

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

116
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
116



Malwarebytes Endpoint

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).

8.8/10 COMPOSITE SCORE



Likelihood to Recommend



RANK OUT OF 11

1st

LIKELINESS TO RECOMMEND

92%

ENDPOINT PROTECTION CATEGORY

Plan to Renew



RANK OUT OF 11

1st

PLAN TO RENEW

97%

ENDPOINT PROTECTION CATEGORY

Satisfaction that Cost is Fair Relative to Value



RANK OUT OF 11

3rd

SATISFACTION

83%

ENDPOINT PROTECTION CATEGORY

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.

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

Dynamic Malware Detection

70%
OF CLIENTS
ARE DELIGHTED

Heuristics are applied to files to identify similarities with known malware and block it.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 1st

of 11 in Endpoint Protection

92% SATISFACTION

79% CATEGORY AVERAGE

Automated Remediation

53%
OF CLIENTS
ARE DELIGHTED

Automate remediation of alerts due to exceeding defined thresholds (e.g. trigger scripts to address low disk space alerts).

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 1st

of 11 in Endpoint Protection

86% SATISFACTION

77% CATEGORY AVERAGE

System Hardening

48%
OF CLIENTS
ARE DELIGHTED

Automated vulnerability patching and vulnerability assessment.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 1st

of 11 in Endpoint Protection

86% SATISFACTION

77% CATEGORY AVERAGE

Application Containment Mechanisms

48%
OF CLIENTS
ARE DELIGHTED

Includes cloud based protection, sandboxing, and local containerization.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 1st

of 11 in Endpoint Protection

85% SATISFACTION

77% CATEGORY AVERAGE

Kernel Monitoring

41%
OF CLIENTS
ARE DELIGHTED

Monitoring of processes, memory, and system files at the OS level.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 1st

of 11 in Endpoint Protection

83% SATISFACTION

77% CATEGORY AVERAGE

Cross Platform Integration

43%
OF CLIENTS
ARE DELIGHTED

Open API and net sec appliance integration with NGFW, SIEM, IPS/IDS, Automated Network Quarantining, DLP, Data Discovery, and Threat Intelligence.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 1st

of 11 in Endpoint Protection

83% SATISFACTION

75% CATEGORY AVERAGE

Centralized Management Portal

60%
OF CLIENTS
ARE DELIGHTED

Includes multiple client management, push install functionality, comprehensive policies for different groups, active directory integration and synchronization, and virtual deployment simulator.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 2nd

of 11 in Endpoint Protection

88% SATISFACTION

79% CATEGORY AVERAGE

Port and Device Control

42%
OF CLIENTS
ARE DELIGHTED

Includes USB encryption and endpoint data loss prevention.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 2nd

of 11 in Endpoint Protection

82% SATISFACTION

77% CATEGORY AVERAGE

Host NGFW Functionality

32%
OF CLIENTS
ARE DELIGHTED

Includes policy-based default-deny/whitelisting and application verification and trust (VPN/virtualization).

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 2nd

of 11 in Endpoint Protection

80% SATISFACTION

74% CATEGORY AVERAGE

Cross Platform Support

46%
OF CLIENTS
ARE DELIGHTED

Includes the variety of client devices and operating systems supported by the solution.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 3rd

of 11 in Endpoint Protection

83% SATISFACTION

77% CATEGORY AVERAGE

Forensics

29%
OF CLIENTS
ARE DELIGHTED

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.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

Ranked 3rd

of 11 in Endpoint Protection

78% SATISFACTION

73% CATEGORY AVERAGE

PRODUCT SCORECARD

Executive Summary

Vendor Capability Satisfaction

Product Feature Satisfaction

Emotional Footprint

Reasons for Leaving & Joining

Module Satisfaction

Implementation

Staffing & Ownership

Selection Decisions

Market Size Comparison

Comparisons

Versions

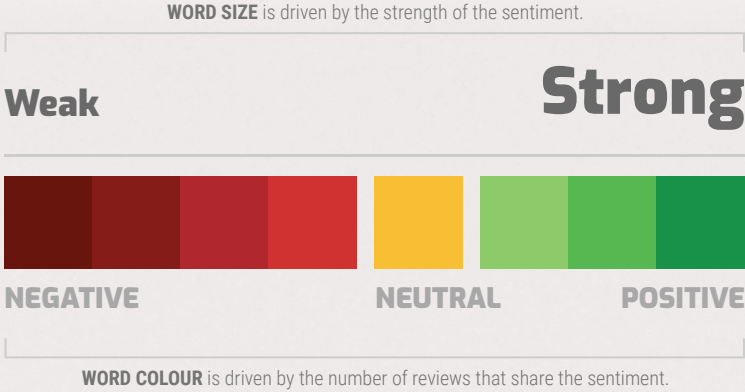
Comments

5

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.



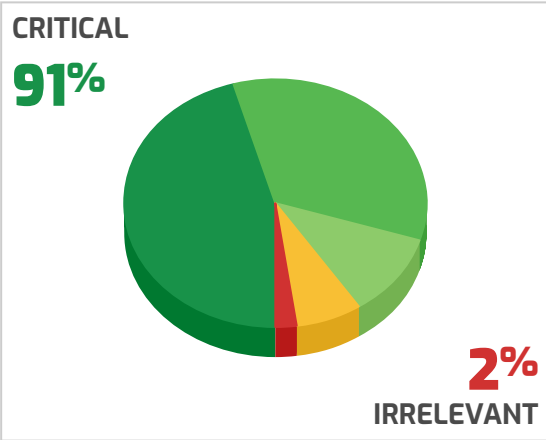
APPRECIATES INCUMBENT STATUS HELPS INNOVATE
OVER DELIVERED PERFORMANCE ENHANCING
ALTRUISTIC CONTINUALLY IMPROVING CARING
EFFICIENT INSPIRING TRUSTWORTHY SAVES TIME
EFFECTIVE INTEGRITY RELIABLE
CLIENT FRIENDLY POLICIES FRIENDLY NEGOTIATION
RESPECTFUL CRITICAL LOVE FAIR
ENABLES PRODUCTIVITY SECURITY PROTECTS
TRANSPARENT INCLUDES PRODUCT ENHANCEMENTS



MALWAREBYTES ENDPOINT Emotional Footprint

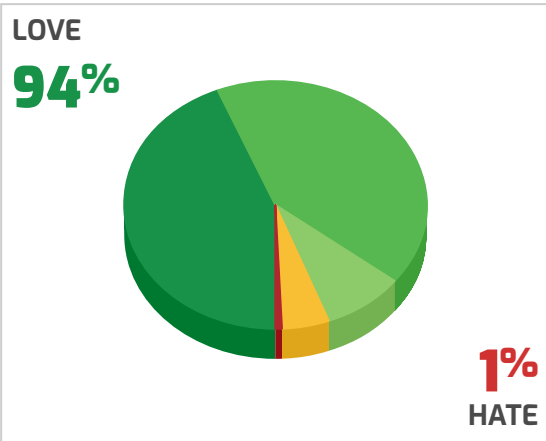
Importance to Professional Success

How important is Malwarebytes Endpoint to your current professional success?



