MSP Software
Guide 2025

ninjaOne®

Table of Contents

Read this first

Below are a few quick notes regarding our methodology and the purpose of this guide.

Sources
The following ratings were collected from third-party review sites G2 and Capterra in December 2024.

What (--) indicates
The particular data point was either unavailable at the time of our collection, or the product did not meet our minimum requirement for having five or more reviews.

These lists are not comprehensive
The MSP software market contains many tools not seen here. Creating a truly exhaustive list is an undertaking left to more adventurous souls. We have simply done our best to include the major players in each category that are geared specifically toward MSPs and that have at least five reviews.

How to best use this guide
This guide is not meant to be the final word on the value of these solutions. Many factors go into choosing the right software. User ratings are just one. Therefore, this guide primarily serves as a starting point for additional research.

Table key

▬ Same position   ↙ Moved down
↗ Moved up   ➕ New entry

Product Ratings

RMM

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	NinjaOne	n	4.7 ★★★★½	9.3	9.4	9.4	9.4	4.8 ★★★★★	4.7	4.7	4.7
—	2	Datto RMM (owned by Kaseya)	datto	4.5 ★★★★½	9.1	9.0	9.1	8.6	4.3 ★★★★☆	4.0	4.0	3.9
↗ +1	3	ManageEngine Endpoint Central MSP		4.4 ★★★★½	9.7	9.4	8.6	9.7	4.6 ★★★★½	4.6	4.3	4.3
↙ -1	4	LogMeIn Resolve (formerly GoTo Resolve)	GoTo	4.4 ★★★★½	9.2	9.3	9.4	9.3	4.4 ★★★★½	4.5	4.2	4.3
↗ +1	5	N-able N-central	N	4.3 ★★★★☆	8.6	8.1	8.2	8.2	3.9 ★★★★☆	3.5	3.2	3.5
↙ -1	6	Central (formerly LogMeIn)	●●●	4.2 ★★★★☆	8.9	8.9	8.8	8.1	4.5 ★★★★½	4.5	4.2	3.8
+	7	ConnectWise Automate (formerly LabTech)		4.1 ★★★★☆	8.5	6.5	7.3	7.5	4.1 ★★★★☆	3.7	3.7	3.9
+	8	Kaseya VSA	VSA	4.0 ★★★★☆	8.3	7.1	7.6	7.4	4.0 ★★★★☆	3.6	3.6	3.7

PSA

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	HaloPSA		4.8 ★★★★★	9.1	7.6	8.8	9.6	4.9 ★★★★★	4.2	4.9	4.6
—	2	BigTime		4.5 ★★★★½	8.6	7.8	8.7	9.1	4.6 ★★★★½	4.5	4.7	4.5
—	3	SherpaDesk		4.4 ★★★★½	9.7	9.4	8.6	9.7	4.7 ★★★★½	4.6	4.3	4.3
—	4	Accelo		4.4 ★★★★½	8.6	7.1	8.2	8.8	4.5 ★★★★½	4.4	4.5	4.3
—	5	Kaseya BMS (formerly Vorex)		4.3 ★★★★½	8.6	8.2	8.5	7.8	4.1 ★★★★☆	4.2	4.0	4.1
↗ +1	6	Autotask PSA (Datto, now Kaseya)		4.2 ★★★★☆	8.5	7.5	7.9	8.1	4.3 ★★★★½	3.9	4.1	4.0
↙ -1	7	ManageEngine ServiceDesk Plus		4.2 ★★★★☆	8.6	8.1	8.5	8.2	4.4 ★★★★½	4.2	4.2	4.3
↙ -2	8	ConnectWise PSA (formerly CW Manage)		3.9 ★★★★☆	8.3	6.1	7.2	7.3	4.1 ★★★★☆	3.7	3.7	3.8

