

EMOTIONAL FOOTPRINT REPORT

# Managed Detection & Response

165
Reviews

11
Products Included





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#### **How to Use the Report**

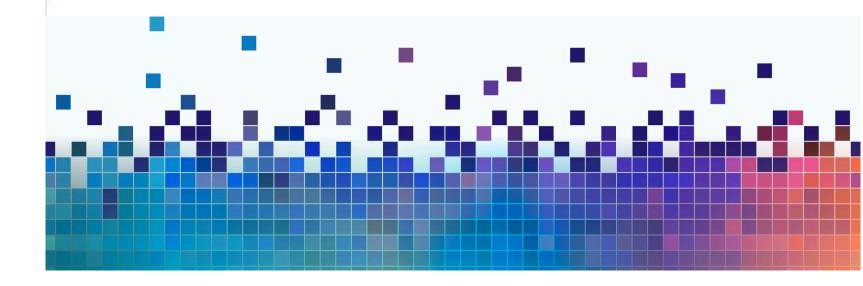
Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Managed Detection & Response market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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### Software Directory

#### MANAGED DETECTION & RESPONSE SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.



	△ Alert Logic MDR	∧ Arctic Wolf SOC-as-a-Service
Atos MDR	Blackpoint MDR	© Critical Start MDR
<b>⋄</b> Crowdstrike Falcon Platform	Cybereason Managed Detection and Response	Cynet 360
Q Deepwatch MDR	e eSentire	<b> ■ Expel MDR</b>
Fidelis Elevate	Field Effect Covalence	Huntress Security Platform
k Kaspersky Managed Detection and Response	× LMNTRIX Active Defense	Mandiant Advantage
MDR for Microsoft Sentinel	- Netsurion	■ Pillr
Rapid7 Managed Detection and Response	Ned Canary MDR	→ ReliaQuest GreyMatter
SHQ SecurityHQ	A SISA ProACT	Sophos Managed Detection and Response
Taegis ManagedXDR	■ Trustwave Managed Detection and Response	W Vigilance Respond Pro
<b>™ VikingCloud Managed Endpoint Security</b>	WithSecure Countercept	





**SOFTWARE REVIEWS** 

### Emotional Footprint Diamond

#### MANAGED **DETECTION &** RESPONSE

The customer experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to an extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.

#### **Value Index**

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

#### **Net Emotional Footprint**

The Net Emotional Footprint measures highlevel user sentiment. It aggregates emotional response ratings across 25 provocative questions, creating a powerful indicator of overall user feeling toward the vendor and product.

**Note:** The ranges of the axes are dynamically adjusted based on minimum and maximum values in the dataset.

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.

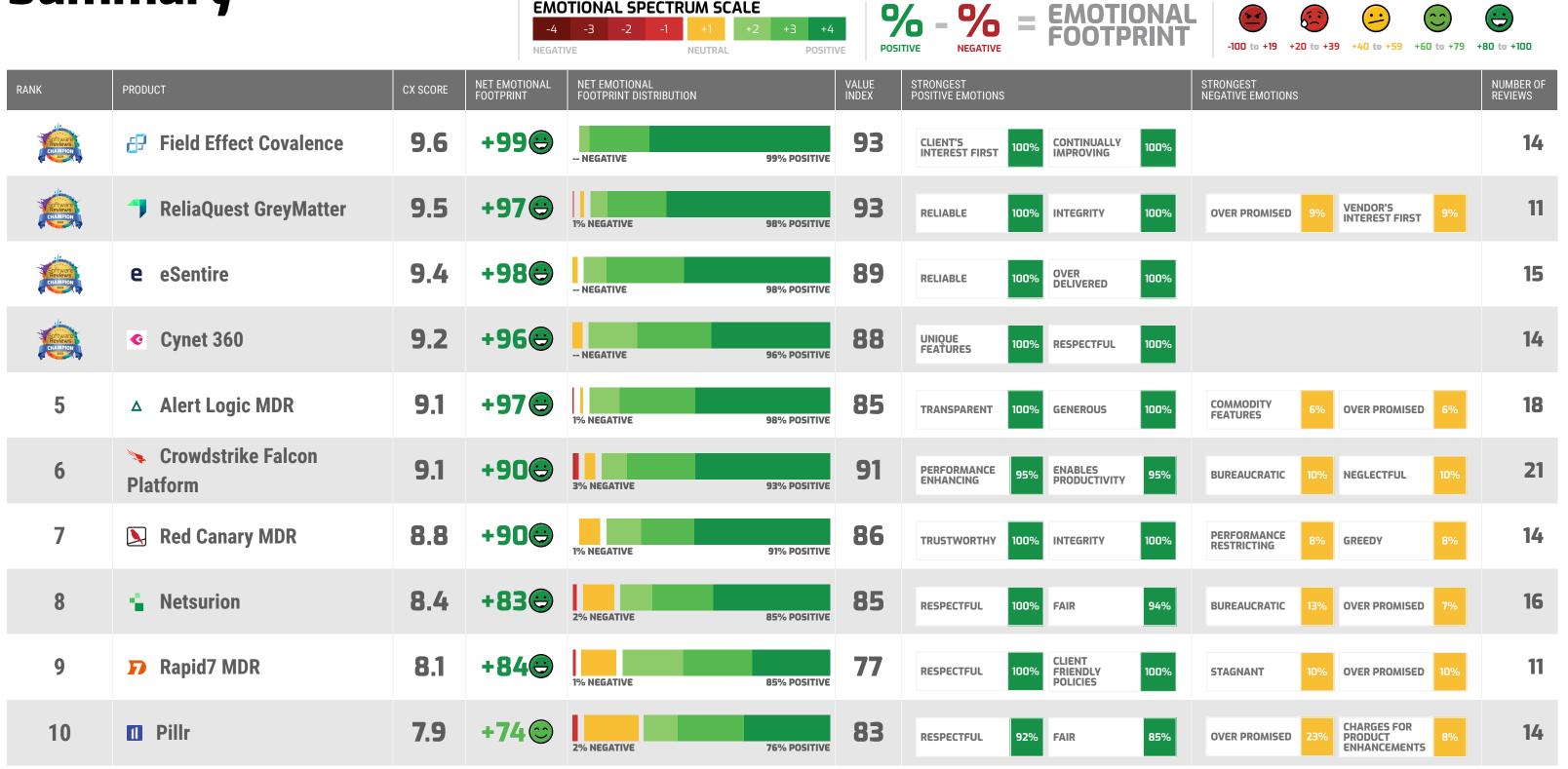






### **Emotional Footprint Summary**

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.







