SysAdmin Software Guide 2023

ninjaOne

Table of Contents

ninjaOne

Read This First

Before we dive in, a few quick notes regarding our methodology and the purpose of this guide.

Sources: The following ratings were collected from third-party review sites G2 and Capterra in March 2023.

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 five or more reviews.

These lists are obviously not comprehensive: The IT 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 geared toward modern IT management, 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.

Change in Rank from 2021

↙ Down in ranking

↗ Up in ranking

– No change in ranking

+ New entry

ninjaOne

G2's Top 10 Overall IT Management Products

IT management has a number of functionalities under its umbrella, many of which we'll be breaking down in full detail in the following product ratings. But in the table below, you'll find G2's Top 20 Best IT Management Products for 2023.

#			G2					Capterra		
			Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
1	Veeam		4.6 ★★★★½	9.3	8.7	9.0	8.8	4.9 ★★★★★	4.6	4.6
2	Redstor Backup and Archiving		4.6 ★★★★½	9.3	8.7	9.0	8.8	–	–	–
3	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
4	Druva		4.6 ★★★★½	9.2	9.0	9.3	9.2	4.7 ★★★★★	4.5	4.7
5	Freshservice		4.6 ★★★★½	8.8	8.8	9.2	9.1	4.5 ★★★★½	4.5	4.6
6	Carbonite Server		4.5 ★★★★½	9.2	8.5	8.6	8.6	4.3 ★★★★½	4.2	4.1
7	Appian		4.5 ★★★★½	8.5	8.4	8.6	8.3	4.2 ★★★★	4.2	4.2
8	ClickUp		4.7 ★★★★★	9.0	8.3	8.6	9.0	4.7 ★★★★★	4.3	4.6
9	ServiceNow		4.4 ★★★★½	8.9	8.3	8.4	8.4	4.4 ★★★★½	4.1	4.3
10	PagerDuty		4.5 ★★★★½	9.1	8.2	8.6	8.9	4.6 ★★★★½	4.3	4.3

ninjaOne

Product Ratings

Endpoint Monitoring & Management

With many admins now responsible for managing an increasingly complex variety of systems and devices, the ability to centrally manage them all has become a core requirement for modern IT administration. The following are the highest-ranked endpoint management tools, with MDM solutions and tools designed specifically for Apple devices ranked in their own subgroups.

Change from 2022	#			G2					Capterra		
				Overall	Meets Req.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
—	1	NinjaOne		4.8 ★★★★★	9.3	9.5	9.4	9.5	4.8 ★★★★★	4.8	4.8
—	2	Pulseway (owned by Kaseya)		4.5 ★★★★½	8.8	9.3	9.5	8.7	4.7 ★★★★★	4.7	4.7
↗	3	GoTo Central		4.2 ★★★★☆	8.9	8.9	8.8	8.1	4.5 ★★★★½	4.5	4.5
—	4	ManageEngine Endpoint Central		4.3 ★★★★☆	8.7	8.4	8.6	8.2	4.5 ★★★★½	4.4	4.3
↙	5	Quest KACE		4.1 ★★★★☆	8.4	6.9	7.5	8.0	4.0 ★★★★☆	4.0	4.0
↗	6	HCL BigFix		4.4 ★★★★½	9.5	7.5	8.6	9.3	–	–	–
↙	7	Ivanti UEM		4.2 ★★★★☆	8.4	6.9	7.5	8.0	–	–	–
↙	8	Microsoft SCCM		4.1 ★★★★☆	8.6	7.0	7.7	8.0	4.4 ★★★★½	3.7	4.0
—	9	Kaseya VSA		3.9 ★★★★☆	8.2	6.8	7.4	7.0	4.1 ★★★★☆	3.6	3.6