RMM + PSA Combo

Some available solutions provide both RMM and PSA functionality. These can be beneficial for small/new MSPs in particular, who see value in having just one tool to manage until they become large enough to warrant migrating to more specialized solutions.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Naverisk		4.7 ★★★★⯪	9.4	9.0	9.1	9.6	4.8 ★★★★★	4.6	4.8	4.8
↗ +2	2	Pulseway (owned by Kaseya)		4.6 ★★★★⯪	9.0	9.1	9.2	9.0	4.7 ★★★★⯪	4.7	4.7	4.7
↙ -1	3	Atera		4.6 ★★★★⯪	8.9	9.1	9.2	9.0	4.6 ★★★★⯪	4.6	4.5	4.6
↙ -1	4	SuperOps.ai		4.6 ★★★★⯪	8.8	9.0	9.2	9.0				
—	5	Syncro		4.5 ★★★★⯪	8.7	8.8	8.8	8.4	4.7 ★★★★⯪		4.3	4.8
—	6	N-able N-sight		4.3 ★★★★⯨	8.5	8.2	8.3	8.1	4.3 ★★★★⯨	4.1	4.1	4.1

Remote Access

Remote access solutions play a critical role in managing multiple client networks, offering MSPs the ability to gain quick and reliable remote access to machines for hands-on troubleshooting and more.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Splashtop		4.9 ★★★★★	9.7	9.4	9.7	9.5	4.7 ★★★★⯪	4.8	4.7	4.8
+	2	NinjaOne		4.7 ★★★★⯪	9.3	9.4	9.4	9.4	4.8 ★★★★★	4.7	4.7	4.7
↙ -1	3	ConnectWise Control (formerly ScreenConnect)		4.7 ★★★★⯪	9.3	8.9	9.3	8.8	4.7 ★★★★⯪	4.6	4.5	4.6
↙ -1	4	BeyondTrust Remote Support (formerly Bomgar)		4.7 ★★★★⯪	9.4	8.7	9.3	9.3	4.6 ★★★★⯪	4.5	4.5	4.4
↙ -1	5	Real VNC (formerly VNC Connect)		4.7 ★★★★⯪	9.3	9.0	9.4	9.1	4.5 ★★★★⯪	4.5	4.2	4.4
↙ -1	6	Zoho Assist		4.6 ★★★★⯪	9.1	9.3	9.2	8.8	4.7 ★★★★⯪	4.7	4.6	4.7
↙ -1	7	AnyDesk		4.5 ★★★★⯪	9.2	9.3	9.3	8.8	4.6 ★★★★⯪	4.7	4.3	4.5
↙ -1	8	TeamViewer		4.5 ★★★★⯪	9.1	9.0	9.1	8.6	4.6 ★★★★⯪	4.6	4.3	4.4

Remote Access *(continued)*

Remote access solutions play a critical role in managing multiple client networks, offering MSPs the ability to gain quick and reliable remote access to machines for hands-on troubleshooting and more.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
↙ -1	9	N-able Take Control	N	4.5 ★★★★½	9.3	9.1	9.1	8.8	4.3 ★★★★½	4.3	4.3	4.2
↙ -1	10	Pro by GoTo (formerly LogMeIn Pro)	⊙Pro	4.4 ★★★★½	9.2	9.4	9.2	8.4	4.4 ★★★★½	4.3	4.0	3.7
↙ -1	11	MSP360 Connect	C	4.2 ★★★★☆	8.9	9.3	8.9	9.1	4.3 ★★★★½	44	4.4	4.8

Backup

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Veeam	veeam	4.6 ★★★★★	9.3	8.7	9.0	9.0	4.8 ★★★★★	4.5	4.5	4.5
+	2	NinjaOne	n	4.7 ★★★★★	9.3	9.4	9.4	9.4	4.8 ★★★★★	4.7	4.7	4.7
—	3	Druva		4.7 ★★★★★	9.3	9.2	9.4	9.4	4.7 ★★★★★	4.5	4.7	4.5
↗ +4	4	Acronis Cyber Protect	A	4.7 ★★★★★	9.3	9.4	9.3	9.2	4.4 ★★★★★	4.3	4.1	4.2
↙ -3	5	Backblaze		4.7 ★★★★★	9.0	8.8	9.0	8.8	4.7 ★★★★★	4.7	4.5	4.6

