PRODUCT SCORECARD

Malwarebytes Endpoint Protection

Endpoint Protection

Improving and Accelerating Enterprise Software Evaluation and Selection
3979 Freedom Circle, Floor 12
Santa Clara, CA
United States

(408) 852-4336
www.malwarebytes.com
https://www.linkedin.com/company/malwarebytes
635 Employees
Founded 2008

37 Reviews
Malwarebytes Endpoint Protection

Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.
Malwarebytes Endpoint Protection

Malwarebytes Endpoint Protection (Cloud-managed) and Malwarebytes Endpoint Security (On-Premises) Protect your endpoints against cyberattacks with a multi-layered approach that leverages static and dynamic techniques at every stage of the attack chain.

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The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

<table>
<thead>
<tr>
<th>Likelihood to Recommend</th>
<th>Promoters</th>
<th>Passives</th>
<th>Detractors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>68%</td>
<td>16%</td>
<td>16%</td>
</tr>
</tbody>
</table>

Likelihood to Recommend: 84%

<table>
<thead>
<tr>
<th>Plan to Renew</th>
<th>Definitely</th>
<th>Probably</th>
<th>Probably Not</th>
<th>Definitely Not</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>62%</td>
<td>29%</td>
<td>9%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Plan to Renew: 91%

<table>
<thead>
<tr>
<th>Satisfaction that Cost is Fair Relative to Value</th>
<th>Delighted</th>
<th>Highly Satisfied</th>
<th>Almost Satisfied</th>
<th>Disappointed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>28%</td>
<td>50%</td>
<td>22%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Satisfaction that Cost is Fair Relative to Value: 76%
### Vendor Capability Satisfaction

**Product Strategy and Rate of Improvement**

- **39% of Clients are Delighted**
- The ability to adapt to market changes.

**Ease of Data Integration**

- **45% of Clients are Delighted**
- The ability to seamlessly integrate data.

**Vendor Support**

- **44% of Clients are Delighted**
- The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

**Ease of Implementation**

- **46% of Clients are Delighted**
- The ability to implement the solution without unnecessary disruption.

**Usability and Intuitiveness**

- **54% of Clients are Delighted**
- The ability to reduce training due to intuitive design.

**Quality of Features**

- **42% of Clients are Delighted**
- Feature quality is just as important as quantity. Use this data to determine whether the product will cause headaches or make data integration easy.

**Business Value Created**

- **33% of Clients are Delighted**
- Software needs to create value for employees, customers, and shareholders. The data expresses user satisfaction – or lack thereof – with the product’s business value.

**Availability and Quality of Training**

- **36% of Clients are Delighted**
- Quality training allows employees to take full advantage of the software.

**Ease of Customization**

- **37% of Clients are Delighted**
- Successfully implementing new programs and materials measure your vendor’s training program’s impact.

**Breadth of Features**

- **35% of Clients are Delighted**
- The ability to perform a wide variety of tasks.

**Ease of Adminstration**

- **58% of Clients are Delighted**
- Ease of use of the backend user interface.

**Vendor Support Satisfaction**

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Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to scores on features that do not impact your business, instead focus on scores being high for features that matter.

ENDPOINT PROTECTION

MANDATORY FEATURES

Dynamic Malware Detection
- 66% of clients are delighted
- Heuristics are applied to files to identify similarities with known malware and block it.

System Hardening
- 38% of clients are delighted
- Automated vulnerability patching and vulnerability assessment.

Application Containment Mechanisms
- 55% of clients are delighted
- Includes cloud based protection, sandboxing, and local containerization.

Forensics
- 39% of clients are delighted
- Includes the ability to provide full visibility in an easy-to-understand display of what happened on an endpoint during an attack in (near) real-time.

Automated Remediation
- 59% of clients are delighted
- Automatically restore files to state prior to the incident.

Cross Platform Support
- 54% of clients are delighted
- Includes the variety of client devices and operating systems supported by the solution.

Kernel Monitoring
- 43% of clients are delighted
- Monitoring of processes, memory, and system files at the OS level.