ninjaOne

Endpoint Monitoring & Management *(continued)*

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
Mobile Device Management (MDM)											
▬	1	Scalefusion		4.7 ★★★★★	9.4	8.7	9.1	9.7	4.8 ★★★★★	4.7	4.9
▬	2	Hexnode UEM		4.7 ★★★★★	9.5	9.0	9.1	9.6	4.7 ★★★★★	4.6	4.8
➕	3	Esper		4.6 ★★★★☆	9.2	8.9	9.2	9.1	4.8 ★★★★★	4.8	4.8
➕	4	Miradore		4.6 ★★★★☆	9.4	9.2	9.4	9.4	4.4 ★★★★☆	4.3	4.4
↙	5	ManageEngine Mobile Device Manager Plus		4.5 ★★★★☆	9.3	8.7	8.7	8.8	4.6 ★★★★★	4.4	4.5
Apple Device Management											
▬	1	Kandji		4.8 ★★★★★	9.4	9.4	9.5	9.6	4.9 ★★★★★	4.9	4.9
▬	2	Jamf Pro		4.7 ★★★★★	8.9	8.2	8.8	9.0	4.7 ★★★★★	4.4	4.7
➕	3	datajar.mobi		4.7 ★★★★★	9.4	9.1	9.5	9.8	–	–	–
▬	4	Addigy		4.5 ★★★★☆	9.1	8.5	8.5	9.0	4.6 ★★★★☆	4.4	4.6

ninjaOne

Software and Patch Management

Keeping operating systems and 3rd-party applications patched and protected against the latest vulnerabilities is a critical but time-consuming responsibility. These solutions automate the process, and can help admins deploy and uninstall applications, as well.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
▬	1	PDQ Deploy	PDQ	4.9 ★★★★★	9.6	9.6	9.5	9.6	4.8 ★★★★★	4.8	4.7
▬	2	NinjaOne	n	4.8 ★★★★★	9.2	9.6	9.4	9.5	4.8 ★★★★★	4.8	4.8
➕	3	Atera		4.8 ★★★★★	9.4	9.5	9.7	9.4	4.6 ★★★★½	4.6	4.6
➕	4	Action1	A1	4.9 ★★★★★	9.6	9.8	9.6	9.8	4.7 ★★★★★	4.6	4.9
➕	5	Syxsense		4.7 ★★★★★	9.4	9.1	9.3	9.4	4.6 ★★★★½	4.5	4.7
↗	6	Nessus	n	4.5 ★★★★½	8.9	8.7	8.8	8.3	4.7 ★★★★★	4.6	4.3
➕	7	Pulseway		4.5 ★★★★½	8.8	9.3	9.5	8.7	4.7 ★★★★★	4.7	4.7
↙	8	Automox		4.5 ★★★★½	8.6	9.4	9.3	9.3	4.7 ★★★★★	4.8	4.8
↙	9	ManageEngine Patch Manager Plus		4.4 ★★★★½	9.3	9.1	9.3	8.9	4.5 ★★★★½	4.3	4.5
↗	10	Ivanti UEM		4.2 ★★★★☆	8.4	6.9	7.5	8.0	–	–	–

ninjaOne

IT Asset Management

You can't secure or manage what you can't see. That's why it's important for admins to leverage software that can discover, track, and provide real-time insights on all their IT assets.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
−	1	PDQ Inventory		4.9 ★★★★★	9.6	9.6	9.6	9.6	4.8 ★★★★★	4.8	4.7
+	2	Genuity		4.9 ★★★★★	9.1	9.3	9.5	9.9	–	–	–
+	3	NinjaOne		4.8 ★★★★★	9.3	9.4	9.4	9.5	4.8 ★★★★★	4.8	4.8
↙	4	Oomnitza		4.6 ★★★★½	9.1	8.4	8.9	9.6	4.4 ★★★★½	4.0	4.8
+	5	ScalePad		4.6 ★★★★½	9.0	9.7	9.7	9.0	–	–	–
+	6	Sassafras AllSight		4.7 ★★★★★	9.6	9.4	9.8	9.9	–	–	–
+	7	Faddom		4.7 ★★★★★	9.2	9.7	9.3	9.7	4.8 ★★★★★	4.8	4.9
↙	8	Snipe-IT		4.6 ★★★★½	8.5	8.3	9.5	8.8	4.4 ★★★★½	4.3	3.7
+	9	Setyl		4.8 ★★★★★	9.7	9.0	9.0	9.5	4.9 ★★★★★	4.9	5.0
↙	10	Lansweeper		4.5 ★★★★½	9.1	9.0	8.6	9.0	4.6 ★★★★½	4.7	5.0

