

PRODUCT SCORECARD

# Malwarebytes Endpoint Protection

Endpoint Protection

Improving and Accelerating Enterprise  
Software Evaluation and Selection

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United States

(408) 852-4336

[www.malwarebytes.com](http://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.

NUMBER OF REVIEWS  
37



# Malwarebytes Endpoint Protection

## 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.

635 Employees  
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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).

8.2/10 COMPOSITE SCORE



## Likelihood to Recommend



ENDPOINT PROTECTION CATEGORY

## Plan to Renew



ENDPOINT PROTECTION CATEGORY

## Satisfaction that Cost is Fair Relative to Value



ENDPOINT PROTECTION CATEGORY

# Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Malwarebytes Endpoint Protection's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Malwarebytes Endpoint Protection capabilities?

## Ease of Data Integration

45%  
OF CLIENTS  
ARE DELIGHTED

The ability to seamlessly integrate data. Use this data to determine whether the product will cause headaches or make data integration easy.



Ranked  
2nd  
of 9 in  
Endpoint  
Protection

81%  
SATISFACTION  
76%  
CATEGORY  
AVERAGE

## Availability and Quality of Training

36%  
OF CLIENTS  
ARE DELIGHTED

Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



Ranked  
3rd  
of 9 in  
Endpoint  
Protection

75%  
SATISFACTION  
74%  
CATEGORY  
AVERAGE

## Product Strategy and Rate of Improvement

39%  
OF CLIENTS  
ARE DELIGHTED

The ability to adapt to market change. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



Ranked  
1st  
of 9 in  
Endpoint  
Protection

80%  
SATISFACTION  
73%  
CATEGORY  
AVERAGE

## Vendor Support

44%  
OF CLIENTS  
ARE DELIGHTED

The ability to receive timely and sufficient support. 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.



Ranked  
3rd  
of 9 in  
Endpoint  
Protection

80%  
SATISFACTION  
74%  
CATEGORY  
AVERAGE

## Ease of Implementation

46%  
OF CLIENTS  
ARE DELIGHTED

The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



Ranked  
4th  
of 9 in  
Endpoint  
Protection

82%  
SATISFACTION  
79%  
CATEGORY  
AVERAGE

## Ease of IT Administration

58%  
OF CLIENTS  
ARE DELIGHTED

Ease of use of the backend user interface. This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



Ranked  
2nd  
of 9 in  
Endpoint  
Protection

85%  
SATISFACTION  
78%  
CATEGORY  
AVERAGE

## Business Value Created

33%  
OF CLIENTS  
ARE DELIGHTED

The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.



Ranked  
3rd  
of 9 in  
Endpoint  
Protection

80%  
SATISFACTION  
76%  
CATEGORY  
AVERAGE

## Ease of Customization

37%  
OF CLIENTS  
ARE DELIGHTED

The ability to scale the solution to a business' unique needs. Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



Ranked  
5th  
of 9 in  
Endpoint  
Protection

73%  
SATISFACTION  
72%  
CATEGORY  
AVERAGE

## Usability and Intuitiveness

54%  
OF CLIENTS  
ARE DELIGHTED

The ability to reduce training due to intuitive design. End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Ranked  
2nd  
of 9 in  
Endpoint  
Protection

83%  
SATISFACTION  
77%  
CATEGORY  
AVERAGE

## Quality of Features

43%  
OF CLIENTS  
ARE DELIGHTED

The ability to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



Ranked  
3rd  
of 9 in  
Endpoint  
Protection

79%  
SATISFACTION  
75%  
CATEGORY  
AVERAGE

## Breadth of Features

35%  
OF CLIENTS  
ARE DELIGHTED

The ability to perform a wide variety of tasks. Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked  
6th  
of 9 in  
Endpoint  
Protection

76%  
SATISFACTION  
75%  
CATEGORY  
AVERAGE

# 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 the Endpoint Protection market.

How satisfied are you with the following Malwarebytes Endpoint Protection features and functionalities?

## ENDPOINT PROTECTION

### MANDATORY FEATURES

<h3>Dynamic Malware Detection</h3> <p><b>66%</b> OF CLIENTS ARE DELIGHTED</p> <p>Heuristics are applied to files to identify similarities with known malware and block it.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 1st</div><div>of 9 in Endpoint Protection</div><div>91% SATISFACTION</div><div>79% CATEGORY AVERAGE</div></div>
<h3>Application Containment Mechanisms</h3> <p><b>55%</b> OF CLIENTS ARE DELIGHTED</p> <p>Includes cloud based protection, sandboxing, and local containerization.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 1st</div><div>of 9 in Endpoint Protection</div><div>86% SATISFACTION</div><div>75% CATEGORY AVERAGE</div></div>
<h3>Automated Remediation</h3> <p><b>59%</b> OF CLIENTS ARE DELIGHTED</p> <p>Automatically restore files to state prior to the incident.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 1st</div><div>of 9 in Endpoint Protection</div><div>85% SATISFACTION</div><div>76% CATEGORY AVERAGE</div></div>

<h3>Kernel Monitoring</h3> <p><b>43%</b> OF CLIENTS ARE DELIGHTED</p> <p>Monitoring of processes, memory, and system files at the OS level.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 1st</div><div>of 9 in Endpoint Protection</div><div>85% SATISFACTION</div><div>76% CATEGORY AVERAGE</div></div>
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<h3>System Hardening</h3> <p><b>38%</b> OF CLIENTS ARE DELIGHTED</p> <p>Automated vulnerability patching and vulnerability assessment.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 1st</div><div>of 9 in Endpoint Protection</div><div>81% SATISFACTION</div><div>74% CATEGORY AVERAGE</div></div>
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<h3>Forensics</h3> <p><b>39%</b> OF CLIENTS ARE DELIGHTED</p> <p>Includes the ability provide full visibility in an easy-to-understand display of what happened on an endpoint during an attack in (near) real-time.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 1st</div><div>of 9 in Endpoint Protection</div><div>77% SATISFACTION</div><div>70% CATEGORY AVERAGE</div></div>
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<h3>Cross Platform Support</h3> <p><b>54%</b> OF CLIENTS ARE DELIGHTED</p> <p>Includes the variety of client devices and operating systems supported by the solution.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 2nd</div><div>of 9 in Endpoint Protection</div><div>81% SATISFACTION</div><div>75% CATEGORY AVERAGE</div></div>
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<h3>Host NGFW Functionality</h3> <p><b>35%</b> OF CLIENTS ARE DELIGHTED</p> <p>Includes policy-based default-deny/whitelisting and application verification and trust (VPN/virtualization).</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 3rd</div><div>of 9 in Endpoint Protection</div><div>80% SATISFACTION</div><div>72% CATEGORY AVERAGE</div></div>
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<h3>Cross Platform Integration</h3> <p><b>38%</b> OF CLIENTS ARE DELIGHTED</p> <p>Open API and net sec appliance integration with NGFW, SIEM, IPS/IDS, Automated Network Quarantining, DLP, Data Discovery, and Threat Intelligence.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 3rd</div><div>of 9 in Endpoint Protection</div><div>76% SATISFACTION</div><div>72% CATEGORY AVERAGE</div></div>
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<h3>Centralized Management Portal</h3> <p><b>50%</b> OF CLIENTS ARE DELIGHTED</p> <p>Includes multiple client management, push install functionality, comprehensive policies for different groups, active directory integration and synchronization, and virtual deployment simulator.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 4th</div><div>of 9 in Endpoint Protection</div><div>82% SATISFACTION</div><div>76% CATEGORY AVERAGE</div></div>
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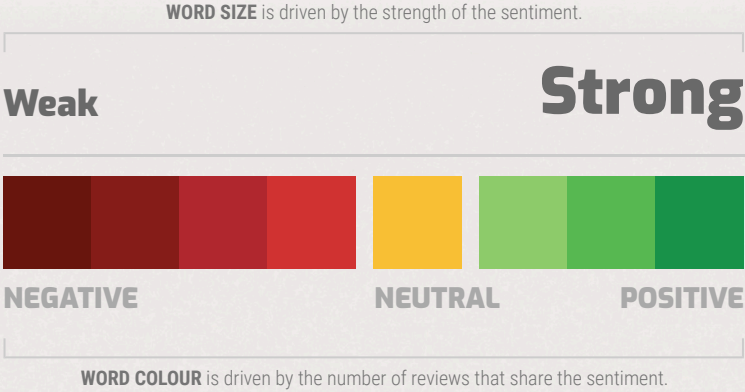
<h3>Port and Device Control</h3> <p><b>37%</b> OF CLIENTS ARE DELIGHTED</p> <p>Includes USB encryption and endpoint data loss prevention.</p>	<div>DEGREE OF SATISFACTION</div> <div><div>Delights</div><div>Highly Satisfies</div><div>Almost Satisfies</div><div>Disappoints</div></div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div></div><div><div></div></div></div> <div><div>Ranked 4th</div><div>of 9 in Endpoint Protection</div><div>77% SATISFACTION</div><div>76% CATEGORY AVERAGE</div></div>
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MALWAREBYTES ENDPOINT  
PROTECTION

# Word Cloud

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.