Host NGFW Functionality
- 35% of clients are delighted
- Includes policy-based default- debris/virtualizing and application verification and trust (VPN/virtualization).

Cross Platform Integration
- 38% of clients are delighted
- Open API and web access appliance integration with NGFW, SIEM, IPS/IDS, Automated network discovery, and threat intelligence.

Centralized Management Portal
- 50% of clients are delighted
- Includes multiple client management, such as install functionality, comprehensive policies for different groups, active directory integration and synchronization, and virtual deployment simulator.

Port and Device Control
- 37% of clients are delighted
- Includes USB encryption and endpoint data loss prevention.

AVERAGE CATEGORY SATISFACTION

DEGREE OF SATISFACTION

- Disappoints
- Satisfies
- Almost Satisfies
- Highly Satisfies
- Delights

Product Scorecard

How satisfied are you with the following Malwarebytes Endpoint Protection features and functionalities?
As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.
Product Scorecard / Emotional Footprint

MALWAREBYTES ENDPOINT

Emotional Footprint

Importance to Professional Success

How important is Malwarebytes Endpoint to your current professional success?

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Malwarebytes Endpoint

EMOTIONAL SPECTRUM SCALE

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendor’s Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual’s emotional reaction to each question.

As a customer, please share your feelings across Malwarebytes Endpoint’s Strategy and Innovation

CONTINUALLY IMPROVING

HELPS INNOVATE

INCLUDES PRODUCT ENHANCEMENTS

ROADBLOCK TO INNOVATION

CHARGES FOR PRODUCT ENHANCEMENTS

APPRECIATES INCUMBENT STATUS

INSPIRING

LEVERAGES INCUMBENT STATUS

DESPISED
Product Scorecard / Emotional Footprint

Service Experience
As a customer, please share your feelings across Malwarebytes Endpoint Service Experience

- EFFECTIVE 91%
- RESPECTFUL 89%
- EFFICIENT 89%
- SAVES TIME 89%
- CARING 86%
- FRUSTRATING 6%
- DISRESPECTFUL 3%
- BUREAUCRATIC 6%
- WASTES TIME 6%
- NEGLECTFUL 9%

Product Experience
As a customer, please share your feelings across Malwarebytes Endpoint’s Product Impact

- SECURITY PROTECTS 94%
- PERFORMANCE ENHANCING 89%
- RELIABLE 86%
- ENABLES PRODUCTIVITY 83%
- UNIQUE FEATURES 83%
- SECURITY FRUSTRATES 0%
- PERFORMANCE RESTRICTING 3%
- UNRELIABLE 6%
- RESTRICTS PRODUCTIVITY 8%
- COMMODITY FEATURES 3%

Negotiation and Contract Experience
As a customer, please share your feelings across Malwarebytes Endpoint’s Negotiation and Contract

- GENEROSITY 93%
- TRANSPARENT 90%
- FRIENDLY NEGOTIATION 90%
- CLIENT'S INTEREST FIRST 87%
- OVER DELIVERED 80%
- GREED 0%
- DECEPTIVE 0%
- HARDBALL TACTICS 0%
- VENDOR'S INTEREST FIRST 3%
- OVER PROMISED 3%

Problem Resolution Experience
As a customer, please share your feelings across Malwarebytes Endpoint’s Product Impact

- INTEGRITY 94%
- CLIENT FRIENDLY POLICIES 90%
- TRUSTWORTHY 90%
- FAIR 90%
- ALTRUISTIC 87%
- LACK OF INTEGRITY 0%
- VENDOR FRIENDLY POLICIES 6%
- BIG FAT LIARS 0%
- UNFAIR 0%
- SELFISH 6%
Relationships and Interaction

When interacting with Malwarebytes Endpoint Protection, your peers express the following positive and negative sentiments across several teams. Use this to assess the vendor's service orientation and ease of partnership.

Based on your interactions and relationships with Malwarebytes Endpoint Protection, please summarize what you experienced.