### **Emotional Footprint Summary**

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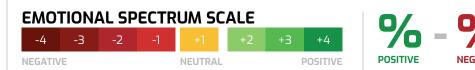
**EMOTIONAL SPECTRUM SCALE** 

11





This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.





















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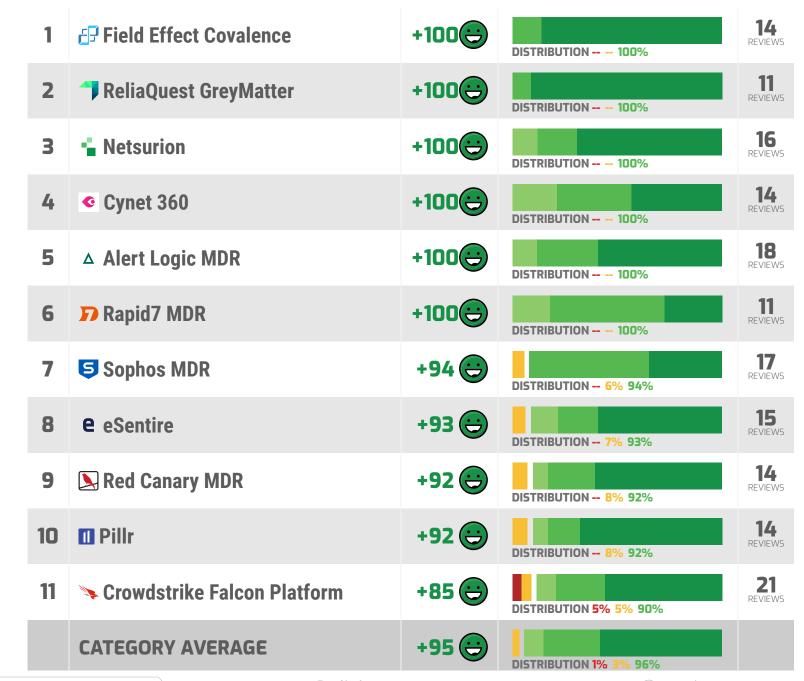








#### Disrespectful vs. Respectful







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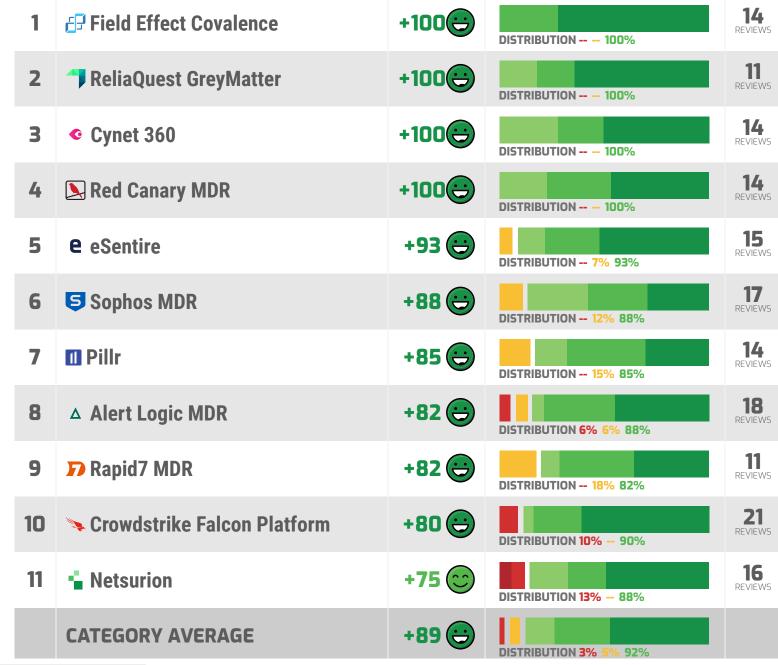








#### **Bureaucratic vs. Efficient**







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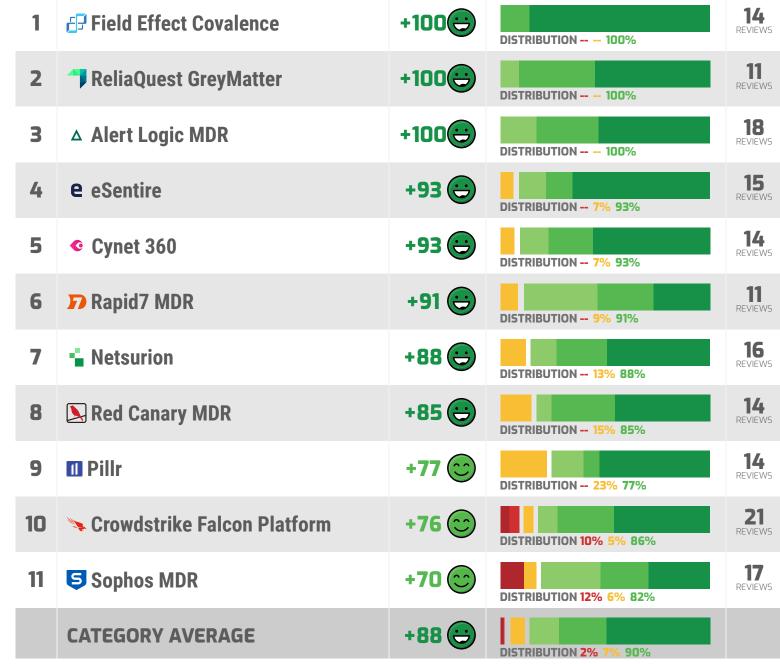