ninjaOne

Service Desk

The right service desk software can save IT technicians time and result in improved end-user experiences.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
▬	1	HaloITSM		4.8 ★★★★★	9.3	9.3	9.9	9.7	4.6 ★★★★½	4.5	4.8
↗	2	Splashtop SOS		4.8 ★★★★★	9.6	9.5	9.6	9.5	4.8 ★★★★★	4.7	4.8
➕	3	Halp		4.7 ★★★★★	9.2	9.3	9.5	9.6	–	–	–
↙	4	Symphony SummitAI		4.6 ★★★★½	9.0	8.6	9.1	8.9	4.4 ★★★★½	4.5	4.2
↙	5	HelpDesk		4.6 ★★★★½	8.9	9.7	9.1	9.1	4.6 ★★★★★	4.1	4.2
↙	6	Freshservice		4.6 ★★★★½	8.8	8.8	9.2	9.1	4.5 ★★★★½	4.5	4.6
↙	7	SysAid		4.5 ★★★★½	9.0	8.5	9.0	9.0	4.5 ★★★★½	4.4	4.5
↙	8	Zoho Desk		4.4 ★★★★½	8.7	8.2	8.5	8.3	4.5 ★★★★½	4.4	4.3
▬	9	ServiceNow		4.4 ★★★★½	8.9	8.3	8.4	8.4	4.4 ★★★★½	4.1	4.3
↙	10	SolarWinds Service Desk		4.3 ★★★★☆	8.6	8.7	9.0	9.0	4.6 ★★★★½	4.6	4.6

ninjaOne

Service Desk *(continued)*

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
↙	11	Zendesk		4.3 ★★★★☆	8.6	7.9	8.5	8.4	4.4 ★★★★½	4.4	4.3
↙	12	Spiceworks Help Desk		4.3 ★★★★☆	8.6	8.7	8.7	8.4	4.4 ★★★★½	4.3	4.2
↙	13	ManageEngine Service Desk Plus		4.2 ★★★★☆	8.5	8.0	8.5	8.0	4.4 ★★★★½	4.2	4.2
↙	14	Salesforce Service Cloud		4.2 ★★★★☆	8.5	7.5	8.1	8.1	4.4 ★★★★½	4.1	4.2
↙	15	Solarwinds Web Help Desk		3.9 ★★★★☆	8.5	8.2	8.1	7.9	4.2 ★★★★☆	4.1	4.1

ninjaOne

Remote Desktop

Remote desktop solutions play a critical role in modern IT management, offering admins the ability to gain quick and reliable remote access to machines for hands-on troubleshooting and more.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
▬	1	Splashtop		4.8 ★★★★★	9.7	9.4	9.8	9.5	4.8 ★★★★★	4.8	4.8
▬	2	ConnectWise Control (formerly ScreenConnect)		4.7 ★★★★★	9.3	8.9	9.3	8.8	4.7 ★★★★★	4.6	4.4
▬	3	BeyondTrust Remote Support (formerly Bomgar)		4.7 ★★★★★	9.4	8.7	9.3	9.4	4.6 ★★★★½	4.5	4.5
▬	4	VNC Connect		4.7 ★★★★★	9.3	9.0	9.3	9.1	4.5 ★★★★½	4.6	4.3
↗	5	Devolutions Remote Desktop Manager		4.7 ★★★★★	9.4	8.8	8.9	8.9	4.6 ★★★★★	4.4	4.4
➕	6	RemotePC		4.7 ★★★★★	9.3	9.0	9.4	9.1	4.7 ★★★★★	4.6	4.5
↙	7	Zoho Assist		4.6 ★★★★½	9.1	9.3	9.3	8.8	4.7 ★★★★★	4.7	4.6
↙	8	AnyDesk		4.5 ★★★★½	9.2	9.3	9.3	8.7	4.6 ★★★★½	4.7	4.2
↙	9	TeamViewer		4.5 ★★★★½	9.1	9.0	9.1	8.6	4.6 ★★★★½	4.6	4.3
↙	10	LogMeIn Pro		4.4 ★★★★½	9.2	9.4	9.2	8.4	4.4 ★★★★½	4.3	4.0
➕	11	GoToResolve		4.4 ★★★★½	9.1	8.9	9.0	8.7	4.5 ★★★★½	4.5	4.3
↙	12	Solarwinds DameWare		4.2 ★★★★☆	8.6	8.5	8.6	8.2	4.5 ★★★★½	4.4	4.2

