Vendor Landscape: IT Asset Management Mid-Market

Automate and get a grip on your asset management spend.

INFO~TECH
research group

Introduction

Organizations that need to control costs of equipment and software will find it nearly impossible to effectively manage without automated asset discovery, workflows, and integrated contract management.

This Research Is Designed For:

✓ Mid-market organizations needing to manage and control costs of their IT assets.

✓ IT Asset Management (ITAM) use case may include:

- A need to discover and reduce costs of software licenses and better manage the software auditing process.

- Integration with service desk and IT operations solutions.

- A need to take action on asset requests, using dashboards, workflows, and integration with support tools.

This Research Will Help You:

✓ Understand what's new in the IT Asset Management market.

✓ Evaluate IT Asset Management vendors and products for your enterprise needs.

✓ Determine which products are most appropriate for particular use cases and scenarios.

Executive Summary

Info-Tech evaluated seven competitors in the mid-market IT Asset Management market, including the following notable performers:

Champions:

- **BMC** is a champion for its established position in the asset and service management space and its strong sales and support network.
- **Dell** offers an innovative, full-featured, appliance-based solution that provides ease of implementation for mid-market organizations.

Value Award:

- **ManageEngine,** its Asset Explorer is a user-friendly product that comes in at an equally friendly price point.

Trend Setter Award:

- **Vector Networks** has policy management and automated reporting features that should appeal to mid-market customers, providing excellent asset discovery features at an affordable price.

Info-Tech Insight

1. **ITAM is more than taking an inventory.** Many organizations do the minimum when it comes to asset management and stand to benefit from adopting an automated tool to advance their maturity. Asset management is a process, not an event, and requires hands-on management. Using a software tool can greatly simplify this task.

2. **Quality of information is key.** Automating the inventory process provides a depth of information that is unparalleled through manual processes. Analytical functions can recover costs from underused licenses and entitlements, and save organizations from a lengthy, disruptive audit.

3. **Asset management can save money.** The benefits of asset management – up to 30% savings and high compliance – are nearly impossible to reach if tools are not in place to understand software usage and installation data.

Market Overview

How it got here

- ITAM tools have been available since the mid-90s, but really started to gain traction as inventory tools during the Y2K audits.

- As license complexity grew and software vendors started auditing, the need to expand capabilities to include license and contract management, event notifications, and integration into business applications raised the bar a bit higher for ITAM vendors.

- As the tools continued to gather more data, and a view could be seen into patches, security, and configuration, it made sense to take tools to the next step and be able to take action from the same screens.

- As these products continue to develop, the basic functionality has evolved to include full lifecycle management and integration to service tools.

Where it's going

- As licensing becomes more complex, many vendors are focused on building or integrating OEM software libraries with entitlements to accommodate varying licensing scenarios. Advanced capabilities may also include Oracle, Citrix, or IBM server support as well as virtualization on the server and desktop. These will continue to evolve in the more advanced solutions.

- Integration to service desk and configuration management tools will continue to happen as more organizations realize asset management isn't just about numbers, but can also be the missing piece to actionable reports and efficiencies of automating systems management functions.

- Automation of common tasks such as patching, self-healing applications, self-serve software requests, and group policy management and enforcement are becoming prevalent in the more advanced tools.

Info-Tech Insight

The debate of agent vs. agent-less has taken a back seat, as many tool publishers have realized the benefit of offering both for depth and breadth of knowledge. Focus on key business needs, including effectively managing the highest spend and biggest risk assets first.

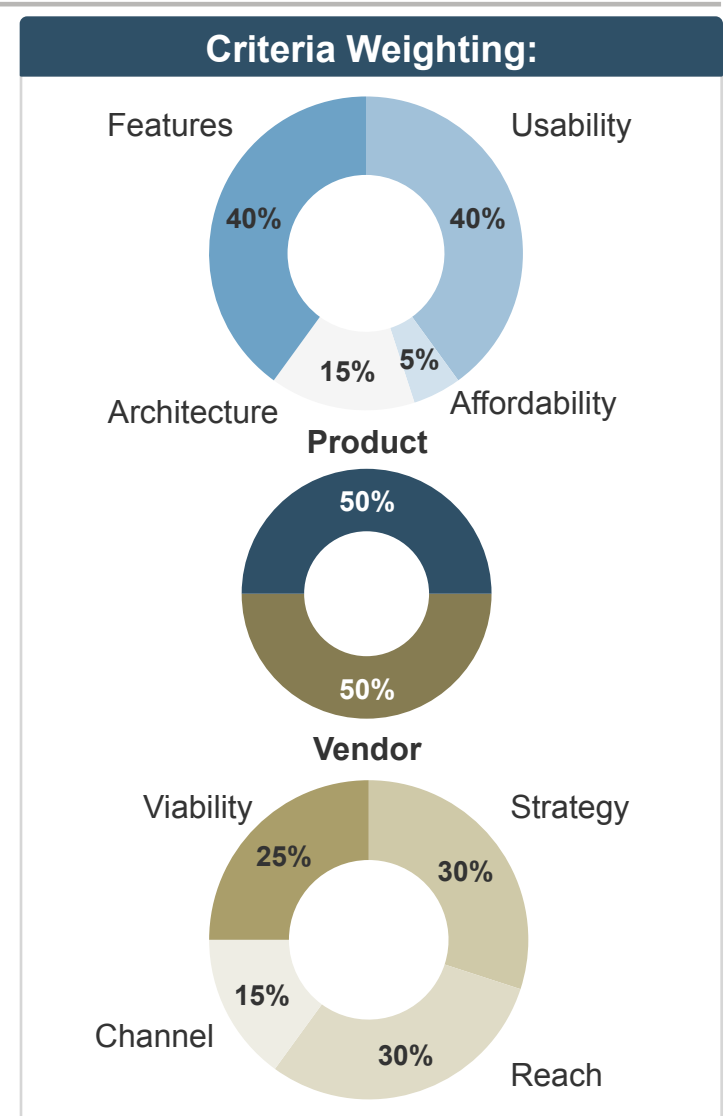# IT Asset Management vendor selection / knock-out criteria: market share, mind share, and platform coverage

- A fairly mature market space, enterprise asset management features vendors who provide specialized capabilities or who locate asset management within a larger product or suite of products. Features are diverse and vendors tend to excel at what they focus on. This makes understanding your specific requirements absolutely critical.

- For this Vendor Landscape, Info-Tech focused on those vendors that offer broad capabilities across multiple platforms and that have a strong market presence and/or reputational presence among mid and large-sized enterprises.

Included in this Vendor Landscape:

- **Agiloft** focuses on enhancing asset management processes with code-free asset management workflows.

- **BMC Footprints** offers asset management alongside desktop support features that fit in well with BMC's larger ecosystem of products.

- **Dell** offers KACE K1000 as a standalone appliance or virtual machine that enables companies not only to track assets, but manage them as well.

- **Express Metrix** is notable for its inventory capabilities and support for environments with heavy Citrix investments.

- **ManageEngine** provides an easy-to-use view into licensing compliance, and hooks in seamlessly to their larger family of desktop management products.

- **Samanage** is a SaaS-based solution that is noted for working with its clients on identifying and implementing new asset management features.

- **Vector Networks** offers Asset Manager Pro as a feature-rich product with strong asset inventory and management capabilities.

IT Asset Management criteria & weighting factors

Product Evaluation Criteria

Features	The solution provides basic and advanced feature/functionality.
Usability	The end-user and administrative interfaces are intuitive and offer streamlined workflow.
Affordability	Implementing and operating the solution is affordable given the technology.
Architecture	Multiple deployment options and extensive integration capabilities are available.

Vendor Evaluation Criteria

Viability	Vendor is profitable, knowledgeable, and will be around for the long term.
Strategy	Vendor is committed to the space and has a future product and portfolio roadmap.
Reach	Vendor offers global coverage and is able to sell and provide post-sales support.
Channel	Vendor channel strategy is appropriate and the channels themselves are strong.

Criteria Weighting:

Features 40%
Usability 40%
Architecture 15%
Affordability 5%
Product

50%
50%
Vendor

Viability 25%
Strategy 30%
Reach 30%
Channel 15%

The Info-Tech IT Asset Management Vendor Landscape
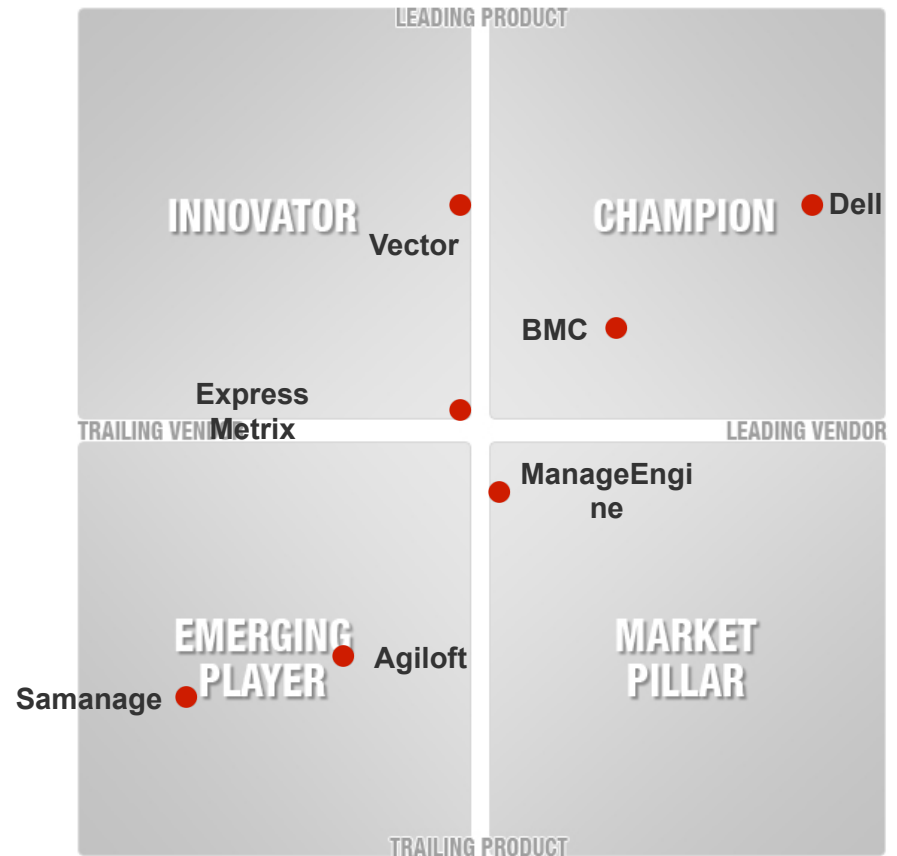
The Zones of the Landscape

Champions receive high scores for most evaluation criteria and offer excellent value. They have a strong market presence and are usually the trend setters for the industry.