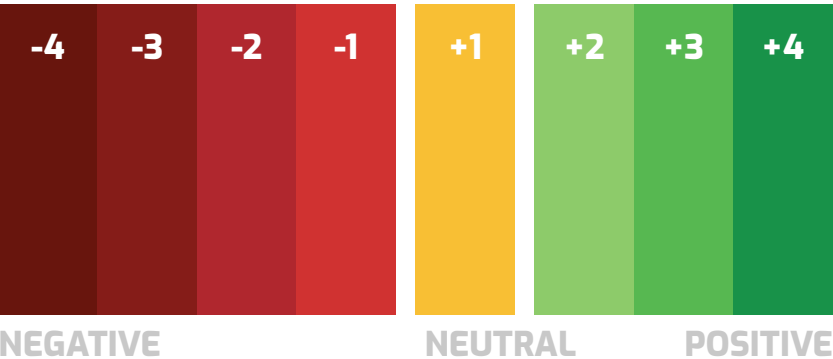
Strength of Emotional Connection

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.

EMOTIONAL SPECTRUM SCALE



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

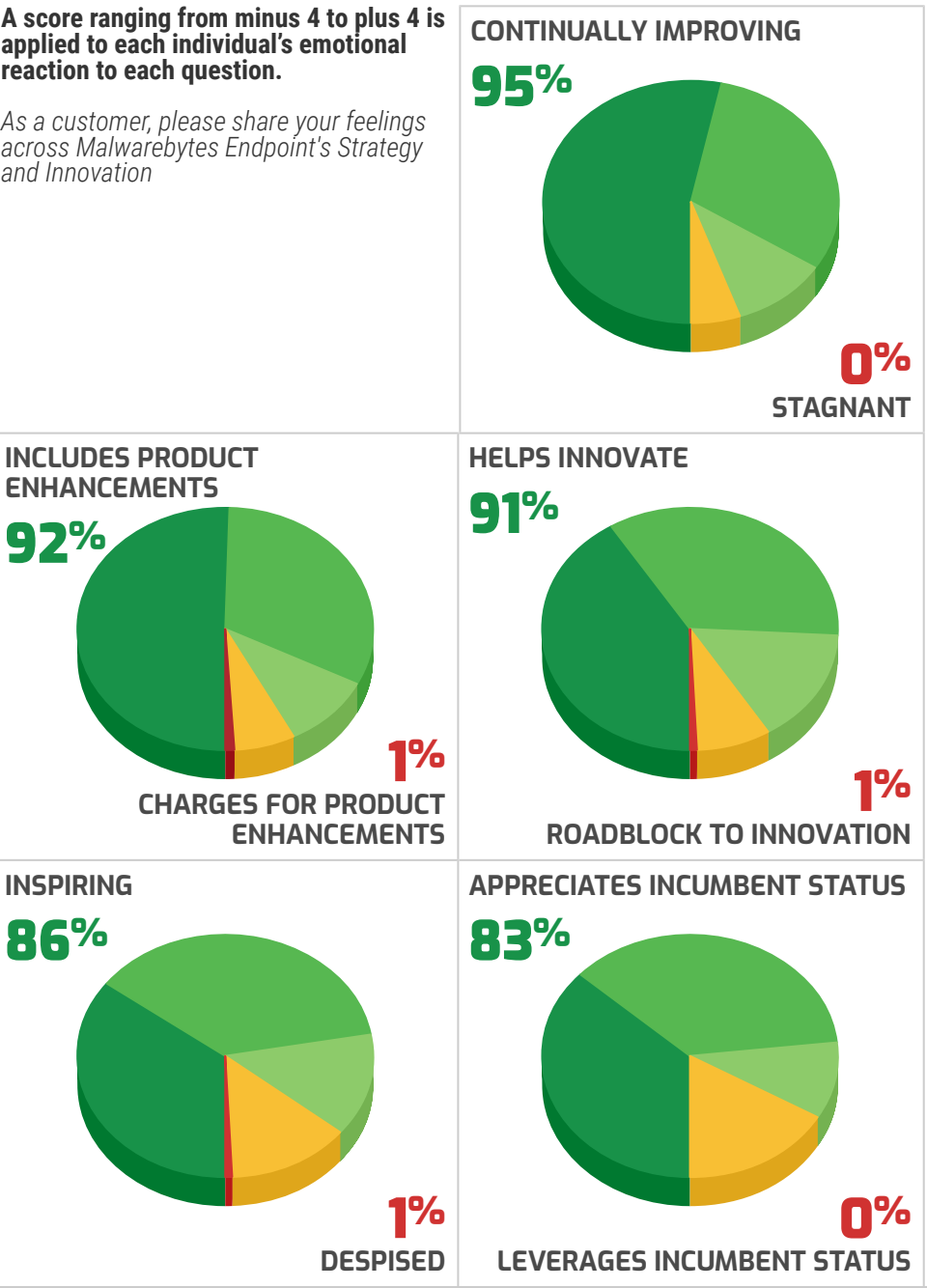
NET
EMOTIONAL
FOOTPRINT
MALWAREBYTES ENDPOINT