ninjaOne

IT Documentation

Good documentation is the key to better, faster, and scalable support. The following solutions aim to give admins the information they need, exactly where and when they need it.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
—	1	IT Glue		4.5 ★★★★⯪	9.1	8.6	9.2	8.2	4.6 ★★★★⯪	4.6	4.5
—	2	Confluence		4.1 ★★★★☆	8.5	7.8	7.9	7.9	4.4 ★★★★⯪	4.2	4.3
—	3	N-Able Passportal		4.1 ★★★★☆	8.5	8.6	8.3	7.9	4.4 ★★★★⯪	4.2	4.3
↗	4	IT Portal (formerly SI Portal)		--	--	--	--	--	4.4 ★★★★⯪	4.4	4.5
—	--	Hudu		--	--	--	--	--	–	--	--
—	--	ITBoost		--	--	--	--	--	--	--	--

ninjaOne

Backup

Properly managing backup solutions has become another core IT priority, especially with the rise of ransomware and other destructive online threats. The following list focuses on cloud-based backup solutions, with a subsection for M365 backup tools.

				G2					Capterra		
Change from 2022	#			Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
▬	1	Veeam	veeAM	4.6 ★★★★★	9.3	8.7	9.0	8.8	4.9 ★★★★★	4.6	4.6
▬	2	Backblaze		4.6 ★★★★★	9.2	8.9	8.9	8.7	4.7 ★★★★★	4.7	4.5
▬	3	Druva		4.6 ★★★★★	9.2	9.0	9.3	9.2	4.7 ★★★★★	4.5	4.7
▬	4	Barracuda Backup		4.3 ★★★★☆	8.9	8.6	8.9	9.0	4.7 ★★★★★	4.3	4.4
▬	5	Cove Data Protection (previously N-Able Backup)		4.3 ★★★★☆	8.7	8.8	8.7	8.1	4.6 ★★★★★	4.6	4.7
▬	6	Acronis Cyber Backup	A	4.3 ★★★★☆	8.7	8.5	8.6	8.3	4.5 ★★★★★	4.3	4.2
↗	7	Unitrends (Owned by Kaseya)		4.3 ★★★★☆	8.8	8.2	8.7	8.7	4.7 ★★★★★	4.1	4.6
↙	8	Datto SIRIS	datto	4.2 ★★★★☆	9.2	8.9	9.4	8.5	4.6 ★★★★★	4.5	4.4
＋	9	Arcserve UDP		4.2 ★★★★☆	8.7	7.7	8.0	8.4	–	–	–
↙	10	Carbonite		4.0 ★★★★☆	8.6	9.0	8.9	8.2	4.3 ★★★★☆	4.2	4.1

ninjaOne

Backup *(continued)*

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
M365 Backup											
—	1	365 Total Backup (previously Altaro)		4.8 ★★★★★	9.6	9.8	9.9	9.4	–	–	–
↗	2	Veeam Backup for O365		4.5 ★★★★⯪	8.9	8.7	9.1	9.0	4.8 ★★★★★	4.8	4.5
↗	3	Acronis Cyber Backup		4.3 ★★★★⯪	8.7	8.5	8.6	8.3	4.5 ★★★★⯪	4.3	4.2
↗	4	Datto Backupify		4.3 ★★★★⯪	8.9	9.0	8.5	8.3	4.1 ★★★★☆	4.0	3.9
—	5	Spanning Backup (owned by Kaseya)		4.2 ★★★★☆	8.7	9.1	8.9	8.5	3.9 ★★★★☆	4.0	3.5

