June 2023

SoftwareReviews
A Division of **Info-Tech Research Group**

DATA QUADRANT REPORT

Software Asset Management

125	8
Reviews	Products Included

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How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Software Asset Management 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 products in the 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.
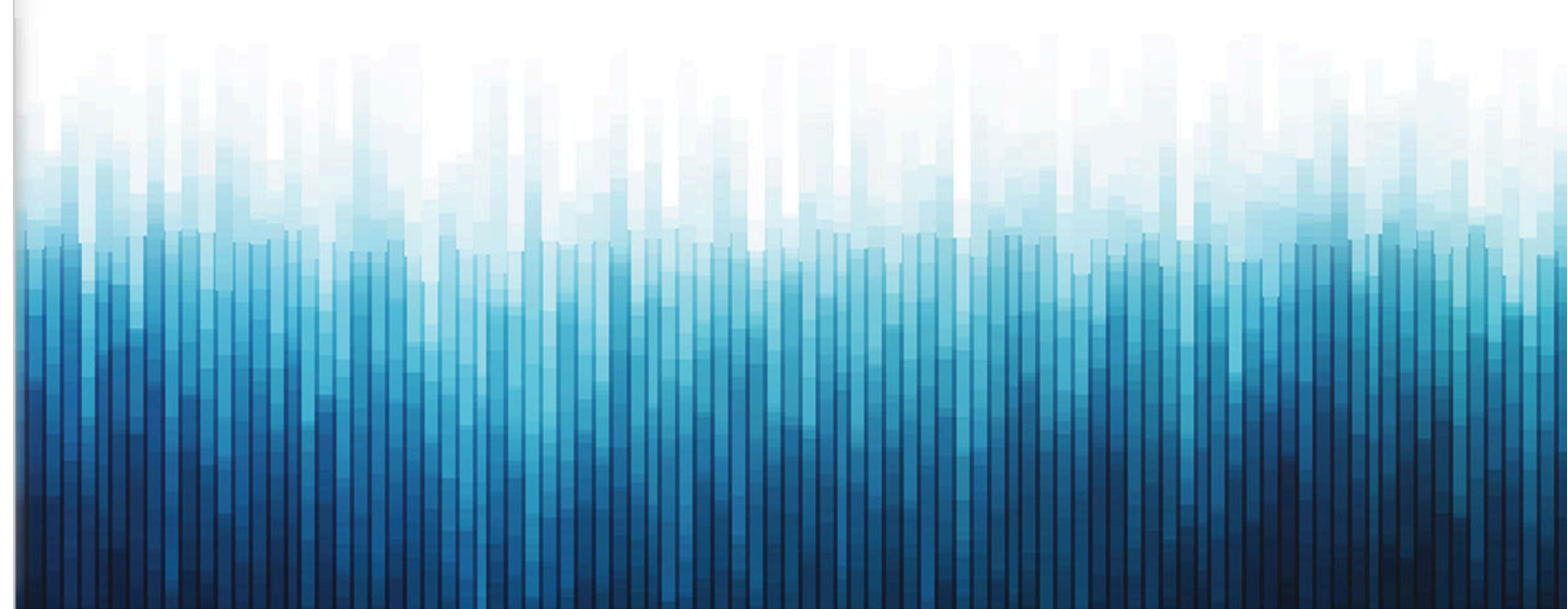
Software Directory

SOFTWARE ASSET MANAGEMENT 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 products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.

Software Asset Management Software

Alloy Navigator	Asset Management X	Asset Panda
BelManage	Certero for Enterprise SAM	Eracent IT Management Center
Flexera One	FlexNet Manager	InvGate Assets
Ivanti Neurons for ITAM	ManageEngine AssetExplorer	Sassafras AllSight
ServiceNow Software Asset Management	Snow Software	USU Software Asset Management
Xupervisor		

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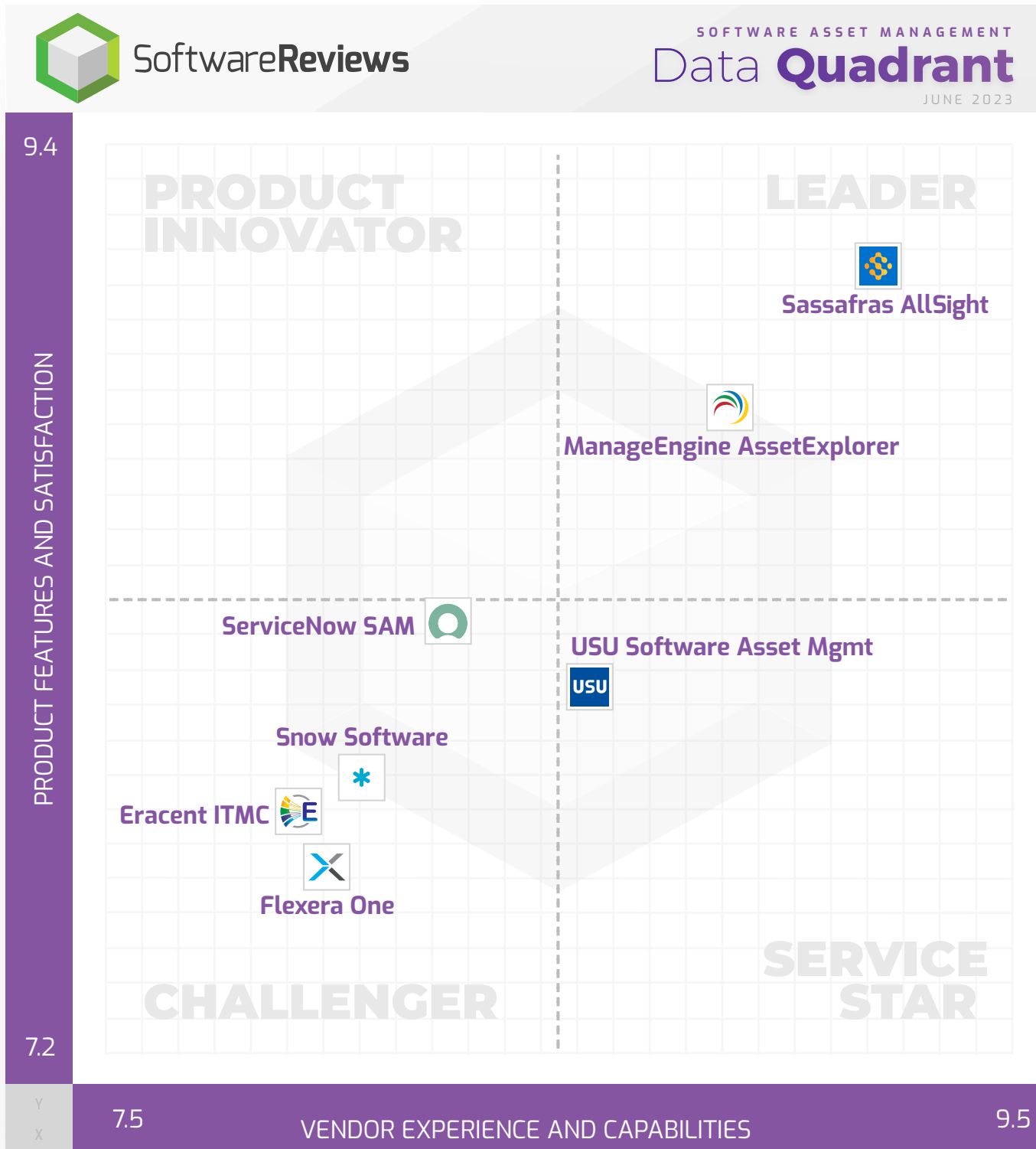
SOFTWARE REVIEWS
Data Quadrant

Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.

SoftwareReviews

SOFTWARE ASSET MANAGEMENT
Data Quadrant
JUNE 2023

	PRODUCT INNOVATOR	LEADER
9.4		Sassafras AllSight
		ManageEngine AssetExplorer
	ServiceNow SAM	USU Software Asset Mgmt USU
	Snow Software *	
	Eracent ITMC	
	Flexera One	
7.2	CHALLENGER	SERVICE STAR

PRODUCT FEATURES AND SATISFACTION

7.5	VENDOR EXPERIENCE AND CAPABILITIES	9.5

SOFTWARE ASSET MANAGEMENT

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

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

Category Overview

This page provides a high level summary of product performance within the Software Asset Management category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
🥇	Sassafras AllSight	9.2/10	+99	😃	-- NEGATIVE / 99% POSITIVE	86%	85%	99%	11
🥇	ManageEngine AssetExplorer	8.8/10	+90	😊	2% NEGATIVE / 92% POSITIVE	88%	88%	88%	24
3	USU Software Asset Management	8.3/10	+92	😃	-- NEGATIVE / 93% POSITIVE	79%	79%	81%	20
4	ServiceNow SAM	8.2/10	+87	😃	-- NEGATIVE / 88% POSITIVE	76%	76%	88%	15
5	Snow Software	7.9/10	+91	😃	-- NEGATIVE / 92% POSITIVE	68%	72%	83%	13
6	Eracent ITMC	7.7/10	+83	😃	3% NEGATIVE / 86% POSITIVE	73%	72%	81%	24
7	Flexera One	7.7/10	+90	😃	-- NEGATIVE / 91% POSITIVE	67%	70%	80%	11
AVERAGE SCORES		**8.3/10**	**+90**	😃	1% NEGATIVE / 92% POSITIVE	**77%**	**77%**	**86%**	**17**
PRODUCTS WITH INSUFFICIENT DATA									
--	Certero for Enterprise SAM	8.8/10	+99	😃	-- NEGATIVE / 99% POSITIVE	82%	84%	88%	7

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Vendor **Capability** Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
ManageEngine AssetExplorer	88%	91%	89%	90%	82%	86%	88%	89%	89%	84%	89%	89%
Sassafras AllSight	86%	80%	86%	84%	91%	80%	98%	80%	82%	83%	98%	88%
USU Software Asset Management	79%	78%	77%	74%	78%	78%	86%	78%	83%	75%	80%	79%
ServiceNow Software Asset Management	76%	73%	69%	76%	72%	81%	72%	79%	86%	82%	74%	77%
Eracent IT Management Center	73%	76%	77%	69%	73%	65%	86%	76%	76%	71%	60%	77%
Snow Software	68%	78%	69%	67%	67%	66%	64%	66%	73%	61%	64%	73%
Flexera One	67%	68%	73%	73%	68%	68%	73%	66%	66%	55%	66%	66%
CATEGORY AVERAGE	77%	78%	77%	76%	76%	75%	81%	76%	79%	73%	76%	78%

PRODUCTS WITH INSUFFICIENT DATA												
Certero for Enterprise SAM	82%	78%	84%	82%	79%	78%	80%	83%	91%	79%	86%	88%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Software Asset Management software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.
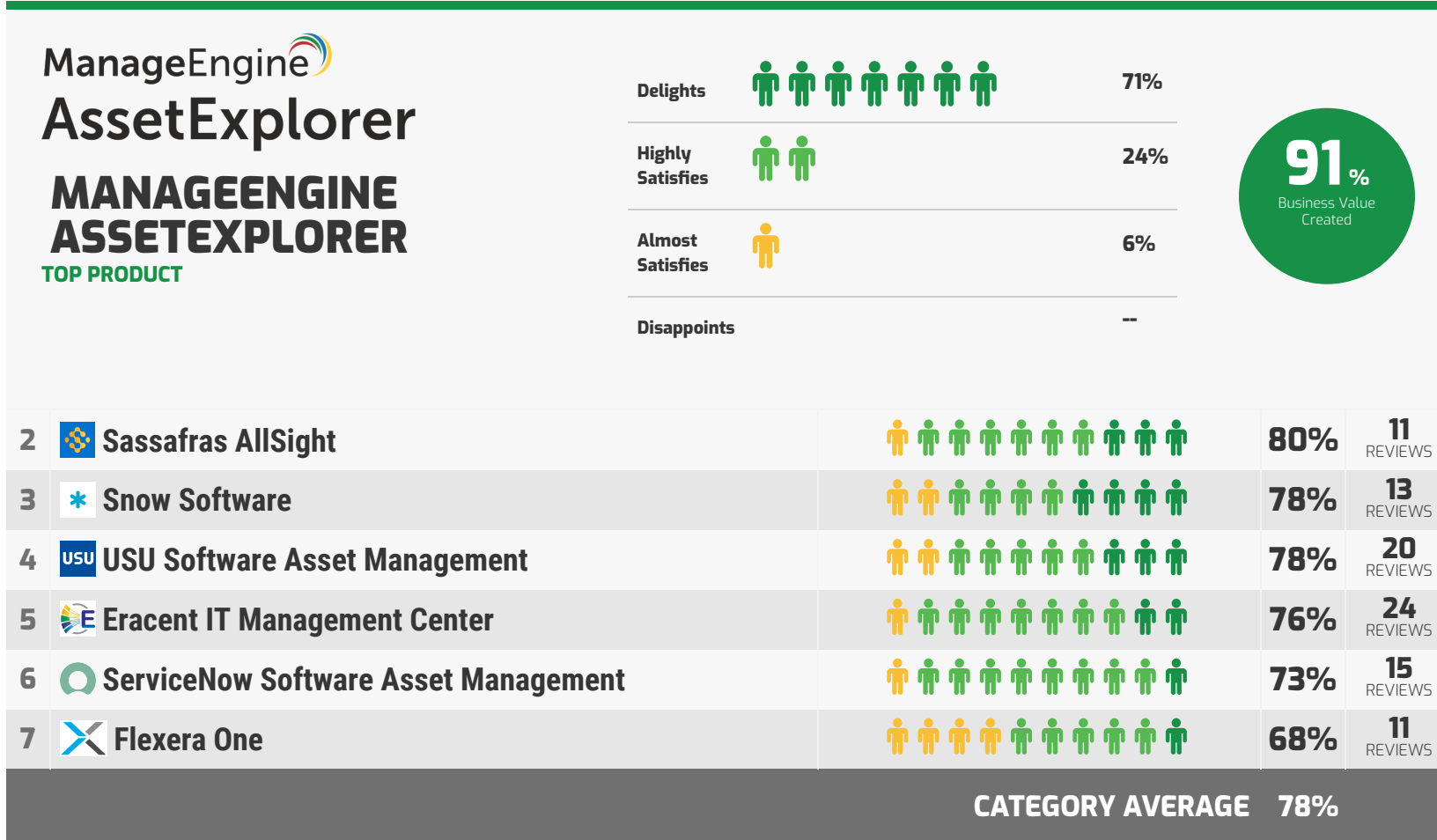
Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.	**Vendor Support**	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.	**Ease of Data Integration**	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.	**Ease of Administration**	Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.	**Ease of Customization**	Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.	**Availability and Quality of Training**	Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.
		Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