Market Pillars are established players with very strong vendor credentials, but with more average product scores.

Innovators have demonstrated innovative product strengths that act as their competitive advantage in appealing to niche segments of the market.

Emerging Players are comparatively newer vendors who are starting to gain a foothold in the marketplace. They balance product and vendor attributes, though score lower relative to market Champions.

The Info-Tech IT Asset Management Vendor Landscape:

LEADING PRODUCT

INNOVATOR   Vector

CHAMPION   ● Dell

BMC ●

Express Metrix

TRAILING VENDOR   LEADING VENDOR

ManageEngine ●

EMERGING PLAYER   ● Agiloft

Samanage ●

MARKET PILLAR

TRAILING PRODUCT

For an explanation of how the Info-Tech Vendor Landscape is created, see Information Presentation – Vendor Landscape in the Appendix.

Balance individual strengths to find the best fit for your enterprise

	Product					Vendor				
	Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
Agiloft	1	1	2	4	2	3	3	3	3	3
BMC*	3	2	4	0	3	3	4	3	3	3
Dell	3	3	4	1	3	4	4	3	4	3
Express Metrix	2	2	3	3	3	3	3	4	2	2
ManageEngine	2	1	3	4	2	3	3	3	3	3
Samanage	1	1	1	4	2	2	2	4	1	2
Vector Networks	3	3	4	3	3	3	3	4	2	3

Legend	● =Exemplary	◕ =Good	◑ =Adequate	◔ =Inadequate	○ =Poor

*The vendor declined to provide pricing and publically available pricing could not be found

For an explanation of how the Info-Tech Harvey Balls are calculated, see Information Presentation – Criteria Scores (Harvey Balls) in the Appendix.

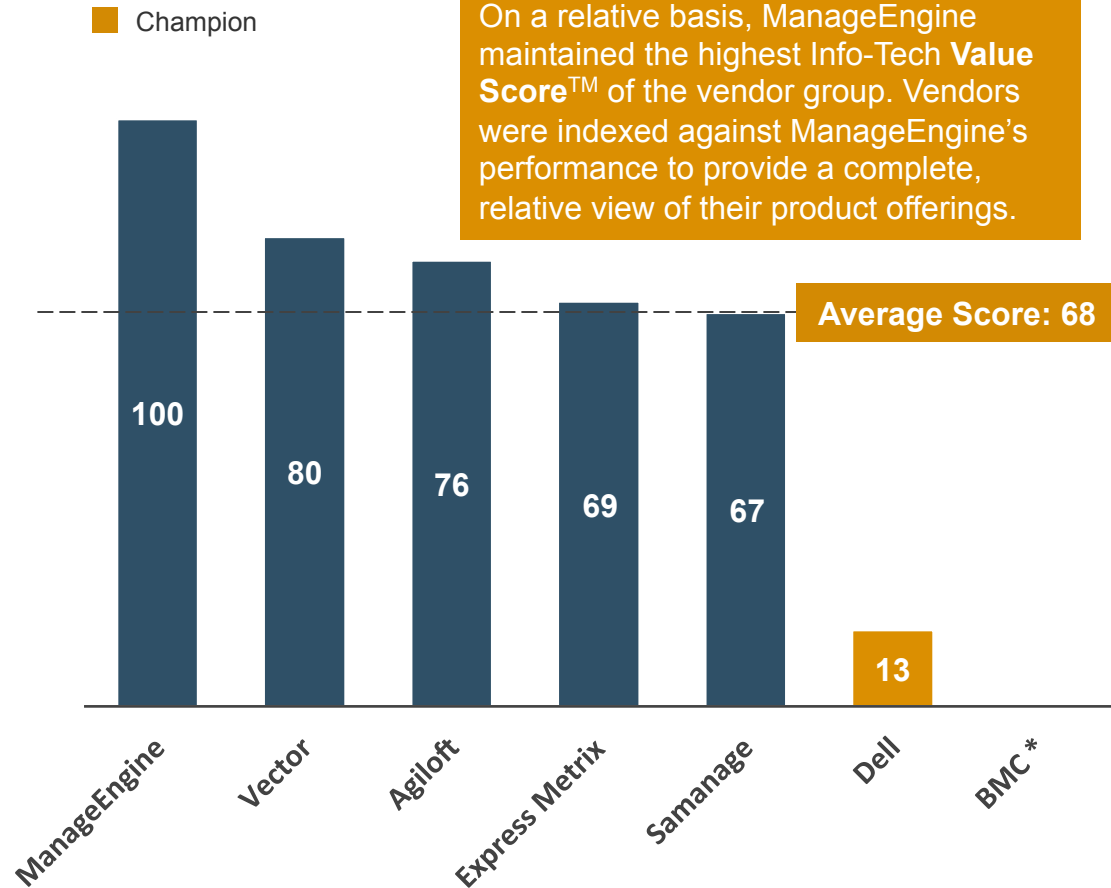# The Info-Tech IT Asset Management Value Index

What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to their price point.** It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

*The vendor declined to provide pricing and publically available pricing could not be found.

■ Champion

On a relative basis, ManageEngine maintained the highest Info-Tech **Value Score**™ of the vendor group. Vendors were indexed against ManageEngine's performance to provide a complete, relative view of their product offerings.

Average Score: 68

Vendor	Score
ManageEngine	100
Vector	80
Agiloft	76
Express Metrix	69
Samanage	67
Dell	13
BMC *	

For an explanation of how Price is determined, see Information Presentation – Price Evaluation in the Appendix.

For an explanation of how the Info-Tech Value Index is calculated, see Information Presentation – Value Index in the Appendix.

Table Stakes represent the minimum standard; without these, a product doesn't even get reviewed

The Table Stakes

Feature	What it is:
Integrated Discovery Tool	Solution includes mechanism for automatic discovery of assets.
Integration with Service Desk	Product integrates with first- or third-party service desk software.
Support for Virtual Environments	Solution is capable of identifying and managing licenses deployed in virtual environments.
Decentralized Management	Solution is capable of managing licenses across a decentralized or geographically dispersed environment.
Inventory Repository	Product maintains an ongoing repository of assets to enable historical analysis.
Contract, Warranty, and Lease Mgmt.	Solution includes out-of-the-box capability to track and manage contracts, warranties, and lease agreements.

What Does This Mean?

The products assessed in this Vendor Landscape™ meet, at the very least, the requirements outlined as Table Stakes.

Many of the vendors go above and beyond the outlined Table Stakes, some even do so in multiple categories. This section aims to highlight the products' capabilities **in excess** of the criteria listed here.

Info-Tech Insight

If Table Stakes are all you need from your enterprise asset management solution, the only true differentiator for the organization is price. Otherwise, dig deeper to find the best price to value for your needs.

Advanced Features are the capabilities that allow for granular market differentiation

Scoring Methodology

Info-Tech scored each vendor's features offering as a summation of its individual scores across the listed advanced features. Vendors were given one point for each feature the product inherently provided. Some categories were scored on a more granular scale with vendors receiving half points.

Advanced Features

Feature	What we looked for:
Software Library	Includes built-in software library to facilitate recognition of installed packages.
Usage Metering	Includes out-of-the-box support for software usage tracking to identify heavily used or unused assets.
Complex License Support	Support for Citrix and Oracle licensing; productivity suite licensing; and version control.
Complex Financial Analysis	Includes out-of-the-box support for complex, logical "what-if" financial modeling.
Workflows	Includes out-of-the-box support for workflow creation and implementation.
Visual Map of Assets	Built-in ability to generate a visual map depicting geographical location of assets.
Lifecycle Management	Software automates tracking of assets from procurement to disposal.
Datacenter Analytics	Solution includes advanced analytical functions for datacenter applications and servers.
Mobile Device Support	Includes out-of-the-box support for mobile assets such as smartphones and tablets.
Link Virtual and Physical Instances	Solution supports management of virtual desktops with XenApp or Terminal Services.

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

Each vendor offers a different feature set; concentrate on what your organization needs

Evaluated Features									
Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Map	Lifecycle Mgmt.	Datacenter Analytics	Mobile Support	Link Virtual to Physical
Agiloft 4	4	4	4	4	4	4	4	4	4
BMC 4	4	4	4	4	4	4	4	4	4
Dell 4	4	4	4	4	4	4	4	4	4
Express Metrix 4	4	4	4	4	4	4	4	4	4
ManageEngine 4	4	4	4	4	4	4	4	4	4
Samanage 4	4	4	4	4	4	4	4	4	4
Vector Networks 4	4	4	4	4	4	4	4	4	4

Legend ● =Feature fully present ● =Feature partially present/pending ● =Feature Absent

For an explanation of how Advanced Features are determined, see Information Presentation – Feature Ranks (Stoplights) in the Appendix.

Bar code, RFID, and QR code support

Select vendors who offer tagging capabilities that can simplify inventorying physical assets.

1 **Bar code, RFID, and QR code support**

2

3

Why Scenarios?

In reviewing the products included in each Vendor Landscape™, certain use cases come to the forefront. Whether those use cases are defined by applicability in certain locations, relevance for certain industries, or as strengths in delivering a specific capability, Info-Tech recognizes those use cases as Scenarios, and calls attention to them where they exist.

Bar Codes

Agiloft · **DELL** · **EXPRESS** metrix · **samanage**

Vector

RFID Tags

Agiloft · **DELL** · **EXPRESS** metrix **Vector**

QR Codes

EXPRESS metrix · **DELL** · **samanage**

For an explanation of how Scenarios are determined, see Information Presentation – Scenarios in the Appendix.

Advanced licensing capabilities

Some vendors offer advanced licensing capabilities for specific scenarios. Find one that meets your organization's needs.

1

2 **Advanced licensing capabilities**

3

Why Scenarios?

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Citrix

E**X**PRESS metrix   **Vector**

Productivity Suites

bmcsoftware   D**E**LL   E**X**PRESS metrix   **Vector**

Version Control

D**E**LL   E**X**PRESS metrix   **Vector**

For an explanation of how Scenarios are determined, see Information Presentation – Scenarios in the Appendix.

Patch and self-service software distribution

Asset management tools that facilitate software releases and patch management can help simplify desktop management.

1
2

3 **Patch and Self-Service Software Distribution**

Why Scenarios?