#### **Neglectful vs. Caring**







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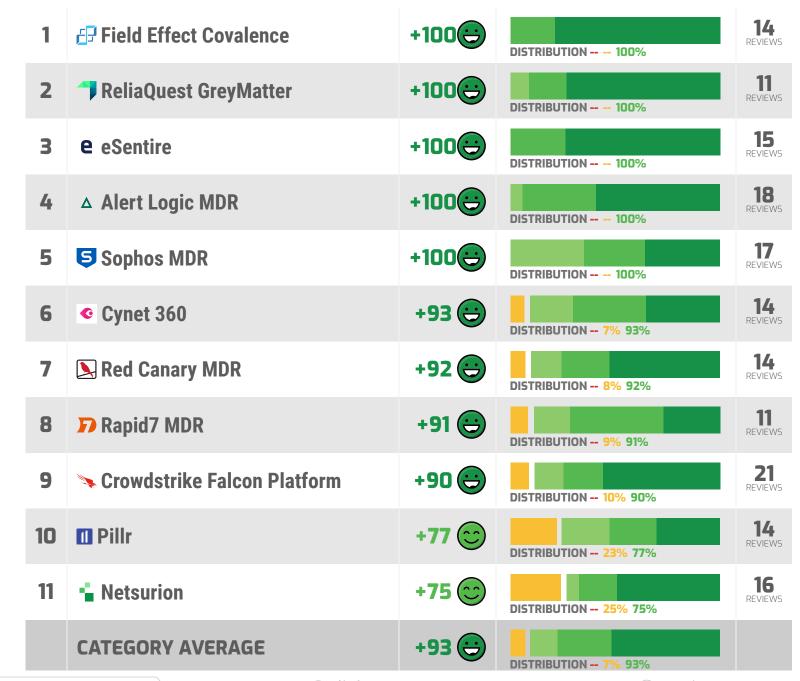








#### **Frustrating vs. Effective**







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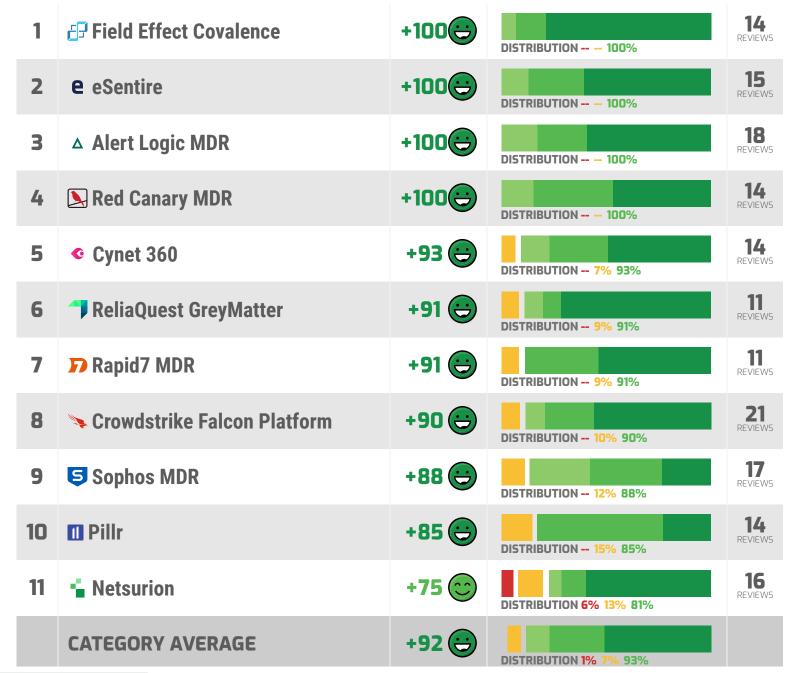








#### **Wastes Time vs. Saves Time**







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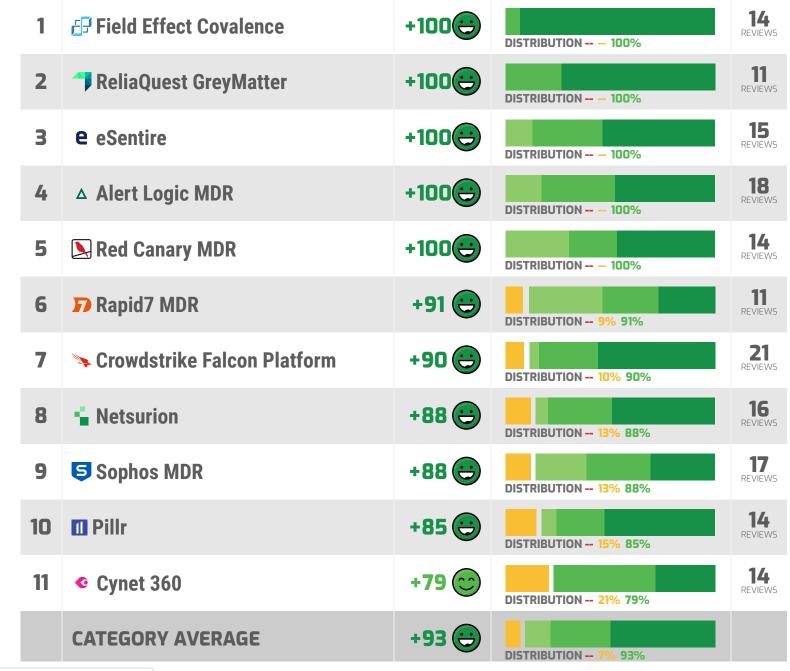








#### **Lack Of Integrity vs. Integrity**







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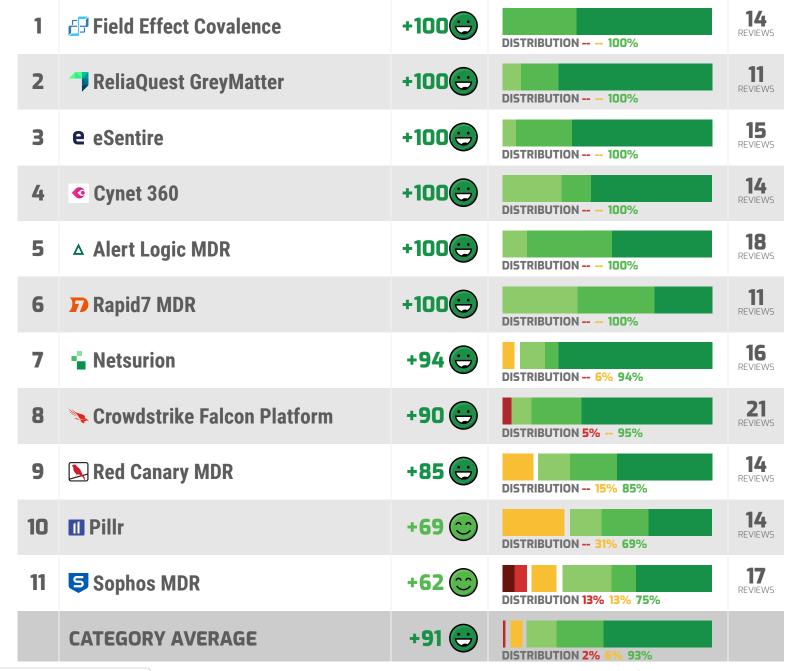