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Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		71%
Highly Satisfies		24%
Almost Satisfies		6%
Disappoints		--

91% Business Value Created

#	Product		%	Reviews
2	Sassafras AllSight		80%	11 REVIEWS
3	Snow Software		78%	13 REVIEWS
4	USU Software Asset Management		78%	20 REVIEWS
5	Eracent IT Management Center		76%	24 REVIEWS
6	ServiceNow Software Asset Management		73%	15 REVIEWS
7	Flexera One		68%	11 REVIEWS
	CATEGORY AVERAGE		**78%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		78%	7 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		63%
Highly Satisfies		32%
Almost Satisfies		6%
Disappoints		--

89% Breadth of Features

#	Product		%	Reviews
2	Sassafras AllSight		86%	11 REVIEWS
3	USU Software Asset Management		77%	20 REVIEWS
4	Eracent IT Management Center		77%	24 REVIEWS
5	Flexera One		73%	11 REVIEWS
6	ServiceNow Software Asset Management		69%	15 REVIEWS
7	Snow Software		69%	13 REVIEWS
	CATEGORY AVERAGE		**77%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		84%	7 REVIEWS

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Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights	👤👤👤👤👤👤	64%
Highly Satisfies	👤👤👤	30%
Almost Satisfies	👤	6%
Disappoints		--

90% Quality of Features

2	Sassafras AllSight	👤👤👤👤👤👤👤👤	84%	11 REVIEWS
3	ServiceNow Software Asset Management	👤👤👤👤👤👤👤👤	76%	15 REVIEWS
4	USU Software Asset Management	👤👤👤👤👤👤👤👤	74%	20 REVIEWS
5	Flexera One	👤👤👤👤👤👤👤👤	73%	11 REVIEWS
6	Eracent IT Management Center	👤👤👤👤👤👤👤👤	69%	24 REVIEWS
7	Snow Software	👤👤👤👤👤👤👤👤	67%	13 REVIEWS

CATEGORY AVERAGE	**76%**

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM	👤👤👤👤👤👤👤👤	82%	7 REVIEWS

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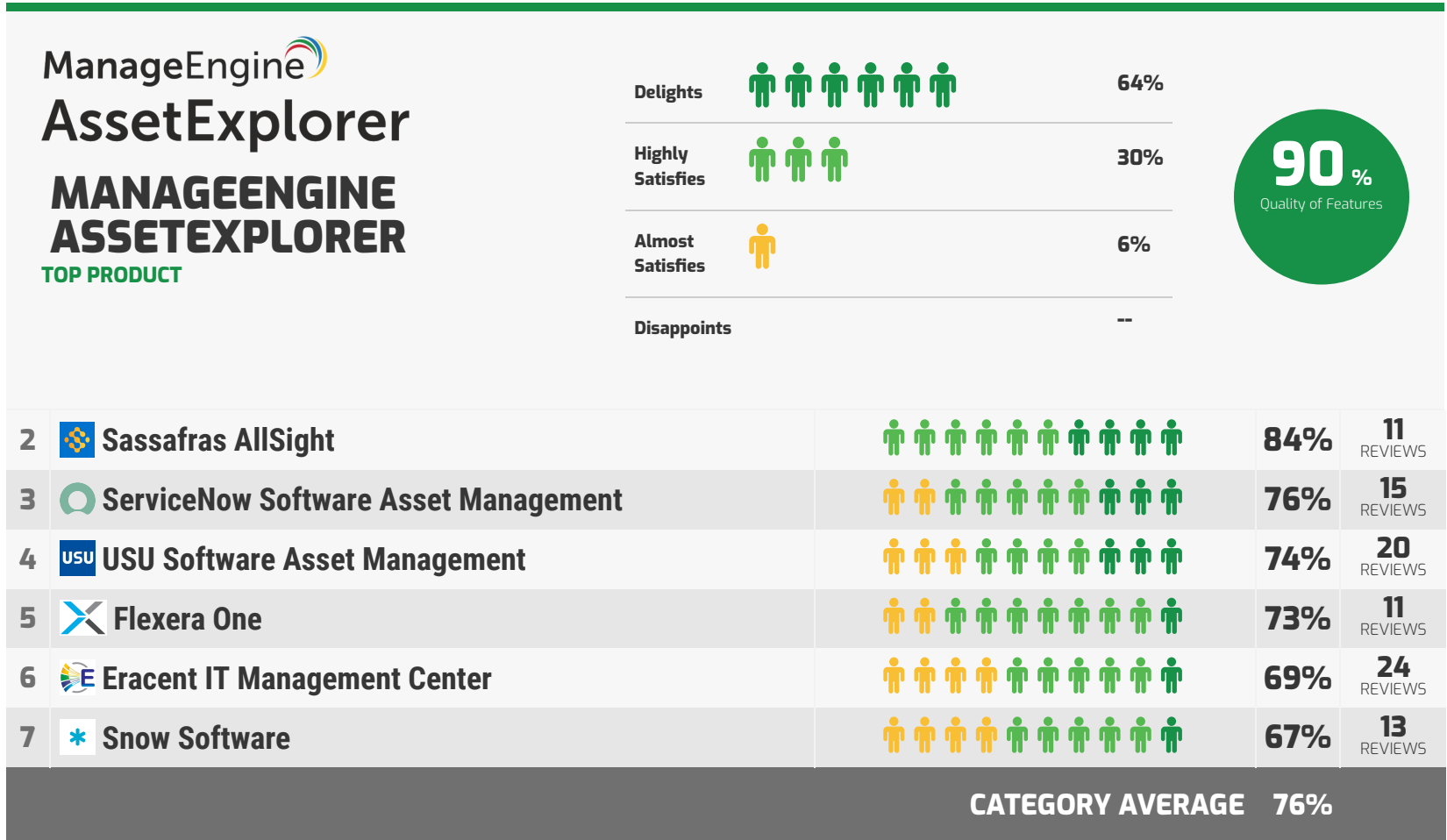
Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

sassafras

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights		64%
Highly Satisfies		36%
Almost Satisfies		--
Disappoints		--

91% Product Strategy and Rate of Improvement

2	ManageEngine AssetExplorer		82%	24 REVIEWS
3	USU Software Asset Management		78%	20 REVIEWS
4	Eracent IT Management Center		73%	24 REVIEWS
5	ServiceNow Software Asset Management		72%	15 REVIEWS
6	Flexera One		68%	11 REVIEWS
7	Snow Software		67%	13 REVIEWS
	CATEGORY AVERAGE		**76%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		79%	7 REVIEWS

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Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Usability And Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

ManageEngine
AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		51%
Highly Satisfies		40%
Almost Satisfies		9%
Disappoints		--

86% Usability And Intuitiveness

#	Product		Score	Reviews
2	ServiceNow Software Asset Management		81%	15 REVIEWS
3	Sassafras AllSight		80%	11 REVIEWS
4	USU Software Asset Management		78%	20 REVIEWS
5	Flexera One		68%	11 REVIEWS
6	Snow Software		66%	13 REVIEWS
7	Eracent IT Management Center		65%	24 REVIEWS
	CATEGORY AVERAGE		**75%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		78%	7 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

sassafras

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights	91%
Highly Satisfies	9%
Almost Satisfies	--
Disappoints	--

98% Vendor Support

2	ManageEngine AssetExplorer	88%	24 REVIEWS
3	USU Software Asset Management	86%	20 REVIEWS
4	Eracent IT Management Center	86%	24 REVIEWS
5	Flexera One	73%	11 REVIEWS
6	ServiceNow Software Asset Management	72%	15 REVIEWS
7	Snow Software	64%	13 REVIEWS
	CATEGORY AVERAGE	**81%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM	80%	7 REVIEWS

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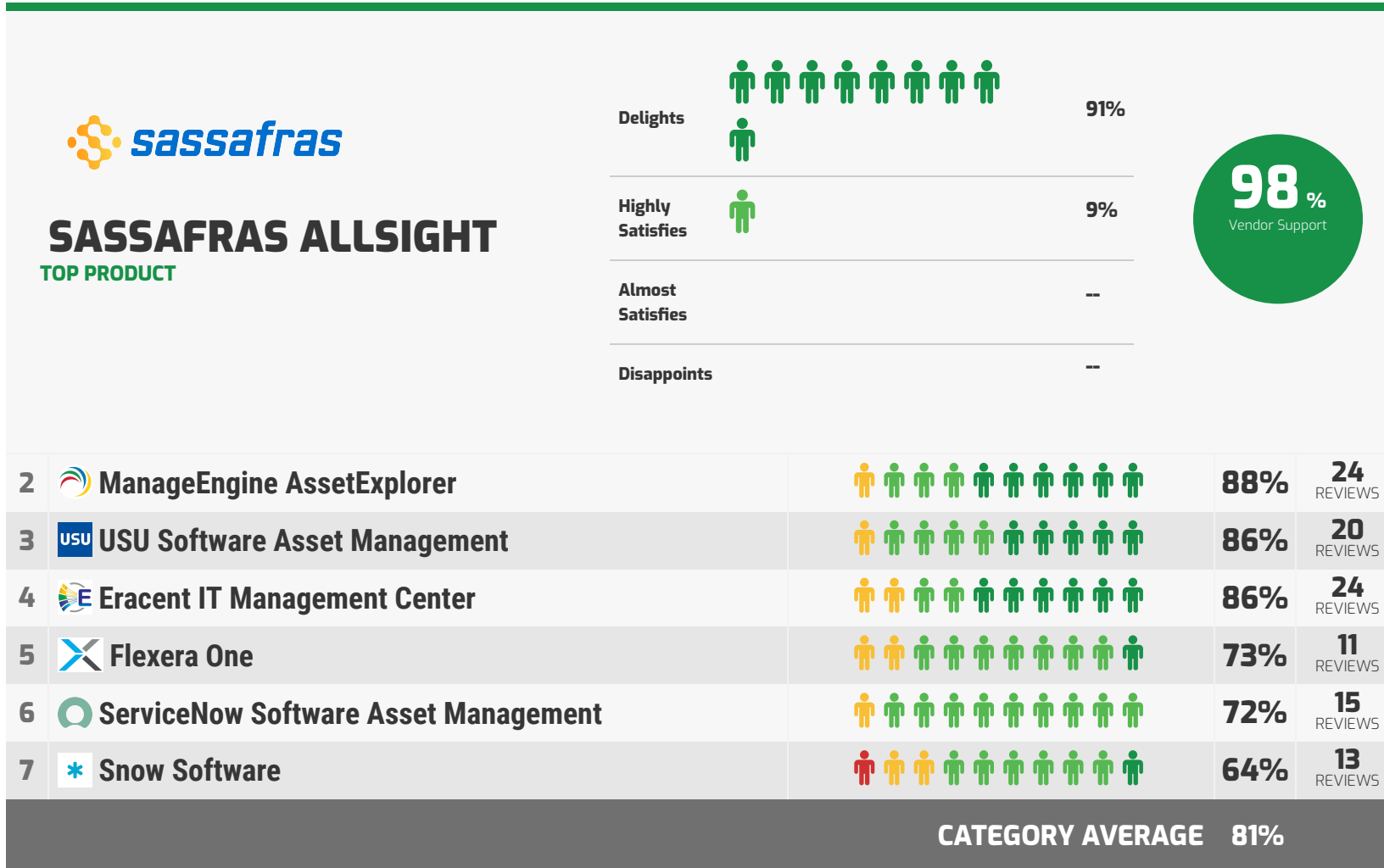
Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		60%
Highly Satisfies		37%
Almost Satisfies		3%
Disappoints		--