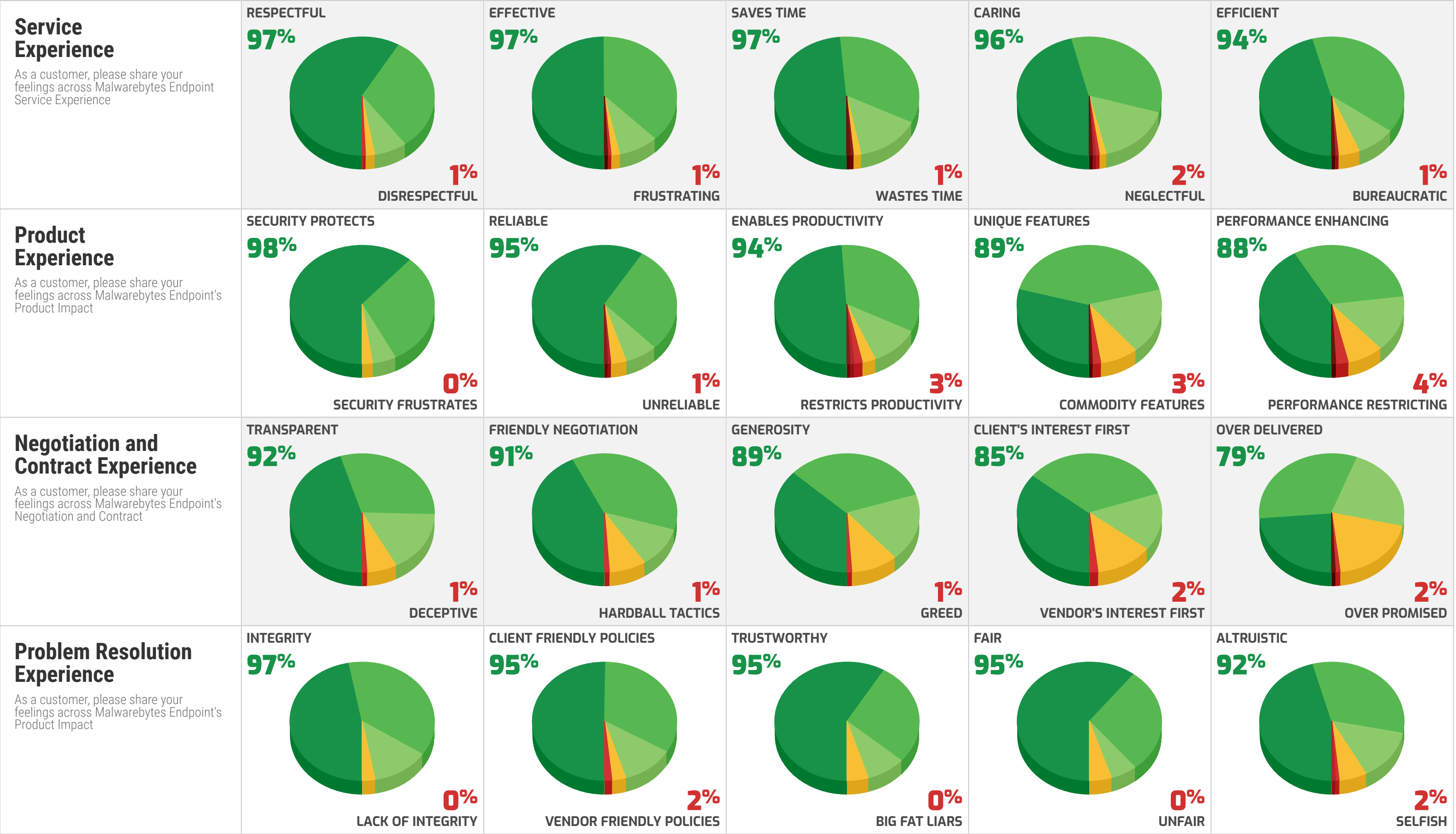
+91

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





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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.

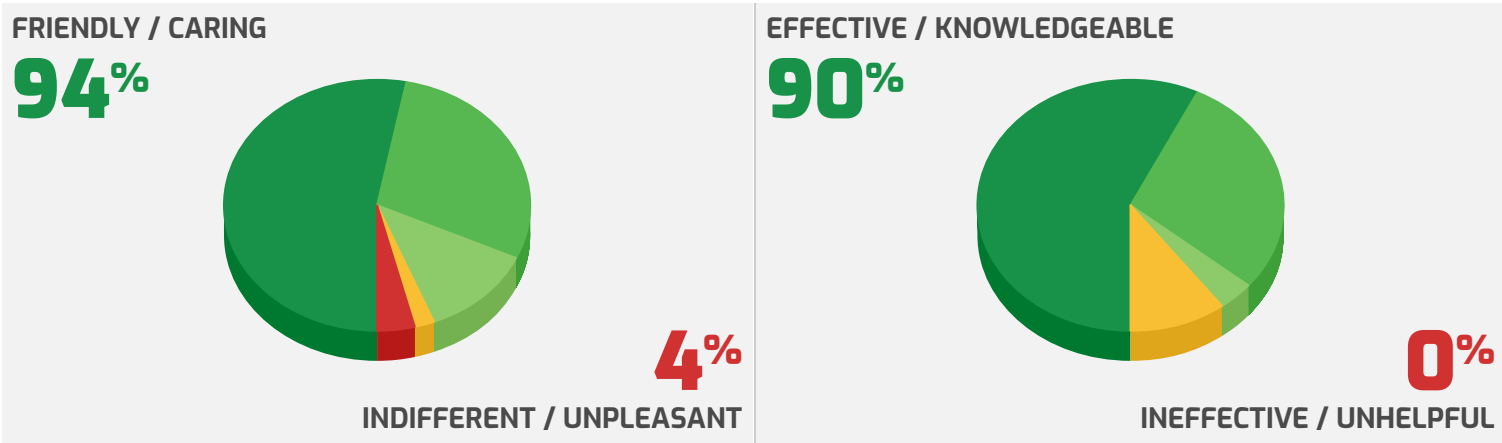
Based on your interactions and relationships with Malwarebytes Endpoint Protection, please summarize what you experienced