#### Vendor Friendly Policies vs. Client Friendly Policies







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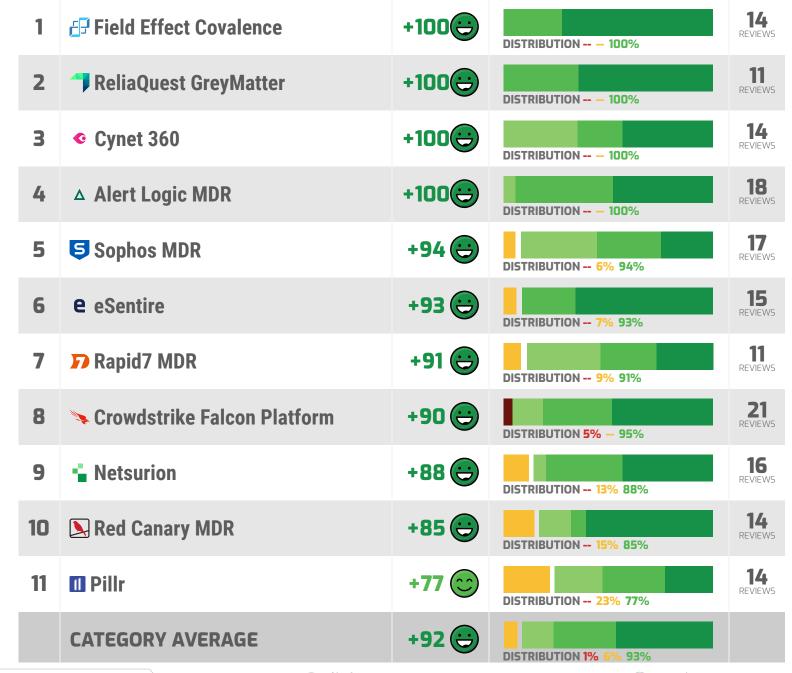








#### Selfish vs. Altruistic







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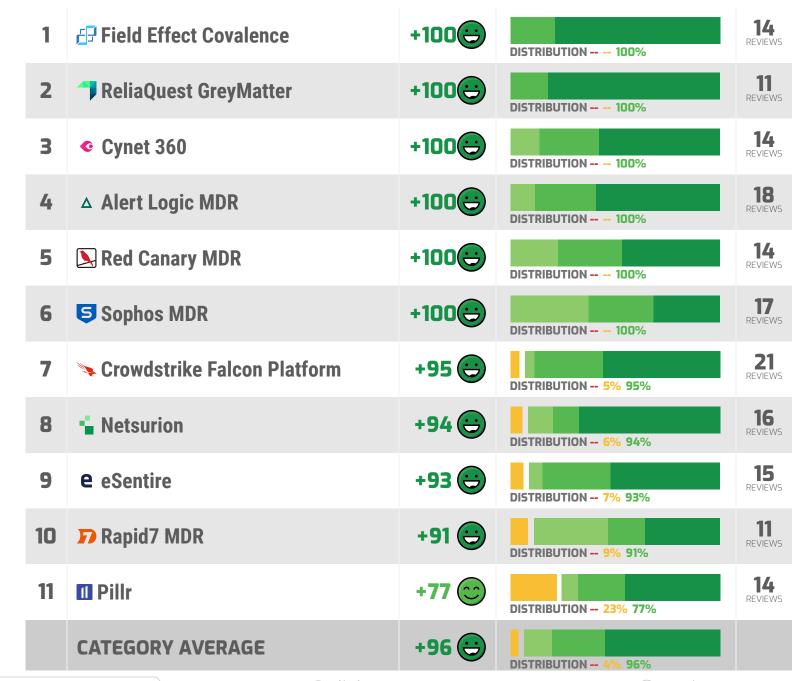








#### **Big Fat Liars vs. Trustworthy**







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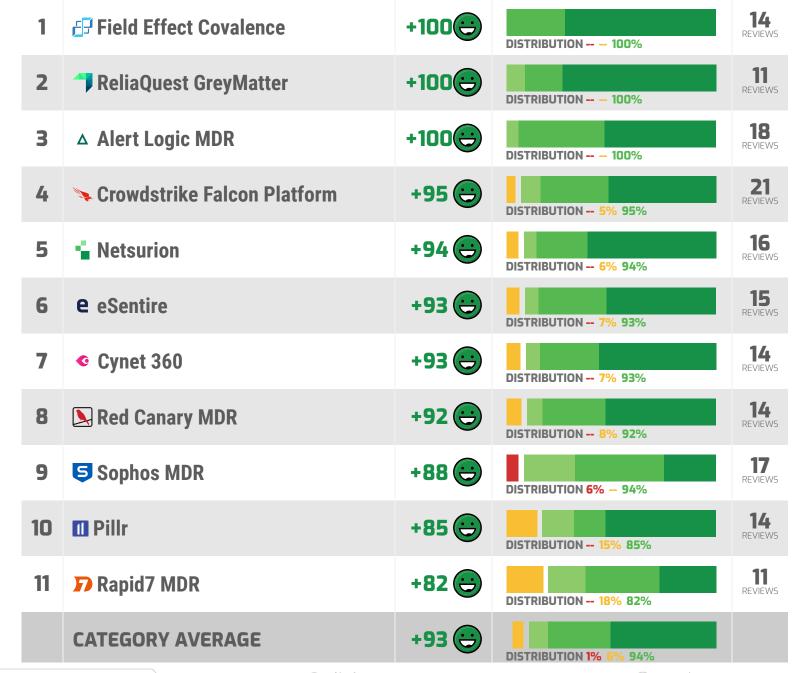