Backup *(continued)*

Backup and disaster recovery services have become a core offering for MSPs, especially with the rise of ransomware and other destructive online threats. Below is a list of M365 Backup solutions.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
-2	6	MSP360 (formerly CloudBerry)		4.5 ★★★★⯪	9.1	8.9	8.7	8.5	4.7 ★★★★⯪	4.4	4.4	4.6
—	7	Datto BCDR (formerly Datto SIRIS)	datto	4.5 ★★★★⯪	9.2	9.3	9.2	8.3	4.6 ★★★★⯪	4.5	4.4	4.2
-2	8	Cove Data Protection (previously N-Able Backup)		4.4 ★★★★⯪	8.9	9.1	9.0	8.5	4.7 ★★★★⯪	4.5	4.6	4.2
-4	9	Barracuda Backup		4.4 ★★★★⯪	8.9	8.7	9.1	9.1	4.7 ★★★★⯪	4.3	4.4	3.8
-1	10	Unitrends (Owned by Kaseya)		4.2 ★★★★☆	8.7	8.1	8.5	8.6	4.7 ★★★★⯪	4.1	4.6	4.2
-1	11	Carbonite		4.0 ★★★★☆	8.6	9.0	8.9	8.1	4.2 ★★★★☆	4.2	4.0	4.0

MSP 365 Backup

Backup and disaster recovery services have become a core offering for MSPs, especially with the rise of ransomware and other destructive online threats. Below is a list of M365 Backup solutions.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
		M365 Backup										
—	1	365 Total Backup (previously Altaro)		4.8 ★★★★★	9.5	9.8	9.9	9.3	-	-	-	?
↗ +1	2	Dropsuite		4.7 ★★★★★	9.4	9.2	9.3	8.9	4.6 ★★★★⯪	4.5	4.2	4.6
↙ -1	3	Acronis Cyber Backup		4.7 ★★★★★	9.1	9.1	9.1	8.8	4.5 ★★★★⯪	4.3	4.1	4.2
—	4	Veeam Backup for O365		4.5 ★★★★⯪	9.0	8.7	9.0	8.7	4.8 ★★★★★	4.8	4.7	4.4
—	5	Datto Backupify		4.2 ★★★★☆	8.8	9.0	8.5	8.0	4.1 ★★★★☆	4.0	3.9	3.8
—	6	Spanning Backup		4.2 ★★★★☆	8.7	9.1	8.9	8.4	3.8 ★★★★☆	3.9	3.4	3.5

Help Desk / Ticketing

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Freshservice		4.6 ★★★★½	8.9	8.8	9.2	9.0	4.5 ★★★★½	4.5	4.5	4.4
—	2	SysAid		4.5 ★★★★½	9.0	8.5	8.9	9.0	4.5 ★★★★½	4.5	4.5	4.5
—	3	Zoho Desk		4.4 ★★★★½	8.7	8.2	8.5	8.3	4.5 ★★★★½	4.4	4.3	4.5
—	4	SolarWinds Service Desk		4.3 ★★★★½	8.6	8.6	9.0	8.9	4.6 ★★★★½	4.6	4.6	4.5
—	5	Zendesk		4.3 ★★★★½	8.6	8.0	8.6	8.4	4.4 ★★★★½	4.3	4.3	4.2
—	6	Spiceworks Cloud Help Desk		4.3 ★★★★½	8.6	8.7	8.7	8.9	4.4 ★★★★½	4.3	4.2	4.6
↙ -1	7	ManageEngine ServiceDesk Plus		4.2 ★★★★½	8.6	8.1	8.5	8.2	4.4 ★★★★½	4.2	4.2	4.3