89% Ease of Data Integration

2	Sassafras AllSight		80%	11 REVIEWS
3	ServiceNow Software Asset Management		79%	15 REVIEWS
4	USU Software Asset Management		78%	20 REVIEWS
5	Eracent IT Management Center		76%	24 REVIEWS
6	Flexera One		66%	11 REVIEWS
7	Snow Software		66%	13 REVIEWS
	CATEGORY AVERAGE		**76%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		83%	7 REVIEWS

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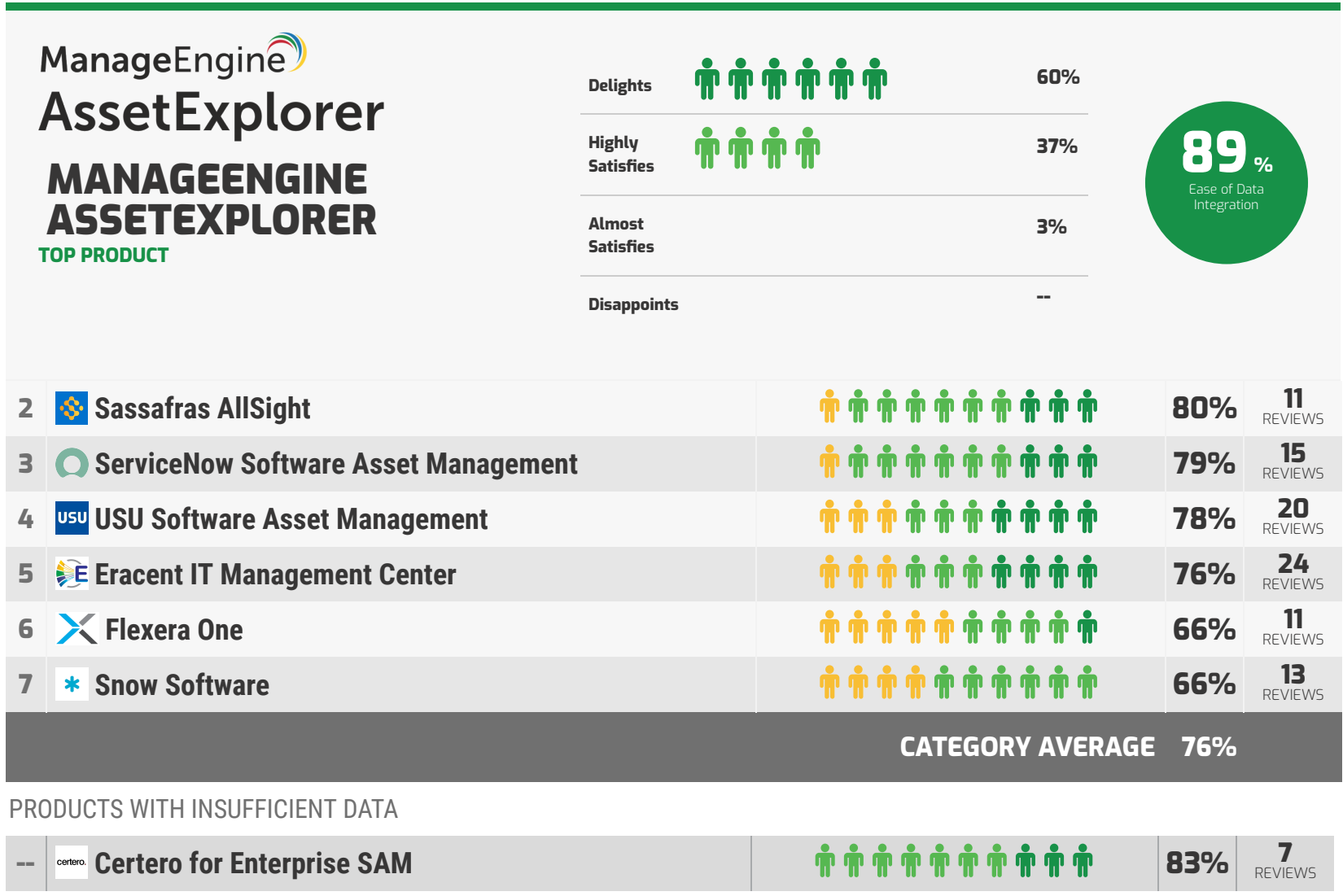
Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		63%
Highly Satisfies		31%
Almost Satisfies		6%
Disappoints		--

89 % Ease of Administration

2	ServiceNow Software Asset Management		86%	**15** REVIEWS
3	USU Software Asset Management		83%	**20** REVIEWS
4	Sassafras AllSight		82%	**11** REVIEWS
5	Eracent IT Management Center		76%	**24** REVIEWS
6	Snow Software		73%	**13** REVIEWS
7	Flexera One		66%	**11** REVIEWS
	CATEGORY AVERAGE		**79%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		91%	**7** REVIEWS

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Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		57%
Highly Satisfies		23%
Almost Satisfies		20%
Disappoints		--

84%
Ease of Customization

2	Sassafras AllSight	83%	11 REVIEWS
3	ServiceNow Software Asset Management	82%	15 REVIEWS
4	USU Software Asset Management	75%	20 REVIEWS
5	Eracent IT Management Center	71%	24 REVIEWS
6	Snow Software	61%	13 REVIEWS
7	Flexera One	55%	11 REVIEWS
	CATEGORY AVERAGE	**73%**	
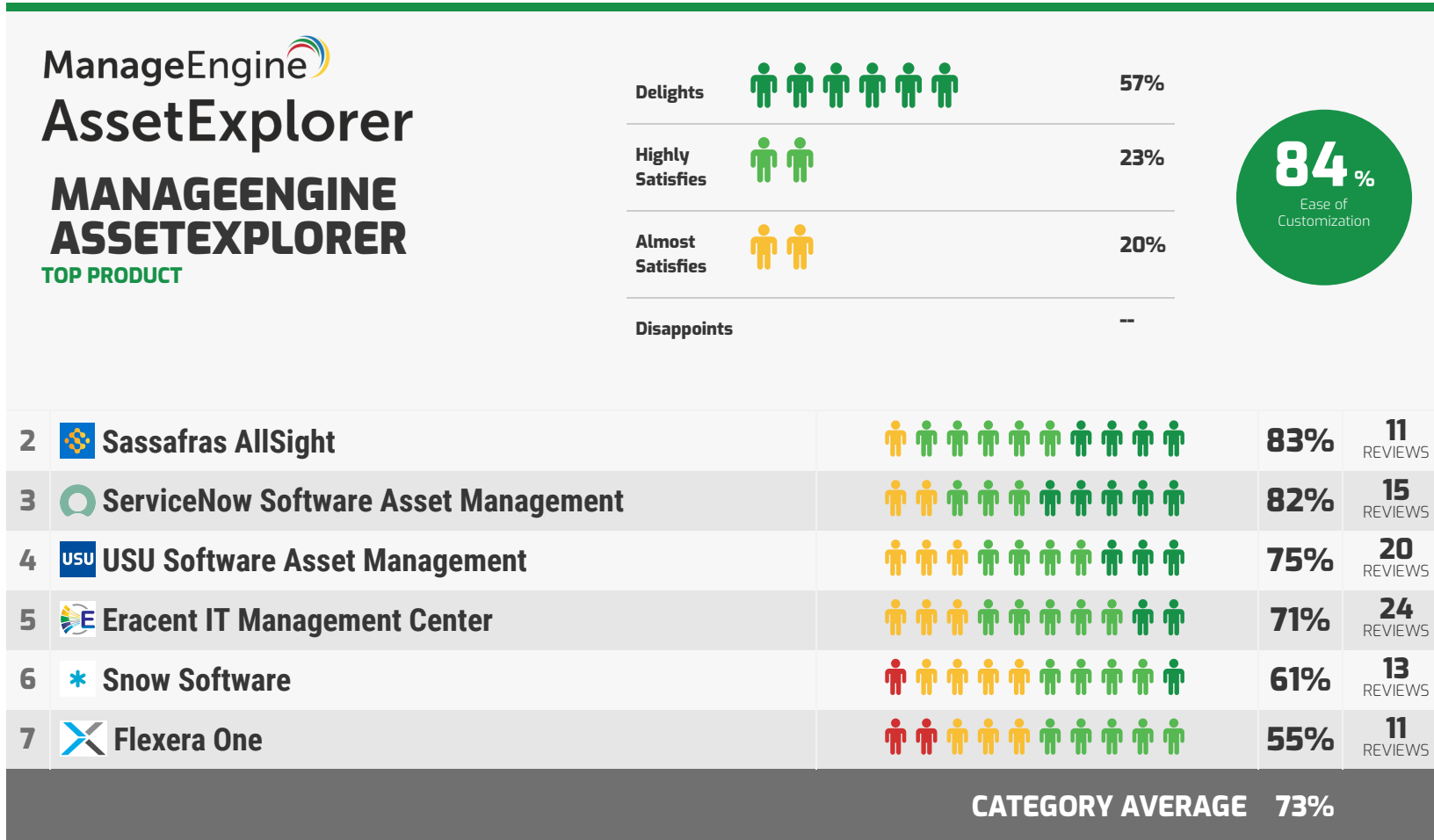
PRODUCTS WITH INSUFFICIENT DATA

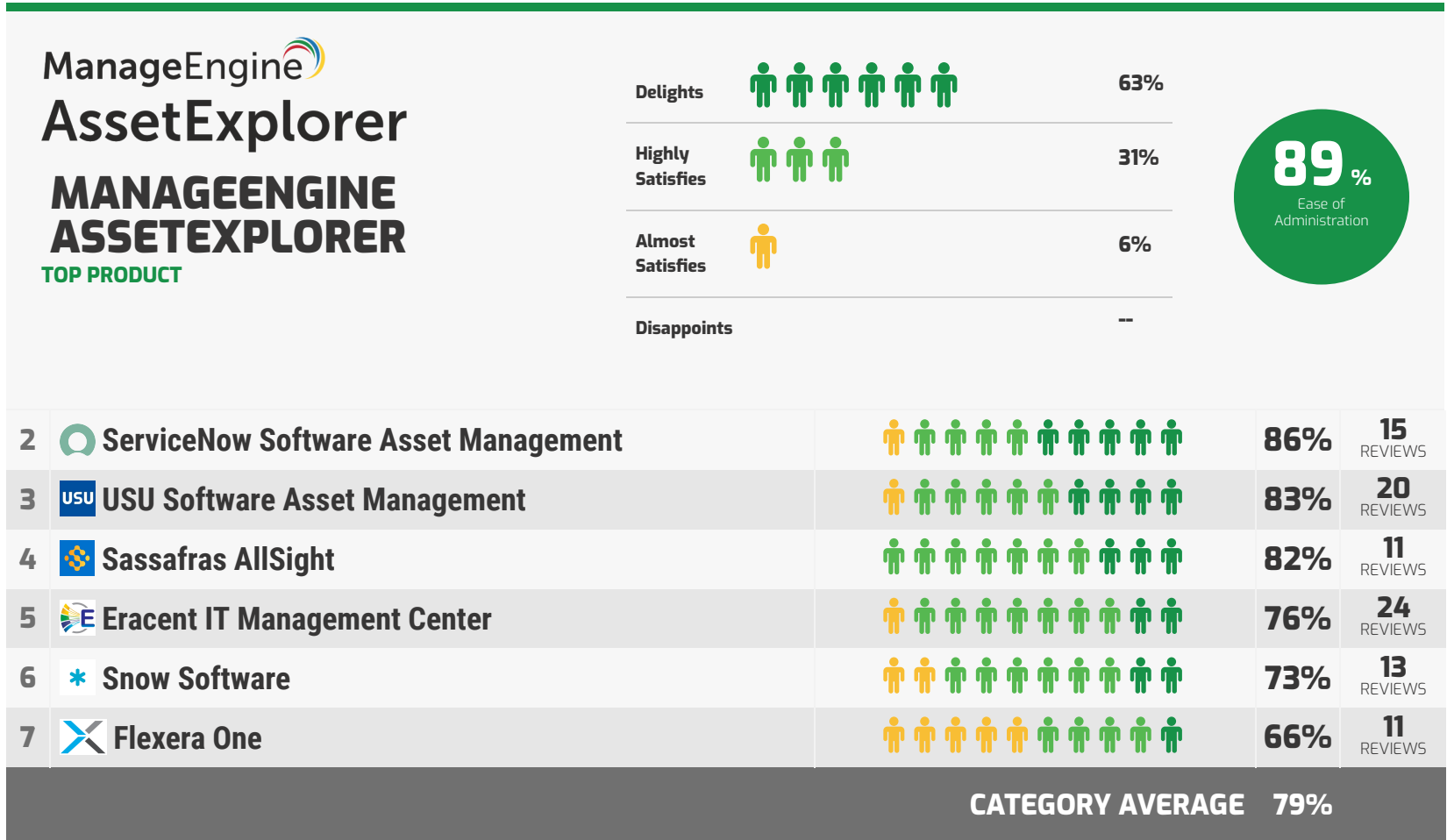|			
--	Certero for Enterprise SAM	79%	7 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

sassafras

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights		91%
Highly Satisfies		9%
Almost Satisfies		--
Disappoints		--