#### **Unfair vs. Fair**







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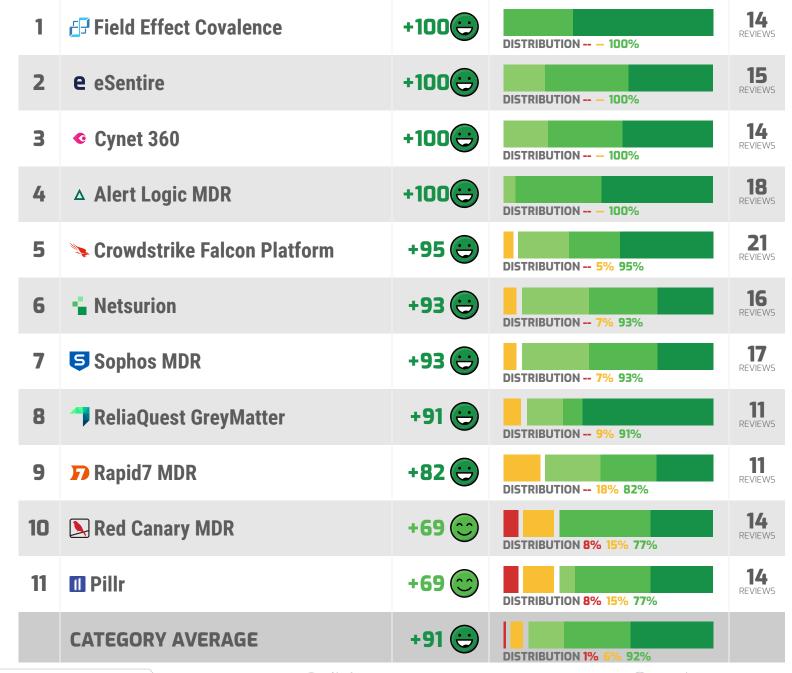








#### **Greedy vs. Generous**







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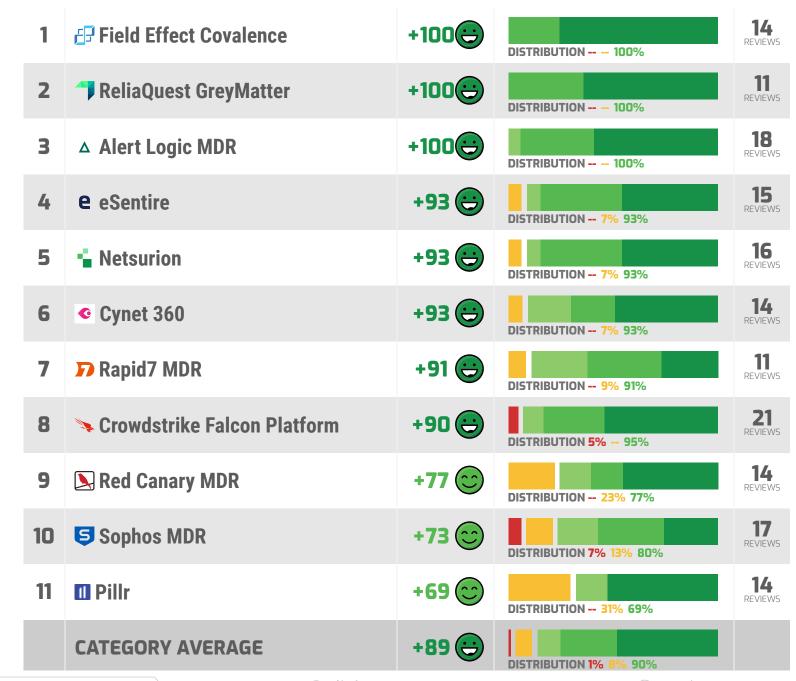








#### **Deceptive vs. Transparent**







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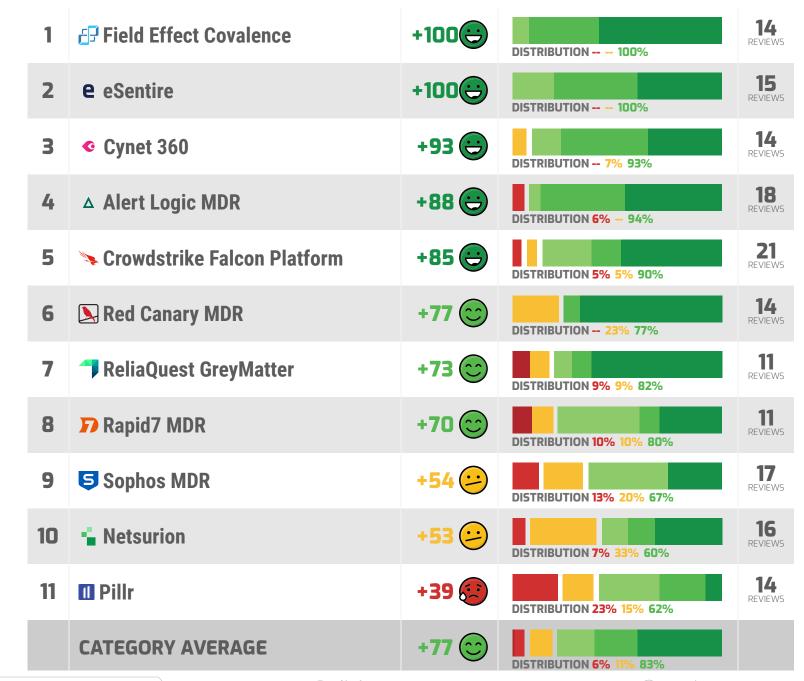




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#### Over Promised vs. Over Delivered







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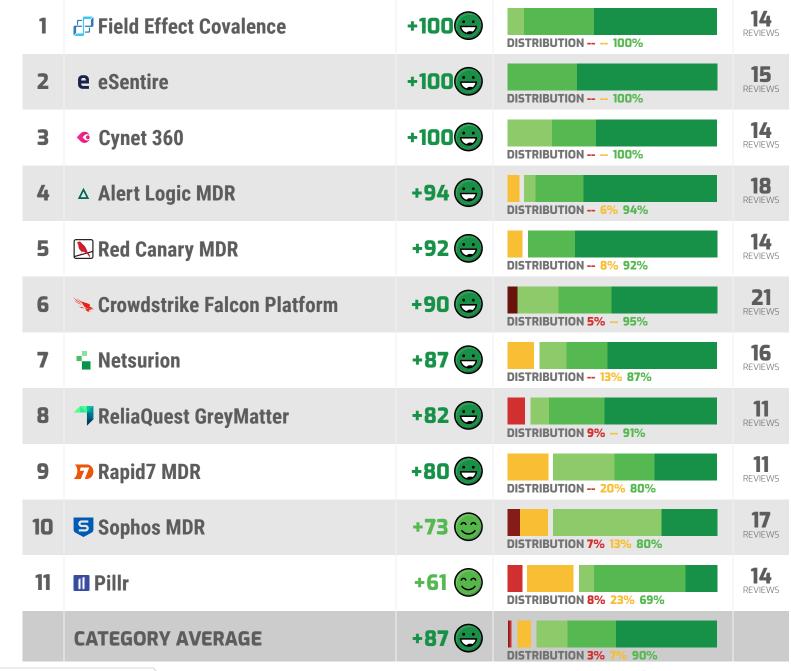