**Sales Team**
- **FRIENDLY / CARING**: 60%
- **EFFECTIVE / KNOWLEDGEABLE**: 60%
- **INDIFFERENT / UNPLEASANT**: 20%
- **INEFFECTIVE / UNHELPFUL**: 0%

**Technical and Product Specialists**
- **EFFECTIVE / KNOWLEDGEABLE**: 93%
- **FRIENDLY / CARING**: 86%
- **INDIFFERENT / UNPLEASANT**: 7%
- **INEFFECTIVE / UNHELPFUL**: 0%

**Client Service Team**
- **EFFECTIVE / KNOWLEDGEABLE**: 90%
- **FRIENDLY / CARING**: 90%
- **INEFFECTIVE / UNHELPFUL**: 10%
- **INDIFFERENT / UNPLEASANT**: 0%

**Leadership Team**
- **EFFECTIVE / KNOWLEDGEABLE**: 100%
- **FRIENDLY / CARING**: 100%
- **INEFFECTIVE / UNHELPFUL**: 0%
- **INDIFFERENT / UNPLEASANT**: 0%
Leaving Malwarebytes Endpoint Protection

When leaving a vendor try to understand whether the move has increased or decreased satisfaction to determine if it was the right decision. Assess how many people are leaving and why to determine if selecting them is the right decision.

Which product did you use prior to Malwarebytes? How much more or less satisfied are you with Malwarebytes than you were with your previous vendor? Why did you switch?

3 people have reported leaving Malwarebytes Endpoint Protection

PEOPLE ARE 17% MORE SATISFIED WITH THEIR NEW VENDOR ON AVERAGE

Primary Reason for Leaving Malwarebytes Endpoint Protection

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>0%</td>
</tr>
<tr>
<td>Functionality</td>
<td>33%</td>
</tr>
<tr>
<td>Services</td>
<td>0%</td>
</tr>
<tr>
<td>Architecture</td>
<td>0%</td>
</tr>
<tr>
<td>Changing Needs</td>
<td>33%</td>
</tr>
<tr>
<td>Political Reasons</td>
<td>0%</td>
</tr>
<tr>
<td>Vendor Rationalization</td>
<td>0%</td>
</tr>
<tr>
<td>Usability</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>33%</td>
</tr>
</tbody>
</table>

Companies face different issues with different vendors that spark a need to change software. See the top reasons peers tend to leave Malwarebytes Endpoint Protection and who they tend to leave for.

2 PEOPLE HAVE JOINED

25% MORE SATISFIED

1 PERSON HAS JOINED

0% MORE SATISFIED
Joining Malwarebytes Endpoint Protection

See why clients left which previous vendors for Malwarebytes Endpoint Protection and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

6 PEOPLE HAVE LEFT

2 PEOPLE HAVE LEFT

1 PERSON HAS LEFT

2 PEOPLE HAVE LEFT

ALL OTHER VENDORS

PRIMARY REASON FOR LEAVING

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

PRIMARY REASON FOR LEAVING

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

PRIMARY REASON FOR LEAVING

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

PRIMARY REASON FOR LEAVING

Cost
Functionality
Services
Architecture
Changing Needs
Political Reasons
Vendor Rationalization
Usability
Other

58% MORE SATISFIED WITH
50% LESS SATISFIED WITH
0% MORE SATISFIED WITH
0% MORE SATISFIED WITH

11 people are 23% more satisfied with Malwarebytes Endpoint Protection over their previous vendor on average
What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor. Have you been able to negotiate a discount or price reduction?

83% of organizations have received discounts at initial purchase or at renewal.

Primary Reason For Discount

Reasons for discounts vary. Analyze the most popular types of discounts provided from Malwarebytes Endpoint Protection. Please select the primary reason for the discount or price reduction.

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?

What are Clients of Malwarebytes Endpoint Protection Planning to Spend Next Year?

Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.
Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with Malwarebytes Endpoint Protection, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.