98 %
Availability and Quality of Training

2	ManageEngine AssetExplorer		89%	24 REVIEWS
3	USU Software Asset Management		80%	20 REVIEWS
4	ServiceNow Software Asset Management		74%	15 REVIEWS
5	Flexera One		66%	11 REVIEWS
6	Snow Software		64%	13 REVIEWS
7	Eracent IT Management Center		60%	24 REVIEWS
	CATEGORY AVERAGE		**76%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		86%	7 REVIEWS

CATEGORY REPORT

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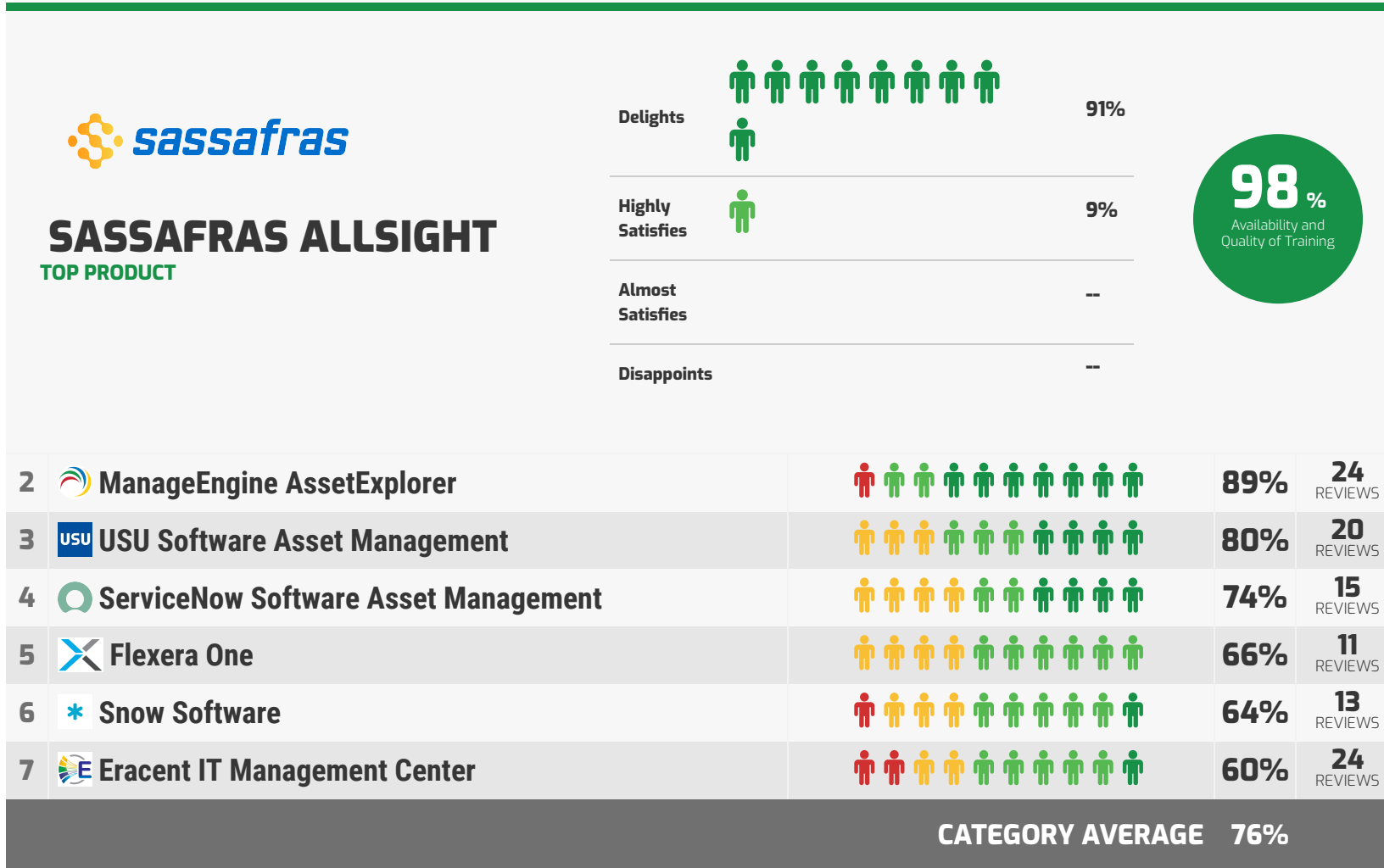
Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption.
Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		67%
Highly Satisfies		22%
Almost Satisfies		11%
Disappoints		--

89 %
Ease of Implementation

2	Sassafras AllSight		88%	11 REVIEWS
3	USU Software Asset Management		79%	20 REVIEWS
4	Eracent IT Management Center		77%	24 REVIEWS
5	ServiceNow Software Asset Management		77%	15 REVIEWS
6	Snow Software		73%	13 REVIEWS
7	Flexera One		66%	11 REVIEWS
	CATEGORY AVERAGE		**78%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		88%	7 REVIEWS

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Product **Feature** Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ANALYTICS AND REPORTING	DATA CENTER ANALYTICS	END TO END LIFECYCLE MANAGEMENT	INTEGRATED DISCOVERY	LICENSE COMPLIANCE TRACKING	LICENSE OPTIMIZATION INSIGHTS	SOFTWARE INVENTORY MANAGEMENT	
ManageEngine AssetExplorer	88%	90%	92%	87%	86%	86%	85%	92%	
Sassafras AllSight	84%	86%	79%	81%	84%	88%	82%	91%	
USU Software Asset Management	79%	76%	81%	76%	79%	81%	74%	84%	
ServiceNow Software Asset Management	76%	83%	73%	74%	76%	70%	72%	80%	
Eracent IT Management Center	73%	75%	73%	77%	76%	71%	65%	71%	
Snow Software	72%	77%	71%	71%	69%	73%	69%	77%	
Flexera One	70%	68%	73%	70%	66%	75%	68%	70%	
CATEGORY AVERAGE	77%	79%	77%	77%	76%	78%	74%	81%	

PRODUCTS WITH INSUFFICIENT DATA									
Certero for Enterprise SAM	84%	78%	91%	86%	81%	81%	84%	85%	

Product **Feature** Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ADVANCED LICENSE MANAGEMENT	AUDIT SCHEDULING AND MANAGEMENT	CLOUD LICENSE MANAGEMENT	CONTRACT MANAGEMENT	DECENTRALIZED MANAGEMENT	INTEGRATION WITH IT SYSTEMS	SOFTWARE RECOGNITION LIBRARY	SOFTWARE USAGE METERING	
ManageEngine AssetExplorer	88%	85%	91%	86%	88%	85%	88%	89%	81%	
Sassafras AllSight	84%	93%	--	--	88%	86%	86%	88%	91%	
USU Software Asset Management	79%	86%	72%	76%	75%	81%	84%	79%	81%	
ServiceNow Software Asset Management	76%	72%	80%	77%	76%	74%	77%	81%	76%	
Eracent IT Management Center	73%	88%	100%	75%	63%	63%	88%	63%	88%	
Snow Software	72%	69%	73%	69%	74%	67%	71%	71%	76%	
Flexera One	70%	68%	64%	61%	68%	68%	70%	73%	64%	
CATEGORY AVERAGE	77%	80%	80%	74%	76%	75%	81%	77%	79%	

PRODUCTS WITH INSUFFICIENT DATA										
Certero for Enterprise SAM	84%	83%	82%	81%	70%	83%	89%	83%	71%	

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RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Software Asset Management software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features

Analytics and Reporting
Includes historical & real-time dashboard visualizations, detailed & summary reporting and easy data extraction for data analysis.

Data Center Analytics
Information regarding capacity and challenges unique to datacenters, such as workload modelling, virtual licensing, and mapping virtual instances to hosts.

End to End Lifecycle Management
Solution provides logical workflows and templates for managing the entire software lifecycle from procurement through to retirement.

Standard Features

Advanced License Management
One or more specialized license types with extreme complexities such as SAP, Oracle, Mainframe, with a focus on accuracy and minimizing manual calculations.

Audit Scheduling and Management
The solution automates and schedules routine internal software compliance audits to verify compliance with license agreements and identify non-compliance issues

Cloud License Management
Monitor and manage as-a-service solutions, including SaaS, IaaS, PaaS licensing, public and private cloud.

Contract Management
Includes contract creation, approval process, compliance management, and contract database.

Integrated Discovery
Ability to accurately discover assets, possibly map dependencies, discover remote users, and gain access to usage data on workstations.

License Compliance Tracking
Monitors license compliance for installed and purchased software, tracks renewal and expiration dates, and sends alerts for potential non-compliance issues.

License Optimization Insights
Provide actionable insights, data, and recommendations to optimize software licensing and purchasing.

Software Inventory Management
Detailed inventory cataloging of all software installations across devices to track exactly how many used and unused licenses are available for each application

Decentralized Management
Manage licenses across a geographically dispersed environment, including remote users, but with ability to centrally view and manage contracts.

Integration with IT Systems
Integrate with Active Directory, existing inventory tools, other ITSM vendors, and third-party procurement systems.

Software Recognition Library
Includes built-in software library to enhance recognition of installed packages.

Software Usage Metering
Includes out-of-the-box support for software usage tracking to identify heavily used or unused assets.

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Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Analytics and Reporting

| Mandatory Feature |

Includes historical & real-time dashboard visualizations, detailed & summary reporting and easy data extraction for data analysis.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights	👤👤👤👤👤	63%
Highly Satisfies	👤👤👤	34%
Almost Satisfies		3%
Disappoints		--

90% Analytics and Reporting

#	Product		%	Reviews
2	Sassafras AllSight	👤👤👤👤👤👤👤👤	86%	11 REVIEWS
3	ServiceNow Software Asset Management	👤👤👤👤👤👤👤👤	83%	15 REVIEWS
4	Snow Software	👤👤👤👤👤👤👤👤	77%	13 REVIEWS
5	USU Software Asset Management	👤👤👤👤👤👤👤👤	76%	20 REVIEWS
6	Eracent IT Management Center	👤👤👤👤👤👤👤👤	75%	24 REVIEWS
7	Flexera One	👤👤👤👤👤👤👤👤	68%	11 REVIEWS
	CATEGORY AVERAGE		**79%**	

PRODUCTS WITH INSUFFICIENT DATA

| -- | Certero for Enterprise SAM | 👤👤👤👤👤👤👤👤 | 78% | 7 REVIEWS |

SoftwareReviews | INFO~TECH RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Data Center Analytics

| Mandatory Feature |

Information regarding capacity and challenges unique to datacenters, such as workload modelling, virtual licensing, and mapping virtual instances to hosts.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		72%
Highly Satisfies		22%
Almost Satisfies		6%
Disappoints		--

92% Data Center Analytics

#	Product		%	Reviews
2	USU USU Software Asset Management		81%	20 REVIEWS
3	Sassafras AllSight		79%	11 REVIEWS
4	ServiceNow Software Asset Management		73%	15 REVIEWS
5	Eracent IT Management Center		73%	24 REVIEWS
6	Flexera One		73%	11 REVIEWS
7	Snow Software		71%	13 REVIEWS
	CATEGORY AVERAGE		**77%**	

PRODUCTS WITH INSUFFICIENT DATA

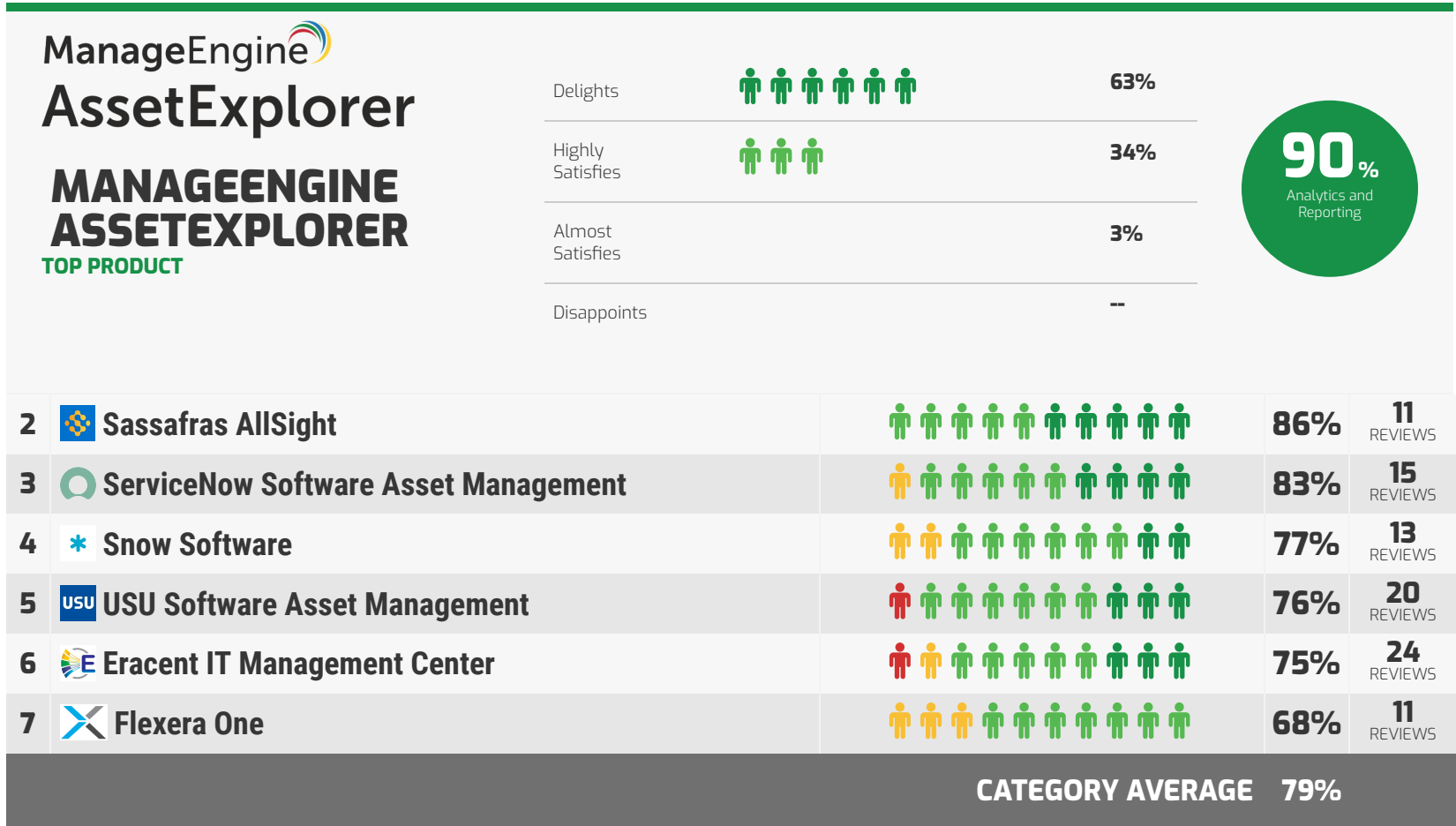|				
--	certero. Certero for Enterprise SAM		91%	7 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