CRM

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Less Annoying CRM		4.9 ★★★★★	9.4	9.6	9.8	9.9	4.8 ★★★★★	4.9	4.9	4.9
—	2	Freshsales		4.5 ★★★★⯪	8.7	8.8	9.0	8.8	4.5 ★★★★⯪	4.4	4.4	4.4
—	3	Copper		4.5 ★★★★⯪	8.7	8.7	9.1	8.6	4.4 ★★★★⯪	4.5	4.3	4.1
—	4	HubSpot		4.4 ★★★★⯪	8.6	8.4	8.7	8.6	4.5 ★★★★⯪	4.5	4.4	4.2
—	5	Salesforce Sales Cloud		4.4 ★★★★⯪	8.8	7.8	8.1	8.1	4.4 ★★★★⯪	4.0	4.1	4.1
—	6	Pipedrive		4.3 ★★★★☆	8.4	8.7	8.8	8.3	4.5 ★★★★⯪	4.5	4.4	4.4
—	7	ZenDesk Sell		4.2 ★★★★☆	8.2	8.7	8.6	8.4	4.3 ★★★★⯪	4.4	4.1	4.0
—	8	Zoho CRM		4.1 ★★★★☆	8.4	7.8	8.2	7.6	4.3 ★★★★⯪	4.1	4.1	4.3

Endpoint Protection / EDR

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Huntress		4.8 ★★★★★	9.5	9.6	9.5	9.7	4.9 ★★★★★	4.8	4.9	4.8
—	2	SentinelOne		4.7 ★★★★★	9.3	8.9	9.0	9.0	4.8 ★★★★★	4.4	4.5	4.6
↗ +1	3	CrowdStrike Falcon		4.7 ★★★★★	9.3	9.2	9.1	8.9	4.7 ★★★★★	4.3	4.2	4.1
↙ -1	4	ThreatDown (Malwarebytes)		4.6 ★★★★★	9.3	9.3	9.3	8.8	4.7 ★★★★★	4.7	4.4	4.6
↗ +1	5	Sophos Intercept X		4.6 ★★★★★	9.4	9.2	9.2	8.7	4.5 ★★★★★	4.3	4.2	4.2
↙ -1	6	Webroot Endpoint Protection		4.6 ★★★★★	9.3	9.4	9.2	8.8	4.5 ★★★★★	4.6	4.3	4.4
—	7	Microsoft Defender for Endpoint		4.4 ★★★★☆	8.6	8.5	8.6	8.5	4.6 ★★★★★	4.6	4.1	4.6
—	8	Bitdefender GravityZone		4.0 ★★★★☆	8.3	8.3	8.1	8.0	4.6 ★★★★★	4.4	4.3	4.5

Email Protection Solutions

MSPs can use third-party email protection solutions to protect client email accounts from user-targeted attacks such as phishing, spoofing, and more.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
↗ +1	1	Proofpoint Email Security & Protection	proofpoint	4.6 ★★★★★	9.3	8.3	8.4	8.8	4.2 ★★★★★	3.6	4.1	4.0
↙ -1	2	SpamTitan		4.5 ★★★★★	9.3	9.0	9.0	9.1	4.6 ★★★★★	4.4	4.5	4.5
—	3	Virtru		4.4 ★★★★★	9.2	9.2	9.0	8.8	4.6 ★★★★★	4.5	4.5	4.5
—	4	Mimecast	m	4.4 ★★★★★	9.0	8.0	8.0	8.5	4.3 ★★★★★	4.1	4.4	4.2
—	5	Barracuda Email Security Gateway		4.2 ★★★★★	8.6	8.8	8.7	8.6	4.5 ★★★★★	4.3	4.4	4.2
—	6	N-able Mail Assure		4.0 ★★★★★	8.5	7.4	7.8	8.0	4.5 ★★★★★	4.1	4.7	4.8