#### **Vendor's Interest First vs. Client's Interest First**







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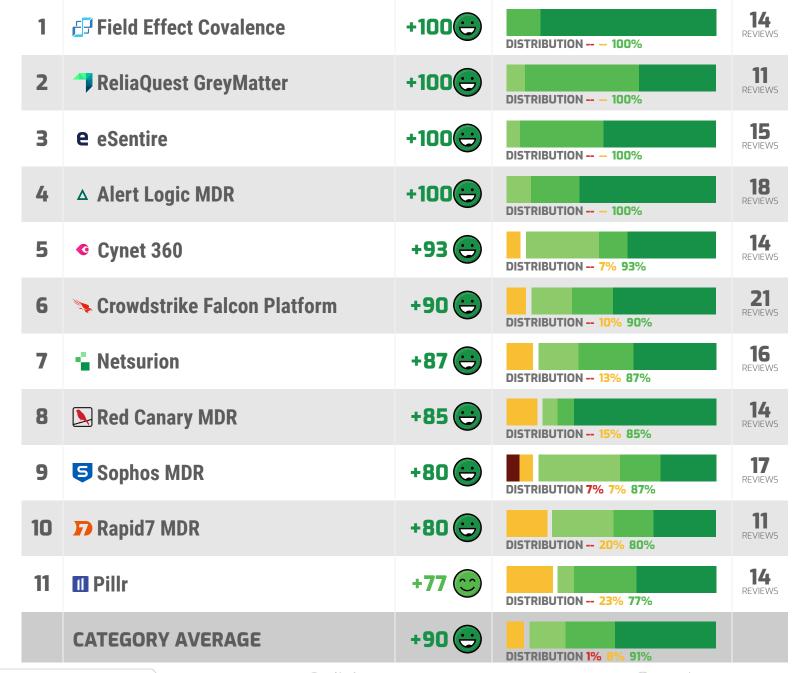








#### Hardball Tactics vs. Friendly Negotiation







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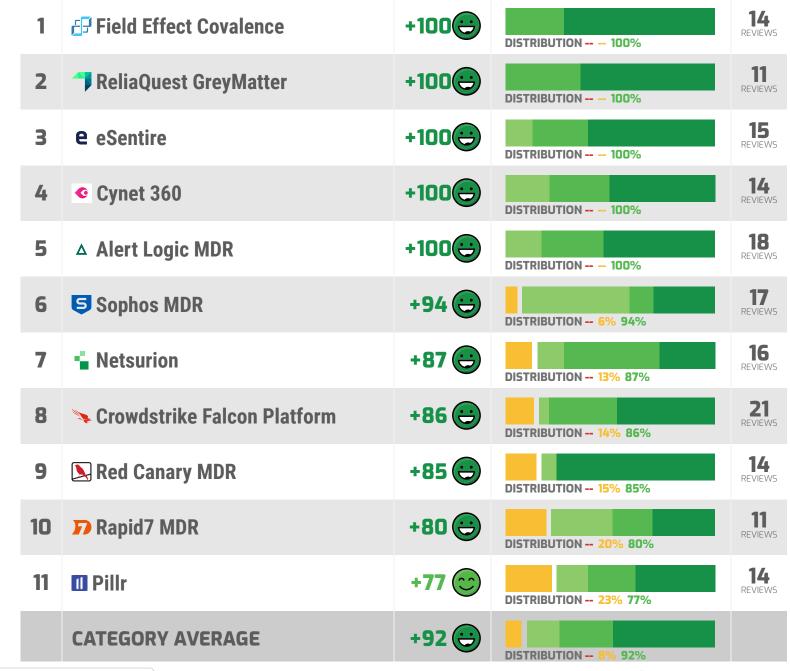




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#### Roadblock To Innovation vs. Helps Innovate







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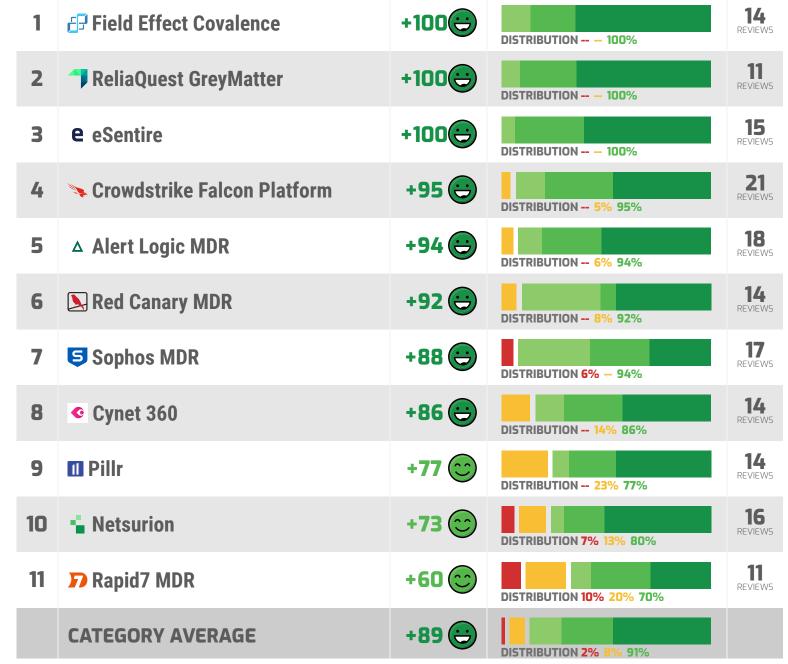