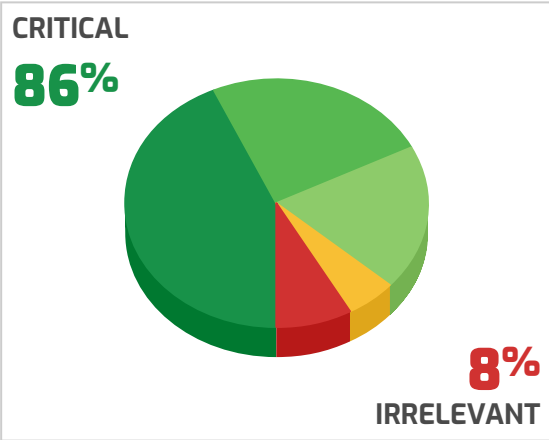




# MALWAREBYTES ENDPOINT Emotional Footprint

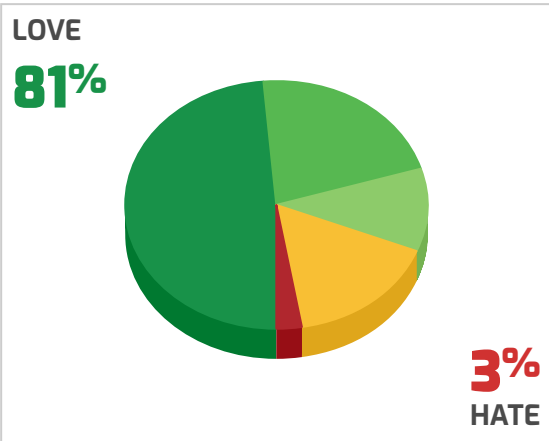
## Importance to Professional Success

How important is Malwarebytes Endpoint to your current professional success?

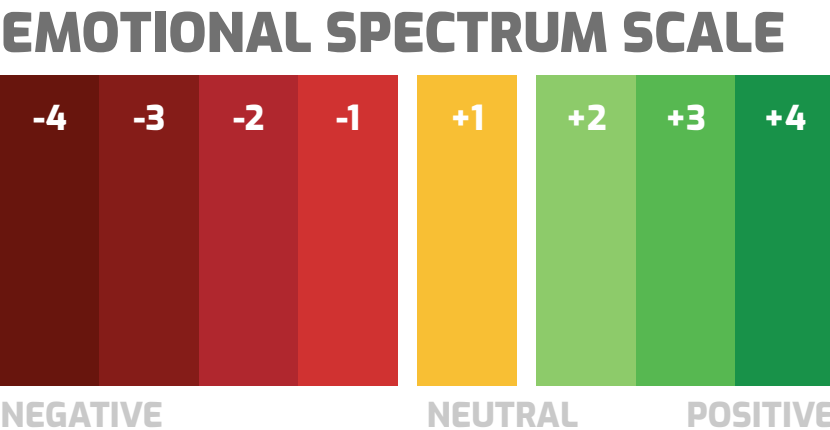


## Strength of Emotional Connection

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



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' 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.



$\% \text{ POSITIVE} - \% \text{ NEGATIVE} = \text{NET EMOTIONAL FOOTPRINT}$

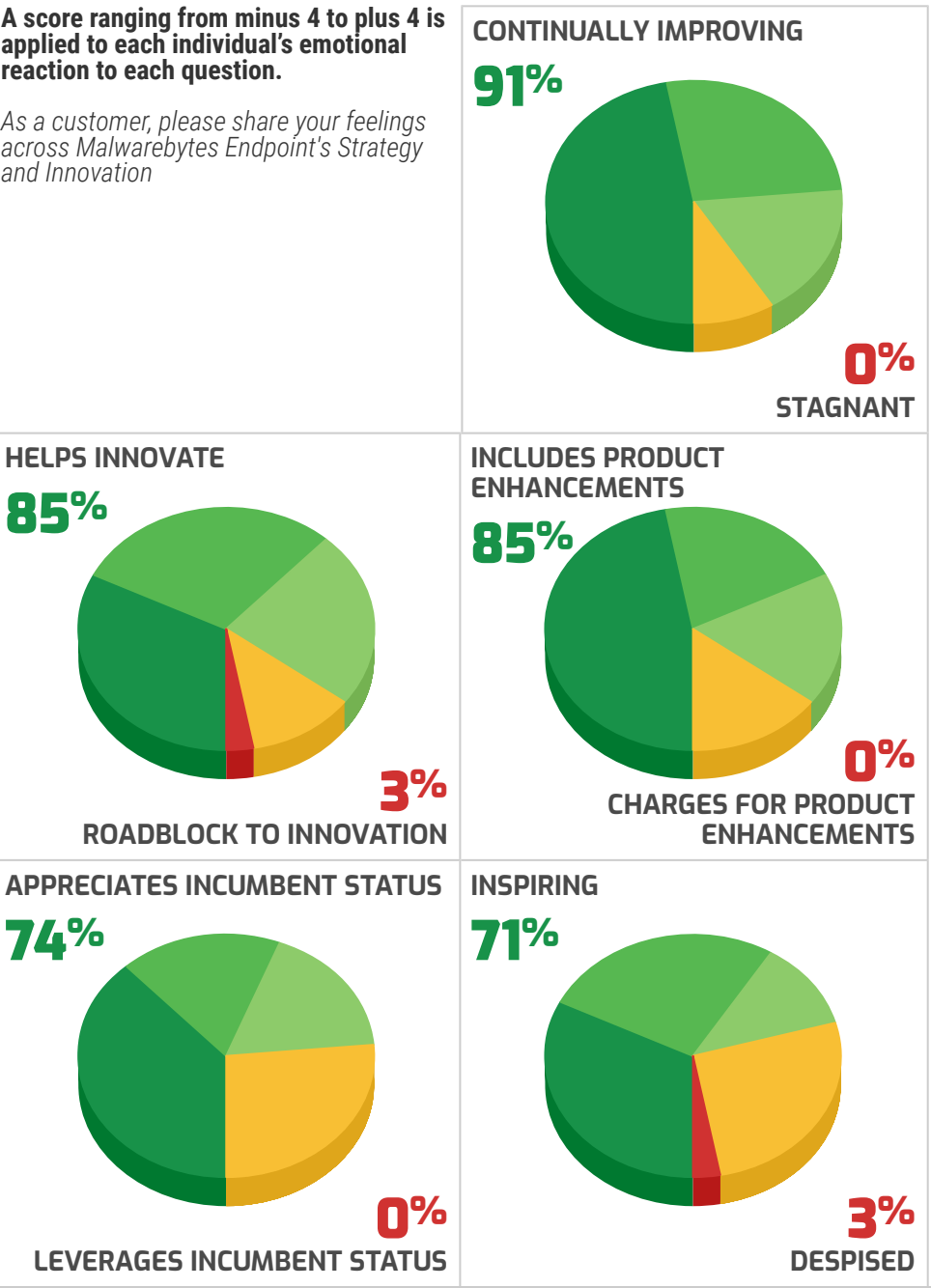
NET  
EMOTIONAL  
FOOTPRINT  
MALWAREBYTES ENDPOINT