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Patch Distribution

bmcsoftware   DELL   ManageEngine *Powering IT ahead*

Vector

Self-Service Software Deployment

bmcsoftware   DELL   ManageEngine *Powering IT ahead*

Vector

For an explanation of how Scenarios are determined, see Information Presentation – Scenarios in the Appendix.

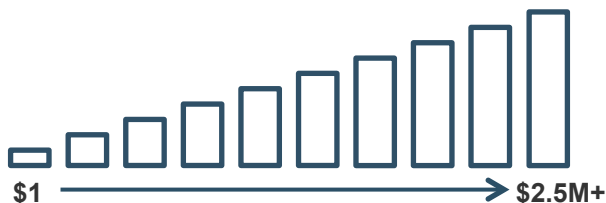# Asset Core stands apart for its software distribution features, but lacks some advanced licensing functions

Champion

Product: BMC Asset Core
Employees: 6,500
Headquarters: Houston, TX
Website: bmc.com
Founded: 1980
Presence: Privately held

The vendor declined to provide pricing, and publicly available pricing could not be found

$1 → $2.5M+

Overview

- Asset Core is a modular product designed to dynamically detect, configure, secure, and support IT assets.
- Asset Core includes lifecycle and financial asset management capabilities, such as warranty, leasing, and disposal tracking.

Strengths

- Simplifies desktop migrations including operating systems, applications, and profile settings.
- Strong desktop support tools for software distribution and catalog, application packaging, and patch management.
- Integrates with other BMC tools including FootPrints Service Core, Atrium CMDB, and Remedyforce, providing a modular approach to ITIL service management.
- Integration of OEM license library.
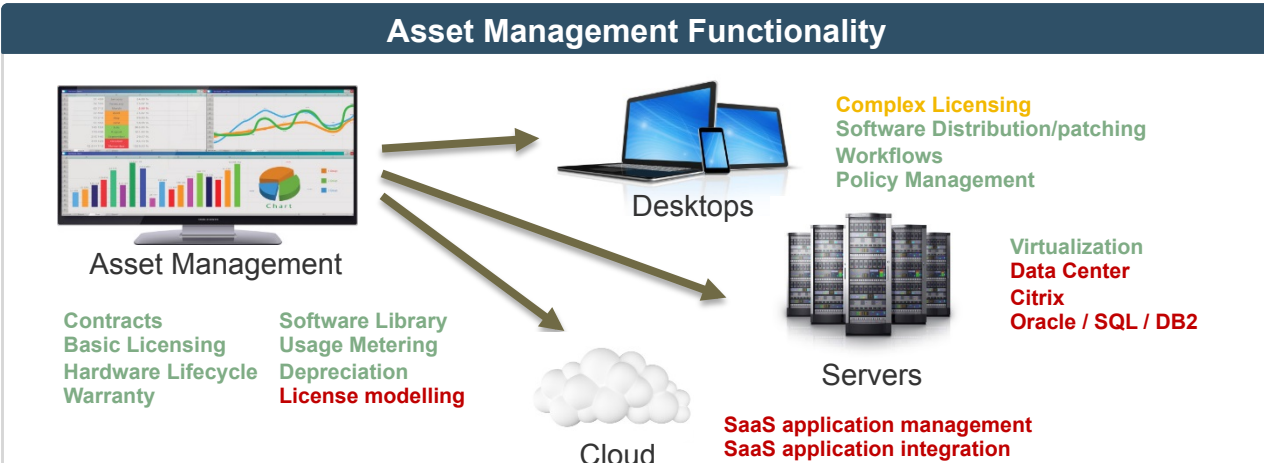
Challenges

- License management is basic and does not provide support for complex scenarios such as per processor/core licensing, upgrade/downgrade rights, etc.
- BMC's primary focus for product development is on optimizing desktop efficiencies rather than strictly on asset management.

Asset Core is a strong option for organizations who value desktop support over strict asset management features

Vendor Landscape

LEADING PRODUCT

INNOVATOR	CHAMPION

TRAILING VENDOR — LEADING VENDOR

EMERGING PLAYER	MARKET PILLAR

TRAILING PRODUCT

Value Index

N/A

The vendor declined to provide pricing, and publicly available pricing could not be found

Product

Overall	Features	Usability	Afford.	Arch.
3	2	4	0	3

Vendor

Overall	Viability	Strategy	Reach	Channel
3	4	3	3	3

Asset Management Functionality

Asset Management

Desktops

Complex Licensing
Software Distribution/patching
Workflows
Policy Management

Virtualization
Data Center
Citrix
Oracle / SQL / DB2

Servers

Contracts
Basic Licensing
Hardware Lifecycle
Warranty

Software Library
Usage Metering
Depreciation
License modelling

Cloud

SaaS application management
SaaS application integration

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Asset Core offers exceptional desktop support features, including software and patch distribution. However, organizations with complex software licenses may need to find a more specialized solution.

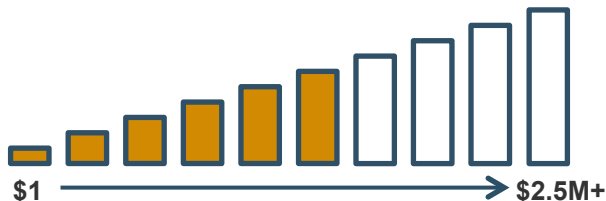# Available as an appliance or virtual machine, the KACE K1000 offers unparalleled ease of setup

Champion

Product: KACE K1000
Employees: 108,224
Headquarters: Round Rock, TX
Website: kace.com
Founded: 1984
Presence: NASDAQ: Dell

3 year TCO for this solution falls into pricing tier 6, between $100,000 and $250,000

$1 ——————————→ $2.5M+

Pricing provided by vendor

Overview

- Available as a virtual or physical appliance, the Dell KACE K1000 delivers a fully integrated systems management solution that can integrate with other KACE appliances for OS deployment or mobile management.

Strengths

- Warranty data automatically feeds directly into KACE and links to hardware records.
- Firmware, drivers, and BIOS updates automatically upload to KACE for distribution.
- The K1000 can be implemented in a matter of minutes and integrates seamlessly with other KACE appliances.
- Dell's ITNinja community offers KACE customers and users with a strong customer collaboration and support network.
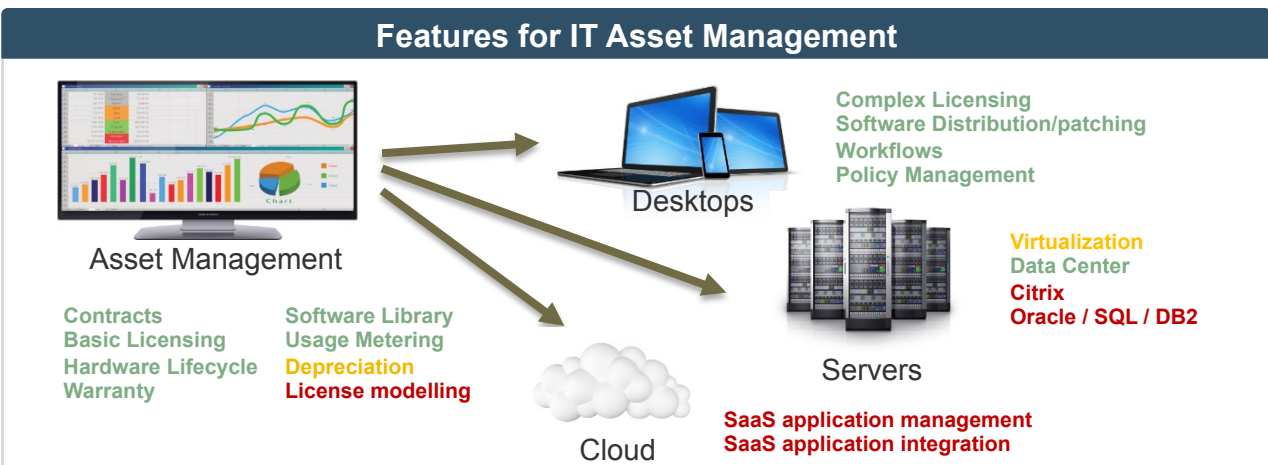
Challenges

- Automated warranty and BIOS updates are not available if Dell is not the primary hardware supplier.
- Solution is missing some advanced license requirements for server management including CPU, core, and processor licensing, as well as the ability to automatically match virtual servers to physical hosts.

Dell's KACE K1000 is the closest thing to a plug and play solution available, and comes with a robust feature set

Vendor Landscape

INNOVATOR

CHAMPION ●

EMERGING PLAYER

MARKET PILLAR

LEADING PRODUCT

TRAILING VENDOR

LEADING VENDOR

TRAILING PRODUCT

Value Index

13
6th out of 7

Product

	Overall	Features	Usability	Afford.	Arch.
	3	3	4	1	3

Vendor

	Overall	Viability	Strategy	Reach	Channel
	4	4	3	4	3

Features for IT Asset Management

Asset Management

Desktops

Complex Licensing
Software Distribution/patching
Workflows
Policy Management

Virtualization
Data Center
Citrix
Oracle / SQL / DB2

Contracts
Basic Licensing
Hardware Lifecycle
Warranty

Software Library
Usage Metering
Depreciation
License modelling

Servers

Cloud

SaaS application management
SaaS application integration

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Organizations with existing investments in Dell hardware stand to benefit the most from the KACE K1000, especially if implementing it in concert with other KACE devices.

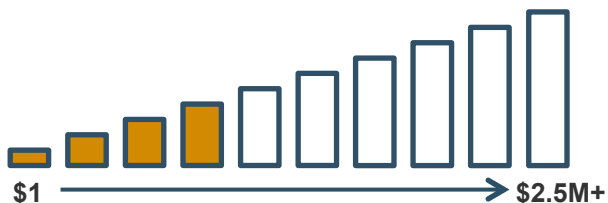# ManageEngine's Asset Explorer integrates asset management into its IT service management solution

Market Pillar

Product:	Asset Explorer
Employees:	1,700
Headquarters:	Chennai, India & Pleasanton, CA
Website:	manageengine.com
Founded:	1996
Presence:	Privately held

ManageEngine — Powering IT ahead

3 year TCO for this solution falls into pricing tier 4, between $25,000 and $50,000

$1 ——————————→ $2.5M+

Pricing provided by vendor

Overview

- With a proven product and a large customer base, ManageEngine's Asset Explorer offers a reliable solution that integrates well with its desktop support products.