End to End Lifecycle Management

| Mandatory Feature |

Solution provides logical workflows and templates for managing the entire software lifecycle from procurement through to retirement.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights	👨👨👨👨👨	56%
Highly Satisfies	👨👨👨	35%
Almost Satisfies	👨	9%
Disappoints		--

87%
End to End Lifecycle Management

#	Product	Satisfaction	%	Reviews
2	Sassafras AllSight	👨👨👨👨👨👨👨👨👨	81%	**11** REVIEWS
3	Eracent IT Management Center	👨👨👨👨👨👨👨👨👨	77%	**24** REVIEWS
4	USU Software Asset Management	👨👨👨👨👨👨👨👨👨	76%	**20** REVIEWS
5	ServiceNow Software Asset Management	👨👨👨👨👨👨👨👨👨	74%	**15** REVIEWS
6	Snow Software	👨👨👨👨👨👨👨👨👨	71%	**13** REVIEWS
7	Flexera One	👨👨👨👨👨👨👨👨👨	70%	**11** REVIEWS
	CATEGORY AVERAGE		**77%**	

PRODUCTS WITH INSUFFICIENT DATA

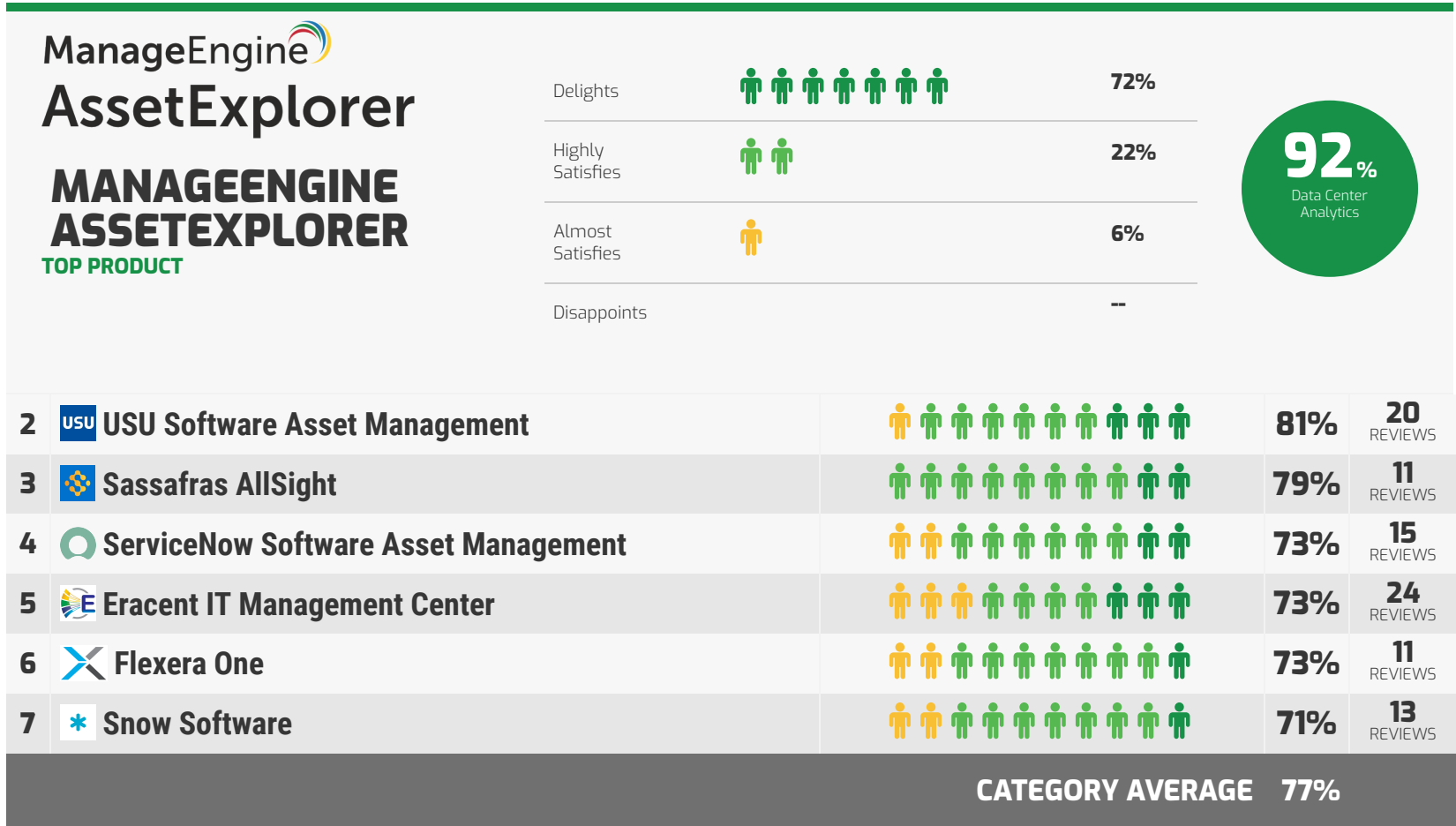|				
--	Certero for Enterprise SAM	👨👨👨👨👨👨👨👨	86%	**7** REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Integrated Discovery

| Mandatory Feature |

Ability to accurately discover assets, possibly map dependencies, discover remote users, and gain access to usage data on workstations.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights	👤👤👤👤👤👤	67%
Highly Satisfies	👤	11%
Almost Satisfies	👤👤	22%
Disappoints		--

86% Integrated Discovery

#	Product		%	Reviews
2	🔷 Sassafras AllSight	👤👤👤👤👤👤👤👤👤	84%	**11** REVIEWS
3	🟦 USU Software Asset Management	👤👤👤👤👤👤👤👤👤	79%	**20** REVIEWS
4	⭕ ServiceNow Software Asset Management	👤👤👤👤👤👤👤👤👤	76%	**15** REVIEWS
5	📗 Eracent IT Management Center	👤👤👤👤👤👤👤👤👤	76%	**24** REVIEWS
6	✳ Snow Software	👤👤👤👤👤👤👤👤👤	69%	**13** REVIEWS
7	✕ Flexera One	👤👤👤👤👤👤👤👤👤	66%	**11** REVIEWS
	CATEGORY AVERAGE		**76%**	

PRODUCTS WITH INSUFFICIENT DATA

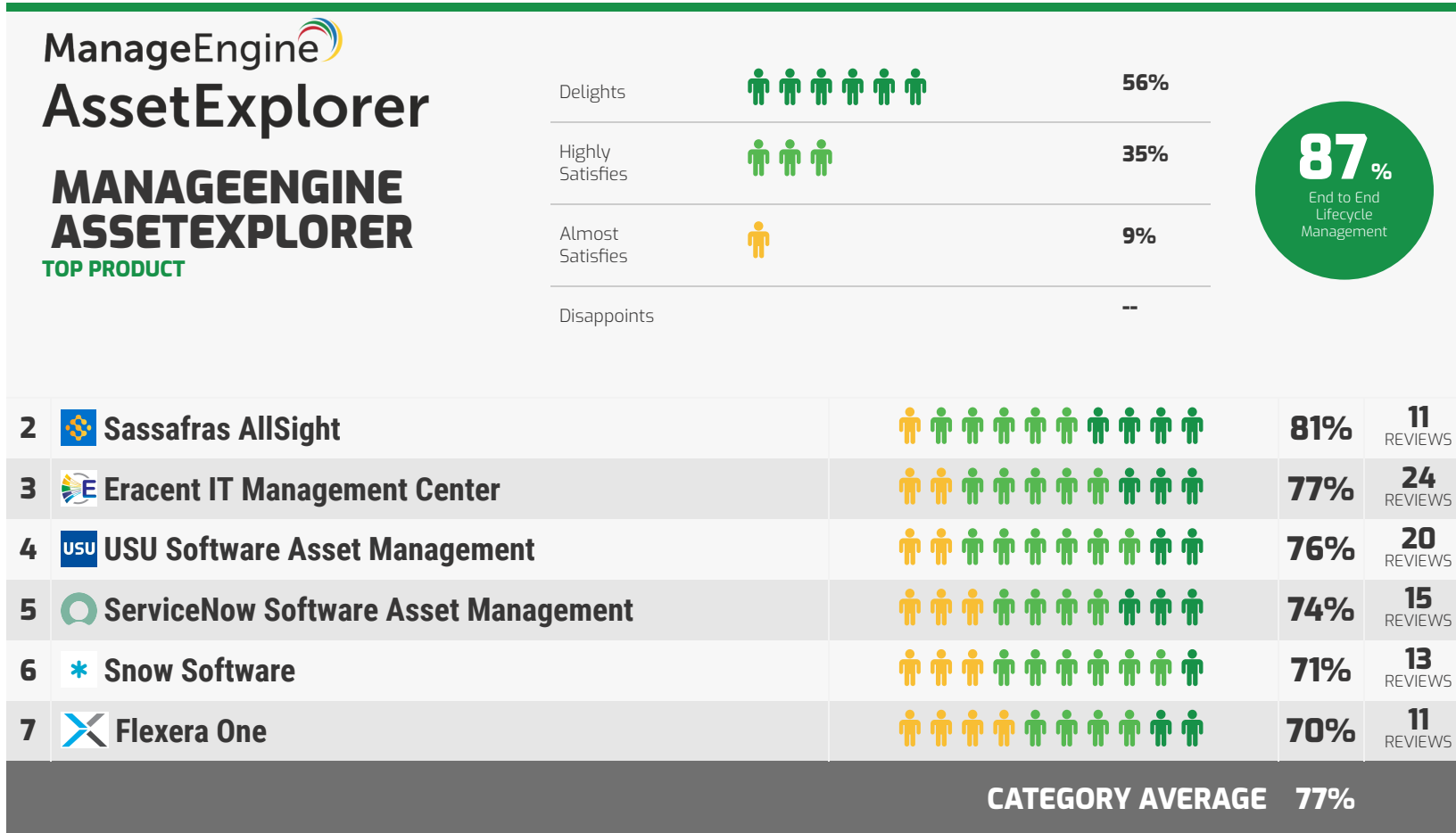| --	certero. Certero for Enterprise SAM	👤👤👤👤👤👤👤👤👤	81%	**7** REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

License Compliance Tracking

| Mandatory Feature |

Monitors license compliance for installed and purchased software, tracks renewal and expiration dates, and sends alerts for potential non-compliance issues.

