

# FrontRunners®

**IT HELP DESK SOFTWARE**

**JANUARY 2019**

Powered by  
**Gartner** Methodology

**Software Advice**

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# INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the IT Help Desk software market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for Usability (x-axis) and User Recommended (y-axis). FrontRunners then plots 10-15 products each on a Small Vendor and an Enterprise Vendor graphic, based on vendor business size, per category.

In the IT Help Desk FrontRunners infographic, the Enterprise Vendor

graphic had a minimum qualifying score of 3.68 for Usability and 3.91 for User Recommended, while the Small Vendor graphic had a minimum qualifying score of 4.01 for Usability and 3.95 for User Recommended.

To be considered for the IT Help Desk FrontRunners, a product needed a minimum of 20 user reviews published within 18 months of the evaluation period. Products needed a minimum user rating score of 3.0 for both Usability and User Recommended in both the Small and Enterprise graphics.

# INTRODUCTION

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The minimum score cutoff to be included in the FrontRunners graphic varies by category, depending on the range of scores in each category. No product with a score less than 3.0 in either dimension is included in any FrontRunners graphic. For products included, the Usability and User Recommended scores determine their positions on the FrontRunners graphic.



# DEFINING IT HELP DESK SOFTWARE

IT Help Desk software provides a platform for managing IT support with tools to track and resolve technical issues with computer hardware, software and networks. It's typically used to manage a company's internal IT, though it can also be used externally, as in the case of managed service providers.

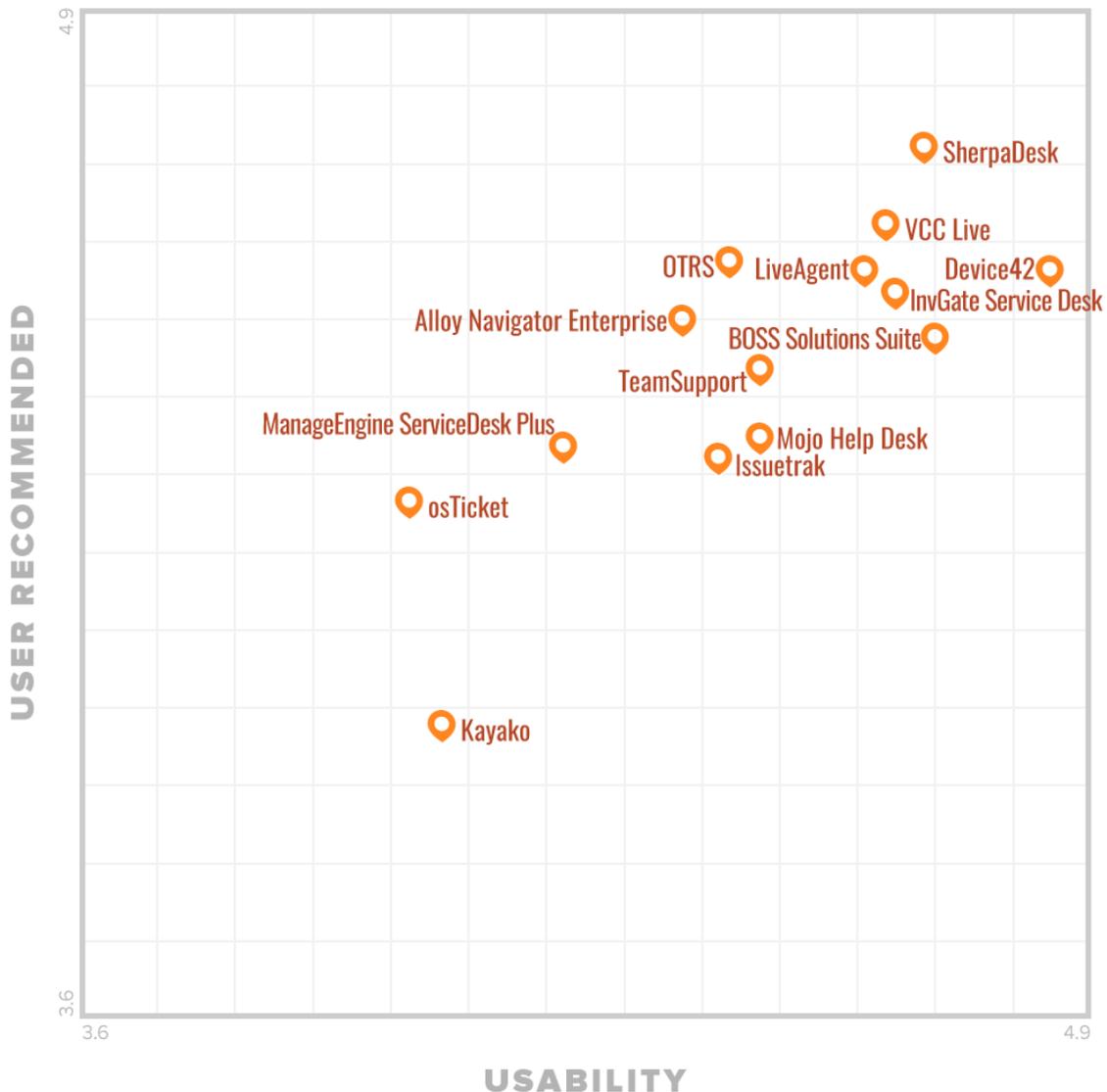
Software Advice's FrontRunners is focused on the North American IT Help Desk market. We identify