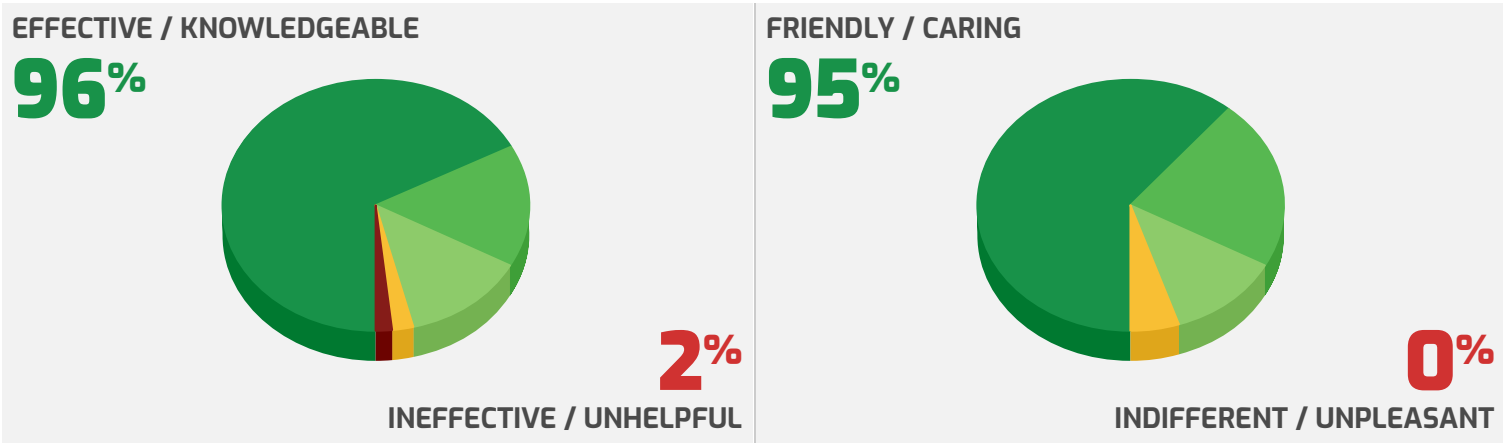
NET
RELATIONSHIP
FOOTPRINT

+93

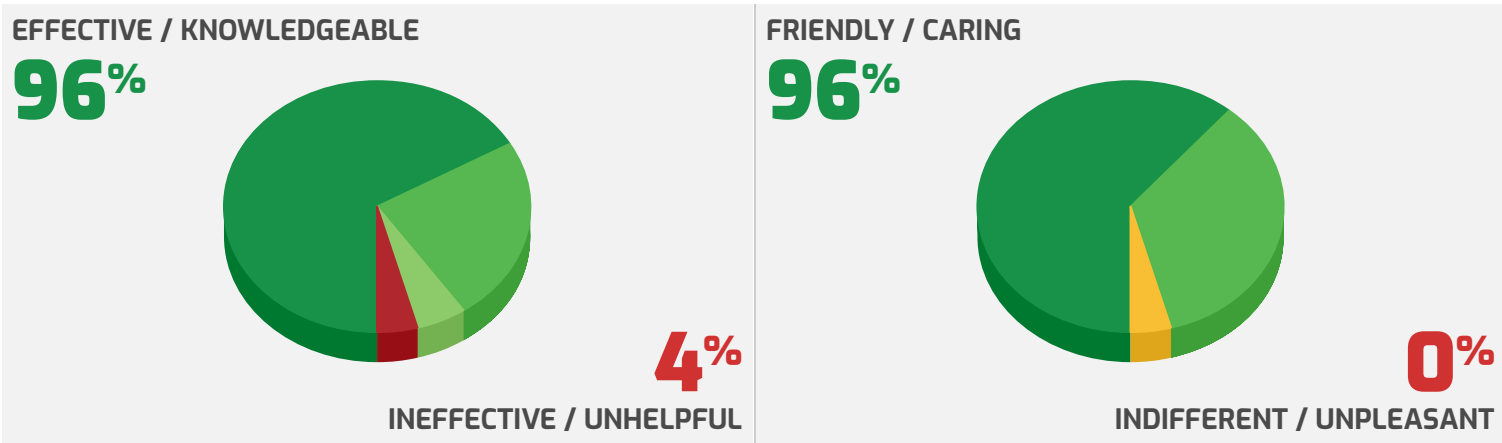
Sales Team



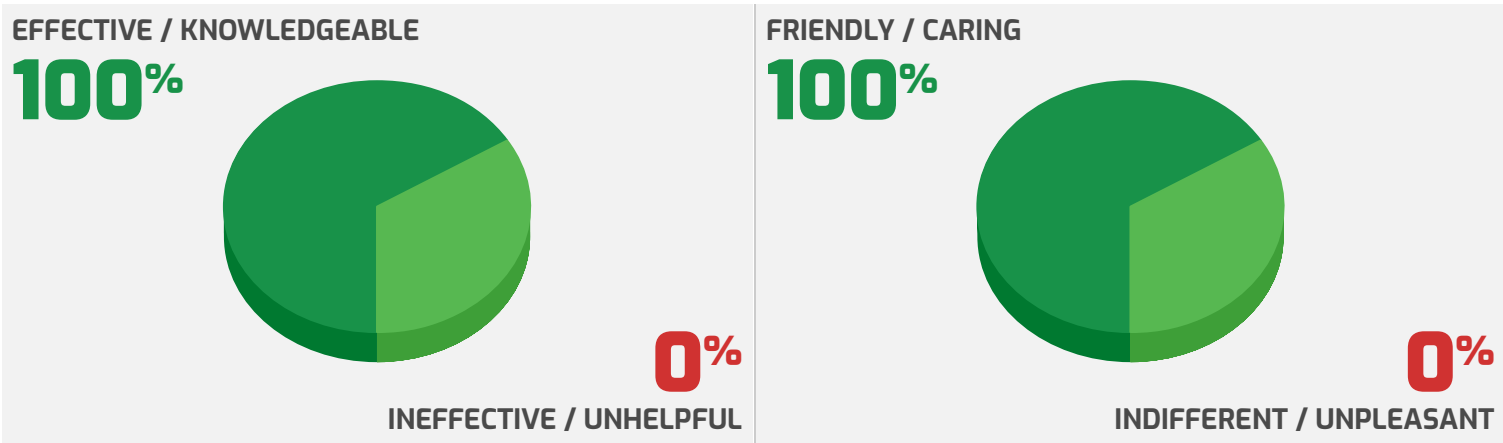
Technical and Product Specialists



Client Service Team



Leadership Team



Joining Malwarebytes Endpoint Protection

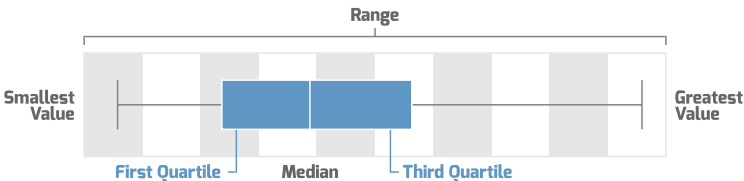
See why clients left which previous vendors for Malwarebytes Endpoint Protection and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.



45 people are **63% more** satisfied with **Malwarebytes Endpoint Protection** over their previous vendor on average

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	2%	100%	3.5		\$18,282	
Minimal Implementation Required	37%	93%	1.4		\$5,011	
Independent Implementation	50%	87%	2.2		\$8,175	
With the Vendor	10%	82%	6.7		\$64,929	
With a Third Party	1%	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.

63%

of Companies Spent
Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend

92%

Organizations Experience a
-7%

Change in Likeliness to Recommend
When They Spend an Average of

\$226 ON TRAINING

Average Likeliness to Recommend

85%

Organizations Experience a
+8%

Change in Likeliness to Recommend
When They Spend an Average of

\$1,000 ON TRAINING

Average Likeliness to Recommend

100%

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.