+84

# 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



<div>Service Experience</div> <div>As a customer, please share your feelings across Malwarebytes Endpoint Service Experience</div>	<div>EFFECTIVE</div> <div>91%</div> <div><p>6% FRUSTRATING</p></div>	<div>RESPECTFUL</div> <div>89%</div> <div><p>3% DISRESPECTFUL</p></div>	<div>EFFICIENT</div> <div>89%</div> <div><p>6% BUREAUCRATIC</p></div>	<div>SAVES TIME</div> <div>89%</div> <div><p>6% WASTES TIME</p></div>	<div>CARING</div> <div>86%</div> <div><p>9% NEGLECTFUL</p></div>
<div>Product Experience</div> <div>As a customer, please share your feelings across Malwarebytes Endpoint's Product Impact</div>	<div>SECURITY PROTECTS</div> <div>94%</div> <div><p>0% SECURITY FRUSTRATES</p></div>	<div>PERFORMANCE ENHANCING</div> <div>89%</div> <div><p>3% PERFORMANCE RESTRICTING</p></div>	<div>RELIABLE</div> <div>86%</div> <div><p>6% UNRELIABLE</p></div>	<div>ENABLES PRODUCTIVITY</div> <div>83%</div> <div><p>8% RESTRICTS PRODUCTIVITY</p></div>	<div>UNIQUE FEATURES</div> <div>83%</div> <div><p>3% COMMODITY FEATURES</p></div>
<div>Negotiation and Contract Experience</div> <div>As a customer, please share your feelings across Malwarebytes Endpoint's Negotiation and Contract</div>	<div>GENEROSITY</div> <div>93%</div> <div><p>0% GREED</p></div>	<div>TRANSPARENT</div> <div>90%</div> <div><p>0% DECEPTIVE</p></div>	<div>FRIENDLY NEGOTIATION</div> <div>90%</div> <div><p>0% HARDBALL TACTICS</p></div>	<div>CLIENT'S INTEREST FIRST</div> <div>87%</div> <div><p>3% VENDOR'S INTEREST FIRST</p></div>	<div>OVER DELIVERED</div> <div>80%</div> <div><p>3% OVER PROMISED</p></div>
<div>Problem Resolution Experience</div> <div>As a customer, please share your feelings across Malwarebytes Endpoint's Product Impact</div>	<div>INTEGRITY</div> <div>94%</div> <div><p>0% LACK OF INTEGRITY</p></div>	<div>CLIENT FRIENDLY POLICIES</div> <div>90%</div> <div><p>6% VENDOR FRIENDLY POLICIES</p></div>	<div>TRUSTWORTHY</div> <div>90%</div> <div><p>0% BIG FAT LIARS</p></div>	<div>FAIR</div> <div>90%</div> <div><p>0% UNFAIR</p></div>	<div>ALTRUISTIC</div> <div>87%</div> <div><p>6% SELFISH</p></div>



# Relationships and Interaction

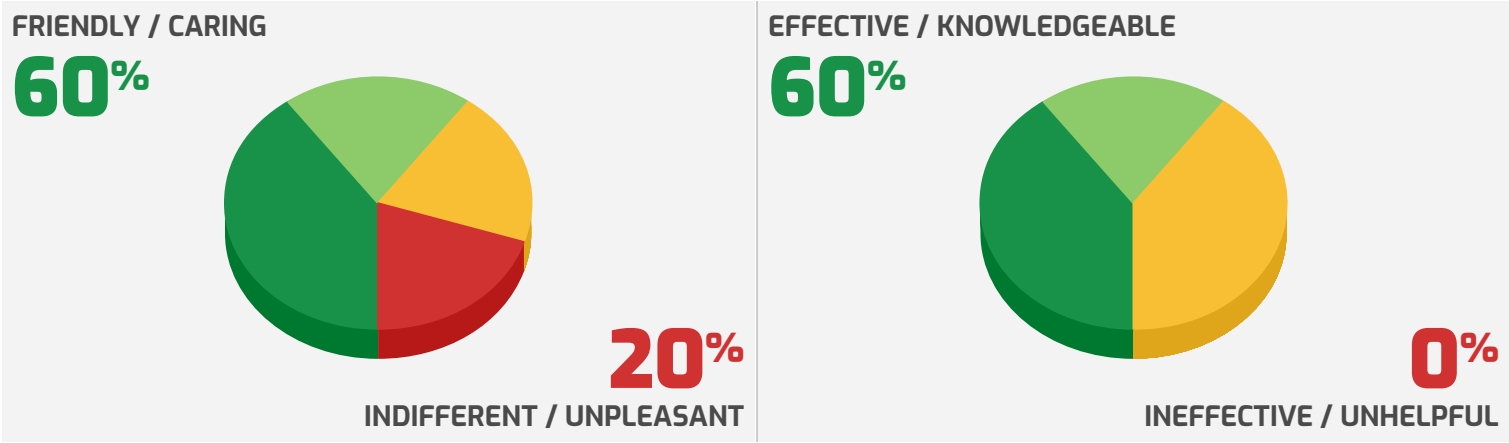
When interacting with Malwarebytes Endpoint Protection your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