this set of core capabilities for the IT Help Desk software category: ticketing / issue tracking, knowledge base, communication tool and IT asset management as well as at least one of the following: service level agreement (SLA) management and network monitoring.

# FRONTRUNNERS

(SMALL VENDORS)

## FRONTRUNNERS® FOR IT HELP DESK, JANUARY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.

# FRONTRUNNERS SCORES

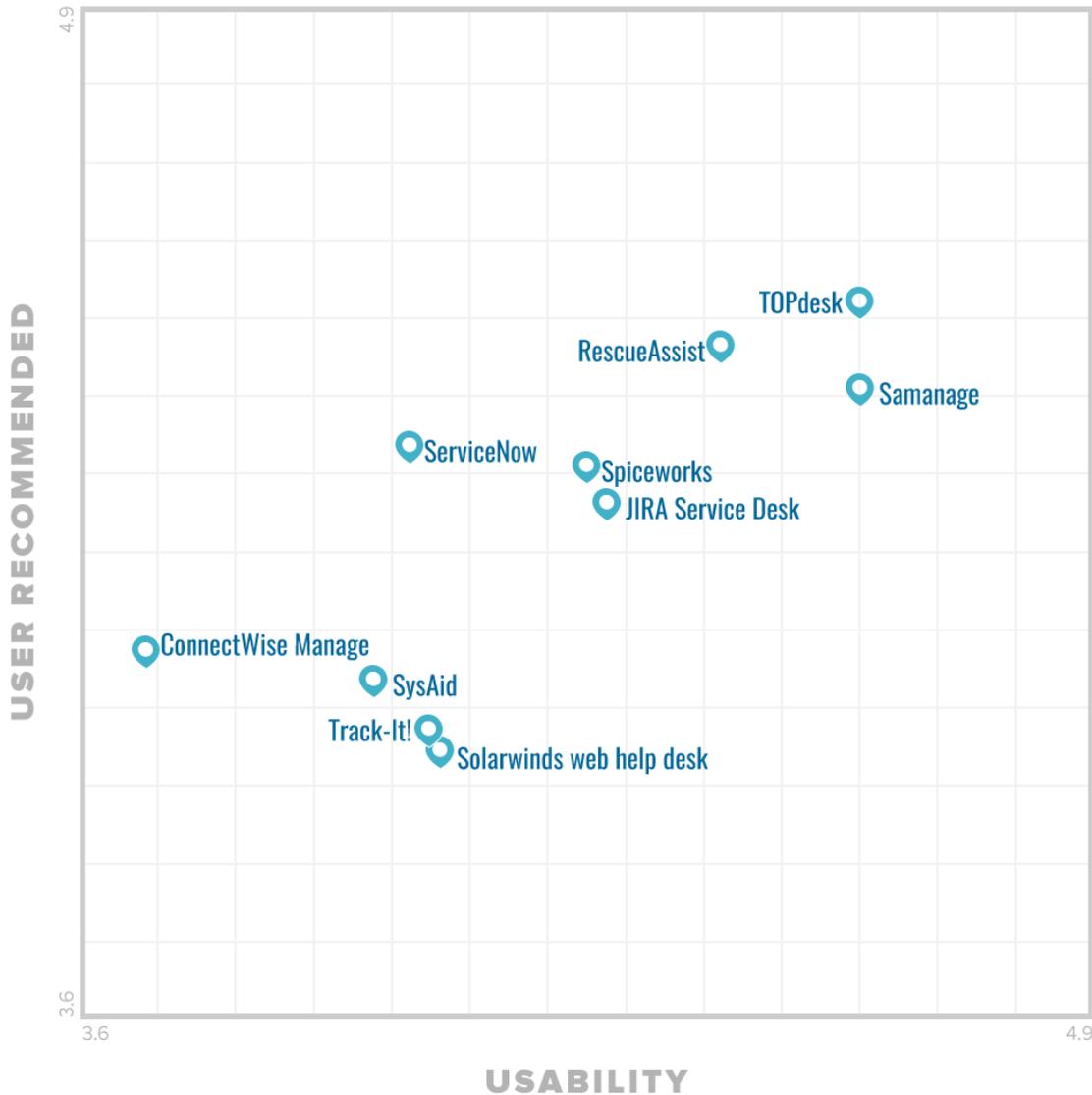
(SMALL VENDORS)