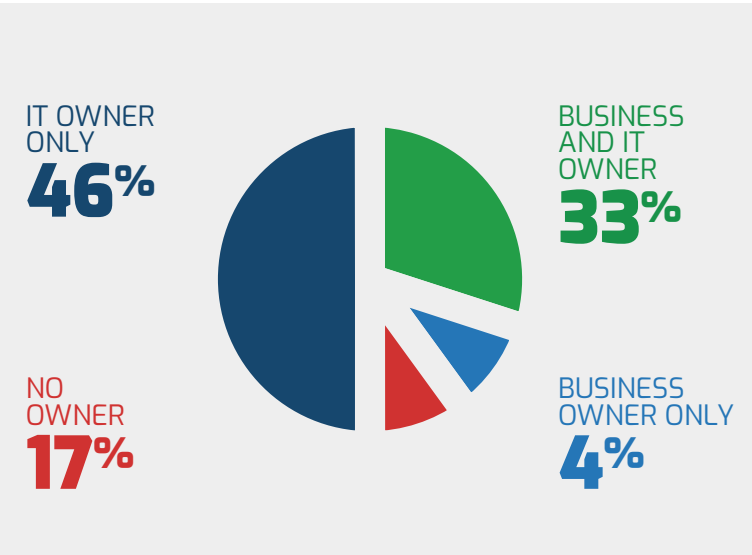
NUMBER OF IT SUPPORT STAFF REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	4%	0% WITH ~12 MORE STAFF	0% WITH ~12 MORE STAFF	↓ 10% WITH ~12 MORE STAFF
6-10 STAFF	7%			
4-5 STAFF	19%			
3 STAFF	18%	92% WITH ~2 STAFF	92% WITH ~2 STAFF	79% WITH ~2 STAFF
2 STAFF	25%			
1 STAFF	26%	↑ 1% WITH ~1 LESS STAFF	↓ 6% WITH ~1 LESS STAFF	↓ 13% WITH ~1 LESS STAFF
0 STAFF	1%			

NUMBER OF DEVELOPERS REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	0%	↓ 5% WITH ~1 MORE STAFF	↓ 1% WITH ~1 MORE STAFF	↓ 2% WITH ~1 MORE STAFF
6-10 STAFF	1%			
4-5 STAFF	6%			
3 STAFF	4%	95% WITH ~1 STAFF	93% WITH ~1 STAFF	77% WITH ~1 STAFF
2 STAFF	15%			
1 STAFF	27%	↓ 3% WITH ~1 LESS STAFF	↓ 8% WITH ~1 LESS STAFF	↓ 15% WITH ~1 LESS STAFF
0 STAFF	36%			

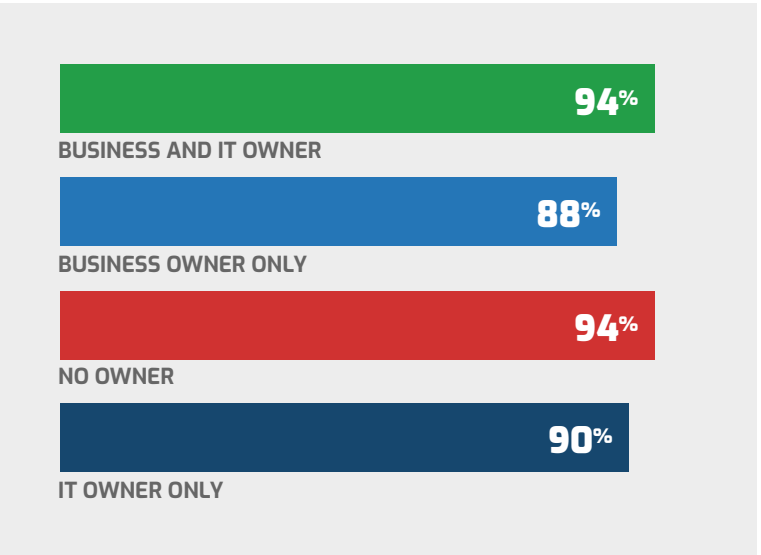
Staff Salaries

SALARY	SUPPORT									
\$100K +	4%	👤 \$110K								
\$76 - \$100K	4%	👤 \$90K								
\$51 - \$75K	38%	👤 \$75K	👤 \$70K	👤 \$70K	👤 \$68K	👤 \$65K	👤 \$65K	👤 \$59K	👤 \$55K	MORE
\$31 - \$50K	29%	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$45K	👤 \$40K	👤 \$35K		
<= \$30K	21%	👤 \$30K	👤 \$30K	👤 \$30K	👤 \$25K	👤 \$20K				
SALARY	DEVELOPERS									
\$100K +	8%	👤 \$120K 👤 \$110K								
\$76 - \$100K	17%	👤 \$95K	👤 \$84K	👤 \$77K	👤 \$100K					
\$51 - \$75K	33%	👤 \$70K	👤 \$65K	👤 \$65K	👤 \$65K	👤 \$65K	👤 \$59K	👤 \$55K	👤 \$55K	
\$31 - \$50K	25%	👤 \$50K	👤 \$50K	👤 \$50K	👤 \$45K	👤 \$40K	👤 \$40K			
<= \$30K	17%	👤 \$30K	👤 \$30K	👤 \$25K	👤 \$20K					

Established Clear Ownership



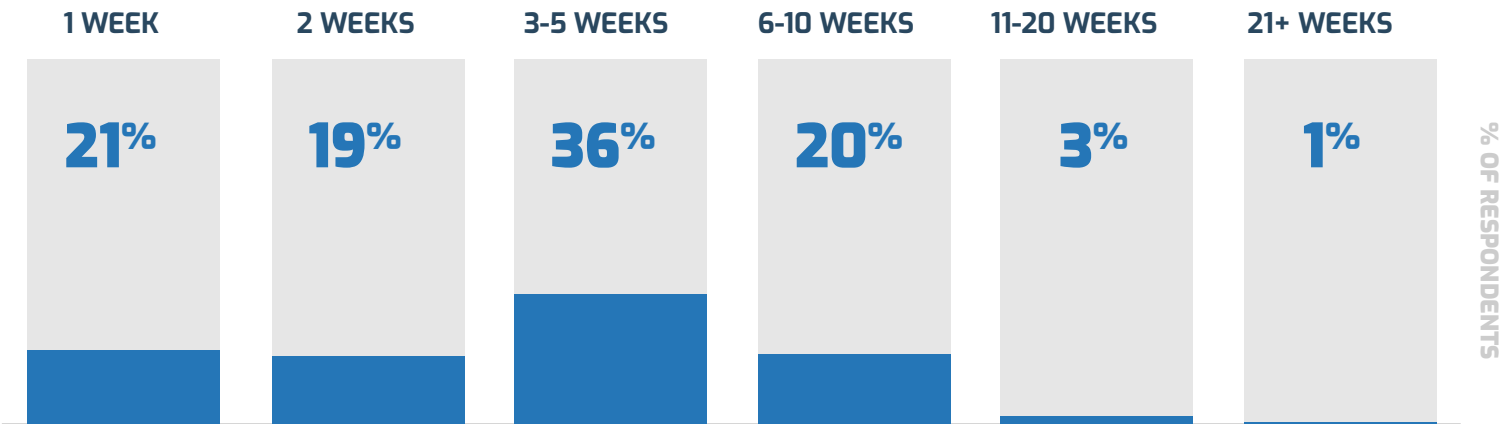
Ownership Satisfaction



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.