#### Stagnant vs. Continually Improving







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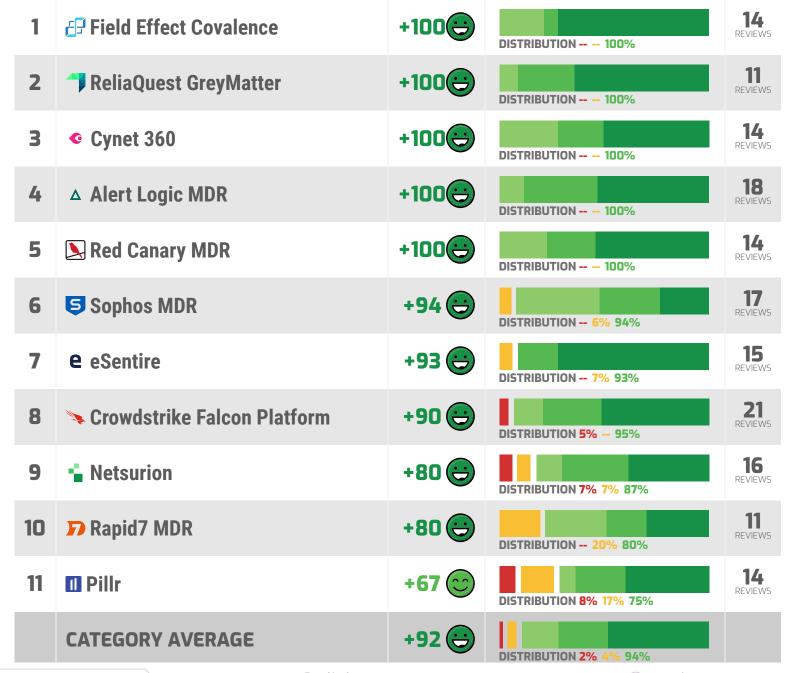








#### Charges For Product Enhancements vs. Includes Product Enhancements







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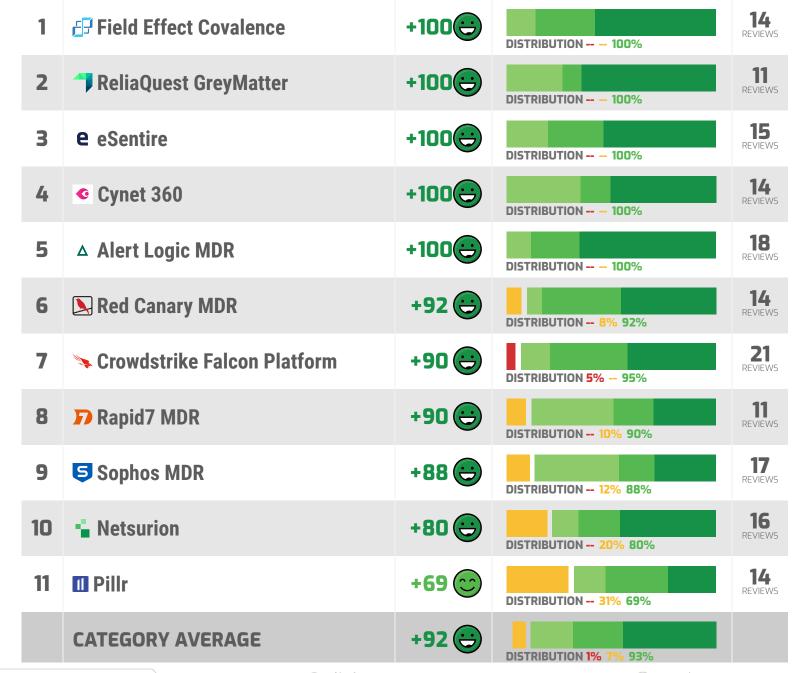








#### Leverages Incumbent Status vs. Appreciates Incumbent Status







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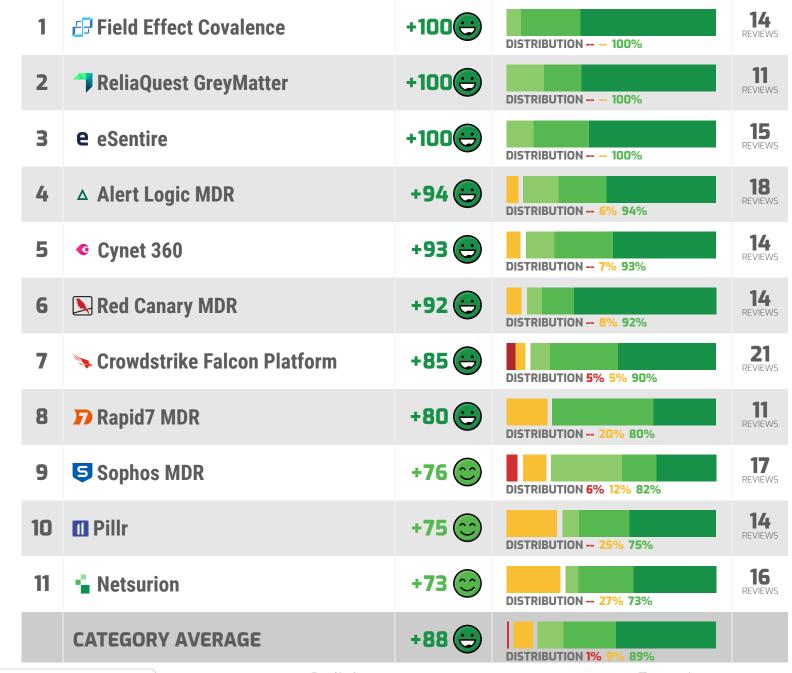








#### **Despised vs. Inspiring**







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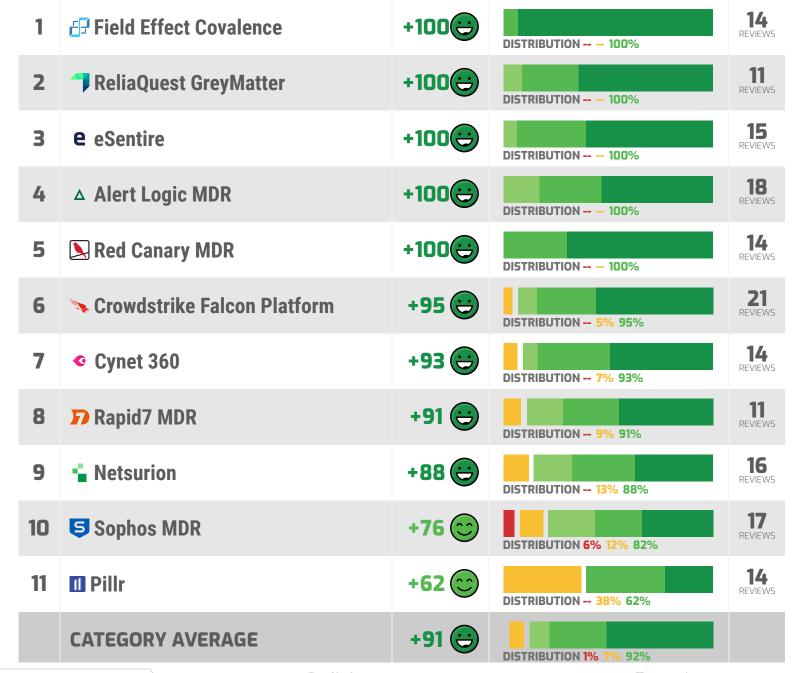