<table>
<thead>
<tr>
<th>IMPLEMENTATION TYPE</th>
<th>IMPLEMENTATION SATISFACTION</th>
<th>AVG WEEKS</th>
<th>WEEKS TO IMPLEMENT</th>
<th>AVG COST</th>
<th>COST TO IMPLEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>With the Vendor and a Third Party</td>
<td>100%</td>
<td>2.0</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Minimal Implementation Required</td>
<td>88%</td>
<td>1.3</td>
<td>0.4</td>
<td>0.8</td>
<td>1.2</td>
</tr>
<tr>
<td>With the Vendor</td>
<td>83%</td>
<td>5.0</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Independent Implementation</td>
<td>73%</td>
<td>3.5</td>
<td>1.5</td>
<td>3</td>
<td>4.5</td>
</tr>
<tr>
<td>With a Third Party</td>
<td>50%</td>
<td>3.0</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

50% of Companies Spent Zero Dollars on Training

Organizations Experience a +22% Change in Likelihood to Recommend When They Spend an Average of $238 on Training

Average Likelihood to Recommend

NO TRAINING

78%

$238 ON TRAINING

100%

Organizations Experience a -22% Change in Likelihood to Recommend When They Spend an Average of $700 on Training

Average Likelihood to Recommend

$700 ON TRAINING

56%
Be prepared. Ensure you staff the maintenance of Malwarebytes Endpoint Protection correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you’ll need to be successful and what they’ll cost.

### Staffing and Ownership

#### Number of IT Support Staff Required

<table>
<thead>
<tr>
<th>Number of Staff</th>
<th>Likelihood to Recommend</th>
<th>Ease of IT Administration Satisfaction</th>
<th>Ease of Customization Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>11+ STAFF</td>
<td>0%</td>
<td>13% (With ~2 More Staff)</td>
<td>3% (With ~2 More Staff)</td>
</tr>
<tr>
<td>6-10 STAFF</td>
<td>8%</td>
<td>7% (With ~2 More Staff)</td>
<td>3% (With ~2 More Staff)</td>
</tr>
<tr>
<td>4-5 STAFF</td>
<td>34%</td>
<td>76% (With ~3 Staff)</td>
<td>3% (With ~2 Less Staff)</td>
</tr>
<tr>
<td>3 STAFF</td>
<td>16%</td>
<td>91% (With ~3 Staff)</td>
<td>75% (With ~3 Staff)</td>
</tr>
<tr>
<td>2 STAFF</td>
<td>17%</td>
<td>7% (With ~2 Less Staff)</td>
<td>3% (With ~2 Less Staff)</td>
</tr>
<tr>
<td>1 STAFF</td>
<td>21%</td>
<td>10% (With ~2 Less Staff)</td>
<td>3% (With ~2 Less Staff)</td>
</tr>
<tr>
<td>0 STAFF</td>
<td>4%</td>
<td>7% (With ~2 Less Staff)</td>
<td>3% (With ~2 Less Staff)</td>
</tr>
</tbody>
</table>

#### Number of Developers Required

<table>
<thead>
<tr>
<th>Number of Developers</th>
<th>Likelihood to Recommend</th>
<th>Ease of IT Administration Satisfaction</th>
<th>Ease of Customization Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>11+ DEVELOPERS</td>
<td>0%</td>
<td>16% (With ~4 More Staff)</td>
<td>10% (With ~4 More Staff)</td>
</tr>
<tr>
<td>6-10 DEVELOPERS</td>
<td>4%</td>
<td>97% (With ~0 Staff)</td>
<td>91% (With ~0 Staff)</td>
</tr>
<tr>
<td>4-5 DEVELOPERS</td>
<td>13%</td>
<td>94% (With ~0 Staff)</td>
<td>38% (With ~Equal Staff)</td>
</tr>
<tr>
<td>3 DEVELOPERS</td>
<td>4%</td>
<td>26% (With ~Equal Staff)</td>
<td>25% (With ~Equal Staff)</td>
</tr>
<tr>
<td>2 DEVELOPERS</td>
<td>12%</td>
<td>25% (With ~Equal Staff)</td>
<td>38% (With ~Equal Staff)</td>
</tr>
<tr>
<td>1 DEVELOPERS</td>
<td>13%</td>
<td>26% (With ~Equal Staff)</td>
<td>25% (With ~Equal Staff)</td>
</tr>
<tr>
<td>0 DEVELOPERS</td>
<td>54%</td>
<td>97% (With ~0 Staff)</td>
<td>91% (With ~0 Staff)</td>
</tr>
</tbody>
</table>