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

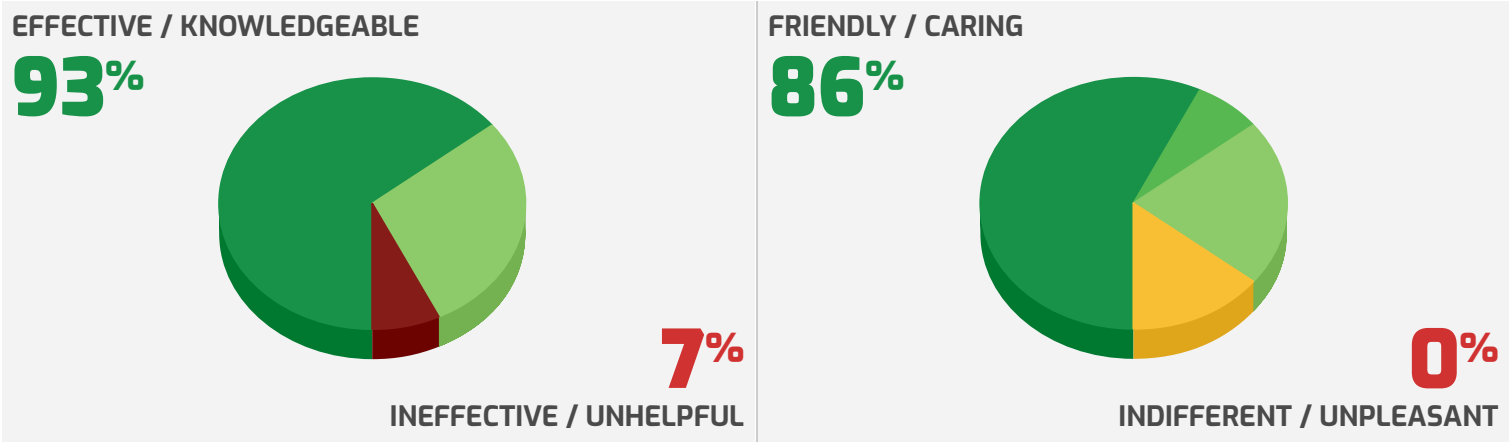


NET  
RELATIONSHIP  
FOOTPRINT  
**+80**

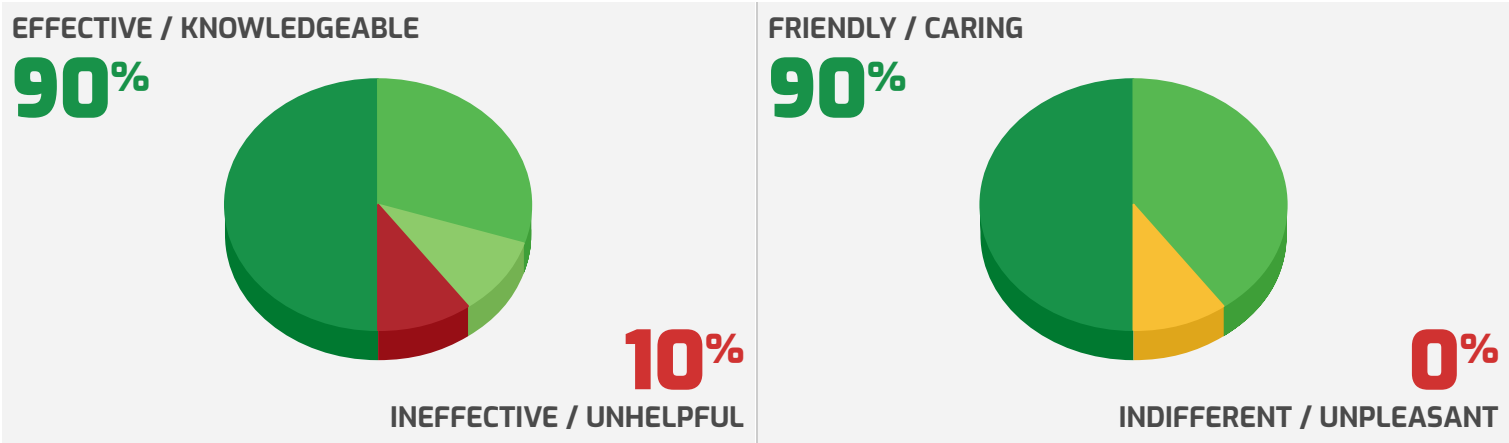
## Sales Team



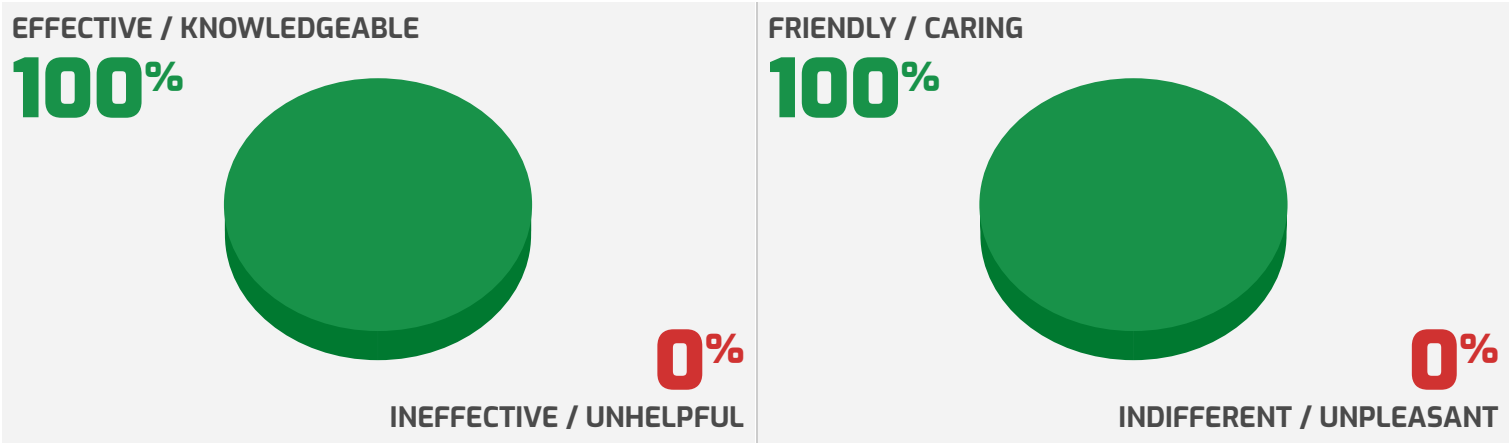
## Technical and Product Specialists



## Client Service Team



## Leadership Team



# 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?

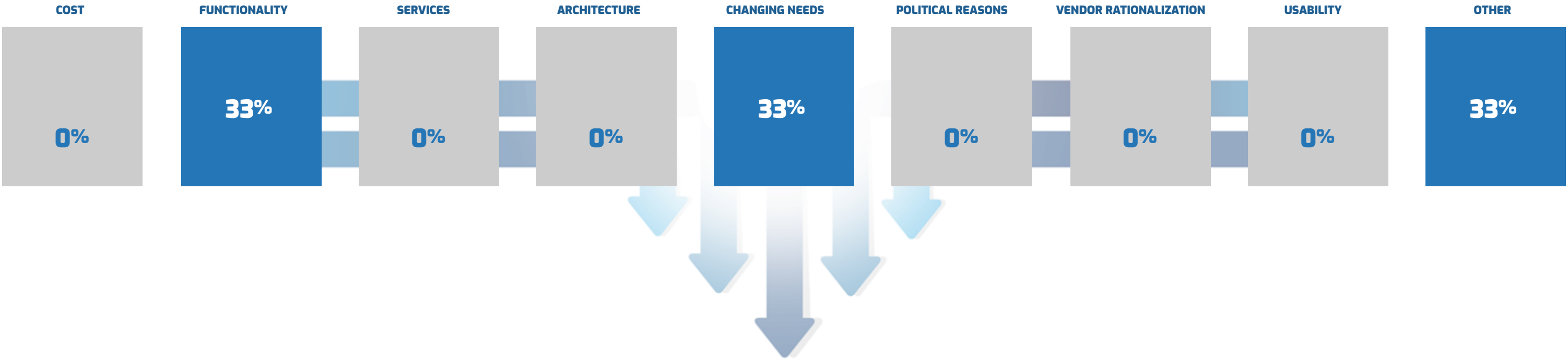


3 people have  
reported leaving  
Malwarebytes Endpoint  
Protection

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

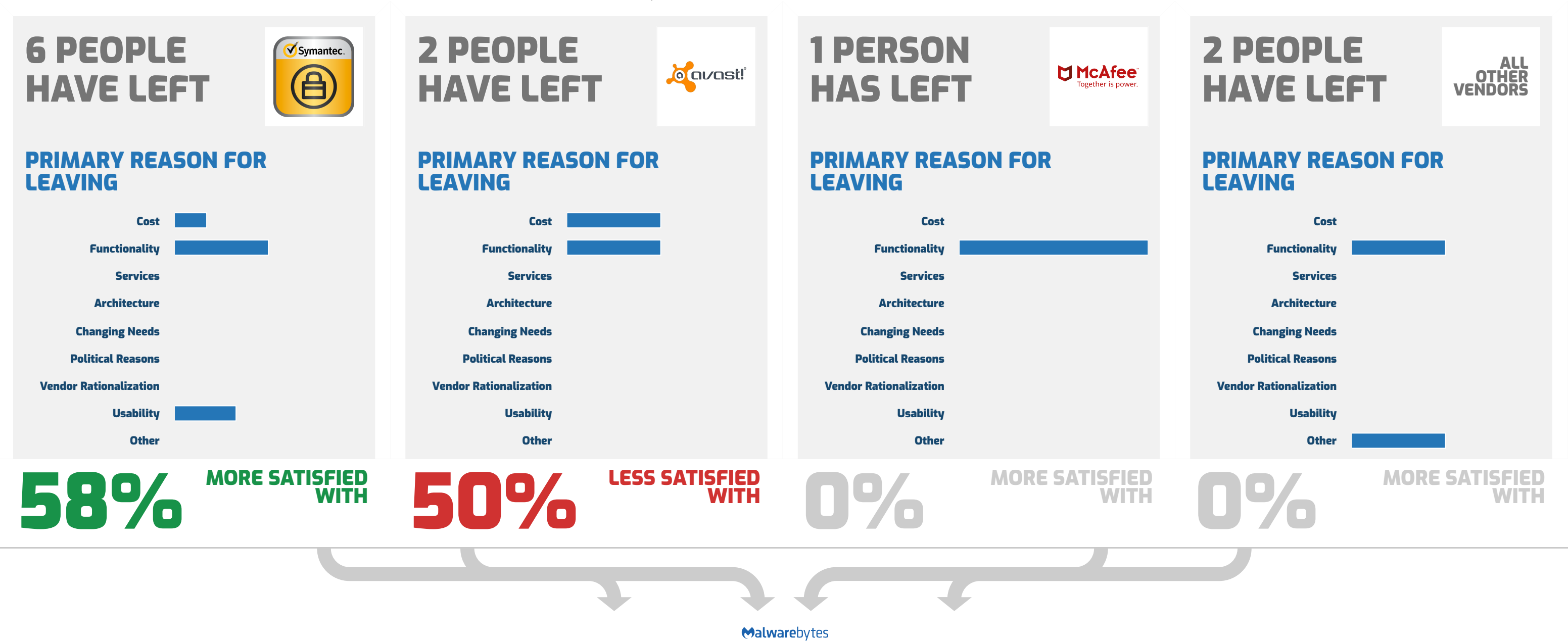
## Primary Reason for Leaving Malwarebytes Endpoint Protection

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.