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights		50%
Highly Satisfies		50%
Almost Satisfies		--
Disappoints		--

88% License Compliance Tracking

2	ManageEngine AssetExplorer	86%	**24** REVIEWS
3	USU Software Asset Management	81%	**20** REVIEWS
4	Flexera One	75%	**11** REVIEWS
5	Snow Software	73%	**13** REVIEWS
6	Eracent IT Management Center	71%	**24** REVIEWS
7	ServiceNow Software Asset Management	70%	**15** REVIEWS
	CATEGORY AVERAGE	**78%**	

PRODUCTS WITH INSUFFICIENT DATA

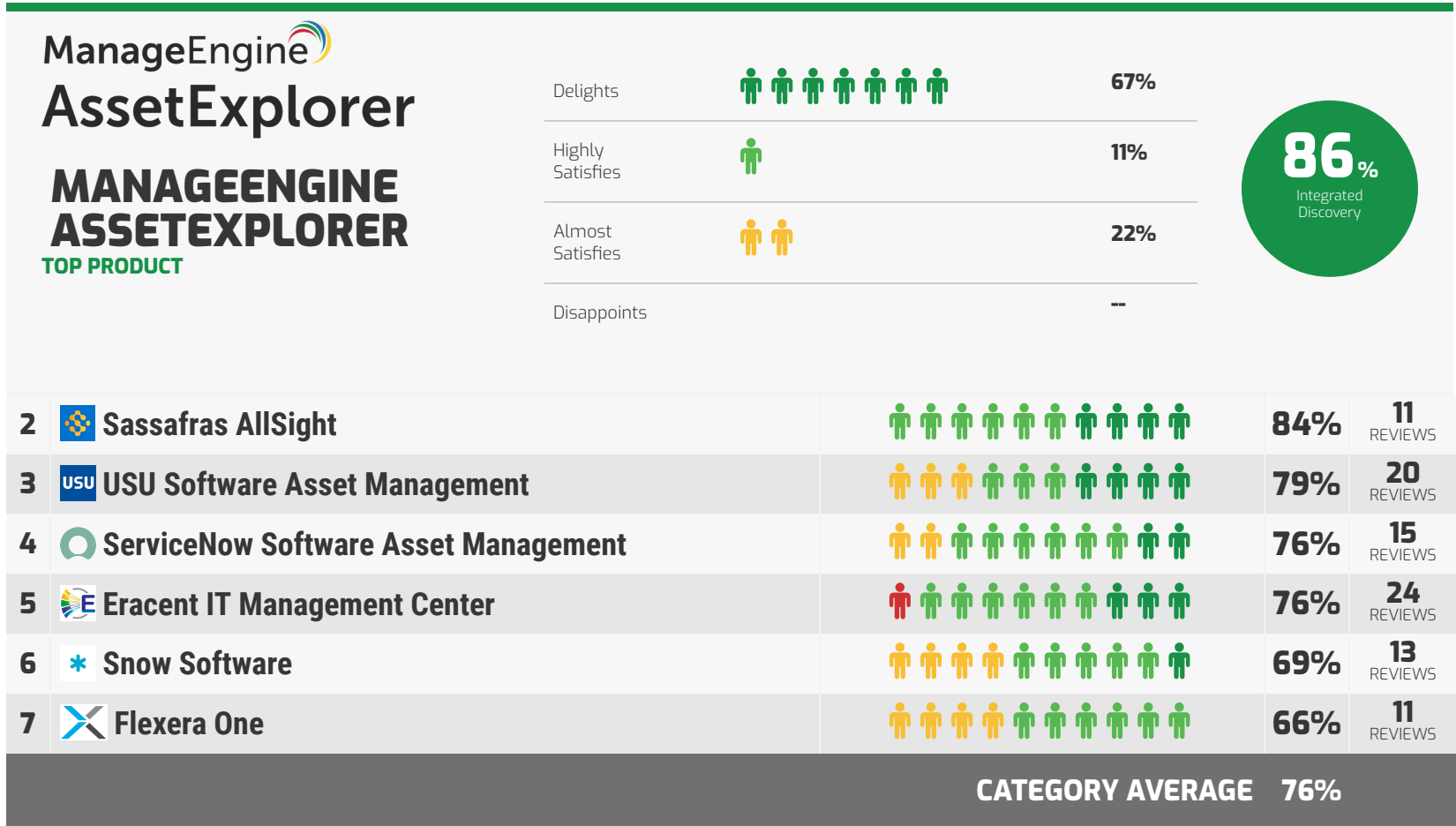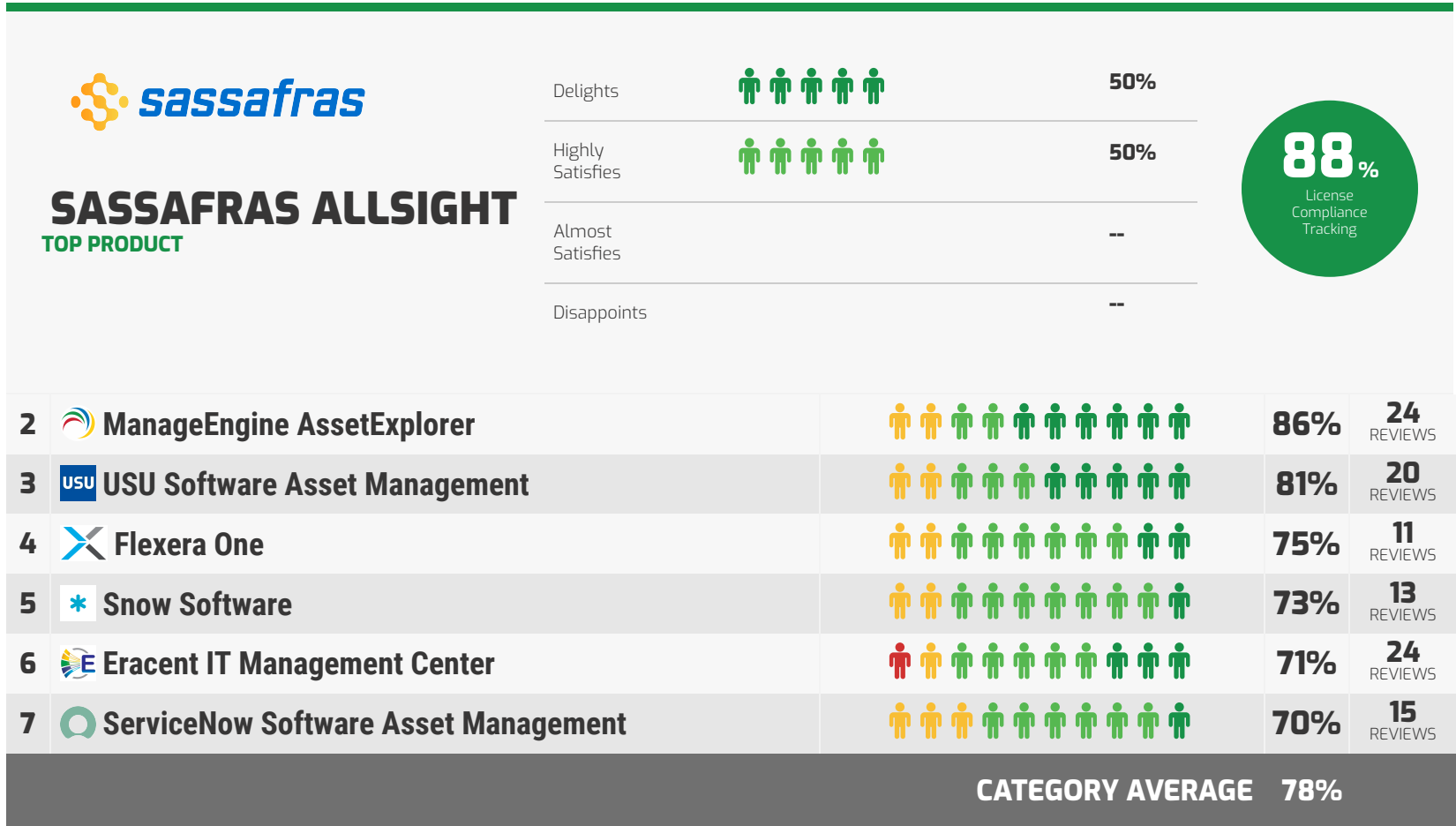|			
--	Certero for Enterprise SAM	81%	**7** REVIEWS

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Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

License Optimization Insights

| Mandatory Feature |

Provide actionable insights, data, and recommendations to optimize software licensing and purchasing.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		65%
Highly Satisfies		12%
Almost Satisfies		23%
Disappoints		--

85% License Optimization Insights

#	Product		Satisfaction	Reviews
2	Sassafras AllSight		82%	11 REVIEWS
3	USU Software Asset Management		74%	20 REVIEWS
4	ServiceNow Software Asset Management		72%	15 REVIEWS
5	Snow Software		69%	13 REVIEWS
6	Flexera One		68%	11 REVIEWS
7	Eracent IT Management Center		65%	24 REVIEWS
	CATEGORY AVERAGE		**74%**	

PRODUCTS WITH INSUFFICIENT DATA

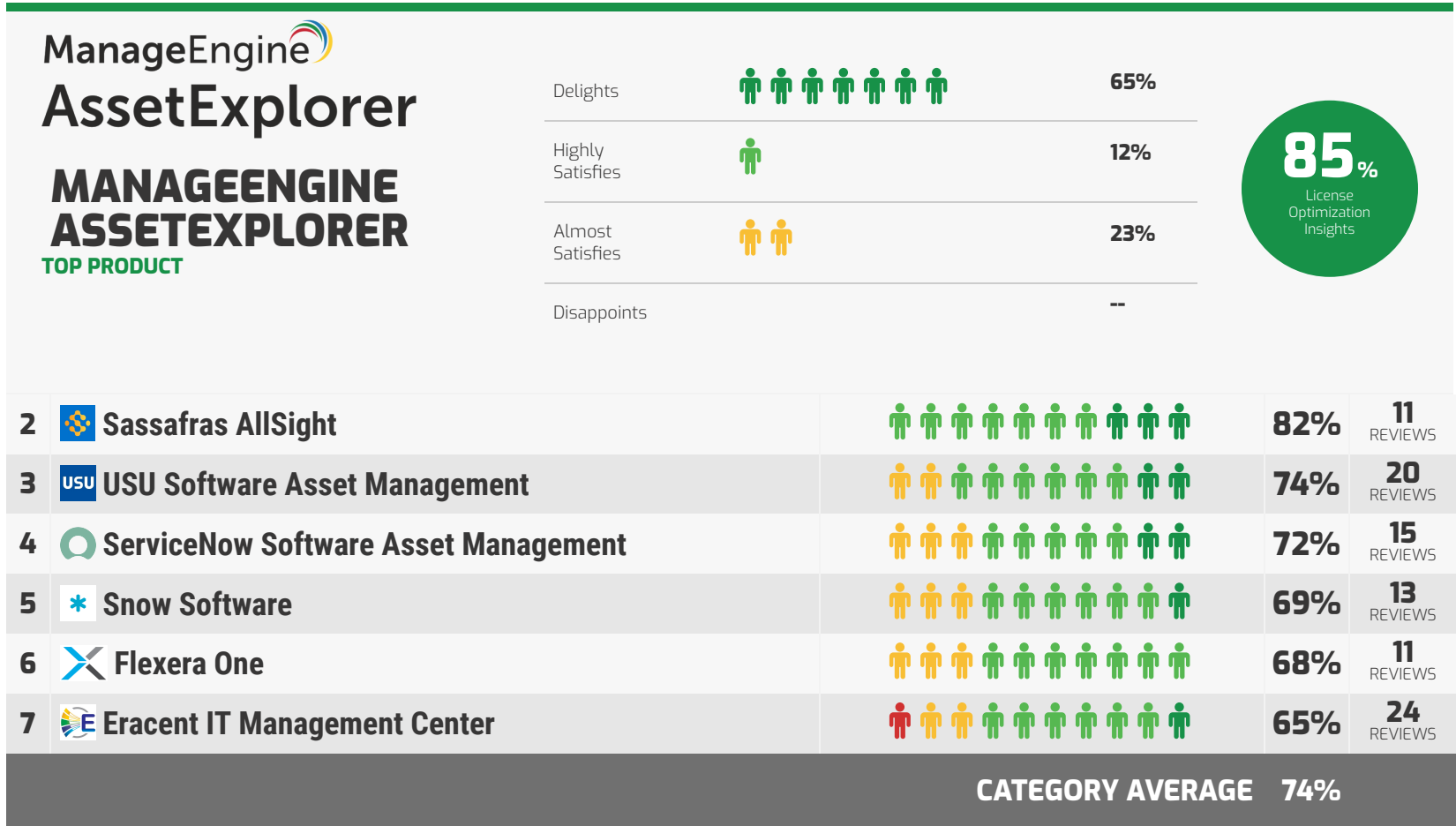| --	Certero for Enterprise SAM		84%	7 REVIEWS

SoftwareReviews | INFO~TECH RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Software Inventory Management | Mandatory Feature

Detailed inventory cataloging of all software installations across devices to track exactly how many used and unused licenses are available for each application

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights	👤👤👤👤👤👤	74%
Highly Satisfies	👤👤	20%
Almost Satisfies	👤	6%
Disappoints		--

92% Software Inventory Management

#	Product		Rating	Reviews
2	Sassafras AllSight	👤👤👤👤👤👤👤👤	91%	11 REVIEWS
3	USU Software Asset Management	👤👤👤👤👤👤👤👤	84%	20 REVIEWS
4	ServiceNow Software Asset Management	👤👤👤👤👤👤👤👤	80%	15 REVIEWS
5	Snow Software	👤👤👤👤👤👤👤👤	77%	13 REVIEWS
6	Eracent IT Management Center	👤👤👤👤👤👤👤👤	71%	24 REVIEWS
7	Flexera One	👤👤👤👤👤👤👤👤	70%	11 REVIEWS
	CATEGORY AVERAGE		**81%**	