### Staff Salaries

<table>
<thead>
<tr>
<th>Salary</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100K +</td>
<td>0%</td>
</tr>
<tr>
<td>$76 - $100K</td>
<td>9%</td>
</tr>
<tr>
<td>$51 - $75K</td>
<td>18%</td>
</tr>
<tr>
<td>$31 - $50K</td>
<td>37%</td>
</tr>
<tr>
<td>&lt;= $30K</td>
<td>36%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Salary</th>
<th>Developers</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100K +</td>
<td>9%</td>
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<td>9%</td>
</tr>
<tr>
<td>$31 - $50K</td>
<td>37%</td>
</tr>
<tr>
<td>&lt;= $30K</td>
<td>27%</td>
</tr>
</tbody>
</table>

### Established Clear Ownership

- **IT Owner Only**: 50%
- **Business and IT Owner**: 26%
- **No Owner**: 21%
- **Business Owner Only**: 3%

### Ownership Satisfaction

- **IT Owner Only**: 78%
- **Business and IT Owner**: 83%
- **Business Owner Only**: 100%
- **No Owner**: 97%
How Selection Decisions are Made

- Spend the right amount of time making your decision. See how formal peers’ selection processes are to allocate appropriate resourcing for this project.
- How much time and effort (in weeks) was spent making your selection decision?

Who Made the Selection

- Involve the right people when purchasing. See who peers’ involved in the decision to ensure you’re involving the right mix of business and IT.
- How many people were involved in the following capacities during this vendor selection decision?

Selection Methodology

- Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

Selection Process, Oversight, and Approval

- What processes, oversights, and approvals were used in your evaluation and selection process?
- Discover the most popular types of selection processes, oversights, and approvals used for Malwarebytes Endpoint Protection. Because companies may use more than one process when selecting software, these percentages don’t necessarily add to 100%.

How Effective is the Selection Process

- 85% EFFECTIVE
Most products aren’t well-suited for businesses of all shapes and sizes. See which market segment Malwarebytes Endpoint Protection fits best. “Small” businesses range from 1 to 500 employees, “Medium” businesses range from 501 to 5,000 employees, and “Large” businesses have more than 5,000 employees.

### SMALL

<table>
<thead>
<tr>
<th>NET PROMOTER</th>
<th>Promoters</th>
<th>Passives</th>
<th>Detractors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters</td>
<td>70%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Passives</td>
<td>37%</td>
<td>12%</td>
<td>0%</td>
</tr>
<tr>
<td>Detractors</td>
<td>3%</td>
<td>7%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### MEDIUM

<table>
<thead>
<tr>
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<th>Promoters</th>
<th>Passives</th>
<th>Detractors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters</td>
<td>87%</td>
<td>0%</td>
<td>13%</td>
</tr>
<tr>
<td>Passives</td>
<td>54%</td>
<td>9%</td>
<td>0%</td>
</tr>
<tr>
<td>Detractors</td>
<td>37%</td>
<td>9%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### LARGE

<table>
<thead>
<tr>
<th>NET PROMOTER</th>
<th>Promoters</th>
<th>Passives</th>
<th>Detractors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters</td>
<td>44%</td>
<td>34%</td>
<td>22%</td>
</tr>
<tr>
<td>Passives</td>
<td>42%</td>
<td>8%</td>
<td>19%</td>
</tr>
<tr>
<td>Detractors</td>
<td>30%</td>
<td>14%</td>
<td>14%</td>
</tr>
</tbody>
</table>

### CAPABILITY SATISFACTION

- **SMALL**
  - Delighted: 51%
  - Highly Satisfied: 37%
  - Almost Satisfied: 12%
  - Disappointed: 0%