# 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.



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



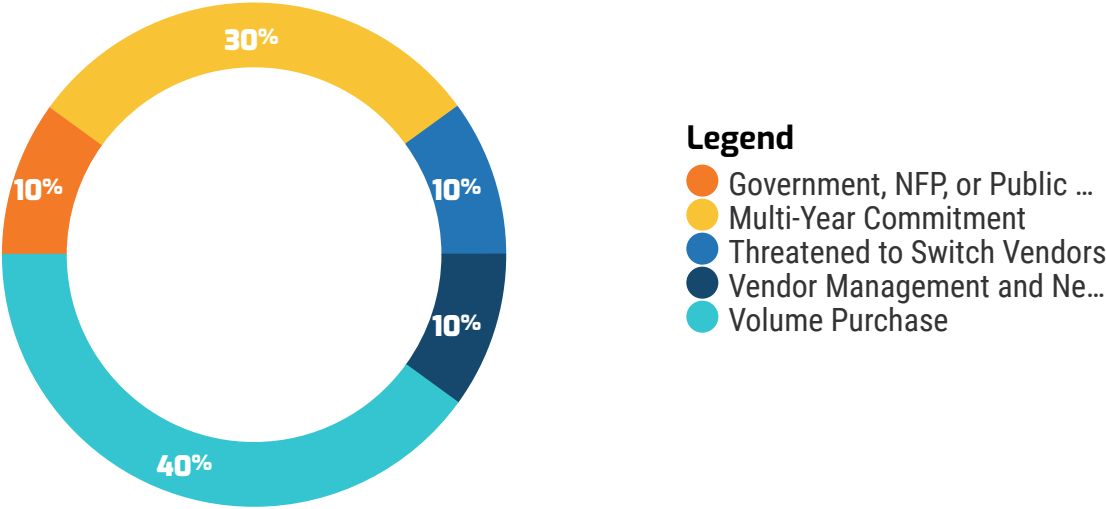
# What Discounts are Available?

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

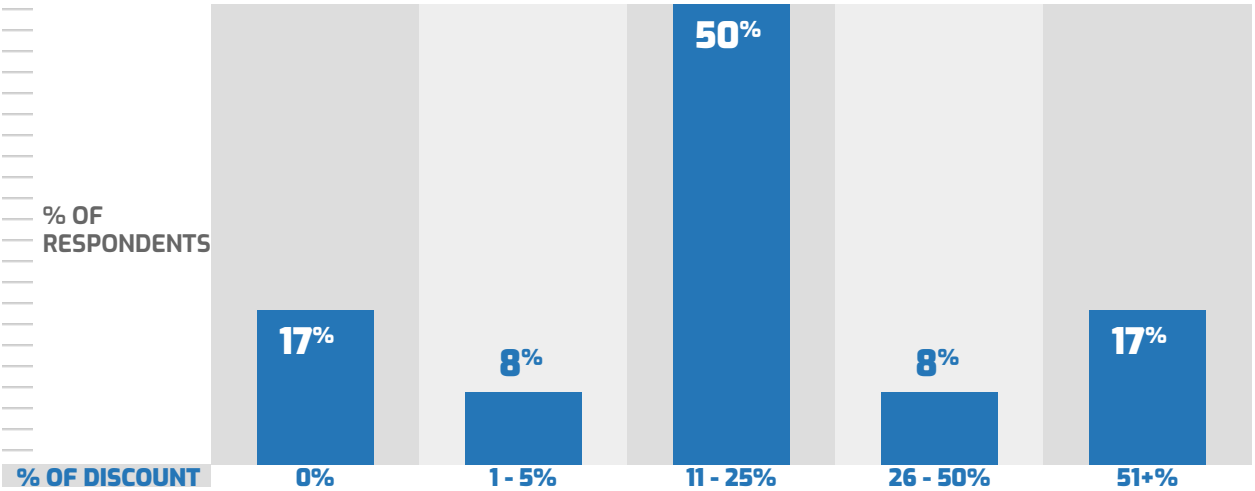
Reasons for discounts vary. Analyze the most popular types of discounts provided from Malwarebytes Endpoint Protection.  
Please select the primary reason for the discount or price reduction.



- Legend
- Government, NFP, or Public ...
  - Multi-Year Commitment
  - Threatened to Switch Vendors
  - Vendor Management and Ne...
  - Volume Purchase

# 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?

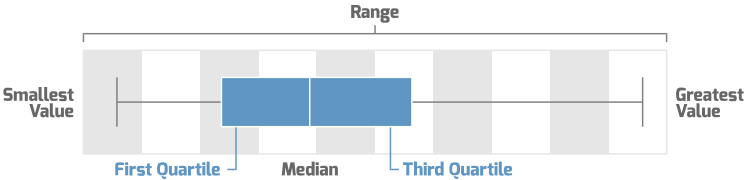
Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

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

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 5%	COST PER LICENSE ↓ 1%	COST PER LICENSE ↑ 17%
# OF LICENSES ↑ 10%	# OF LICENSES ↑ 4%	# OF LICENSES ↑ 26%
ADD-ON COSTS ↑ 3%	ADD-ON COSTS ↑ 2%	ADD-ON COSTS ↑ 21%

# 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.



Implementation Type % of respondents		Implementation Satisfaction	Avg Weeks	Weeks to Implement	Avg Cost	Cost to Implement
With the Vendor and a Third Party	4%	100%	2.0		\$564	
Minimal Implementation Required	40%	88%	1.3		\$8,135	
With the Vendor	12%	83%	5.0		\$60,633	
Independent Implementation	40%	73%	3.5		\$9,020	
With a Third Party	4%	50%	3.0		\$800	

# 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

NO TRAINING

Average Likeliness to Recommend

78%

Organizations  
Experience a

+22%

Change in Likeliness to Recommend  
When They Spend an Average of

\$238 ON TRAINING

Average Likeliness to Recommend

100%

Organizations  
Experience a

-22%

Change in Likeliness to Recommend  
When They Spend an Average of

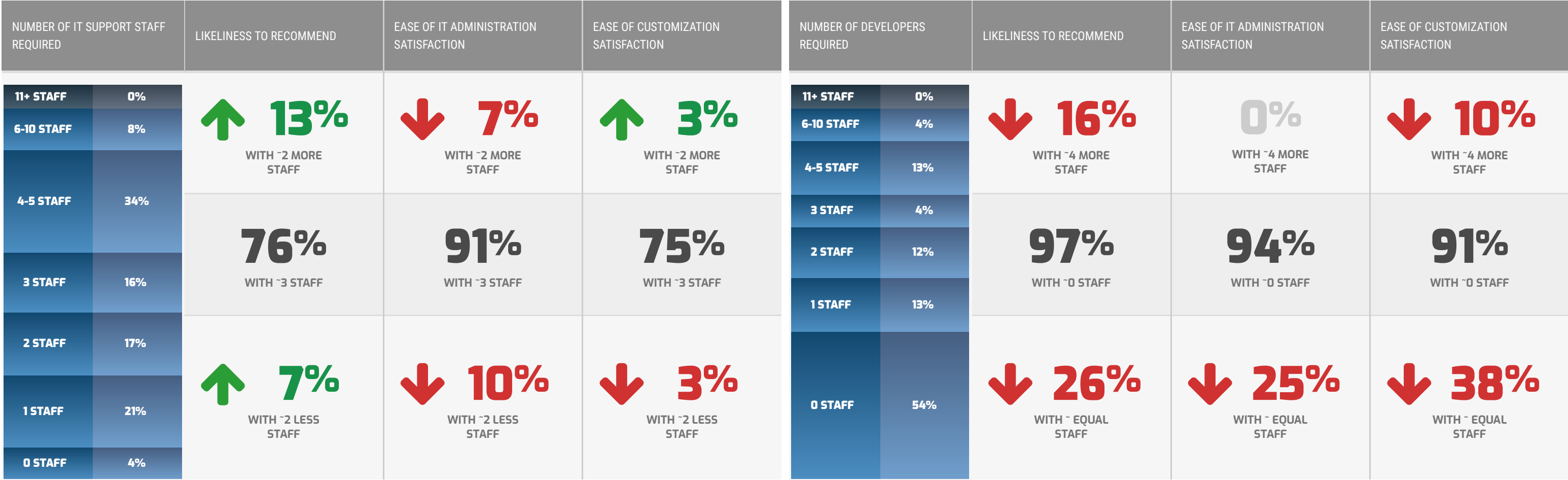
\$700 ON TRAINING

Average Likeliness to Recommend

56%

# Staffing and Ownership

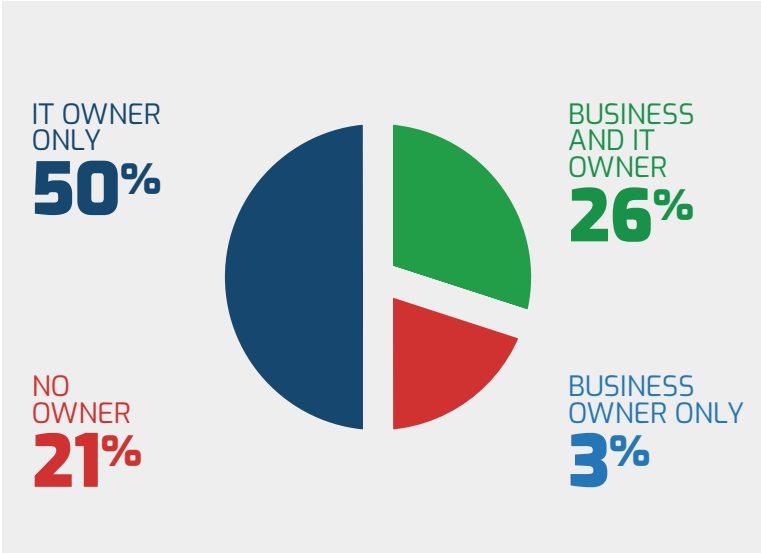
Be prepared. Ensure you staff the maintenance of Malwarebytes Endpoint Protection correctly or risk dissatisfaction. See how likelihood to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining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



