easy to use. Easy to do business with

- No contracts, no getting locked in
- No implementation fees or hidden costs
- Free and ulimited training, support and onboarding

Tired of cycling through RMMs and being dissapointed? See what makes NinjarRMM different.

"
The best RMM system currently available. It's beautiful and intuitive. Fully SaaS. Easy to use. Excellent automation functionality.

Jason Danner, Aerorock

"
Simply the best modern RMM. I am able to roll out agents, keep machines up-to-date and protected with ease. NinjaRMM really hit the nail on the head with a great balance of speed, accessibility, and features.

Matt Jeske, MNgeek

START YOUR FREE TRIAL

ninja
RMM