		TOTAL SCORE	USABILITY SCORE	USER RECOMMENDED SCORE
1	<b>SherpaDesk</b>	9.39	4.69	4.70
2	<b>Device42</b>	9.39	4.85	4.54
3	<b>VCC Live</b>	9.23	4.63	4.60
4	<b>BOSS Solutions Suite</b>	9.16	4.70	4.46
5	<b>InvGate Service Desk</b>	9.16	4.65	4.51
6	<b>LiveAgent</b>	9.15	4.61	4.54
7	<b>OTRS</b>	8.98	4.43	4.55
8	<b>TeamSupport</b>	8.89	4.48	4.41
9	<b>Alloy Navigator Enterprise</b>	8.87	4.38	4.48
10	<b>Mojo Help Desk</b>	8.80	4.48	4.32
11	<b>Issuetrak</b>	8.72	4.43	4.30
12	<b>ManageEngine ServiceDesk Plus</b>	8.53	4.22	4.31
13	<b>osTicket</b>	8.26	4.02	4.24
14	<b>Kayako</b>	8.03	4.07	3.96

# FRONTRUNNERS

(ENTERPRISE VENDORS)

## FRONTRUNNERS® FOR IT HELP DESK, JANUARY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.

# FRONTRUNNERS SCORES

(ENTERPRISE VENDORS)

		TOTAL SCORE	USABILITY SCORE	USER RECOMMENDED SCORE
1	TOPdesk	9.10	4.60	4.50
2	Samanage	8.99	4.60	4.39
3	RescueAssist	8.86	4.42	4.44
4	Spiceworks	8.54	4.25	4.29
5	JIRA Service Desk	8.52	4.28	4.24
6	ServiceNow	8.33	4.02	4.31
7	Track-It!	8.00	4.05	3.95
8	SysAid	7.99	3.98	4.01
9	Solarwinds web help desk	7.98	4.06	3.92
10	ConnectWise Manage	7.74	3.69	4.05