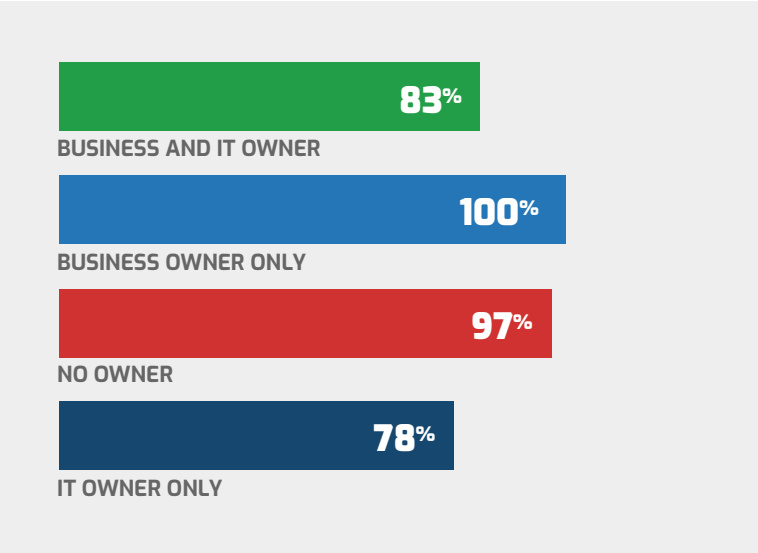
## Staff Salaries

SALARY	SUPPORT			
\$100K +	0%			
\$76 - \$100K	9%	👤 \$90K		
\$51 - \$75K	18%	👤 \$75K	👤 \$68K	
\$31 - \$50K	37%	👤 \$50K	👤 \$50K	👤 \$40K
<= \$30K	36%	👤 \$30K	👤 \$30K	👤 \$25K
		👤 \$20K		
SALARY	DEVELOPERS			
\$100K +	9%	👤 \$120K		
\$76 - \$100K	18%	👤 \$95K	👤 \$84K	
\$51 - \$75K	9%	👤 \$65K		
\$31 - \$50K	37%	👤 \$50K	👤 \$50K	👤 \$40K
<= \$30K	27%	👤 \$30K	👤 \$25K	👤 \$20K

## Established Clear Ownership



## Ownership Satisfaction

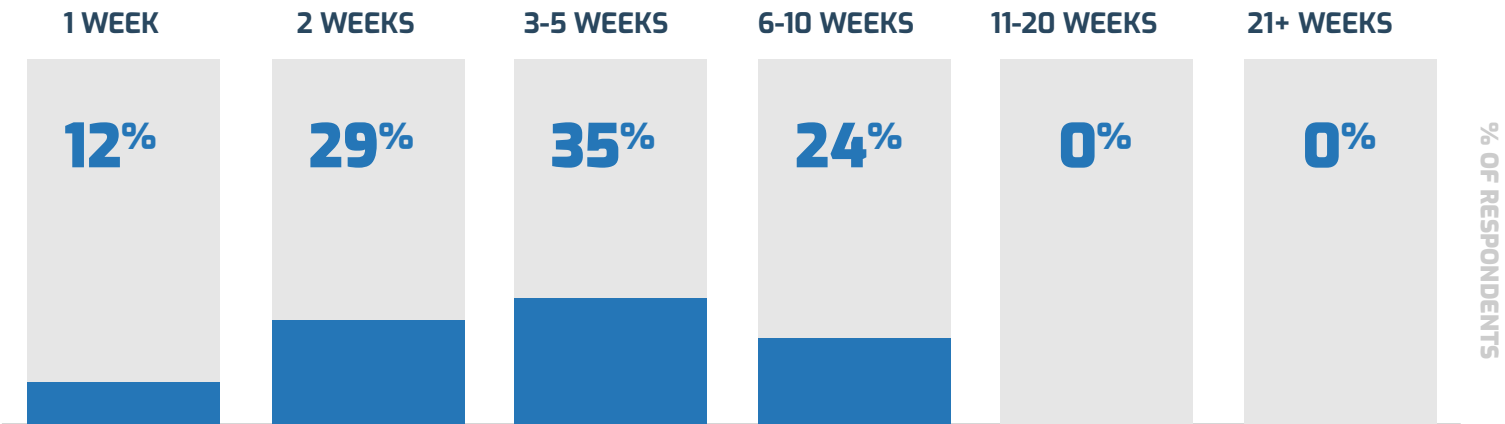




# How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

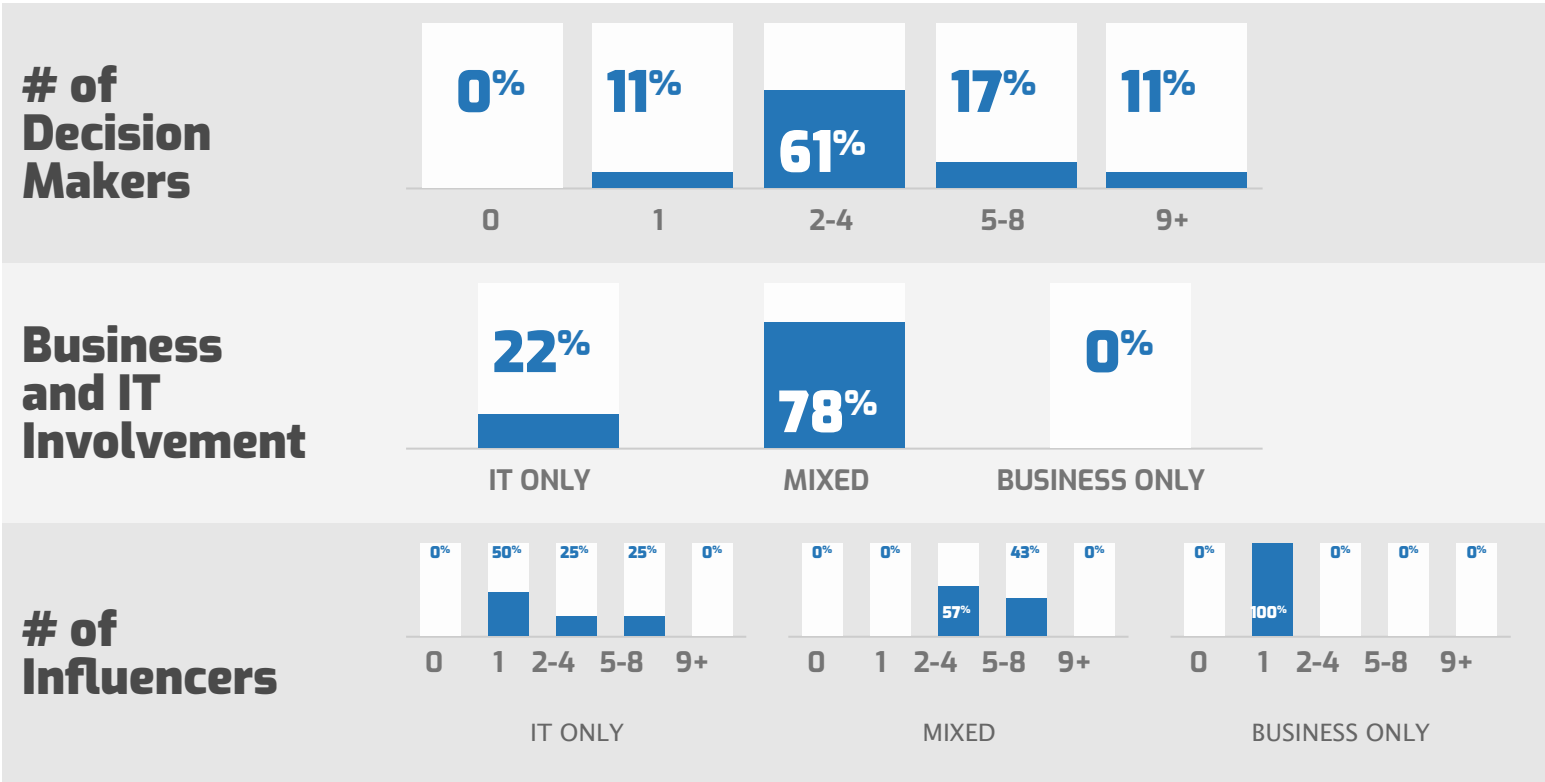
How much time and effort (in weeks) was spent making your selection decision?