Strengths

- Strong usability scores, driven by single-view management, ease of installation, and an approachable learning curve.
- Multiple scanning options help ensure that required data is available.
- Strong remote access and control features for geographically dispersed organizations.
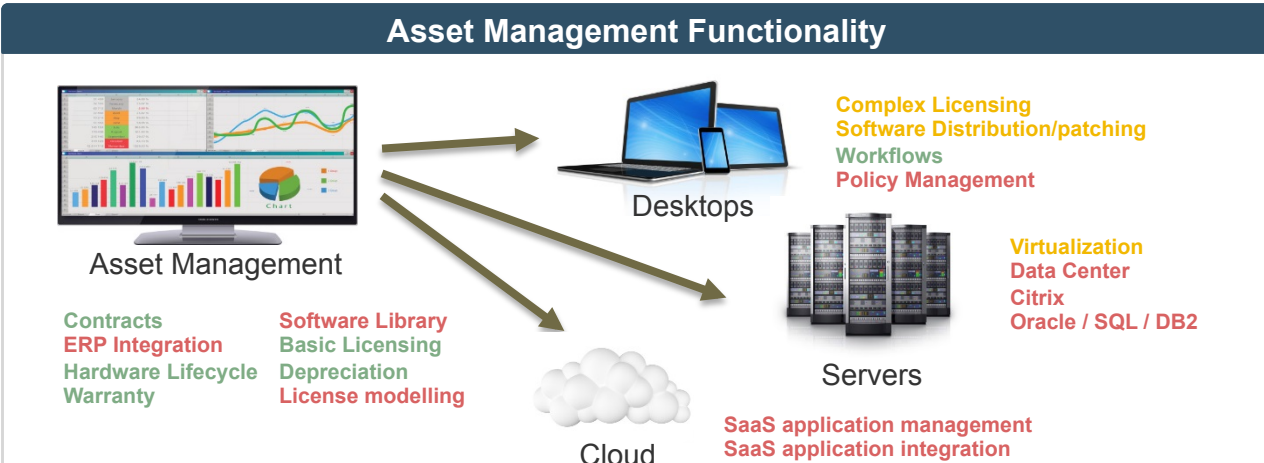- Offers a strong overview of the connections between users, devices, and licenses.

Challenges

- While integration with other ManageEngine products is a strong point, this product requires implementation of Service Desk Plus in order to deploy Desktop Central, which is required for patch management features.
- AssetExplorer does not currently support workflow creation.

ManageEngine lacks some advanced features, but offers strong data collection features at an affordable price point

Vendor Landscape

INNOVATOR		CHAMPION
	LEADING PRODUCT	
TRAILING VENDOR		LEADING VENDOR
EMERGING PLAYER		MARKET PILLAR
	TRAILING PRODUCT	

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
2	1	3	4	2	3	3	3	3	3

Asset Management Functionality

Asset Management

Contracts (green)
ERP Integration (red)
Hardware Lifecycle (green)
Warranty (green)

Software Library (red)
Basic Licensing (green)
Depreciation (green)
License modelling (red)

Desktops

Complex Licensing (yellow)
Software Distribution/patching (yellow)
Workflows (green)
Policy Management (red)

Servers

Virtualization (yellow)
Data Center (red)
Citrix (red)
Oracle / SQL / DB2 (red)

Cloud

SaaS application management (red)
SaaS application integration (red)

Value Index

100

1st out of 7

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Asset Explorer is a suitable fit for decentralized organizations who want a user-friendly solution. However, companies who hope to integrate asset management into a larger service desk package should be prepared to invest further in ManageEngine's ecosystem of products.
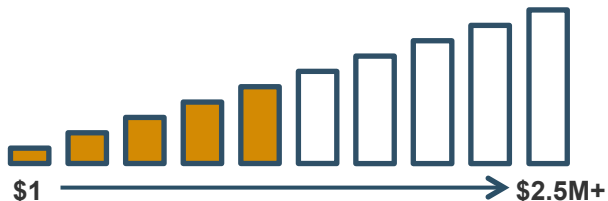
Express Software Manager offers robust inventory and discovery features in an easy-to-deploy package

Innovator

Product: Express Software Manager
Employees: N/A
Headquarters: Seattle, WA
Website: expressmetrix.com
Founded: 2000
Presence: Privately held

3 year TCO for this solution falls into pricing tier 5, between $50,000 and $100,000

$1 ───────────────► $2.5M+

Pricing provided by vendor

Overview

- Express Metrix maintains a narrow focus on software and asset management capabilities.
- Express Software Manager focuses on Windows workstations and servers, and is a leader in software recognition.

Strengths

- Software Manager's superior Citrix compatibility is a standout feature and should appeal to virtualized shops.
- A version designed to work with Microsoft SCCM is also available.
- Express Metrix's comprehensive software library is a major strength.
- Strong reporting capabilities, boasting multiple methods of identification and filtering that are capable of generating customized reports depending on user role.
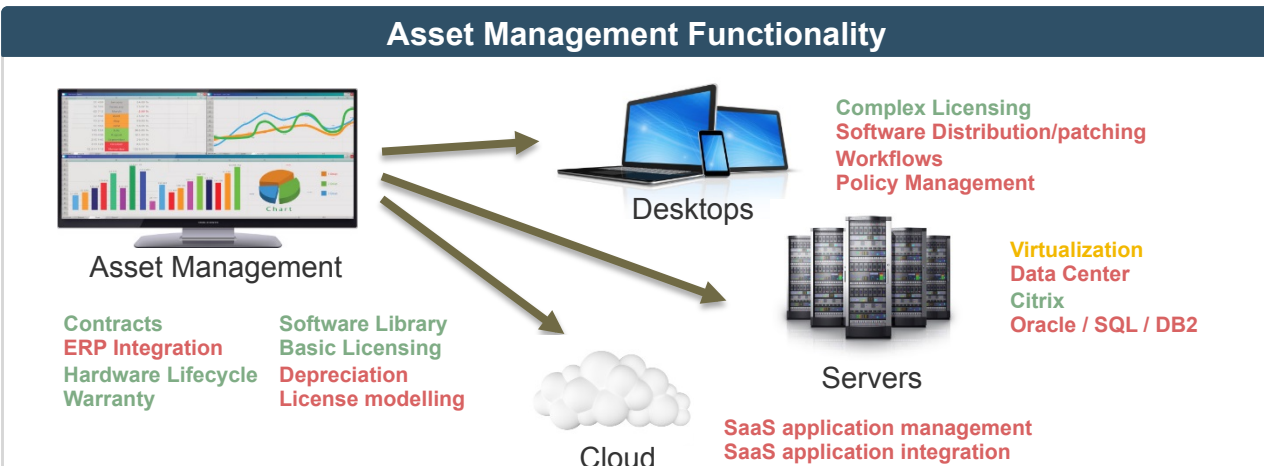
Challenges

- While software identification is a strength, Express Software Manager lacks some of the analytical capabilities of its competitors.
- The data center is not a focus for Express Metrix, which currently offers support for Windows and Mac only. Shops with a need for Linux or Unix support will have to look elsewhere.

Express Software Manager stands apart for its laser focus on asset management and software recognition capabilities
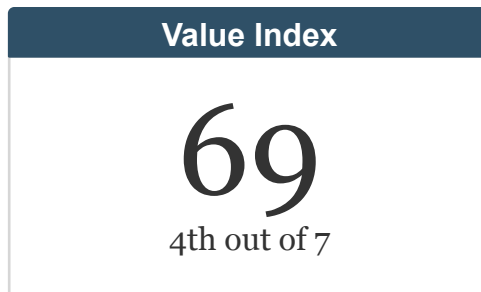
Vendor Landscape

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
2	2	3	3	3	3	3	4	2	2

Asset Management Functionality

Asset Management

Contracts
ERP Integration
Hardware Lifecycle
Warranty

Software Library
Basic Licensing
Depreciation
License modelling

Desktops

Complex Licensing
Software Distribution/patching
Workflows
Policy Management

Virtualization
Data Center
Citrix
Oracle / SQL / DB2

Servers

Cloud

SaaS application management
SaaS application integration

Value Index

69

4th out of 7

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Despite lacking some key datacenter and analytical capabilities, Express Metrix is worth evaluating for companies whose focus is desktop software usage and inventory.

Advanced reporting capabilities make Asset Manager Pro a powerful asset management tool
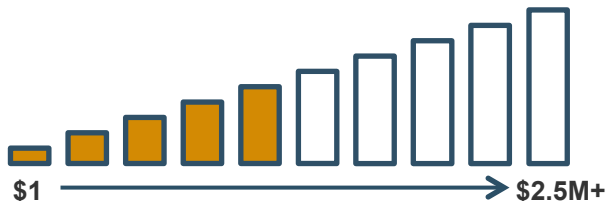
Innovator

Product:	Asset Manager Pro v. 6.05
Employees:	20
Headquarters:	Atlanta, GA
Website:	vector-networks.com
Founded:	1992
Presence:	Privately held

3 year TCO for this solution falls into pricing tier 5, between $50,000 and $100,000

$1 ————————————→ $2.5M+

Pricing provided by vendor

Overview

- Vector Asset Management Pro offers organizations a strong tool to help ensure compliance with organizational asset policies while integrating seamlessly with Vector's larger suite of management products.

Strengths

- Strong support for virtual environments, including the ability to distinguish between physical and virtual application licenses.
- Can identify application usage within thin and virtual clients for report building.
- Policy management features allow quick identification of missing packages to ensure the system remains up to date.
- Excellent automated reporting features create fast high-level overviews of software usage and deep, granular data on software titles.
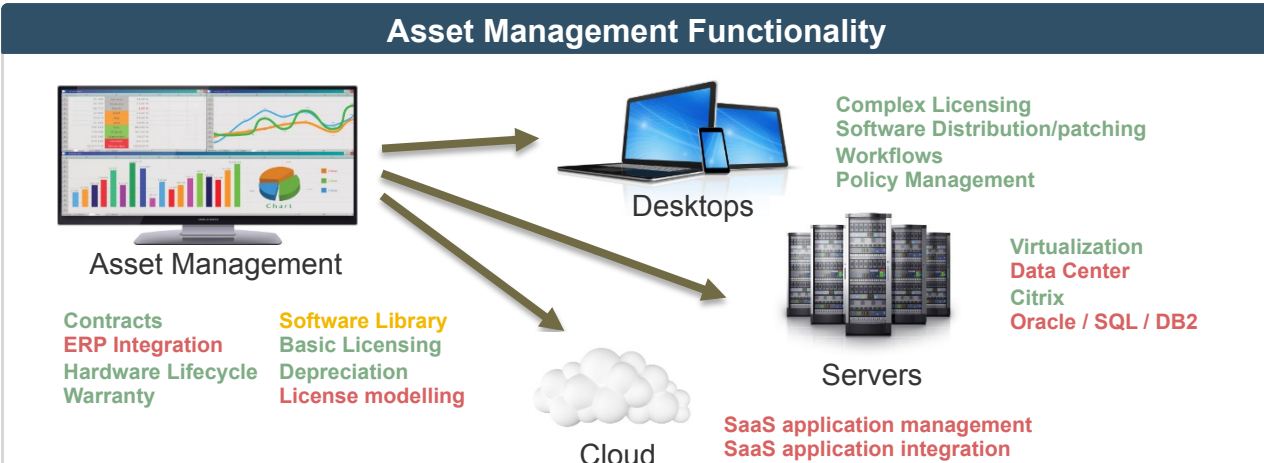
Challenges

- Built-in analysis tools for some license types are limited. The product focus is on providing information that can then be passed to third-party applications that perform complex licensing and financial analysis functions.
- Workflows must be initiated in concert with Vector's integrated service desk module.