Identity and Access Management

Identity and Access Management (IAM) software can help MSPs protect clients from unauthorized network access and quickly provision users.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Duo Security (Cisco)		4.5 ★★★★⯪	9.4	9.0	9.3	8.8	4.7 ★★★★⯪	4.6	4.4	4.5
↗ +1	2	Okta Workforce Identity		4.5 ★★★★⯪	9.3	8.8	9.2	8.8	4.7 ★★★★⯪	4.6	4.5	4.5
↙ -1	3	JumpCloud		4.5 ★★★★⯪	8.8	8.8	9.0	8.8	4.7 ★★★★⯪	4.5	4.5	4.5
—	4	Microsoft Entra ID		4.5 ★★★★⯪	9.1	8.6	8.8	8.7				
—	5	OneLogin		4.4 ★★★★⯪	9.1	8.5	9.1	8.7	4.6 ★★★★⯪	4.6	4.2	4.3

Network Monitoring

Many MSPs conduct proactive network monitoring with their RMM solution. However, for broader network and infrastructure monitoring, dedicated network monitoring solutions may be appropriate.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	Domotz		4.9 ★★★★★	9.4	9.3	9.5	9.6	4.9 ★★★★★	4.8	4.9	4.7
—	2	NinjaOne		4.7 ★★★★½	9.1	9.3	9.2	9.3	4.8 ★★★★★	4.7	4.7	4.7
↗ +1	3	PRTG		4.6 ★★★★½	9.1	8.5	8.6	8.3	4.6 ★★★★½	4.4	4.2	4.5
↙ -1	4	Auvik		4.5 ★★★★½	8.7	8.7	8.7	8.9	4.6 ★★★★½	4.4	4.6	4.4
—	5	ManageEngine OpManager		4.5 ★★★★½	9.1	9.0	8.8	8.7	4.6 ★★★★½	4.6	4.5	4.6
—	6	LogicMonitor		4.5 ★★★★½	9.0	8.6	8.6	9.0	4.6 ★★★★½	4.3	4.6	4.5
—	7	Nagios XI		4.5 ★★★★½	9.4	6.1	8.8	8.8	4.5 ★★★★½	4.3	4.1	4.4
—	8	SolarWinds Observability		4.5 ★★★★½	8.8	8.8	8.8	8.6	4.5 ★★★★½	4.3	4.3	4.6

Documentation

Good documentation is the key to less time consuming, higher quality, and repeatable service. Using a modern IT documentation solution helps you ditch the knowledge hunt by making the information your team needs easier to find. Standardize procedures, boost efficiency, and empower techs with instant access to critical information.

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
—	1	NinjaOne		4.7 ★★★★½	9.1	9.3	9.2	9.3	4.8 ★★★★★	4.7	4.7	4.7
+1	2	Hudu		4.7 ★★★★½	9.2	8.8	9.1	9.1	4.6 ★★★★½	4.8	4.2	
-1	3	IT Glue (owned by Kaseya)		4.7 ★★★★½	9.2	8.7	9.1	8.8	4.6 ★★★★½	4.6	4.4	4.5
+2	4	ITBoost (owned by ConnectWise)		4.4 ★★★★½	8.9		7.8					
-1	5	Confluence		4.1 ★★★★☆	8.5	8.0	7.9	8.0	4.5 ★★★★½	4.2	4.3	4.3
-1	6	N-Able Passportal		4.0 ★★★★☆	8.2	7.8	8.0	7.9	4.4 ★★★★½	4.2	4.3	4.3

ninjaOne®

Quoting & Invoicing / Accounting

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
Quoting												
—	1	PandaDoc		4.7 ★★★★½	9.2	9.1	9.2	9.1	4.5 ★★★★½	4.4	4.3	4.2
—	2	Quoter (formerly Socket)		4.7 ★★★★½	8.9	8.7	9.2	9.5	4.6 ★★★★½	4.6	4.8	4.7
—	3	Proposify		4.6 ★★★★½	9.1	8.5	8.5	9.2	4.2 ★★★★☆	4.2	4.4	4.3
—	4	QuoteWerks		4.3 ★★★★☆	8.7	7.9	8.2	8.5	4.6 ★★★★½	4.5	4.7	4.5
—	5	ConnectWise CPQ		4.0 ★★★★☆	8.2	7.0	7.8	7.6	4.1 ★★★★☆	3.8	3.8	3.9