# 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?



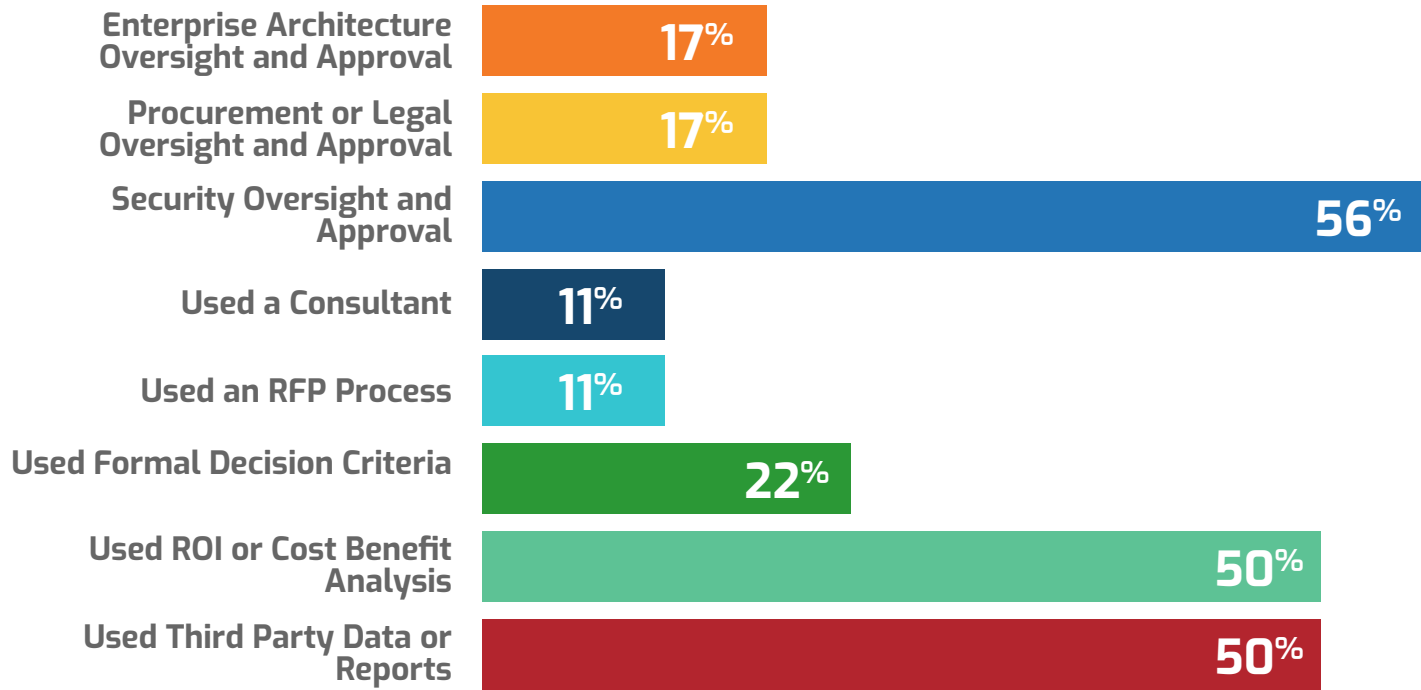
# Selection Methodology

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

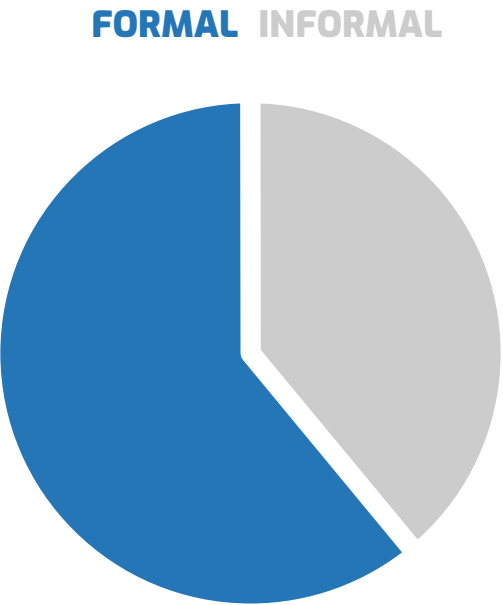
What processes, oversights, and approvals were used in your evaluation and selection process?

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



# Market Size Comparison

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.

	<div>SMALL</div> <div><div>+55</div><div>NET PROMOTER SCORE</div></div> <div><div>NET PROMOTER</div><div><div>Promoters</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>70%</div></div><div><div>Passives</div><div><div><div></div></div><div>15%</div></div></div><div><div>Detractors</div><div><div><div></div><div></div></div><div>15%</div></div></div></div></div>		<div>MEDIUM</div> <div><div>+74</div><div>NET PROMOTER SCORE</div></div> <div><div>NET PROMOTER</div><div><div>Promoters</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>87%</div></div><div><div>Passives</div><div><div></div><div>0%</div></div></div><div><div>Detractors</div><div><div><div></div></div><div>13%</div></div></div></div></div> <div>BEST FIT</div>		<div>LARGE</div> <div><div>+22</div><div>NET PROMOTER SCORE</div></div> <div><div>NET PROMOTER</div><div><div>Promoters</div><div><div><div></div><div></div><div></div><div></div></div><div>44%</div></div><div><div>Passives</div><div><div><div></div><div></div><div></div><div></div></div><div>34%</div></div></div><div><div>Detractors</div><div><div><div></div><div></div></div><div>22%</div></div></div></div></div>
CAPABILITY SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>51%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div><div>37%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>12%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	CAPABILITY SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div><div>37%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>54%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>9%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	CAPABILITY SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div><div>31%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div><div>42%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>8%</div></div><div><div>Disappointed</div><div><div><div></div><div></div></div><div>19%</div></div></div></div></div></div>
FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>59%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div></div><div>34%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>7%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div><div>40%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>51%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>9%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div><div>30%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div><div>42%</div></div><div><div>Almost Satisfied</div><div><div><div></div><div></div></div><div>14%</div></div><div><div>Disappointed</div><div><div><div></div></div><div>14%</div></div></div></div></div></div>
IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>55%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div><div>35%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>10%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div><div>37%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>50%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>13%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div><div>33%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>45%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>11%</div></div><div><div>Disappointed</div><div><div><div></div></div><div>11%</div></div></div></div></div></div>
COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div></div><div>18%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>64%</div></div><div><div>Almost Satisfied</div><div><div><div></div><div></div></div><div>18%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div><div>40%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div></div><div>40%</div></div><div><div>Almost Satisfied</div><div><div><div></div><div></div></div><div>20%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div></div>	COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>50%</div></div><div><div>Highly Satisfied</div><div><div></div><div>0%</div></div></div><div><div>Almost Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>50%</div></div><div><div>Disappointed</div><div><div></div><div>0%</div></div></div></div></div>
ORG FIT	1: COST 2: REPUTATION OF THE VENDOR 3: MANAGING RISK AND POTENTIAL FAILURE	ORG FIT	1: ARCHITECTURAL PLATFORM FIT 2: COST 3: REPUTATION OF THE VENDOR	ORG FIT	1: REPUTATION OF THE VENDOR 2: COST 3: SIZE AND MARKET SHARE OF VENDOR
IMPORTANCE	CAP40% <div>COST8%FEAT36%<div>ORG16%</div></div>	IMPORTANCE	CAP48% <div>COST2%FEAT38%<div>ORG12%</div></div>	IMPORTANCE	CAP55% <div>COST2%FEAT31%<div>ORG12%</div></div>
PLAN TO RENEW	95%	PLAN TO RENEW	88%	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?