Vector's Asset Manager offers a rich feature set for its price point, along with strong usability scores

Vendor Landscape

Product

Overall	Features	Usability	Afford.	Arch.
3	3	4	3	3

Vendor

Overall	Viability	Strategy	Reach	Channel
3	3	4	2	3

Value Index

80

2nd out of 7

Asset Management Functionality

Asset Management

Contracts
ERP Integration
Hardware Lifecycle
Warranty

Software Library
Basic Licensing
Depreciation
License modelling

Desktops

Complex Licensing
Software Distribution/patching
Workflows
Policy Management

Servers

Virtualization
Data Center
Citrix
Oracle / SQL / DB2

Cloud

SaaS application management
SaaS application integration

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Vector Asset Manager Pro offers exceptional data collection capabilities to help organizations ensure that software stays up-to-date and in compliance.
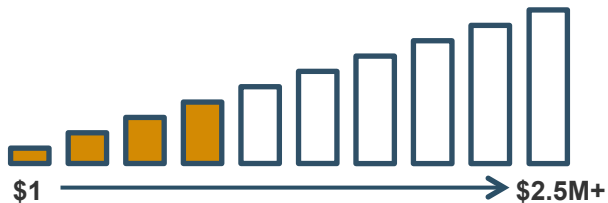
Agiloft provides basic asset management functions with a focus on streamlining the business cycle

Emerging Player

Product: Agiloft
Employees: 80
Headquarters: Redwood City, CA
Website: agiloft.com
Founded: 1991
Presence: Privately held

3 year TCO for this solution falls into pricing tier 4, between $25,000 and $50,000

$1 ————————————————→ $2.5M+

Pricing provided by vendor

Overview

- Available as a SaaS or on-premises solution, Agiloft is a flexible solution that integrates with a number of social networking engines.

Strengths

- Fast implementation and integration with Agiloft service desk, workflows, and contract manager.
- Code-free customization and integration, with ability to quickly apply workflows and business rules.
- APIs for barcoding and RFID integration.
- Customizable interfaces including mobile.
- Engineers collaborate with a customer advisory board to focus efforts on in-demand features and functions.

Challenges

- "Out of the box" asset data is designed to support the service desk rather than the asset manager; consequently, asset reports will all require custom creation.
- Does not provide full asset lifecycle management out of the box.
- Complex licensing scenarios are not supported and require manual compliance reporting.

Agiloft gives users the fundamentals, but be prepared to customize the solution to access its full potential

Vendor Landscape

Value Index

76
3rd out of 7

Product					Vendor				
Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
1	1	2	4	2	3	3	3	3	3

Features for IT Asset Management

Asset Management

Desktops

Servers

Cloud

Complex Licensing
Software Distribution/patching
Workflows
Policy Management

Virtualization
Data Center
Citrix
Oracle / SQL / DB2

SaaS application management
SaaS application integration

Contracts
Basic Licensing
Hardware Lifecycle
Warranty

Software Library
Usage Metering
Depreciation
License modelling

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

Agiloft offers a strong solution for organizations looking to balance simplicity and customizability, though complex scenarios may require significant manual intervention.

Samanage offers a basic – but highly customizable – solution for customers who value simplicity

Emerging Player

Product: Samanage IT Asset Management
Employees: 32
Headquarters: Netanya, Israel & Cary, NC
Website: samanage.com
Founded: 2007
Presence: Privately held

samanage

3 year TCO for this solution falls into pricing tier 5, between $50,000 and $100,000

$1 ———————————→ $2.5M+
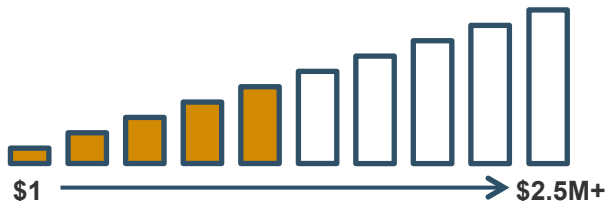
Pricing provided by vendor

Overview

- Designed with usability in mind, Samanage IT Asset Management offers strong data collection and filtering capabilities supplemented with detailed, custom-generated reports and excellent customer support.

Strengths

- Samanage offers a number of usability features including customizable report generations, a single pane of glass interface, software widgets, and personalization options.
- Offers strong support across a variety of hardware platforms.
- REST API integration allow customers and partners to customize the product to their needs.
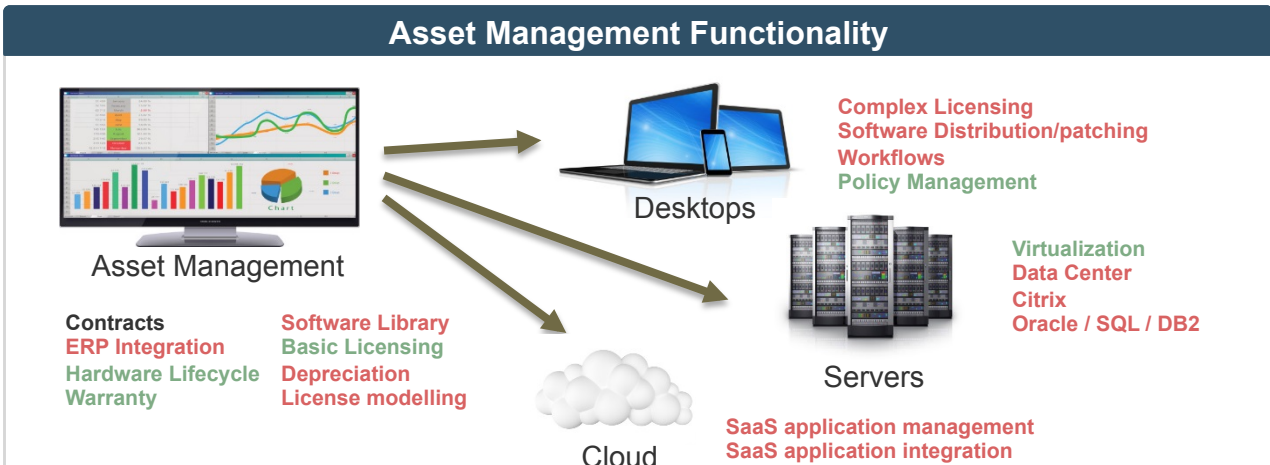- Clients report that the company is extremely responsive to user concerns and feature requests.

Challenges

- A number of key processes require significant manual intervention.
- While Samanage is quick to respond to customer feedback, product development is largely reactive. This means that some advanced features may take time to come to market.
- Out-of-the-box risk identification features are limited.
- Does not support automated management of per-processor or per-device licenses.

Samanage is notable for its responsiveness to customer issues as well as its quick implementation

Vendor Landscape

LEADING PRODUCT

INNOVATOR | CHAMPION

TRAILING VENDOR | LEADING VENDOR

EMERGING PLAYER | MARKET PILLAR

TRAILING PRODUCT

Value Index

67

5th out of 7

Product

Overall	Features	Usability	Afford.	Arch.
1	1	1	4	2

Vendor

Overall	Viability	Strategy	Reach	Channel
2	2	4	1	2

Asset Management Functionality

Asset Management

Desktops

Complex Licensing
Software Distribution/patching
Workflows
Policy Management

Contracts
ERP Integration
Hardware Lifecycle
Warranty

Software Library
Basic Licensing
Depreciation
License modelling

Cloud

Servers

Virtualization
Data Center
Citrix
Oracle / SQL / DB2

SaaS application management
SaaS application integration

Features

Software Library	Usage Metering	Complex Licenses	Complex Financials	Workflows	Visual Map of Assets	Lifecycle Management	Datacenter Analytics	Mobile Device Support	Virtual Desktop
4	4	4	4	4	4	4	4	4	4

Info-Tech Recommends:

With strong scores for usability and excellent customer support, Samanage is an appropriate choice for smaller organizations looking for the least amount of fuss in getting a basic solution up and running.

Identify leading candidates with the *IT Asset Management Vendor Shortlist Tool*

The Info-Tech *IT Asset Management Vendor Shortlist Tool* is designed to generate a customized shortlist of vendors based on *your* key priorities.

This tool offers the ability to modify:

- Overall Vendor vs. Product Weightings

- Individual product criteria weightings:
  - ✓ Features
  - ✓ Usability
  - ✓ Affordability
  - ✓ Architecture

- Individual vendor criteria weightings:
  - ✓ Viability
  - ✓ Strategy
  - ✓ Reach
  - ✓ Channel

INFO~TECH research group | PRACTICAL IT RESEARCH THAT DRIVES MEASURABLE RESULTS

Custom Vendor Landscape™ and Vendor Shortlist

Your customized Vendor Shortlist is sorted based on the priorities identified on the Data Entry tab. Scores are calculated using the Client Weightings and the assigned Info-Tech Vendor Landscape scores. Vendors are ranked based on the computed Average Score. The Average Score is the average of the weighted average Vendor Score and the weighted average Product Score. A custom Vendor Landscape™ has been generated as well, plotting the weighted average Vendor Score against the weighted average Product Score.

Custom Vendor Landscape™ for [Enterprise Name Here]

Appendix

1. Vendor Landscape Methodology: Overview

2. Vendor Landscape Methodology: Product Selection & Information Gathering

3. Vendor Landscape Methodology: Scoring

4. Vendor Landscape Methodology: Information Presentation

5. Vendor Landscape Methodology: Fact Check & Publication

6. Product Pricing Scenario

Vendor Landscape Methodology: Overview

Info-Tech's Vendor Landscapes are research materials that review a particular IT market space, evaluating the strengths and abilities of both the products available in that space, as well as the vendors of those products. These materials are created by a team of dedicated analysts operating under the direction of a senior subject matter expert over a period of six weeks.