#### Unreliable vs. Reliable







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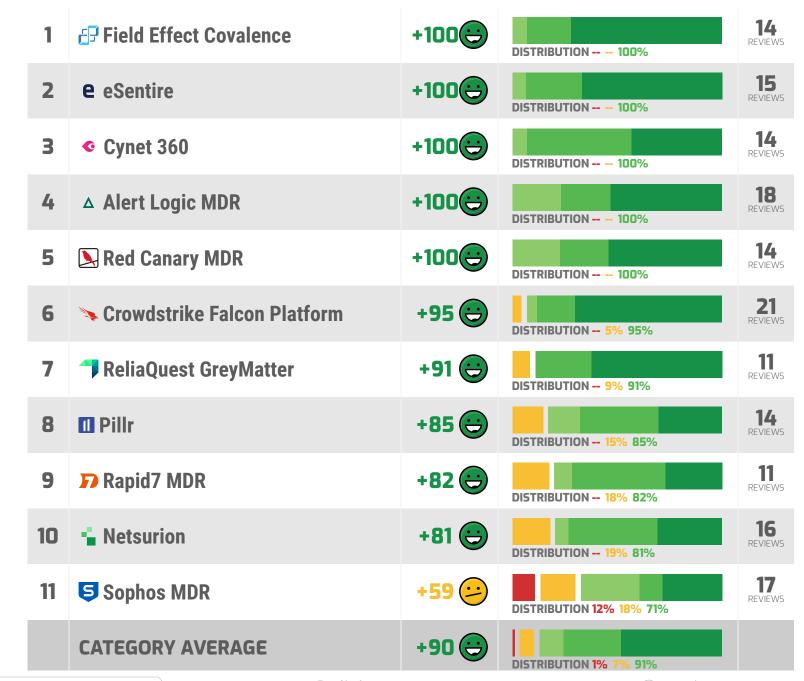








#### **Restricts Productivity vs. Enables Productivity**







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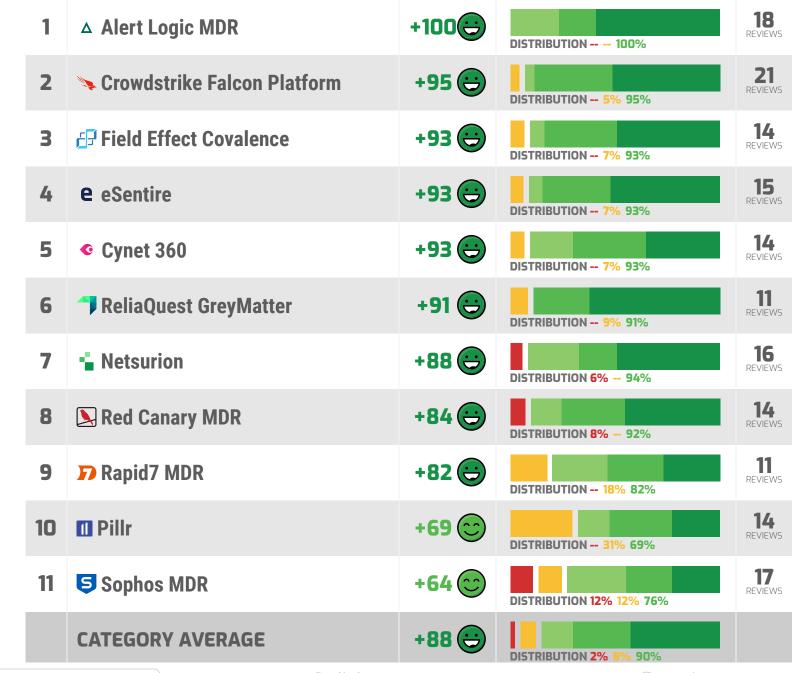








#### **Performance Restricting vs. Performance Enhancing**







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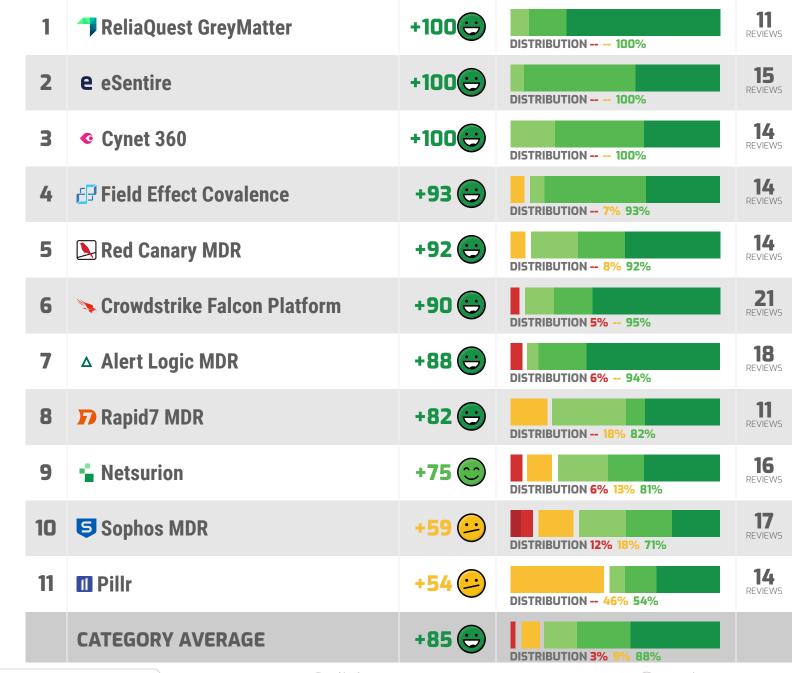








#### **Commodity Features vs. Unique Features**







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#### **Security Frustrates vs. Security Protects**