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

# Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

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

# 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?

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

# 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?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	59%	83%	81%	86%	90%
OCCASIONALLY	19%	84%	71%	72%	100%
WEEKLY	11%	89%	88%	86%	100%
RARELY OR NEVER	8%	74%	77%	74%	50%
PREVIOUSLY USED	3%	100%	80%	80%	--
AVERAGE		84%	79%	82%	91%



# 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)



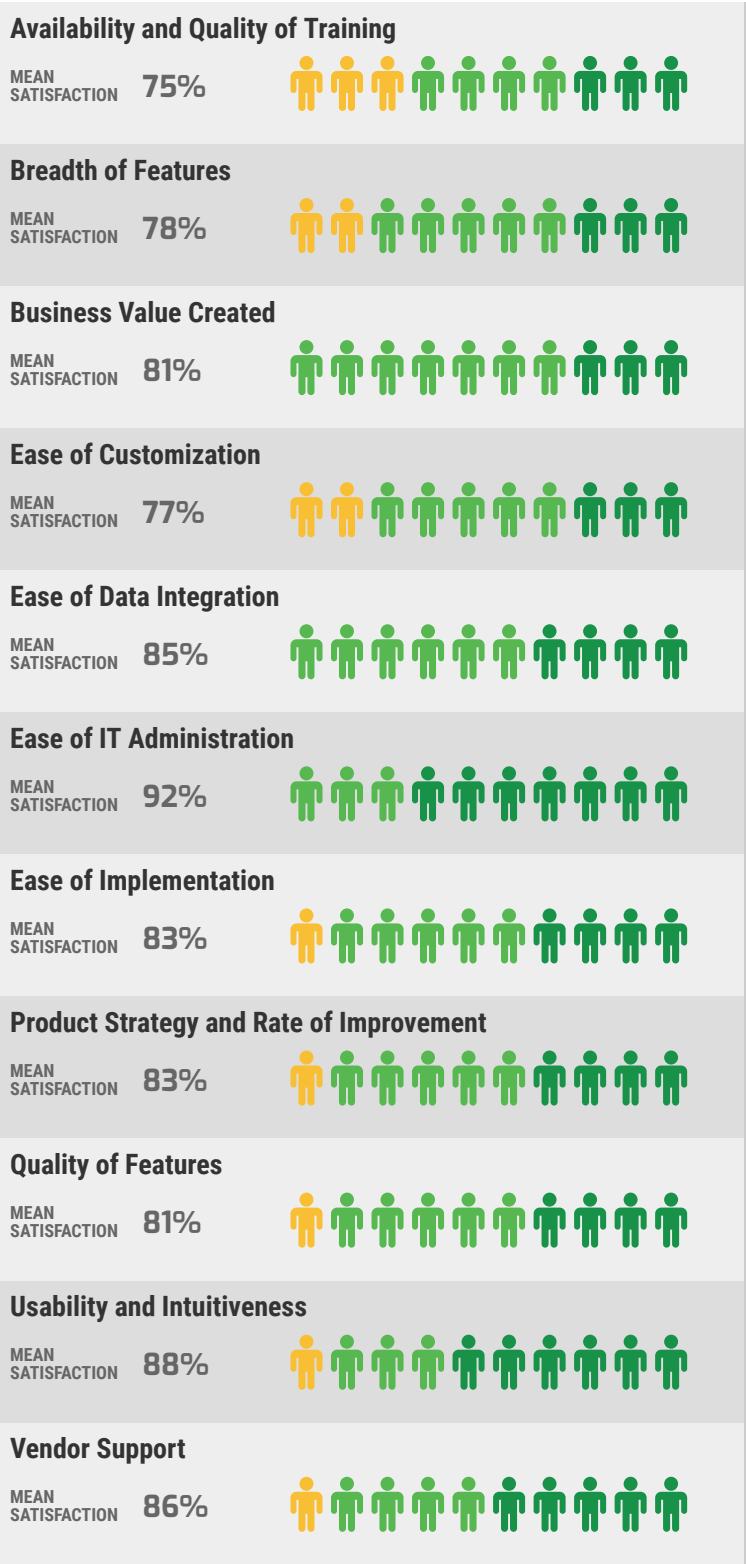
Likelihood to Recommend



Net Promoter Score



### Vendor Capability RANKED BY SATISFACTION



# 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)



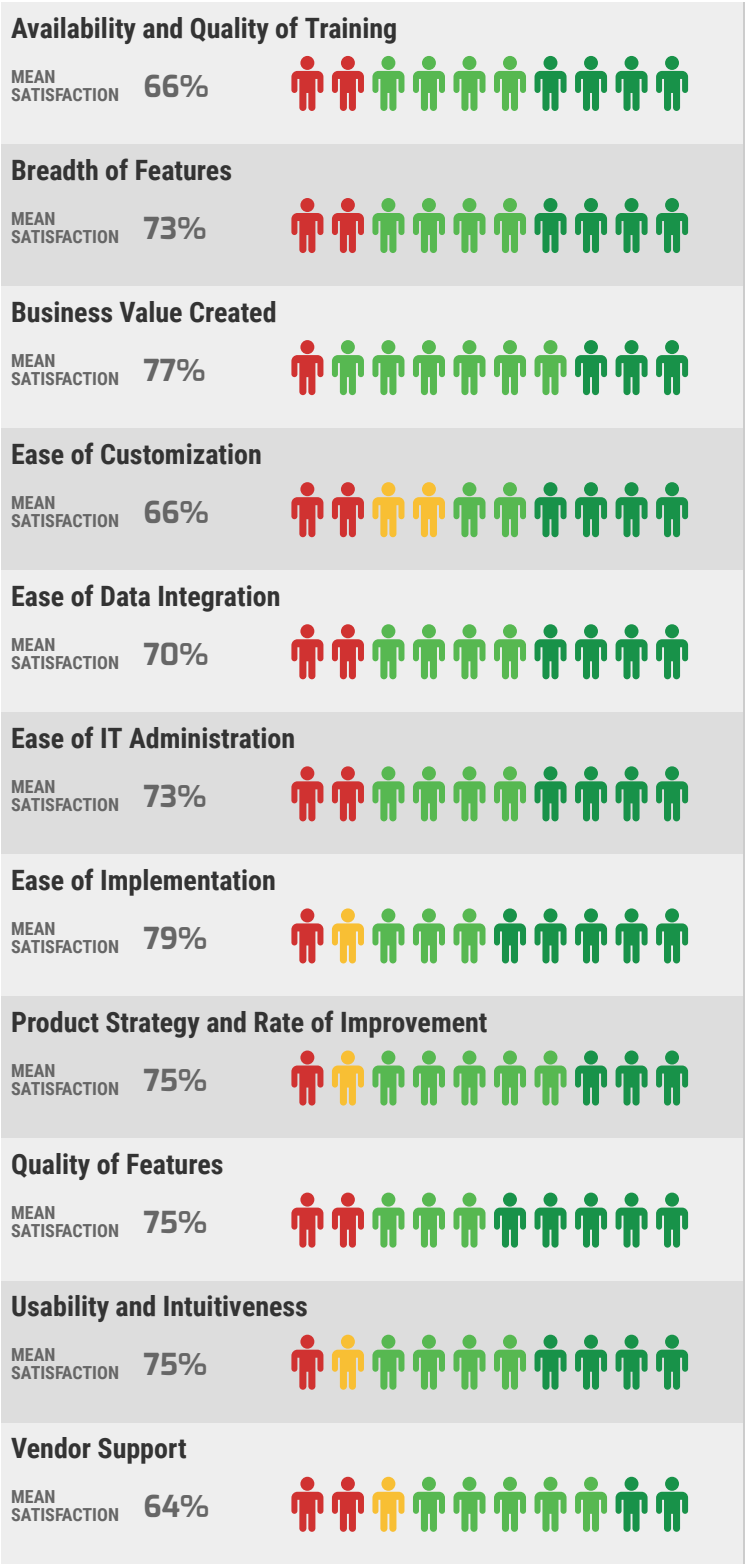
Likelihood to Recommend



Net Promoter Score



### Vendor Capability RANKED BY SATISFACTION



VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
Malwarebytes Endpoint Protection (Cloud-managed)	+75	86%	83%
Malwarebytes Endpoint Security (On-Premises)	+17	75%	72%

VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
Malwarebytes Endpoint Protection (Cloud-managed)	+75	86%	83%
Malwarebytes Endpoint Security (On-Premises)	+17	75%	72%