Evaluations weigh selected vendors and their products (collectively "solutions") on the following eight criteria to determine overall standing:
- Features: The presence of advanced and market-differentiating capabilities.
- Usability: The intuitiveness, power, and integrated nature of administrative consoles and client software components.
- Affordability: The three-year total cost of ownership of the solution.
- Architecture: The degree of integration with the vendor's other tools, flexibility of deployment, and breadth of platform applicability.
- Viability: The stability of the company as measured by its history in the market, the size of its client base, and its financial performance.
- Strategy: The commitment to both the market-space, as well as to the various sized clients (small, mid-sized, and enterprise clients).
- Reach: The ability of the vendor to support its products on a global scale.
- Channel: The measure of the size of the vendor's channel partner program, as well as any channel strengthening strategies.

Evaluated solutions are plotted on a standard two by two matrix:
- Champions: Both the product and the vendor receive scores that are above the average score for the evaluated group.
- Innovators: The product receives a score that is above the average score for the evaluated group, but the vendor receives a score that is below the average score for the evaluated group.
- Market Pillars: The product receives a score that is below the average score for the evaluated group, but the vendor receives a score that is above the average score for the evaluated group.
- Emerging Players: Both the product and the vendor receive scores that are below the average score for the evaluated group.

Info-Tech's Vendor Landscapes are researched and produced according to a strictly adhered to process that includes the following steps:
- Vendor/product selection
- Information gathering
- Vendor/product scoring
- Information presentation
- Fact checking
- Publication

This document outlines how each of these steps is conducted.

Vendor Landscape Methodology: Vendor/Product Selection & Information Gathering

Info-Tech works closely with its client base to solicit guidance in terms of understanding the vendors with whom clients wish to work and the products that they wish evaluated; this demand pool forms the basis of the vendor selection process for Vendor Landscapes. Balancing this demand, Info-Tech also relies upon the deep subject matter expertise and market awareness of its Senior, Lead, and Principle Research Analysts to ensure that appropriate solutions are included in the evaluation. As an aspect of that expertise and awareness, Info-Tech's analysts may, at their discretion, determine the specific capabilities that are required of the products under evaluation, and include in the Vendor Landscape only those solutions that meet all specified requirements.

Information on vendors and products is gathered in a number of ways via a number of channels.

Initially, a request package is submitted to vendors to solicit information on a broad range of topics. The request package includes:
- A detailed survey.
- A pricing scenario (see Vendor Landscape Methodology: Price Evaluation and Pricing Scenario, below).
- A request for reference clients.
- A request for a briefing and, where applicable, guided product demonstration.

These request packages are distributed approximately twelve weeks prior to the initiation of the actual research project to allow vendors ample time to consolidate the required information and schedule appropriate resources.

During the course of the research project, briefings and demonstrations are scheduled (generally for one hour each session, though more time is scheduled as required) to allow the analyst team to discuss the information provided in the survey, validate vendor claims, and gain direct exposure to the evaluated products. Additionally, an end-user survey is circulated to Info-Tech's client base and vendor-supplied reference accounts are interviewed to solicit their feedback on their experiences with the evaluated solutions and with the vendors of those solutions.

These materials are supplemented by a thorough review of all product briefs, technical manuals, and publicly available marketing materials about the product, as well as about the vendor itself.

Refusal by a vendor to supply completed surveys or submit to participation in briefings and demonstrations does not eliminate a vendor from inclusion in the evaluation. Where analyst and client input has determined that a vendor belongs in a particular evaluation, it will be evaluated as best as possible based on publicly available materials only. As these materials are not as comprehensive as a survey, briefing, and demonstration, the possibility exists that the evaluation may not be as thorough or accurate. Since Info-Tech includes vendors regardless of vendor participation, it is always in the vendor's best interest to participate fully.

All information is recorded and catalogued, as required, to facilitate scoring and for future reference.

Vendor Landscape Methodology: Scoring

Once all information has been gathered and evaluated for all vendors and products, the analyst team moves to scoring. All scoring is performed at the same time so as to ensure as much consistency as possible. Each criterion is scored on a ten point scale, though the manner of scoring for criteria differs slightly:

- Features is scored via **Cumulative Scoring**
- Affordability is scored via **Scalar Scoring**
- All other criteria are scored via **Base5 Scoring**

In Cumulative Scoring, a single point is assigned to each evaluated feature that is regarded as being fully present, partial points to each feature that is partially present, and zero points to features that are deemed to be absent or unsatisfactory. The assigned points are summed and normalized to a value out of ten. For example, if a particular Vendor Landscape evaluates eight specific features in the Feature Criteria, the summed score out of eight for each evaluated product would be multiplied by 1.25 to yield a value out of ten.

In Scalar Scoring, a score of ten is assigned to the lowest cost solution, and a score of one is assigned to the highest cost solution. All other solutions are assigned a mathematically determined score based on their proximity to / distance from these two endpoints. For example, in an evaluation of three solutions, where the middle cost solution is closer to the low end of the pricing scale it will receive a higher score, and where it is closer to the high end of the pricing scale it will receive a lower score; depending on proximity to the high or low price it is entirely possible that it could receive either ten points (if it is very close to the lowest price) or one point (if it is very close to the highest price). Where pricing cannot be determined (vendor does not supply price and public sources do not exist), a score of 0 is automatically assigned.

In Base5 scoring a number of sub-criteria are specified for each criterion (for example, Longevity, Market Presence, and Financials are sub-criteria of the Viability criterion), and each one is scored on the following scale:

5 - The product/vendor is exemplary in this area (nothing could be done to improve the status).
4 - The product/vendor is good in this area (small changes could be made that would move things to the next level).
3 - The product/vendor is adequate in this area (small changes would make it good, more significant changes required to be exemplary).
2 - The product/vendor is poor in this area (this is a notable weakness and significant work is required).
1 - The product/vendor is terrible/fails in this area (this is a glaring oversight and a serious impediment to adoption).

The assigned points are summed and normalized to a value out of ten as explained in Cumulative Scoring above.

Scores out of ten, known as Raw scores, are transposed as-is into Info-Tech's Vendor Landscape Shortlist Tool, which automatically determines Vendor Landscape positioning (see Vendor Landscape Methodology: Information Presentation - Vendor Landscape, below), Criteria Score (see Vendor Landscape Methodology: Information Presentation - Criteria Score, below), and Value Index (see Vendor Landscape Methodology: Information Presentation - Value Index, below).
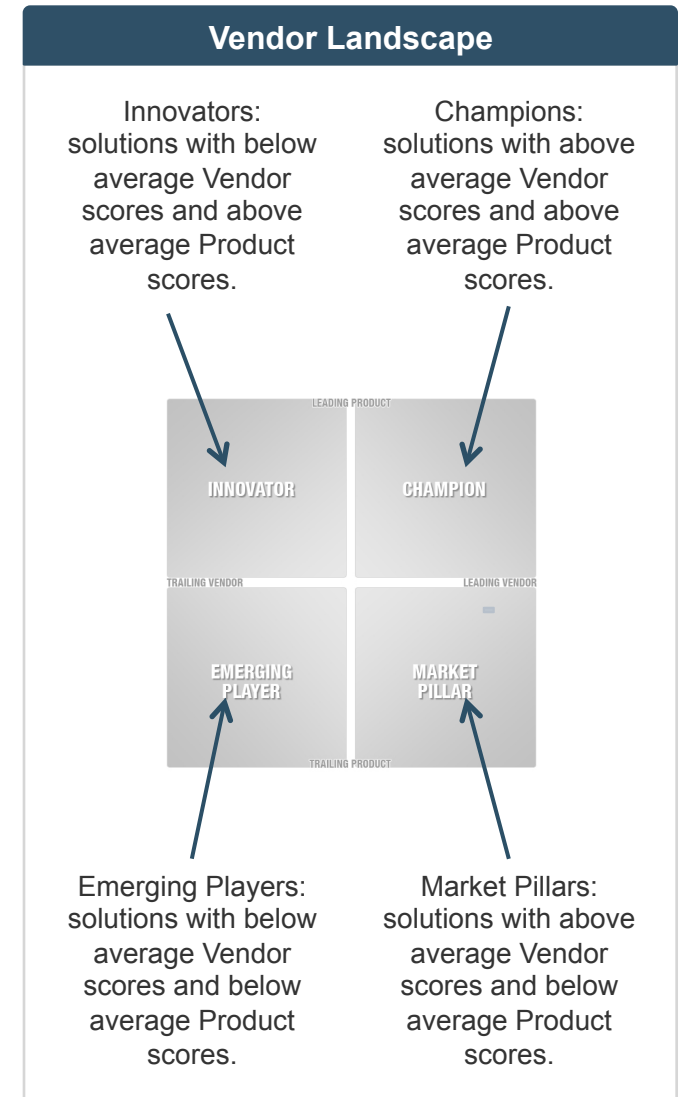
Vendor Landscape Methodology: Information Presentation – Vendor Landscape

Info-Tech's Vendor Landscape is a two-by-two matrix that plots solutions based on the combination of Product score and Vendor score. Placement is not determined by absolute score, but instead by relative score. Relative scores are used to ensure a consistent view of information and to minimize dispersion in nascent markets, while enhancing dispersion in commodity markets to allow for quick visual analysis by clients.

Relative scores are calculated as follows:

1. Raw scores are transposed into the Info-Tech Vendor Landscape Shortlist Tool (for information on how Raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

2. Each individual criterion Raw score is multiplied by the pre-assigned weighting factor for the Vendor Landscape in question. Weighting factors are determined prior to the evaluation process to eliminate any possibility of bias. Weighting factors are expressed as a percentage such that the sum of the weighting factors for the Vendor criteria (Viability, Strategy, Reach, Channel) is 100% and the sum of the Product criteria (Features, Usability, Affordability, Architecture) is 100%.

3. A sum-product of the weighted Vendor criteria scores and of the weighted Product criteria scores is calculated to yield an overall Vendor score and an overall Product score.

4. Overall Vendor scores are then normalized to a 20 point scale by calculating the arithmetic mean and standard deviation of the pool of Vendor scores. Vendors for whom their overall Vendor score is higher than the arithmetic mean will receive a normalized Vendor score of 11-20 (exact value determined by how much higher than the arithmetic mean their overall Vendor score is), while vendors for whom their overall Vendor score is lower than the arithmetic mean will receive a normalized Vendor score of between one and ten (exact value determined by how much lower than the arithmetic mean their overall Vendor score is).