- **MEDIUM**
  - Delighted: 40%
  - Highly Satisfied: 59%
  - Almost Satisfied: 7%
  - Disappointed: 0%

- **LARGE**
  - Delighted: 44%
  - Highly Satisfied: 34%
  - Almost Satisfied: 7%
  - Disappointed: 0%

### FEATURE SATISFACTION

- **SMALL**
  - Delighted: 59%
  - Highly Satisfied: 34%
  - Almost Satisfied: 7%
  - Disappointed: 0%

- **MEDIUM**
  - Delighted: 40%
  - Highly Satisfied: 51%
  - Almost Satisfied: 9%
  - Disappointed: 0%

- **LARGE**
  - Delighted: 33%
  - Highly Satisfied: 45%
  - Almost Satisfied: 11%
  - Disappointed: 11%

### IMPLEMENTATION SATISFACTION

- **SMALL**
  - Delighted: 55%
  - Highly Satisfied: 35%
  - Almost Satisfied: 10%
  - Disappointed: 0%

- **MEDIUM**
  - Delighted: 40%
  - Highly Satisfied: 50%
  - Almost Satisfied: 13%
  - Disappointed: 0%

- **LARGE**
  - Delighted: 33%
  - Highly Satisfied: 45%
  - Almost Satisfied: 11%
  - Disappointed: 11%

### COST SATISFACTION

- **SMALL**
  - Delighted: 18%
  - Highly Satisfied: 64%
  - Almost Satisfied: 18%
  - Disappointed: 0%

- **MEDIUM**
  - Delighted: 40%
  - Highly Satisfied: 40%
  - Almost Satisfied: 20%
  - Disappointed: 0%

- **LARGE**
  - Delighted: 50%
  - Highly Satisfied: 0%
  - Almost Satisfied: 50%
  - Disappointed: 0%

### ORG FIT

- **SMALL**
  - 1: COST 2: REPUTATION OF THE VENDOR 3: MANAGING RISK AND POTENTIAL FAILURE
  - Importance: CAP 40% COST 8% FEAT 36% ORG 16%
  - Plan to Renew: 95%

- **MEDIUM**
  - 1: ARCHITECTURAL PLATFORM FIT 2: COST 3: REPUTATION OF THE VENDOR
  - Importance: CAP 48% COST 2% FEAT 38% ORG 12%
  - Plan to Renew: 88%

- **LARGE**
  - 1: REPUTATION OF THE VENDOR 2: COST 3: SIZE AND MARKET SHARE OF VENDOR
  - Importance: CAP 55% COST 2% FEAT 31% ORG 12%
  - Plan to Renew: 80%
# Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Malwarebytes Endpoint Protection?

<table>
<thead>
<tr>
<th># OF YEARS</th>
<th>% OF RESPONDENTS</th>
<th>HOW LIKELY TO RECOMMEND</th>
<th>VENDOR CAPABILITY</th>
<th>FEATURES AND FUNCTIONALITY</th>
<th>LIKELY TO RENEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16%</td>
<td>94%</td>
<td>86%</td>
<td>91%</td>
<td>75%</td>
</tr>
<tr>
<td>2</td>
<td>40%</td>
<td>71%</td>
<td>72%</td>
<td>79%</td>
<td>90%</td>
</tr>
<tr>
<td>3</td>
<td>4%</td>
<td>78%</td>
<td>73%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>4</td>
<td>16%</td>
<td>100%</td>
<td>84%</td>
<td>85%</td>
<td>100%</td>
</tr>
<tr>
<td>5</td>
<td>12%</td>
<td>81%</td>
<td>86%</td>
<td>88%</td>
<td>67%</td>
</tr>
<tr>
<td>6-10</td>
<td>12%</td>
<td>85%</td>
<td>79%</td>
<td>77%</td>
<td>100%</td>
</tr>
<tr>
<td>11+</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>AVERAGE</td>
<td>84%</td>
<td>79%</td>
<td>82%</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>

# Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

<table>
<thead>
<tr>
<th>INVOLVEMENT</th>
<th>% OF RESPONDENTS</th>
<th>HOW LIKELY TO RECOMMEND</th>
<th>VENDOR CAPABILITY</th>
<th>FEATURES AND FUNCTIONALITY</th>
<th>LIKELY TO RENEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT LEADER OR MANAGER</td>
<td>46%</td>
<td>81%</td>
<td>79%</td>
<td>82%</td>
<td>88%</td>
</tr>
<tr>
<td>IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION</td>
<td>46%</td>
<td>78%</td>
<td>78%</td>
<td>82%</td>
<td>88%</td>
</tr>
<tr>
<td>END USER OF APPLICATION</td>
<td>41%</td>
<td>84%</td>
<td>81%</td>
<td>84%</td>
<td>92%</td>
</tr>
<tr>
<td>VENDOR SELECTION AND PURCHASING</td>
<td>22%</td>
<td>97%</td>
<td>90%</td>
<td>91%</td>
<td>100%</td>
</tr>
<tr>
<td>INITIAL IMPLEMENTATION</td>
<td>21%</td>
<td>75%</td>
<td>65%</td>
<td>71%</td>
<td>86%</td>
</tr>
<tr>
<td>VENDOR MANAGEMENT AND RENEWAL</td>
<td>19%</td>
<td>95%</td>
<td>86%</td>
<td>89%</td>
<td>100%</td>
</tr>
<tr>
<td>BUSINESS LEADER OR MANAGER</td>
<td>8%</td>
<td>96%</td>
<td>92%</td>
<td>89%</td>
<td>100%</td>
</tr>
<tr>
<td>AVERAGE</td>
<td>84%</td>
<td>79%</td>
<td>82%</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>

# Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

<table>
<thead>
<tr>
<th>ROLE</th>
<th>% OF RESPONDENTS</th>
<th>HOW LIKELY TO RECOMMEND</th>
<th>VENDOR CAPABILITY</th>
<th>FEATURES AND FUNCTIONALITY</th>
<th>LIKELY TO RENEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFORMATION TECHNOLOGY</td>
<td>86%</td>
<td>84%</td>
<td>79%</td>
<td>83%</td>
<td>89%</td>
</tr>
<tr>
<td>C-LEVEL</td>
<td>11%</td>
<td>92%</td>
<td>84%</td>
<td>82%</td>
<td>100%</td>
</tr>
<tr>
<td>OPERATIONS</td>
<td>3%</td>
<td>56%</td>
<td>70%</td>
<td>72%</td>
<td>100%</td>
</tr>
<tr>
<td>VENDOR MANAGEMENT</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>HUMAN RESOURCES</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>INDUSTRY SPECIFIC ROLE</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>PUBLIC SECTOR</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>FINANCE</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>SALES AND MARKETING</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>CONSULTANT</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>STUDENT OR ACADEMIC</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>AVERAGE</td>
<td>84%</td>
<td>79%</td>
<td>82%</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>

# Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

<table>
<thead>
<tr>
<th>USAGE</th>
<th>% OF RESPONDENTS</th>
<th>HOW LIKELY TO RECOMMEND</th>
<th>VENDOR CAPABILITY</th>
<th>FEATURES AND FUNCTIONALITY</th>
<th>LIKELY TO RENEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAILY</td>
<td>59%</td>
<td>83%</td>
<td>81%</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>OCCasionally</td>
<td>19%</td>
<td>84%</td>
<td>71%</td>
<td>72%</td>
<td>100%</td>
</tr>
<tr>
<td>WEEKLY</td>
<td>11%</td>
<td>89%</td>
<td>88%</td>
<td>86%</td>
<td>100%</td>
</tr>
<tr>
<td>RARELY OR NEVER</td>
<td>8%</td>
<td>74%</td>
<td>77%</td>
<td>74%</td>
<td>50%</td>
</tr>
<tr>
<td>PREVIOUSLY USED</td>
<td>3%</td>
<td>100%</td>
<td>80%</td>
<td>80%</td>
<td>--</td>
</tr>
<tr>
<td>AVERAGE</td>
<td>84%</td>
<td>79%</td>
<td>82%</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>
Malwarebytes Endpoint Protection

Version Breakdown

Versions are mutually exclusive products offered by the vendor, via deployment, industry, or pricing packages. Understand the satisfaction broken down by version type. See if all versions are created equal and if you’re selecting the best version for your needs.