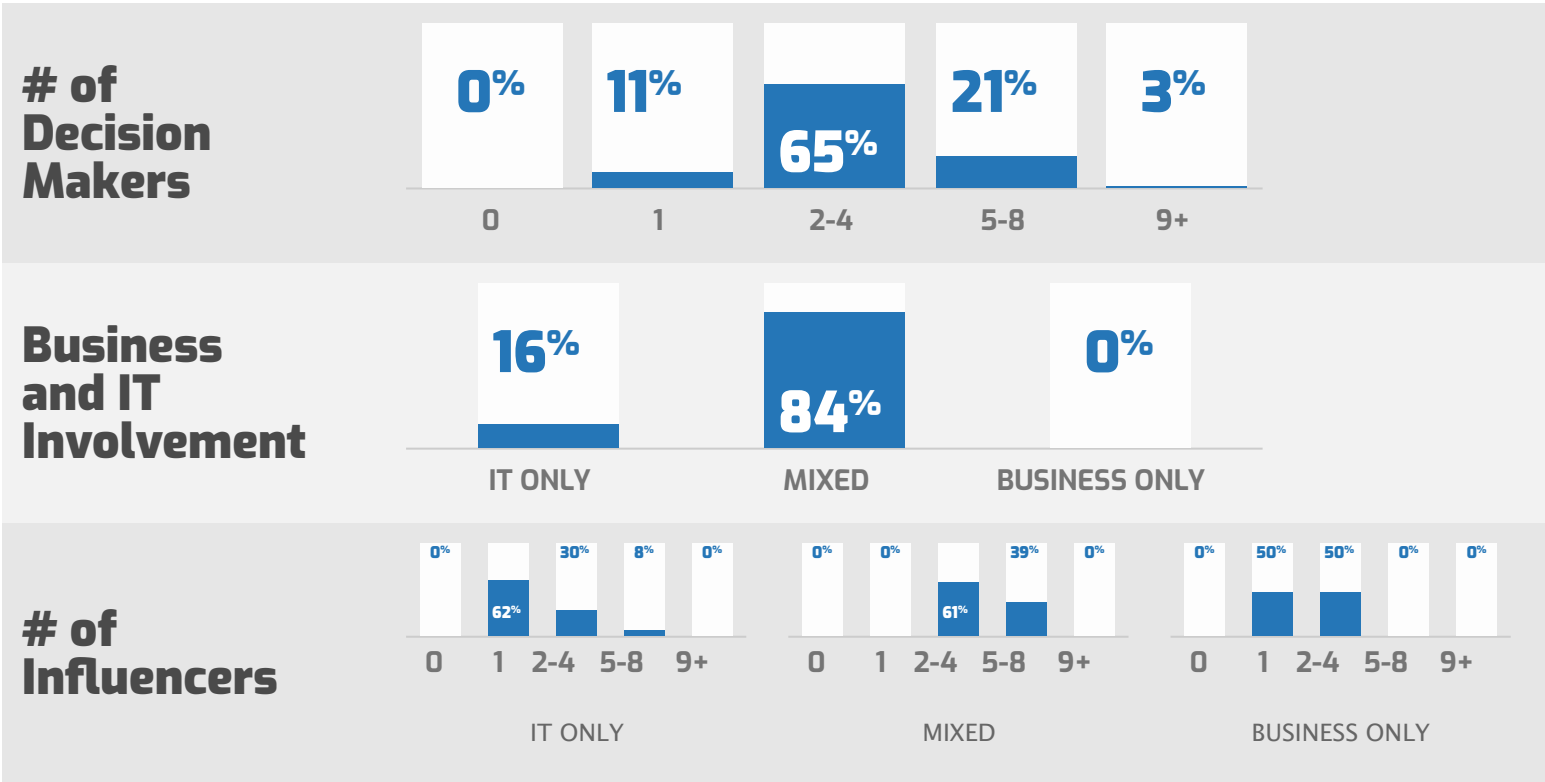
How much time and effort (in weeks) was spent making your selection decision?



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?



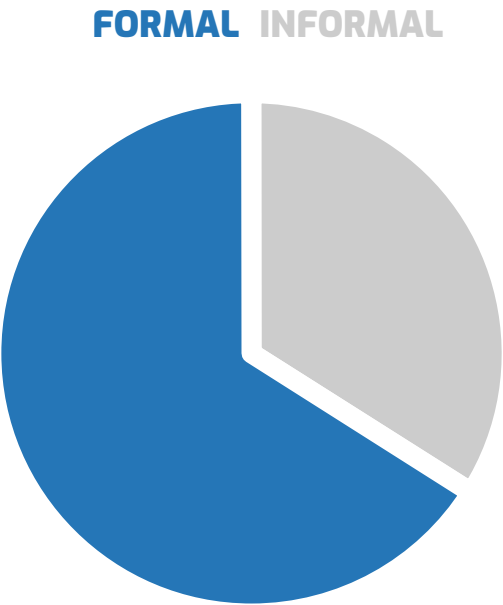
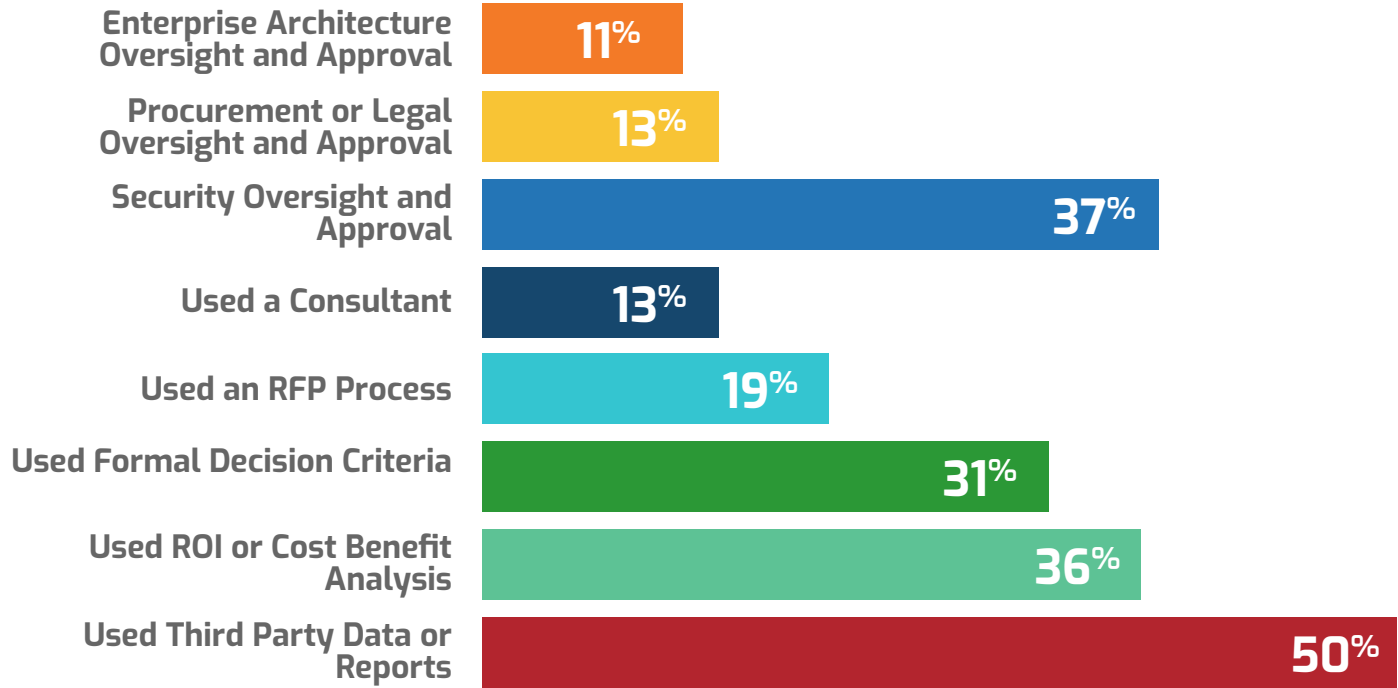
Selection Methodology