5. Overall Product score is normalized to a 20 point scale according to the same process.

6. Normalized scores are plotted on the matrix, with Vendor score being used as the x-axis, and Product score being used as the y-axis.

Vendor Landscape

Innovators: solutions with below average Vendor scores and above average Product scores.

Champions: solutions with above average Vendor scores and above average Product scores.

Emerging Players: solutions with below average Vendor scores and below average Product scores.

Market Pillars: solutions with above average Vendor scores and below average Product scores.

Vendor Landscape Methodology:
Information Presentation – Criteria Scores (Harvey Balls)

Info-Tech's Criteria Scores are visual representations of the absolute score assigned to each individual criterion, as well as of the calculated overall Vendor and Product scores. The visual representation used is Harvey Balls.

Harvey Balls are calculated as follows:

1. Raw scores are transposed into the Info-Tech Vendor Landscape Shortlist Tool (for information on how Raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

2. Each individual criterion Raw score is multiplied by a pre-assigned weighting factor for the Vendor Landscape in question. Weighting factors are determined prior to the evaluation process, based on the expertise of the Senior or Lead Research Analyst, to eliminate any possibility of bias. Weighting factors are expressed as a percentage, such that the sum of the weighting factors for the Vendor criteria (Viability, Strategy, Reach, Channel) is 100%, and the sum of the Product criteria (Features, Usability, Affordability, Architecture) is 100%.

3. A sum-product of the weighted Vendor criteria scores and of the weighted Product criteria scores is calculated to yield an overall Vendor score and an overall Product score.

4. Both overall Vendor score / overall Product score, as well as individual criterion Raw scores are converted from a scale of one to ten to Harvey Ball scores on a scale of zero to four, where exceptional performance results in a score of four and poor performance results in a score of zero.

5. Harvey Ball scores are converted to Harvey Balls as follows:
   • A score of four becomes a full Harvey Ball.
   • A score of three becomes a three-quarter full Harvey Ball.
   • A score of two becomes a half full Harvey Ball.
   • A score of one becomes a one-quarter full Harvey Ball.
   • A score of zero becomes an empty Harvey Ball.

6. Harvey Balls are plotted by solution in a chart where rows represent individual solutions and columns represent overall Vendor / overall Product, as well as individual criteria. Solutions are ordered in the chart alphabetically by vendor name.

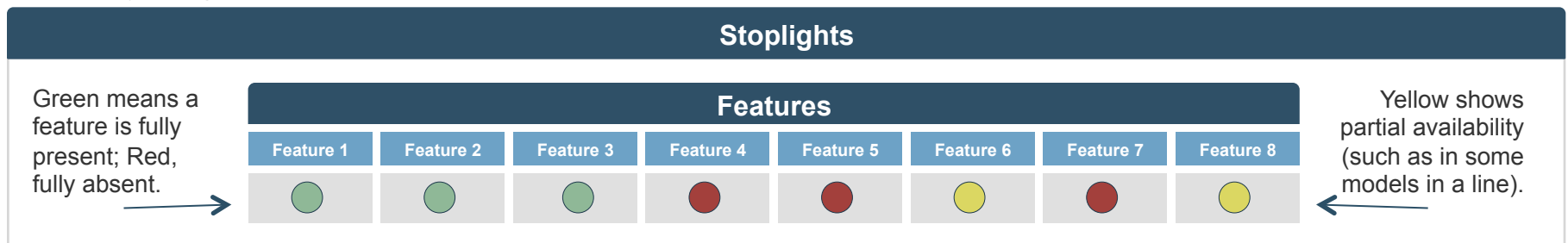| Harvey Balls										
Overall Harvey Balls represent weighted aggregates. →	Product					Vendor					Criteria Harvey Balls represent individual Raw scores. ←
	Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel	
	2	3	2	0	2	3	3	4	3	2	

Vendor Landscape Methodology:
Information Presentation – Feature Ranks (Stoplights)

Info-Tech's Feature Ranks are visual representations of the presence/availability of individual features that collectively comprise the Features' criterion. The visual representation used is Stoplights.

Stoplights are determined as follows:

1. A single point is assigned to each evaluated feature that is regarded as being fully present, partial points to each feature that is partially present, and zero points to features that are deemed to be fully absent or unsatisfactory.
    *   Fully present means all aspects and capabilities of the feature as described are in evidence.
    *   Fully absent means all aspects and capabilities of the feature as described are missing or lacking.
    *   Partially present means some, but not all, aspects and capabilities of the feature as described are in evidence, **OR** all aspects and capabilities of the feature as described are in evidence, but only for some models in a line.

2. Feature scores are converted to Stoplights as follows:
    *   Full points become a Green light.
    *   Partial points become a Yellow light.
    *   Zero points become a Red light.

3. Stoplights are plotted by solution in a chart where rows represent individual solutions and columns represent individual features. Solutions are ordered in the chart alphabetically by vendor name.

For example, a set of applications is being reviewed and a feature of "*Integration with Mobile Devices*" that is defined as "*availability of dedicated mobile device applications for iOS, Android, and BlackBerry devices*" is specified. Solution A provides such apps for all listed platforms and scores "Green", solution B provides apps for iOS and Android only and scores "Yellow", while solution C provides mobile device functionality through browser extensions, has no dedicated apps, and so scores "Red".

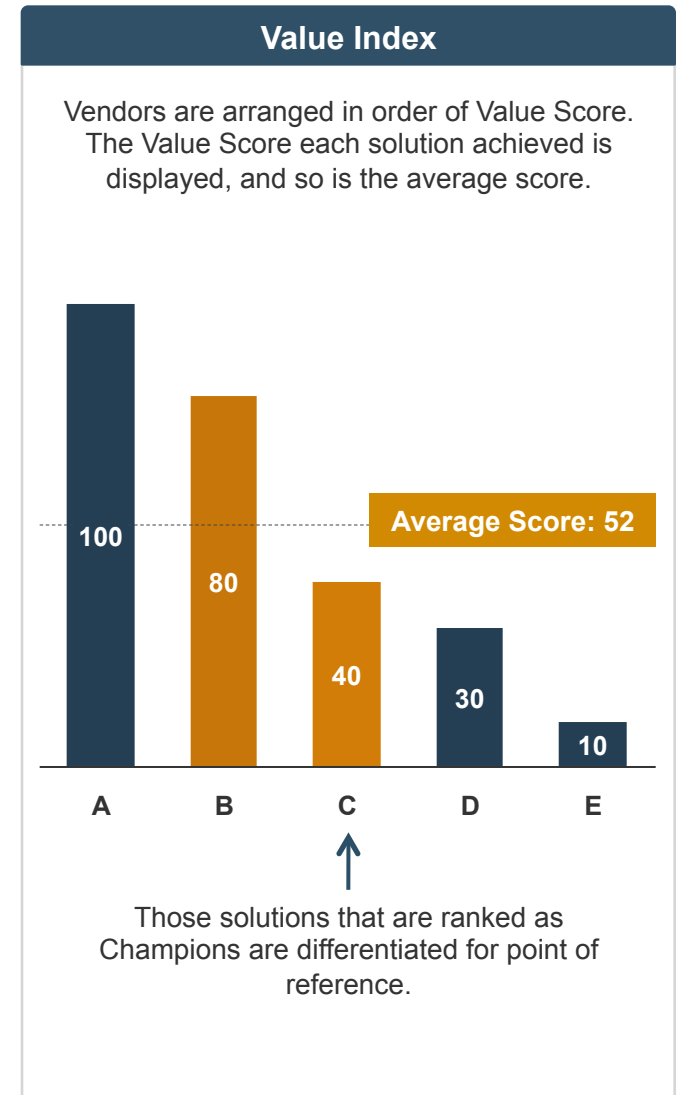| Stoplights									
Green means a feature is fully present; Red, fully absent.	**Features**								Yellow shows partial availability (such as in some models in a line).
	Feature 1	Feature 2	Feature 3	Feature 4	Feature 5	Feature 6	Feature 7	Feature 8	
→	🟢	🟢	🟢	🔴	🔴	🟡	🔴	🟡	←

Vendor Landscape Methodology: Information Presentation – Value Index

Info-Tech's Value Index is an indexed ranking of solution value per dollar as determined by the Raw scores assigned to each criteria (for information on how Raw scores are determined, see Vendor Landscape Methodology: Scoring, above).

Value scores are calculated as follows:

1. The Affordability criterion is removed from the overall Product score and the remaining Product score criteria (Features, Usability, Architecture) are reweighted so as to retain the same weightings relative to one another, while still summing to 100%. For example, if all four Product criteria were assigned base weightings of 25%, for the determination of the Value score, Features, Usability, and Architecture would be reweighted to 33.3% each to retain the same relative weightings while still summing to 100%.

2. A sum-product of the weighted Vendor criteria scores and of the reweighted Product criteria scores is calculated to yield an overall Vendor score and a reweighted overall Product score.

3. The overall Vendor score and the reweighted overall Product score are then summed, and this sum is multiplied by the Affordability Raw score to yield an interim Value score for each solution.

4. All interim Value scores are then indexed to the highest performing solution by dividing each interim Value score by the highest interim Value score. This results in a Value score of 100 for the top solution and an indexed Value score relative to the 100 for each alternate solution.

5. Solutions are plotted according to Value score, with the highest score plotted first, and all remaining scores plotted in descending numerical order.

Where pricing is not provided by the vendor and public sources of information cannot be found, an Affordability Raw score of zero is assigned. Since multiplication by zero results in a product of zero, those solutions for which pricing cannot be determined receive a Value score of zero. Since Info-Tech assigns a score of zero where pricing is not available, it is always in the vendor's best interest to provide accurate and up to date pricing. In the event that insufficient pricing is available to accurately calculate a Value Index Info-Tech will omit it from the Vendor Landscape.

Value Index

Vendors are arranged in order of Value Score. The Value Score each solution achieved is displayed, and so is the average score.

Average Score: 52

A   B   C   D   E

Those solutions that are ranked as Champions are differentiated for point of reference.