PRODUCTS WITH INSUFFICIENT DATA

	Product		Rating	Reviews
--	Certero for Enterprise SAM	👤👤👤👤👤👤👤👤	85%	7 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Advanced License Management

| Standard Feature |

One or more specialized license types with extreme complexities such as SAP, Oracle, Mainframe, with a focus on accuracy and minimizing manual calculations.

sassafras

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights		70%
Highly Satisfies		30%
Almost Satisfies		--
Disappoints		--

93% Advanced License Management

#	Product		%	Reviews
2	Eracent IT Management Center		88%	24 REVIEWS
3	USU Software Asset Management		86%	20 REVIEWS
4	ManageEngine AssetExplorer		85%	24 REVIEWS
5	ServiceNow Software Asset Management		72%	15 REVIEWS
6	Snow Software		69%	13 REVIEWS
7	Flexera One		68%	11 REVIEWS
	CATEGORY AVERAGE		**80%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		83%	7 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Audit Scheduling and Management

Standard Feature

The solution automates and schedules routine internal software compliance audits to verify compliance with license agreements and identify non-compliance issues

Eracent
ERACENT IT MANAGEMENT CENTER
TOP PRODUCT

Delights		100%
Highly Satisfies		--
Almost Satisfies		--
Disappoints		--

100% Audit Scheduling and Management

2	ManageEngine AssetExplorer		91%	**24** REVIEWS
3	ServiceNow Software Asset Management		80%	**15** REVIEWS
4	Snow Software		73%	**13** REVIEWS
5	USU Software Asset Management		72%	**20** REVIEWS
6	Flexera One		64%	**11** REVIEWS
	CATEGORY AVERAGE		**80%**	

PRODUCTS WITH INSUFFICIENT DATA

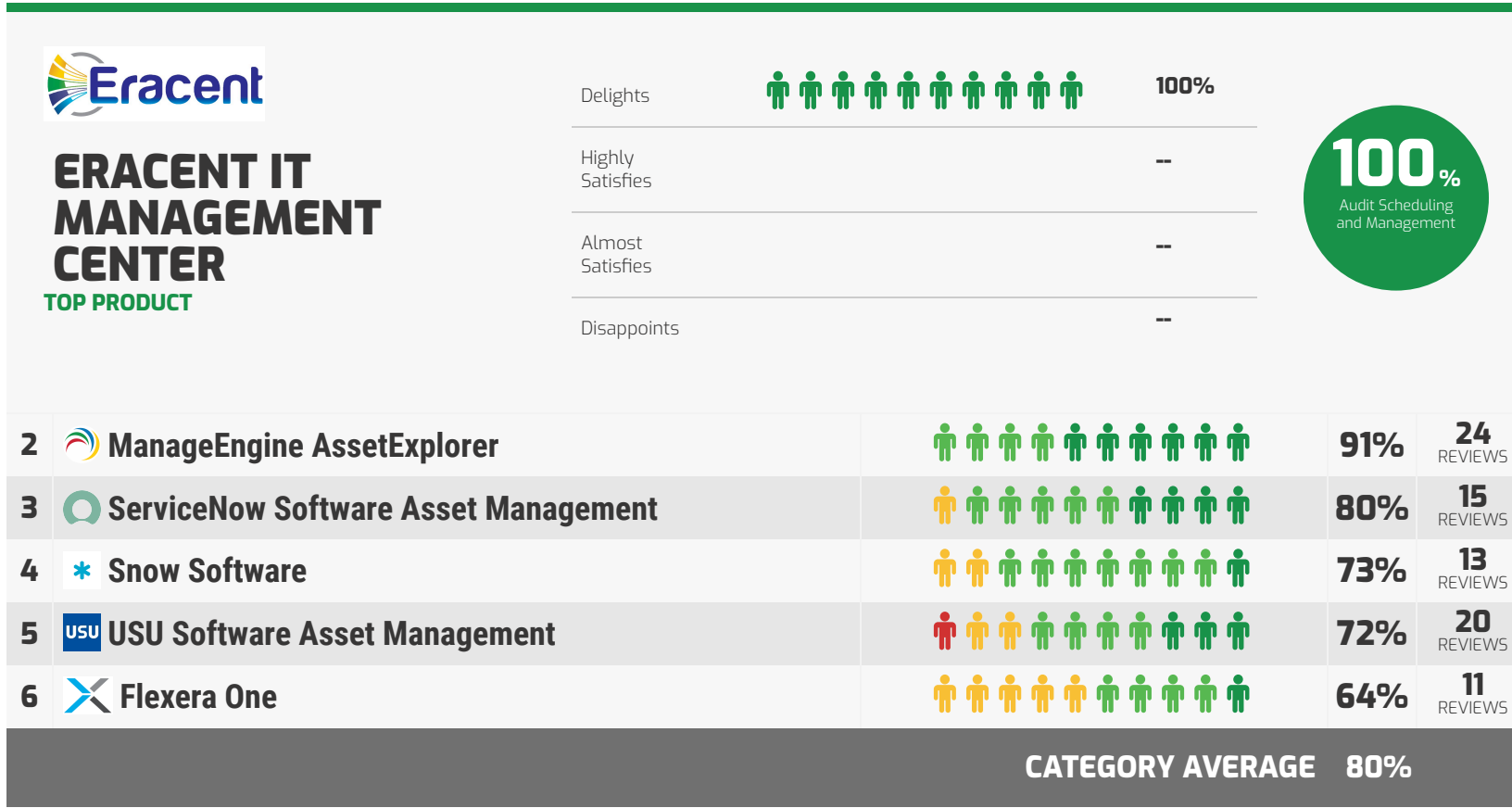|				
--	Certero for Enterprise SAM		82%	**7** REVIEWS

SoftwareReviews | INFO~TECH RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Cloud License Management

| Standard Feature |

Monitor and manage as-a-service solutions, including SaaS, IaaS, PaaS licensing, public and private cloud.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		70%
Highly Satisfies		5%
Almost Satisfies		25%
Disappoints		--

86% Cloud License Management

#	Product		Satisfaction	Reviews
2	ServiceNow Software Asset Management		77%	**15** REVIEWS
3	USU Software Asset Management		76%	**20** REVIEWS
4	Eracent IT Management Center		75%	**24** REVIEWS
5	Snow Software		69%	**13** REVIEWS
6	Flexera One		61%	**11** REVIEWS
	CATEGORY AVERAGE		**74%**	

PRODUCTS WITH INSUFFICIENT DATA

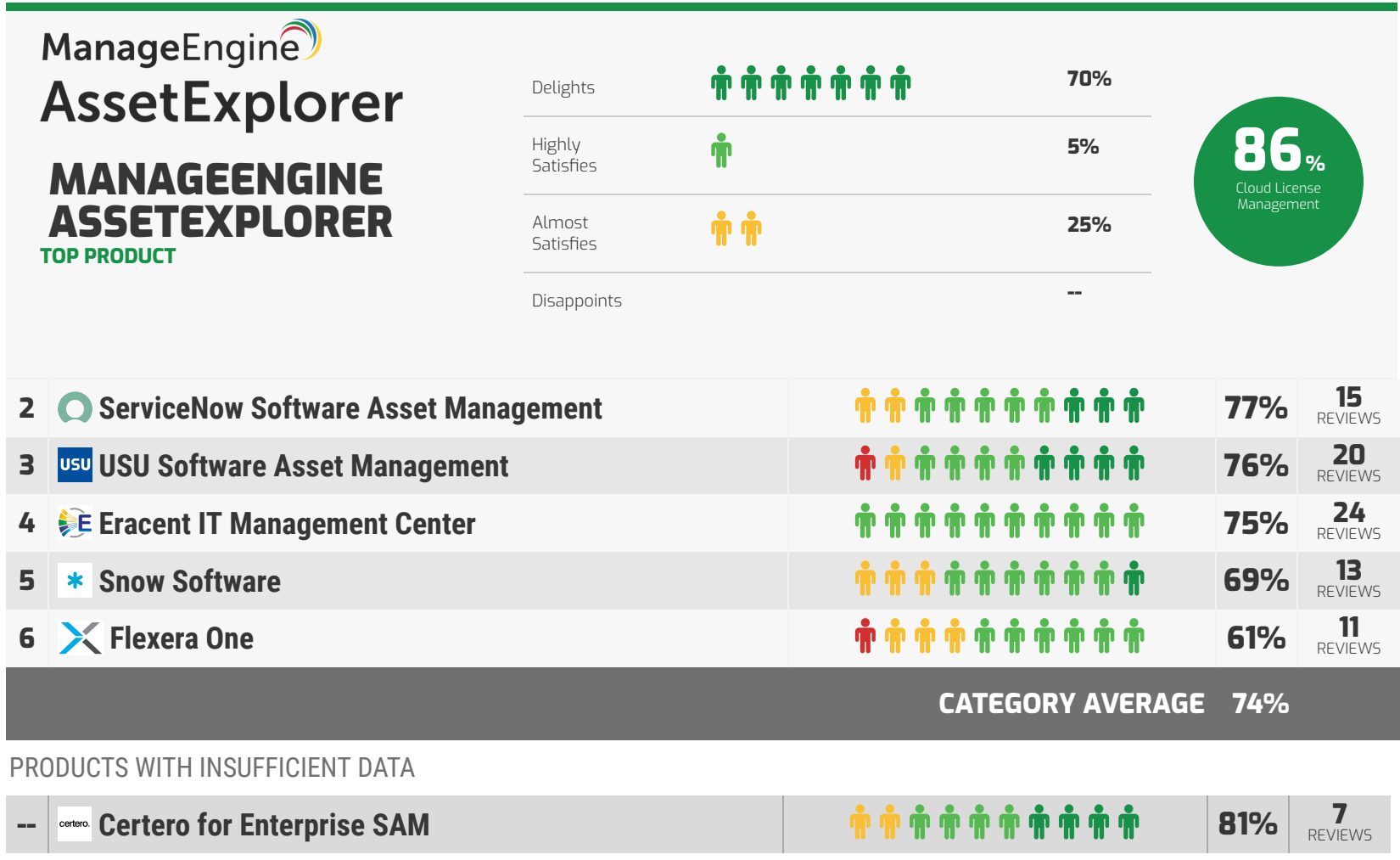| --	Certero for Enterprise SAM		81%	**7** REVIEWS

SoftwareReviews | INFO~TECH RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Contract Management

| Standard Feature |

Includes contract creation, approval process, compliance management, and contract database.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		65%
Highly Satisfies		23%
Almost Satisfies		12%
Disappoints		--

88% Contract Management

Rank	Product	Score	Reviews
2	Sassafras AllSight	88%	11 REVIEWS
3	ServiceNow Software Asset Management	76%	15 REVIEWS
4	USU Software Asset Management	75%	20 REVIEWS
5	Snow Software	74%	13 REVIEWS
6	Flexera One	68%	11 REVIEWS
7	Eracent IT Management Center	63%	24 REVIEWS
	CATEGORY AVERAGE	**76%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM	70%	7 REVIEWS