# RUNNERS UP

**Actionable Science**

**Advisor**

**AgentCubed**

**Agiloft**

**Alhelp**

**Amdocs Customer Management**

**Amity**

**Answerbase**

**AnswerDash**

**Aspect Zipwire**

**AssetCloud**

**Assyst System**

**Automational - CRM**

**AzureDesk**

**Batchbook**

**BeAnywhere Support Express**

**Bitrix24**

**Bloomfire**

**BlueCamroo**

**BMC Footprints**

**BMC Helix Remedy**

**BoostHQ**

**BP Logix Process Director**

**Bushel**

**bxp software**

**C-Desk**

**C2 ATOM**

**CallPro CRM**

**CallTaker**

**Casengo**

**Cayzu**

**CG Service Desk**

**ChangeGear**

**Chatwee Social Chat Widget**

**Clarity Connect**

**Claritysoft CRM**

**ClickDesk**

**Cloud Service Management**

**ComAround Knowledge**

**Commence**

**Contabulo**

**Cosential**

**CustomerWise**

**Desk.com**

**Deskero**

**DeskPRO**

**Deskun**

**Diffbot**

**Dixa**

**Domotz PRO**

**EasyVista**

**EBSuite**

**eHelpDesk**

**elevio**

**Elqano**

**eStreamDesk**

**EvantoDesk**

**everything HelpDesk**

**Faveo Helpdesk**

**FIT | HelpDesk**

**FocalScope**

**fred knows**

**Freshdesk**

**frontdesk.ai**

**FuseDesk**

**Gazelle**

**Gemini by Countersoft**

**Gorgias**

**Help Desk Management**

**Help Desk Premier**

**HelpCrunch**

**HelpDesk by Ignatiuz**

**Helpdesk Office**

**HelpDesk Pro**

**HelpDeskAdvanced**

**Helpjuice**

**HelpOnClick Live Chat Software**

**helppeople Cloud**

**Helprace**

**Helpshift**

**HelpSpot**

**Helpy**

**HESK**

**Hiver**

**HP Service Manager**

**IBM SmartCloud Control Desk**

**iGloo**

**iHelpdesk**

**IncidentMonitor**

**Infor CRM**

**Interakt**

**iorad**

**ISL Light**

**iSupport**

**IT Incident Software**

**ITRP**

**ITsDone Help Desk**

**IVCbox**

**Ivinex CRM**

**JitBit Help Desk**

**KACE**

**Kapture CRM**

**karmaCRM**

**Kaseya BMS**

**Kiodesk**

**KnowledgeOwl**

**Kustomer**

**LANDESK Service Desk**

**Lessonly**

**Lessons Learned Database**

**LiveZilla**

**LogicBox CRM**

**Magentrix Social Intranet**

**ManageEngine SupportCenter Plus**

**Monet Live WFO**

**Mothernode CRM**

**MSM**

**MSP Manager**

**MyHub**

**N-central**

**NABD System**

**nanoRep**

**Nerdio**

**NetHelpDesk**

**ngDesk**

**OASIS by IntelliTek**

**Octopus by Octopus-ITSM.com**

**OfficeAmp**

**OMNITRACKER**

**OnContact CRM 7**

**OpSmart Cloud Management**

**Oracle CX**

**Oracle E-Business Suite**

**Oracle PeopleSoft Enterprise HelpDesk**

**Oracle Right Now**

**Oracle Siebel CRM**

**OrangeCRM**

**Paldesk**

**Parature**

**Pega CRM**

**PeopleSoft CRM**

**Pivotal CRM**

**PlanPlus Online**

**Polar HelpDesk**

**ProcedureFlow**

**PROMYS**

**ProProfs Chat**

**QuickBase**

**Re:Desk**

**Really Simple Systems**

**Reamaze**

**RedHorse CRM**

**RELAY**

**Requestor**

**Richpanel Customer Data Platform**

**SABIO**

**Salesforce Essentials**

**SalesforceIQ**

**SalesNexus**

**SalesOutlook CRM**

**SAP Digital CRM**

**SAP Hybris**

**SchoolKeep**

**ScriptRunner**

**Seamless Desk**

**Sellsy**

**ServiceNow Express**

**ServicePRO**

**ServiceWise**

**SMART SERVICE DESK ITSM**

**SmarterTrack**

**Socious Online Community**

**Soffront CRM**

**SolarWinds MSP Anywhere**

**Spoke**

**Sugester**

**SuiteCRM**

**SupaTools**

**SupportBee**

**Supportbench**

**SutiDesk**

**Symantec ServiceDesk**

**Tagove**

**Talkus**

**TeamDynamixHE**

**TeamHeadquarters**

**Teamleader**

**Tele-Support HelpDesk**

**The Service Program**

**Think Help Desk**

**Ticksy**

**To be Checked**

**Tracker**

**Trakdesk**

**Twine**

**UseResponse**

**UserVoice Help Desk**

**USU Knowledge Center**

**UVdesk**

**Vision Helpdesk**

**Vivantio Pro**

**Vizor HelpDesk & IT Assets**

**Vizor License Manager**

**Vorex Project Management Suite**

**Wasp MobileAsset**

**Web Tracks**

**WebGreeter**

**WebQA**

**Wisdom**

**Wix Answers**

**WORKetc**

**XWiki**

**Zendesk**

**Zoho Desk**

**ZupportDesk**

# METHODOLOGY BASICS

The FrontRunners methodology assesses and calculates a score for products on two primary dimensions: Usability on the x-axis and User Recommended on the y-axis.

## **The Usability score is a weighted average of user ratings including:**

- End-user ratings of one to five stars on the product's ease of use.
- End-user ratings of one to five stars on the product's functionality.

## **The User Recommended score is an overall weighted average of scores including:**

- End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- End-user ratings of one to five stars on how likely they are to recommend the product to others.

There are up to two FrontRunners graphics for each market, one Small Vendors and one Enterprise Vendors graphic. The Small Vendors graphic highlights qualifiers from smaller (by employee size) vendors, while the Enterprise Vendors graphic displays qualifiers for larger (by employee size) vendors.

## METHODOLOGY BASICS

Markets are defined by a core set of functionality, and to be eligible for FrontRunners, products must offer that core set of functionality. Core functionality required is determined by our research analysts, who provide coverage for and have familiarity with products in that market. Additionally, a product must have at least 20 unique user-submitted product reviews published within 18 months of the start of the analysis period across the three Gartner Digital Markets web properties: [softwareadvice.com](https://www.softwareadvice.com), [capterra.com](https://www.capterra.com) and [getapp.com](https://www.getapp.com).

Inclusion in the Small Vendor or Enterprise Vendor FrontRunners graphics is based on vendor employee count. Vendors eligible for the Enterprise Vendor graphic must have more than the median employee count for all vendors in the market, or 100 employees—whichever is greater. Vendors whose employee counts do not meet either of those thresholds qualify for the Small Vendor graphic.

*<sup>1</sup> In the event fewer than 10 products qualify for either a Small Vendors or Enterprise Vendors FrontRunners graphic, the vendors that do qualify will be combined into a single graphic.*





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