Vendor Landscape Methodology:
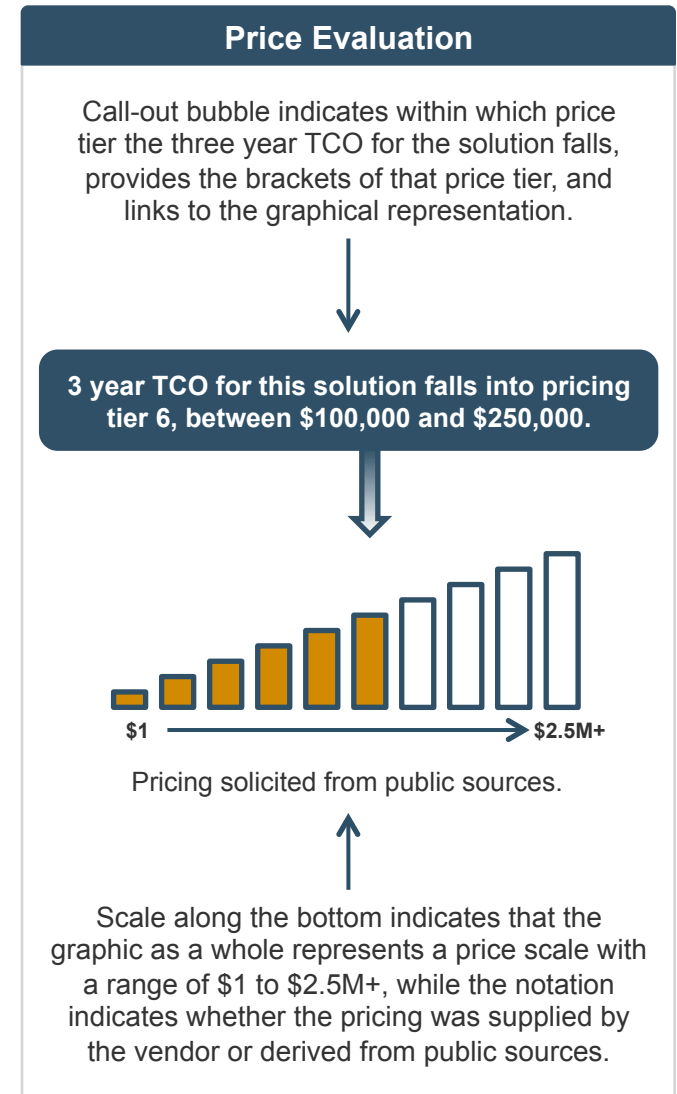# Information Presentation – Price Evaluation

Info-Tech's Price Evaluation is a tiered representation of the three year Total Cost of Ownership (TCO) of a proposed solution. Info-Tech uses this method of communicating pricing information to provide high-level budgetary guidance to its end-user clients while respecting the privacy of the vendors with whom it works. The solution TCO is calculated and then represented as belonging to one of ten pricing tiers.

Pricing tiers are as follows:

1. Between $1 and $2,500
2. Between $2,500 and $10,000
3. Between $10,000 and $25,000
4. Between $25,000 and $50,000
5. Between $50,000 and $100,000
6. Between $100,000 and $250,000
7. Between $250,000 and $500,000
8. Between $500,000 and $1,000,000
9. Between $1,000,000 and $2,500,000
10. Greater than $2,500,000

Where pricing is not provided, Info-Tech makes use of publicly available sources of information to determine a price. As these sources are not official price lists, the possibility exists that they may be inaccurate or outdated, and so the source of the pricing information is provided. Since Info-Tech publishes pricing information regardless of vendor participation, it is always in the vendor's best interest to supply accurate and up to date information.

Info-Tech's Price Evaluations are based on pre-defined pricing scenarios (see Product Pricing Scenario, below) to ensure a comparison that is as close as possible between evaluated solutions. Pricing scenarios describe a sample business and solicit guidance as to the appropriate product/service mix required to deliver the specified functionality, the list price for those tools/services, as well as three full years of maintenance and support.

Price Evaluation

Call-out bubble indicates within which price tier the three year TCO for the solution falls, provides the brackets of that price tier, and links to the graphical representation.

3 year TCO for this solution falls into pricing tier 6, between $100,000 and $250,000.

$1 ——————→ $2.5M+

Pricing solicited from public sources.

Scale along the bottom indicates that the graphic as a whole represents a price scale with a range of $1 to $2.5M+, while the notation indicates whether the pricing was supplied by the vendor or derived from public sources.

Vendor Landscape Methodology: Information Presentation – Scenarios

Info-Tech's Scenarios highlight specific use cases for the evaluated solution to provide as complete (when taken in conjunction with the individual written review, Vendor Landscape, Criteria Scores, Feature Ranks, and Value Index) a basis for comparison by end-user clients as possible.

Scenarios are designed to reflect tiered capability in a particular set of circumstances. Determination of the Scenarios in question is at the discretion of the analyst team assigned to the research project. Where possible, Scenarios are designed to be mutually exclusive and collectively exhaustive, or at the very least, hierarchical such that the tiers within the Scenario represent a progressively greater or broader capability.

Scenario ranking is determined as follows:

1. The analyst team determines an appropriate use case.
   For example:

   • Clients that have multinational presence and require vendors to provide four hour onsite support.

2. The analyst team establishes the various tiers of capability.
   For example:
   • Presence in Americas
   • Presence in EMEA
   • Presence in APAC

3. The analyst team reviews all evaluated solutions and determines which ones meet which tiers of capability.
   For example:
   • Presence in Americas   – Vendor A, Vendor C, Vendor E
   • Presence in EMEA   – Vendor A, Vendor B, Vendor C
   • Presence in APAC   – Vendor B, Vendor D, Vendor E

4. Solutions are plotted on a grid alphabetically by vendor by tier. Where one vendor is deemed to be stronger in a tier than other vendors in the same tier, they may be plotted non-alphabetically.
   For example:
   • Vendor C is able to provide four hour onsite support to 12 countries in EMEA while Vendors A and B are only able to provide four hour onsite support to eight countries in EMEA; Vendor C would be plotted first, followed by Vendor A, then Vendor B.

Analysts may also elect to list only the most Exemplary Performers for a given use-case. One to three vendors will appear for each of these purchasing scenarios with a brief explanation as to why we selected them as top-of-class.

Vendor Landscape Methodology:
Information Presentation – Vendor Awards

At the conclusion of all analyses, Info-Tech presents awards to exceptional solutions in three distinct categories. Award presentation is discretionary; not all awards are extended subsequent to each Vendor landscape and it is entirely possible, though unlikely, that no awards may be presented.

Awards categories are as follows:

- **Champion Awards** are presented to those solutions, and only those solutions, that land in the Champion zone of the Info-Tech Vendor Landscape (see Vendor Landscape Methodology: Information Presentation - Vendor Landscape, above). If no solutions land in the Champion zone, no Champion Awards are presented. Similarly, if multiple solutions land in the Champion zone, multiple Champion Awards are presented.

- **Trend Setter Awards** are presented to those solutions, and only those solutions, that are deemed to include the most original/inventive product/service, or the most original/inventive feature/capability of a product/service. If no solution is deemed to be markedly or sufficiently original/inventive, either as a product/service on the whole or by feature/capability specifically, no Trend Setter Award is presented. Only one Trend Setter Award is available for each Vendor Landscape.

- **Best Overall Value Awards** are presented to those solutions, and only those solutions, that are ranked highest on the Info-Tech Value Index (see Vendor Landscape Methodology: Information Presentation – Value Index, above). If insufficient pricing information is made available for the evaluated solutions, such that a Value Index cannot be calculated, no Best Overall Value Award will be presented. Only one Best Overall Value Award is available for each Vendor Landscape.

Vendor Awards

Info-Tech's **Champion Award** is presented to solutions in the Champion zone of the Vendor Landscape.

Info-Tech's **Trend Setter Award** is presented to the most original/inventive solution evaluated.

Info-Tech's **Best Overall Value Award** is presented to the solution with the highest Value Index score.

Vendor Landscape Methodology: Fact Check & Publication

Info-Tech takes the factual accuracy of its Vendor Landscapes, and indeed of all of its published content, very seriously. To ensure the utmost accuracy in its Vendor Landscapes, we invite all vendors of evaluated solutions (whether the vendor elected to provide a survey and/or participate in a briefing or not) to participate in a process of Fact Check.

Once the research project is complete and the materials are deemed to be in a publication ready state, excerpts of the material specific to each vendor's solution are provided to the vendor. Info-Tech only provides material specific to the individual vendor's solution for review encompassing the following:
* All written review materials of the vendor and the vendor's product that comprise the evaluated solution.
* Info-Tech's Criteria Scores / Harvey Balls detailing the individual and overall Vendor / Product scores assigned.
* Info-Tech's Feature Rank / Stop Lights detailing the individual feature scores of the evaluated product.
* Info-Tech's Raw Pricing for the vendor either as received from the vendor or as collected from publicly available sources.
* Info-Tech's Scenario ranking for all considered scenarios for the evaluated solution.

Info-Tech does not provide the following:
* Info-Tech's Vendor Landscape placement of the evaluated solution.
* Info-Tech's Value Score for the evaluated solution.
* End-user feedback gathered during the research project.
* Info-Tech's overall recommendation in regard to the evaluated solution.

Info-Tech provides a one-week window for each vendor to provide written feedback. Feedback must be corroborated (be provided with supporting evidence), and where it does, feedback that addresses factual errors or omissions is adopted fully, while feedback that addresses opinions is taken under consideration. The assigned analyst team makes all appropriate edits and supplies an edited copy of the materials to the vendor within one week for final review.

Should a vendor still have concerns or objections at that time, they are invited to a conversation, initially via email, but as required and deemed appropriate by Info-Tech, subsequently via telephone, to ensure common understanding of the concerns. Where concerns relate to ongoing factual errors or omissions they are corrected under the supervision of Info-Tech's Vendor Relations personnel. Where concerns relate to ongoing differences of opinion they are again taken under consideration with neither explicit not implicit indication of adoption.

Publication of materials is scheduled to occur within the six weeks immediately following the completion of the research project, but does not occur until the Fact Check process has come to conclusion, and under no circumstances are "pre-publication" copies of any materials made available to any client.

Product Pricing Scenario

A mid-sized organization with approximately 4,000 end users is looking to add an asset management tool to their existing infrastructure. They have other tools in place and would ideally like to integrate their asset management solution to existing management tools. They have one device for most users, with approximately 400 using a secondary device as well. Users are spread throughout three locations. Servers are primarily Windows, with 80% of the 300 servers virtualized using VMWare. They also have two Unix servers, several printers, routers, and switches.

This organization will be looking for training as well as installation, and will be looking for a pricing scenario that includes three years of license, maintenance, and support. There will be one asset manager, but limited use licenses needed for up to 15 other team members to update records as appropriate.

The expected solution capabilities are as follows:

- Remote support for discovering assets at all locations and consolidating in a central database .

- Gold level support services should include the following:

    - Implementation support.

    - Technical documentation and guides.

    - 24/7 Technical support by phone or online.