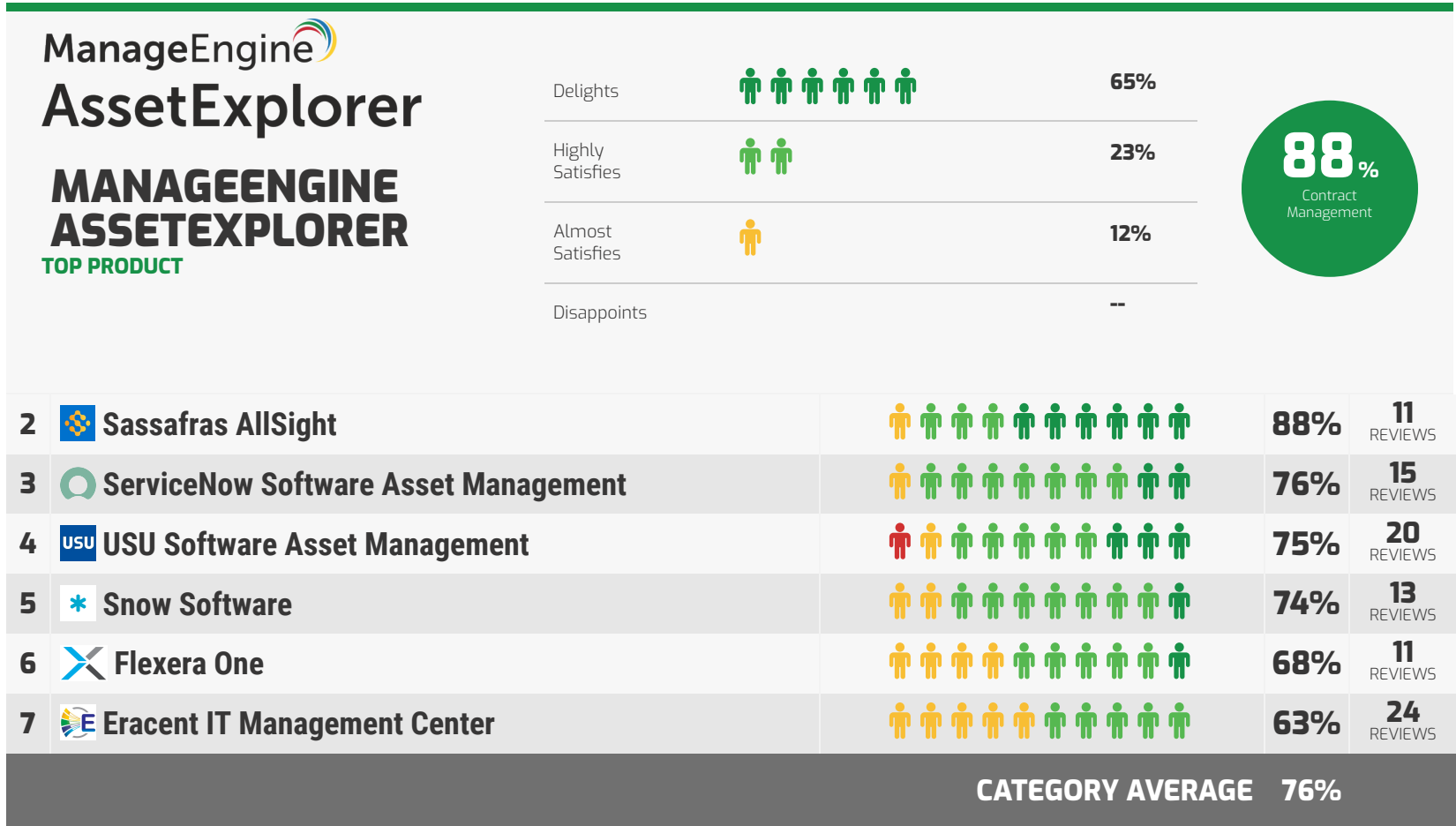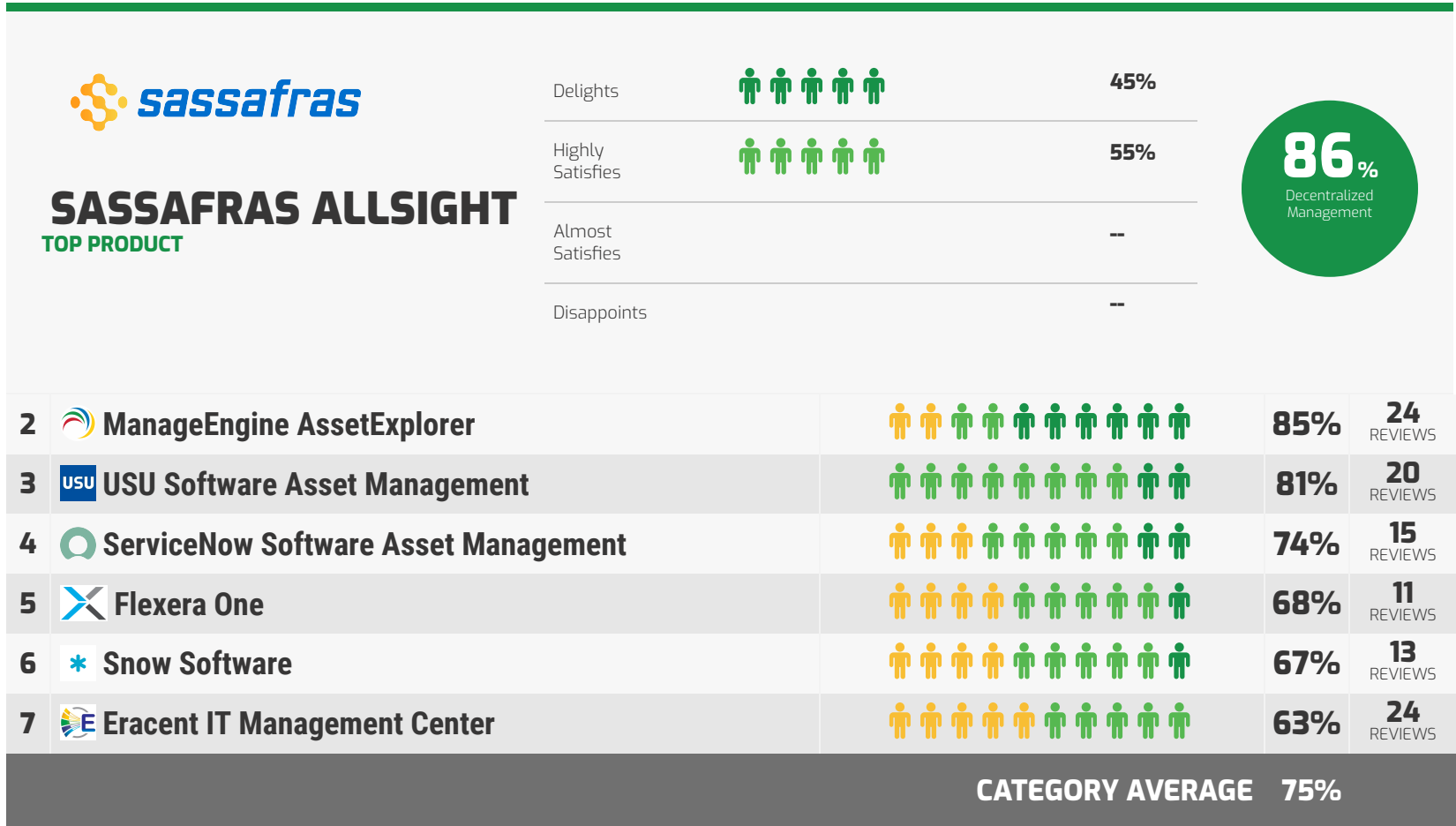SoftwareReviews | INFO~TECH RESEARCH GROUP

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Decentralized Management

| Standard Feature |

Manage licenses across a geographically dispersed environment, including remote users, but with ability to centrally view and manage contracts.

sassafras

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights		45%
Highly Satisfies		55%
Almost Satisfies		--
Disappoints		--

86% Decentralized Management

2	ManageEngine AssetExplorer		85%	24 REVIEWS
3	USU Software Asset Management		81%	20 REVIEWS
4	ServiceNow Software Asset Management		74%	15 REVIEWS
5	Flexera One		68%	11 REVIEWS
6	Snow Software		67%	13 REVIEWS
7	Eracent IT Management Center		63%	24 REVIEWS
	CATEGORY AVERAGE		**75%**	

PRODUCTS WITH INSUFFICIENT DATA

--	Certero for Enterprise SAM		83%	7 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Integration with IT Systems

| Standard Feature |

Integrate with Active Directory, existing inventory tools, other ITSM vendors, and third-party procurement systems.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights		65%
Highly Satisfies		19%
Almost Satisfies		15%
Disappoints		--

88%
Integration with IT Systems

2	Eracent IT Management Center		88%	24 REVIEWS
3	Sassafras AllSight		86%	11 REVIEWS
4	USU Software Asset Management		84%	20 REVIEWS
5	ServiceNow Software Asset Management		77%	15 REVIEWS
6	Snow Software		71%	13 REVIEWS
7	Flexera One		70%	11 REVIEWS
	CATEGORY AVERAGE		**81%**	

PRODUCTS WITH INSUFFICIENT DATA

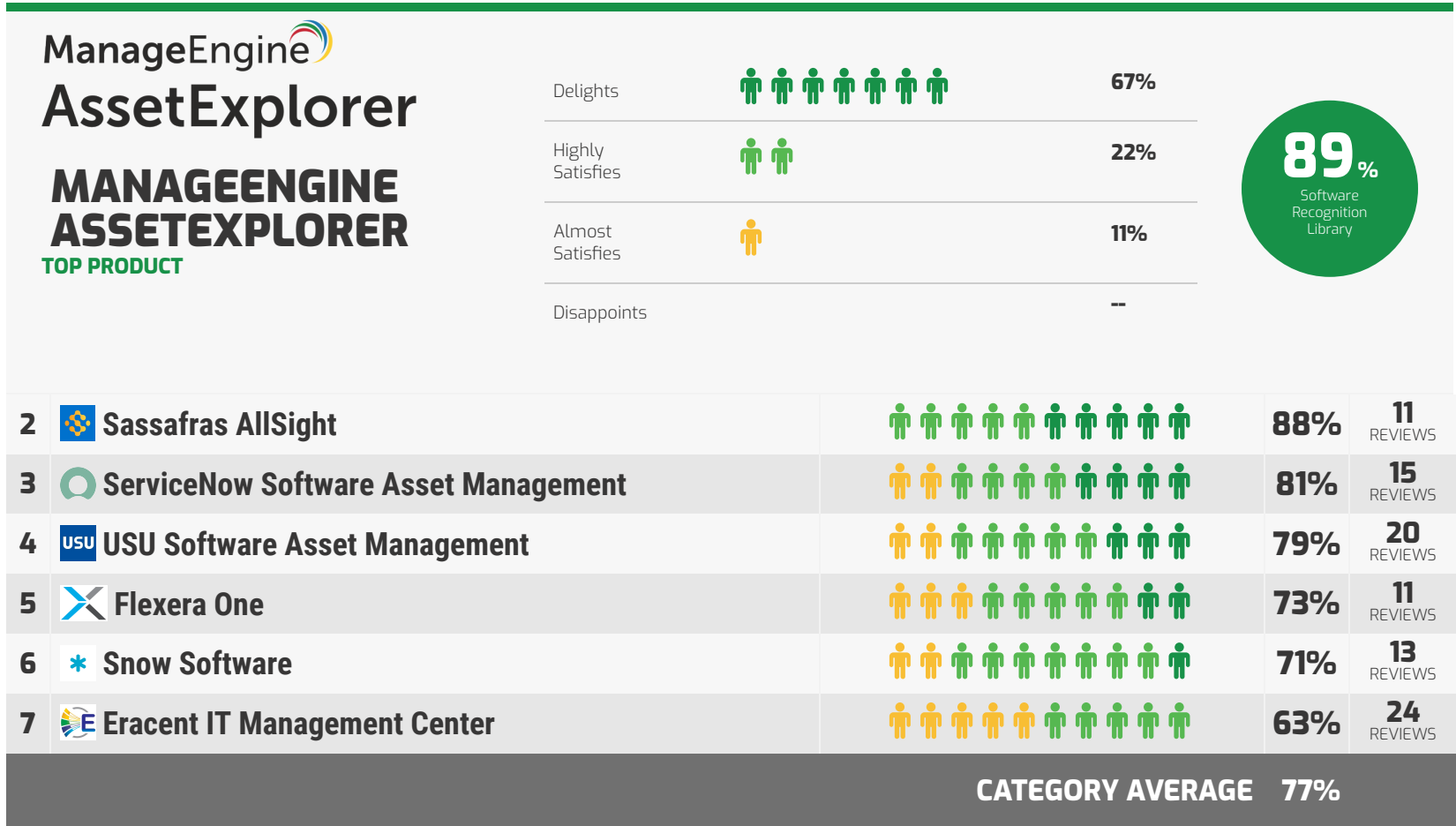| --	Certero for Enterprise SAM		89%	7 REVIEWS

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Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Software Recognition Library

| Standard Feature

Includes built-in software library to enhance recognition of installed packages.

ManageEngine AssetExplorer

MANAGEENGINE ASSETEXPLORER

TOP PRODUCT

Delights	👤👤👤👤👤👤	67%
Highly Satisfies	👤👤	22%
Almost Satisfies	👤	11%
Disappoints		--

89% Software Recognition Library

#	Product		%	Reviews
2	Sassafras AllSight	👤👤👤👤👤👤👤👤	88%	11 REVIEWS
3	ServiceNow Software Asset Management	👤👤👤👤👤👤👤👤	81%	15 REVIEWS
4	USU Software Asset Management	👤👤👤👤👤👤👤👤	79%	20 REVIEWS
5	Flexera One	👤👤👤👤👤👤👤👤	73%	11 REVIEWS
6	Snow Software	👤👤👤👤👤👤👤👤	71%	13 REVIEWS
7	Eracent IT Management Center	👤👤👤👤👤👤👤👤	63%	24 REVIEWS
	CATEGORY AVERAGE		**77%**	

PRODUCTS WITH INSUFFICIENT DATA

	Product		%	Reviews
--	Certero for Enterprise SAM	👤👤👤👤👤👤👤👤	83%	7 REVIEWS

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R E S E A R C H   G R O U P

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature.
Use these pages to dig deeper into areas of particular interest or concern.

Software Usage Metering

| Standard Feature

Includes out-of-the-box support for software usage tracking to identify heavily used or unused assets.

sassafras

SASSAFRAS ALLSIGHT
TOP PRODUCT

Delights	64%	
Highly Satisfies	36%	
Almost Satisfies	--	
Disappoints	--	

91% Software Usage Metering

2	E Eracent IT Management Center	88%	**24** REVIEWS
3	USU USU Software Asset Management	81%	**20** REVIEWS
4	ManageEngine AssetExplorer	81%	**24** REVIEWS
5	* Snow Software	76%	**13** REVIEWS
6	ServiceNow Software Asset Management	76%	**15** REVIEWS
7	Flexera One	64%	**11** REVIEWS
	CATEGORY AVERAGE	**79%**	

PRODUCTS WITH INSUFFICIENT DATA

--	certero. Certero for Enterprise SAM	71%	**7** REVIEWS