ninjaOne

Network Monitoring

The following solutions provide additional visibility and management over SNMP devices (routers, switches, firewalls, printers, IoT devices, etc.) and more.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
—	1	Domotz		4.8 ★★★★★	9.3	9.4	9.5	9.7	5.0 ★★★★★	4.9	5.0
—	2	NinjaOne		4.8 ★★★★★	9.2	9.6	9.4	9.5	4.8 ★★★★★	4.8	4.8
—	3	Auvik		4.7 ★★★★★	9.0	8.8	9.0	9.1	4.7 ★★★★★	4.5	4.6
—	4	PRTG		4.6 ★★★★☆	9.4	8.7	8.9	8.8	4.6 ★★★★☆	4.4	4.3
↗	6	LogicMonitor		4.5 ★★★★☆	9.2	8.8	8.9	9.3	4.7 ★★★★★	4.5	4.6
↙	5	Nagios XI		4.5 ★★★★☆	9.4	5.2	8.8	8.8	4.6 ★★★★☆	4.3	4.1
—	7	SolarWinds Network Performance Monitor		4.5 ★★★★☆	9.0	8.1	8.9	8.2	4.5 ★★★★☆	4.3	4.3
—	8	ManageEngine OpManager		4.3 ★★★★☆	8.0	8.9	8.0	8.7	4.7 ★★★★★	4.5	4.6
—	9	Datadog		4.3 ★★★★☆	8.7	8.3	8.1	8.3	4.6 ★★★★★	4.2	4.1
—	10	Zabbix		4.3 ★★★★☆	8.5	7.9	7.0	7.7	4.7 ★★★★★	4.0	4.1

ninjaOne

Endpoint Security

The endpoint security landscape is crowded and constantly in flux. To keep things simple, we've narrowed this list to endpoint protection products.

Change from 2022	#			G2					Capterra		
				Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
—	1	SentinelOne		4.7 ★★★★★	9.5	8.7	8.9	9.2	4.8 ★★★★★	4.5	4.6
—	2	CrowdStrike Falcon		4.7 ★★★★★	9.4	9.2	9.1	9.2	4.6 ★★★★½	4.3	4.2
—	3	Webroot Endpoint Protection		4.6 ★★★★½	9.3	9.4	9.3	8.9	4.5 ★★★★½	4.4	4.4
↗	4	Malwarebytes		4.6 ★★★★½	9.3	9.3	9.4	8.8	4.7 ★★★★★	4.7	4.4
↗	5	ESET		4.6 ★★★★½	9.5	8.8	9.2	9.2	4.7 ★★★★★	4.5	4.4
↙	6	Cisco Secure Endpoints		4.5 ★★★★½	9.2	9.4	9.2	9.3	4.8 ★★★★★	4.7	4.1
↗	7	Sophos Intercept X		4.5 ★★★★½	9.2	9.0	9.0	8.4	4.5 ★★★★½	4.3	4.2
↗	8	VMware Carbon Black Endpoint		4.4 ★★★★½	9.0	7.8	8.3	8.6	5.0 ★★★★★	4.3	4.4
↗	9	Blackberry Protect (formerly Cylance)		4.3 ★★★★½	8.9	8.8	8.6	8.5	4.6 ★★★★½	4.5	4.4
↗	10	Microsoft Defender for Endpoint		4.3 ★★★★½	8.5	8.5	8.3	8.0	4.2 ★★★★☆	4.3	4.0
↗	11	Bitdefender GravityZone		3.8 ★★★★☆	8.0	7.9	8.2	8.1	4.6 ★★★★½	4.4	4.3

ninjaOne

NinjaOne

		G2Crowd					Capterra		
		Overall	Meets Reqs.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service
NinjaOne	**n**	4.8 ★★★★★	9.3	9.4	9.4	9.5	4.8 ★★★★★	4.8	4.8

Highest-Rated Satisfaction	Highest-Rated Ease of Use	Highest-Rated Support
94% Satisfaction Score (G2)	**94%** Usability Score (G2)	**96%** Quality of Support Score (G2)

> " Two things really stand out: Ninja's ease-of-use and Ninja's support. I love how easy it is to learn Ninja, and I love being able to pick up my phone and talk to a person."
>
> **Andrew Jones**, City of Vidalia

Find out why IT teams are switching to NinjaOne

NinjaOne is the unified IT management platform behind thousands of IT teams worldwide. Our easy-to-use dashboard reduces IT complexity and modernizes IT management.

Easy to use. Easy to do business with.

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

With NinjaOne, you get a full-service tool to help you manage your IT environment, including backup, network monitoring, ticketing, endpoint management, software deployment, patch management, and more. By condensing all of your IT management solutions into a unified IT management platform, you can prevent the adverse effects of tool sprawl and work with a single vendor for almost all of your IT management needs.

Start your free trial

ninjaOne