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

88% 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>+82</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></div><div>86%</div></div><div><div>Passives</div><div><div><div></div></div><div>10%</div></div></div><div><div>Detractors</div><div><div><div></div></div><div>4%</div></div></div></div></div>		<div>MEDIUM</div> <div><div>BEST FIT</div><div>+83</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></div><div>87%</div></div><div><div>Passives</div><div><div><div></div></div><div>9%</div></div></div><div><div>Detractors</div><div><div><div></div></div><div>4%</div></div></div></div></div>		<div>LARGE</div> <div><div>+57</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>66%</div></div><div><div>Passives</div><div><div><div></div><div></div></div><div>25%</div></div></div><div><div>Detractors</div><div><div><div></div></div><div>9%</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>52%</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>6%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</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></div><div>59%</div></div><div><div>Highly Satisfied</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>6%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</div></div></div></div></div>	CAPABILITY 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><div></div></div><div>57%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>4%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>9%</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>53%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>43%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>4%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</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>47%</div></div><div><div>Highly Satisfied</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>7%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>1%</div></div></div></div></div>	FEATURE SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div></div><div>27%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>61%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>6%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>6%</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></div><div>62%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div></div><div>33%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>5%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</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><div></div></div><div>73%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div></div><div>20%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>7%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</div></div></div></div></div>	IMPLEMENTATION SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div><div></div><div></div></div><div>36%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>55%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>4%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>5%</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>36%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>61%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>3%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</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>49%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div></div><div>47%</div></div><div><div>Almost Satisfied</div><div><div><div></div></div><div>4%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</div></div></div></div></div>	COST SATISFACTION	<div><div>Delighted</div><div><div><div></div><div></div></div><div>25%</div></div><div><div>Highly Satisfied</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>58%</div></div><div><div>Almost Satisfied</div><div><div><div></div><div></div></div><div>17%</div></div></div><div><div>Disappointed</div><div><div><div></div></div><div>0%</div></div></div></div></div>
ORG FIT	<div>1: COST 2: REPUTATION OF THE VENDOR 3: MANAGING RISK AND POTENTIAL FAILURE</div>	ORG FIT	<div>1: ARCHITECTURAL PLATFORM FIT 2: COST 3: REPUTATION OF THE VENDOR</div>	ORG FIT	<div>1: REPUTATION OF THE VENDOR 2: COST 3: SKILL AND STAFF FIT</div>
IMPORTANCE	<div>CAP41%<div>COST4%FEAT34%</div>ORG21%</div>	IMPORTANCE	<div>CAP44%<div>COST4%FEAT35%</div>ORG17%</div>	IMPORTANCE	<div>CAP42%<div>COST3%FEAT34%</div>ORG21%</div>
PLAN TO RENEW	<div>99%</div>	PLAN TO RENEW	<div>96%</div>	PLAN TO RENEW	<div>94%</div>

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	23%	98%	88%	90%	100%
2	24%	94%	87%	86%	96%
3	29%	90%	85%	83%	97%
4	6%	87%	80%	77%	100%
5	7%	98%	88%	89%	100%
6-10	11%	85%	80%	81%	88%
11+	--	--	--	--	--
AVERAGE		92%	85%	85%	97%

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	92%	92%	85%	85%	97%
C-LEVEL	4%	93%	82%	80%	100%
SALES AND MARKETING	2%	89%	86%	83%	100%
OPERATIONS	1%	61%	66%	72%	100%
STUDENT OR ACADEMIC	1%	100%	84%	77%	100%
VENDOR MANAGEMENT	--	--	--	--	--
HUMAN RESOURCES	--	--	--	--	--
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
PUBLIC SECTOR	--	--	--	--	--
FINANCE	--	--	--	--	--
CONSULTANT	--	--	--	--	--
AVERAGE		92%	85%	85%	97%

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 DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	62%	92%	86%	84%	97%
IT LEADER OR MANAGER	55%	92%	86%	87%	97%
END USER OF APPLICATION	53%	93%	86%	85%	98%
INITIAL IMPLEMENTATION	37%	93%	85%	82%	98%
VENDOR SELECTION AND PURCHASING	30%	97%	89%	85%	100%
VENDOR MANAGEMENT AND RENEWAL	25%	96%	87%	85%	100%
BUSINESS LEADER OR MANAGER	16%	97%	89%	85%	100%
AVERAGE		92%	85%	85%	97%

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	67%	92%	87%	87%	98%
WEEKLY	16%	91%	82%	85%	100%
OCCASIONALLY	13%	89%	76%	74%	100%
RARELY OR NEVER	2%	72%	79%	78%	44%
PREVIOUSLY USED	2%	100%	90%	89%	100%
AVERAGE		92%	85%	85%	97%

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)