MALWAREBYTES ENDPOINT PROTECTION (CLOUD-MANAGED)

91% Likeliness to Recommend

+75 Net Promoter Score

Vendor Capability

RANKED BY SATISFACTION

<table>
<thead>
<tr>
<th>Availability and Quality of Training</th>
<th>MEAN SATISFACTION</th>
<th>75%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breadth of Features</td>
<td>MEAN SATISFACTION</td>
<td>78%</td>
</tr>
<tr>
<td>Business Value Created</td>
<td>MEAN SATISFACTION</td>
<td>81%</td>
</tr>
<tr>
<td>Ease of Customization</td>
<td>MEAN SATISFACTION</td>
<td>77%</td>
</tr>
<tr>
<td>Ease of Data Integration</td>
<td>MEAN SATISFACTION</td>
<td>85%</td>
</tr>
<tr>
<td>Ease of IT Administration</td>
<td>MEAN SATISFACTION</td>
<td>92%</td>
</tr>
<tr>
<td>Ease of Implementation</td>
<td>MEAN SATISFACTION</td>
<td>83%</td>
</tr>
<tr>
<td>Product Strategy and Rate of Improvement</td>
<td>MEAN SATISFACTION</td>
<td>83%</td>
</tr>
<tr>
<td>Quality of Features</td>
<td>MEAN SATISFACTION</td>
<td>81%</td>
</tr>
<tr>
<td>Usability and Intuitiveness</td>
<td>MEAN SATISFACTION</td>
<td>88%</td>
</tr>
<tr>
<td>Vendor Support</td>
<td>MEAN SATISFACTION</td>
<td>86%</td>
</tr>
</tbody>
</table>

Malwarebytes Endpoint Security (On-Premises)

71% Likeliness to Recommend

+17 Net Promoter Score

Vendor Capability

RANKED BY SATISFACTION

<table>
<thead>
<tr>
<th>Availability and Quality of Training</th>
<th>MEAN SATISFACTION</th>
<th>66%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breadth of Features</td>
<td>MEAN SATISFACTION</td>
<td>73%</td>
</tr>
<tr>
<td>Business Value Created</td>
<td>MEAN SATISFACTION</td>
<td>77%</td>
</tr>
<tr>
<td>Ease of Customization</td>
<td>MEAN SATISFACTION</td>
<td>70%</td>
</tr>
<tr>
<td>Ease of Data Integration</td>
<td>MEAN SATISFACTION</td>
<td>66%</td>
</tr>
<tr>
<td>Ease of IT Administration</td>
<td>MEAN SATISFACTION</td>
<td>73%</td>
</tr>
<tr>
<td>Ease of Implementation</td>
<td>MEAN SATISFACTION</td>
<td>79%</td>
</tr>
<tr>
<td>Product Strategy and Rate of Improvement</td>
<td>MEAN SATISFACTION</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of Features</td>
<td>MEAN SATISFACTION</td>
<td>75%</td>
</tr>
<tr>
<td>Usability and Intuitiveness</td>
<td>MEAN SATISFACTION</td>
<td>75%</td>
</tr>
<tr>
<td>Vendor Support</td>
<td>MEAN SATISFACTION</td>
<td>64%</td>
</tr>
</tbody>
</table>

Malwarebytes Endpoint Protection

Version Breakdown

Versions are mutually exclusive products offered by the vendor, via deployment, industry, or pricing packages. Understand the satisfaction broken down by version type. See if all versions are created equal and if you’re selecting the best version for your needs.

MALWAREBYTES ENDPOINT SECURITY (ON-PREMISES)