Quoting & Invoicing / Accounting *(continued)*

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Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
		Invoicing / Accounting										
—	6	FreshBooks		4.5 ★★★★½	8.8	9.3	9.2	9.2	4.5 ★★★★½	4.5	4.5	4.3
↗ +1	7	ConnectBooster (owned by Kaseya)		4.6 ★★★★½	9.7	8.7	9.4		3.8 ★★★★☆	3.8	3.9	3.9
↙ -1	3	Zoho Books		4.4 ★★★★½	9.1	8.7	9.2	8.7	4.4 ★★★★½	4.4	4.2	4.3
—	4	Xero		4.4 ★★★★½	8.5	8.3	8.7	7.8	4.4 ★★★★½	4.3	4.0	4.3
—	5	Quickbooks Enterprise		4.0 ★★★★☆	8.3	7.9	8.2	7.5	4.5 ★★★★½	4.3	4.1	4.4

Open Source / Free Solutions

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
CRM												
	1	Vtiger		4.3 ★★★★⯨	8.6	7.9	8.2	8.6	4.3 ★★★★⯨	4.1	4.2	4.2
	2	Odoo		4.1 ★★★★☆	8.2	7.7	8.3	7.7	4.3 ★★★★⯨	4.0	3.9	4.2
Help Desk / Ticketing												
—	1	Zammad		4.5 ★★★★⯨	8.3		9.0		4.5 ★★★★⯨	4.7	4.5	4.5
⬊ -1	2	osTicket		4.4 ★★★★⯨	8.8	8.0	8.2	6.9	4.3 ★★★★⯨	4.3	4.0	4.2
⬊ -1	3	Spiceworks Cloud Help Desk		4.3 ★★★★⯨	8.6	8.6	8.7	8.4	4.4 ★★★★⯨	4.3	4.2	4.2

Open Source / Free Solutions *(continued)*

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

Change from 2024	Rank			G2					Capterra			
				Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
		Invoicing										
	1	Invoice Ninja	✉	4.3 ★★★★⯪	9.4	9.2	9.3	8.1	4.7 ★★★★⯪	4.7	4.5	4.6
		Monitoring										
	1	Zabbix	Z	4.3 ★★★★⯪	8.4	7.4	7.3	7.9	4.7 ★★★★⯪	4.0	4.2	4.5

About NinjaOne

Founded: 2013
Headquarters: Austin, TX

NinjaOne automates the hardest parts of IT, delivering visibility, security, and control over all endpoints for more than 24,000 customers.

The NinjaOne automated endpoint management platform is proven to increase productivity, reduce security risk, and lower costs for IT teams and managed service providers. NinjaOne is obsessed with customer success and provides free and unlimited onboarding, training, and support.

NinjaOne is #1 on G2 endpoint management, patch management, remote monitoring and management, and mobile device management.

Easy to use. Easy to do business with.

+ No contracts, no getting locked in

+ No implementation fees or hidden costs

+ Free and unlimited training, support, and onboarding

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

Jason Danner, Aerorock

G2					Capterra			
Overall	Meets Reqrmnts.	Ease of Setup	Ease of Use	Quality of Support	Overall	Ease of Use	Customer Service	Value for Money
4.8 ★★★★★	9.3	9.4	9.4	9.5	4.8 ★★★★★	3.8	3.9	3.9

Find out why MSPs are switching to NinjaOne

100%
Satisfaction Score (G2)

9.3
Usability Score (G2)

9.3
Quality of Support Score (G2)

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

Matt Jeske, MNgeek

Try NinjaOne for Free

Try for free