Likeliness to Recommend

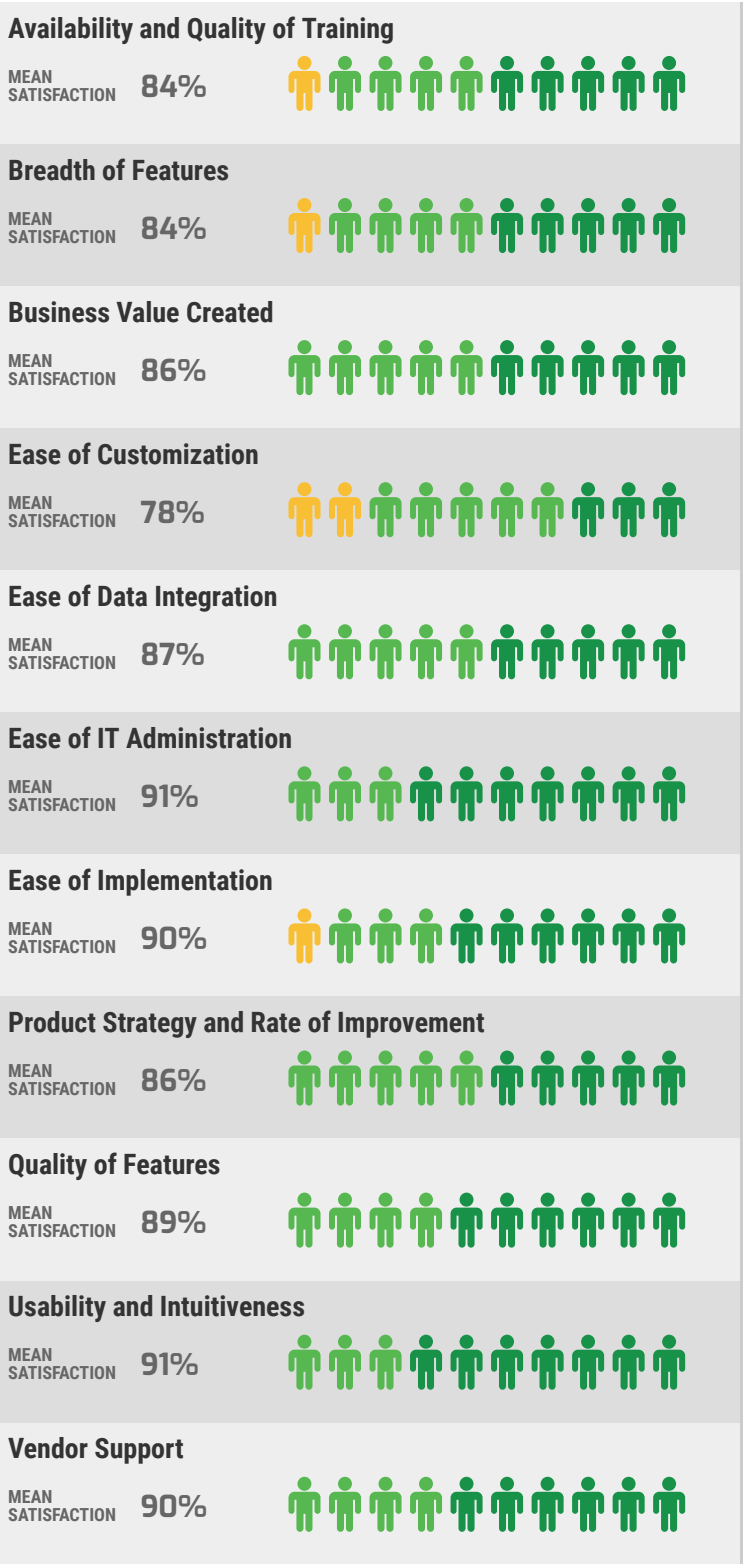


Net Promoter Score



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)



Likeliness to Recommend

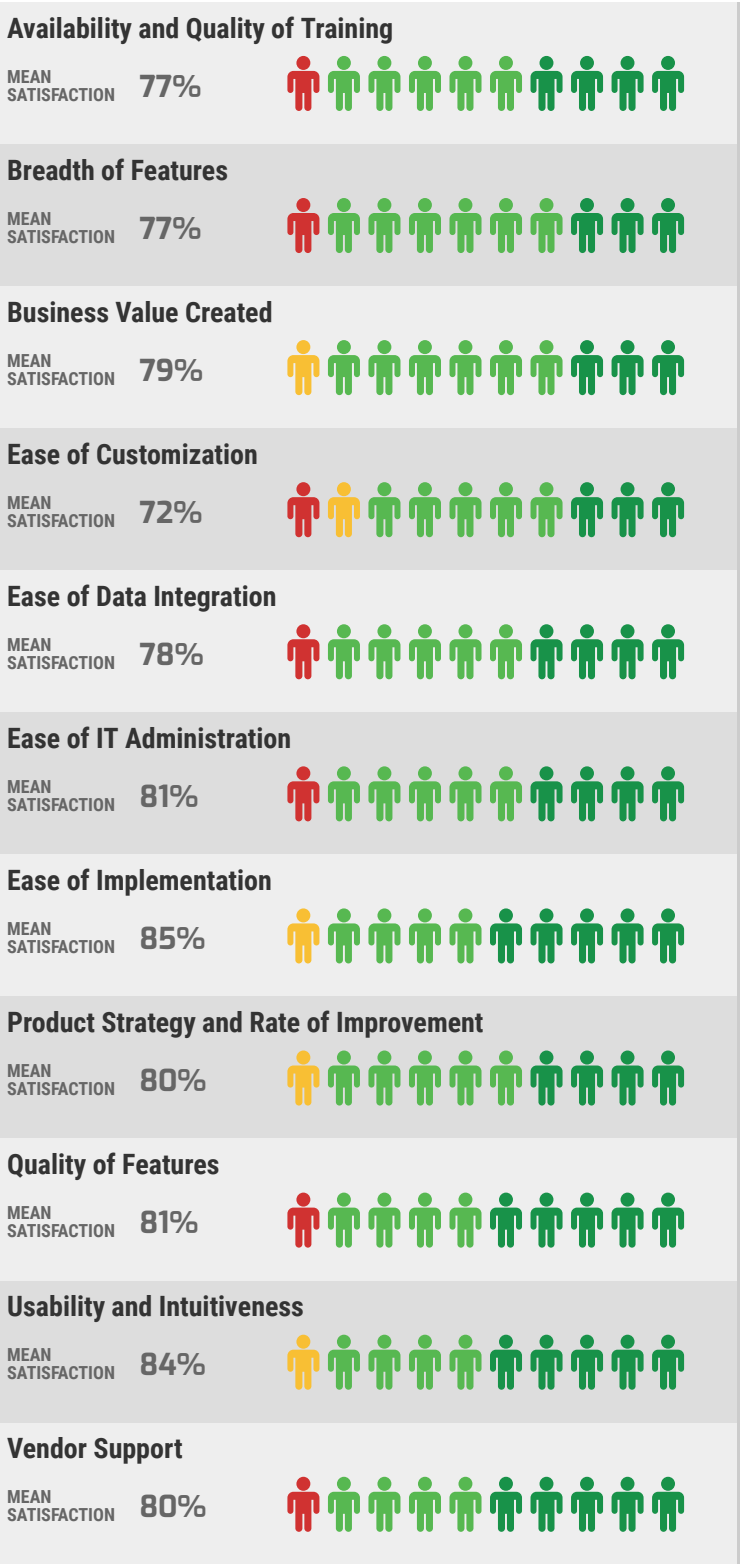


Net Promoter Score



Vendor Capability

RANKED BY SATISFACTION



VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
Malwarebytes Endpoint Protection (Cloud-managed)	+88	87%	87%
Malwarebytes Endpoint Security (On-Premises)	+60	78%	80%

VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
Malwarebytes Endpoint Protection (Cloud-managed)	+88	87%	87%
Malwarebytes Endpoint Security (On-Premises)	+60	78%	80%