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Gartner Peer Insights 'Voice of the Customer': IT Service Management Tools

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Analyst(s): Peer Contributors

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process in an effort to ensure they are authentic. This document synthesizes Gartner Peer Insights' content in the IT service management tools market for the previous year. This peer perspective along with the individual detailed reviews are complementary to expert research and should play a key role in your buying process.

Overview

What Are IT Service Management Tools?

IT service management (ITSM) tools enable IT operations organizations, specifically infrastructure and operations (I&O) managers, to better support the production environment. ITSM tools facilitate the tasks and workflows associated with the management and delivery of quality IT services. These are most heavily used by IT service desks and IT service delivery functions. Some non-I&O departments (such as HR or facilities) adapt generic ticket-handling and workflow capabilities for their own use. Previously, Gartner has called ITSM tools by the name IT service support management tools (ITSSM tools).

What Is the Gartner Peer Insights Customers' Choice?

Since October 2015, more than 150,000 reviews across more than 330 markets have been posted to Gartner Peer Insights. In markets where there is enough data, Gartner Peer Insights recognizes the vendors that are the most highly rated by their customers through the Customers' Choice distinction. This peer-rated distinction can be a useful complement to expert opinion, as it focuses on direct peer experiences of implementing and operating a solution.

To qualify for the Customers' Choice distinction, vendors must have a product that is aligned to the market, have a 4.2 overall rating or higher (out of 5 stars) and receive 50 customer reviews or more during the one-year submission period. In addition, customer reviews must be representative of a broad mix of enterprise clients. See the full methodology here.

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In the ITSM tools market, Gartner Peer Insights has published 3,684 reviews and ratings in a 12-month period ending 31 October 2018. Based on the Gartner Peer Insights Customers' Choice criteria, Figure 1 shows a list (in alphabetical order) of vendors in different segments based on their overall score (out of 5 stars) and the number of reviews they have received. Only vendors with more than 10 reviews during the one-year submission period are included. Customers' Choice vendors appear in the blue box on the upper right, denoted with a star.

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Figure 1. Gartner Peer Insights "Voice of the Customer" ITSM Tools Customers' Choice

Source: Gartner (February 2019)

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Use Customer Reviews and Expert Research to Supplement Your Analysis

Along with the historical peer-based perspective represented in this document, Gartner covers the ITSM tools market with expert-led research, primarily through the related Magic Quadrant and associated Critical Capabilities research documents. Access to these documents is dependent on your level of Gartner subscription.

Magic Quadrants are forward-looking, to help clients identify vendors likely to keep up with or even stay ahead of the overall market. Our analysts look broadly at customer feedback across markets, as well as a company's forward-looking strategy, roadmap and capabilities. Peer reviews are driven solely by reviewers' organizations' specific experiences relative to their unique needs. Hence, there may be a difference in analyst opinions about vendors, products and services versus user sentiment as expressed in peer reviews. For more information on how markets and vendors are evaluated in Magic Quadrants, please see "How Markets and Vendors Are Evaluated in Gartner Magic Quadrants."

A vendor's placement in the top-right corner (the Leaders quadrant) in a Magic Quadrant report does not mean that the vendor is the best choice for an organization. Rather, it simply means that a vendor executes well in its overall market presence and has a good strategy for continuing to do so. Often, vendors from other quadrants may be a better fit. They may offer better products (to investigate products further, refer to the associated Critical Capabilities reports that accompany the respective Magic Quadrant), better address requirements from particular verticals and/or be more affordable. Ultimately, making the right choice depends on how the vendor aligns with your business goals. For related research in this market, see "Magic Quadrant for IT Service Management Tools."

Not all vendors within a market are included in Gartner expert-generated research. A Magic Quadrant is not intended to be an exhaustive analysis of every vendor in a market, but rather a focused analysis. The criteria for inclusion may consist of market share, number of clients, installed base, types of products/services, target market or other defining characteristics. These criteria help narrow the scope of the research to those vendors that Gartner considers to be the most important — or best-suited — to the evolving needs of Gartner's clients as buyers in the market. While Peer Insights markets are based on Magic Quadrant market definitions, the standards for entry are broader, thus offering a more expansive view of a given market.

Critical Capabilities documents provide insight into how well a product or service fulfills certain functional capabilities within specific use cases. Critical Capabilities reports are a point-in-time analysis to address the question of which vendor will have the best product given your weighting of which capabilities are most important to your organization. For more information on how products and services are evaluated in Critical Capabilities, please see "How Products and Services Are Evaluated in Gartner Critical Capabilities." For related research in this market, see Gartner's "Critical Capabilities for IT Service Management Tools."

Figure 2 shows the vendors' position in the Magic Quadrant as of 16 August 2018, and Customers' Choice distinctions as of 31 October 2018. The list includes all vendors mentioned in the Magic Quadrant along with additional vendors listed on Peer Insights that met the eligibility criteria, sorted alphabetically.

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Figure 2. Gartner Peer Insights "Voice of the Customer" ITSM Tools Magic Quadrant and Peer Insights Customers' Choice View

Gartner Peer Insights "Voice of the Customer"
IT Service Management Tools
Gartner Magic Quadrant and Gartner Peer Insights Customers' Choice View

As of 31 October 2018 — Sorted alphabetically

Eligible Vendors	Gartner Magic Quadrant Position	Gartner Peer Insights
Atlassian	-	customers' choice 2018
Axios	Niche Players	
BMC Software	Leaders	
Broadcom (CA Technologies)	Niche Players	
Cherwell Software	Challengers	
EasyVista	Niche Players	
Freshworks	-	customers' choice 2018
IBM	Niche Players	
Ivanti	Challengers	
Micro Focus	Niche Players	
Samanage	-	customers' choice 2018
ServiceNow	Leaders	customers' choice 2018
Symphony Summit	-	customers' choice 2018
TOPdesk	-	customers' choice 2018
Zendesk	-	customers' choice 2018

Notes: The table above lists all vendors mentioned in the Gartner Magic Quadrant plus any vendors in Gartner Peer Insights that have the Gartner Customers' Choice distinction. The Gartner Magic Quadrant for IT Service Management Tools published on 16 August 2018. Gartner Peer Insights Customers' Choice announced on 19 November 2018. Vendors are listed alphabetically.

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Source: Gartner (February 2019)

Gartner Peer Insights "Voice of the Customer"

ITSM Tools Peer Reviews and Ratings

In addition to the synthesis provided by the Customers' Choice, the individual reviews and ratings within Gartner Peer Insights can be a valuable source of lessons learned for those currently in the buying cycle for the ITSM tools market, particularly if you can find and read reviews from end users

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like you (for example, those that share your technology adoption bias, company size, industry or geography).

These reviews give insight into not only how satisfied existing customers are with a vendor's product, but also their experience in negotiating with the vendor, getting support for the product or service and their overall implementation effort. This information can provide you with a firsthand view on what to expect from a particular vendor.

The rest of this document will highlight some of the broad findings in the ITSM tools market based on 12 months of reviews and will also point you to particular ways to use the site in your buying process.

Figure 3 summarizes the overall ratings (out of 5 stars) for vendors in the ITSM tools market that have received more than 10 reviews in the one-year period ending on 31 October 2018, sorted by number of reviews.

Ultimately, the more reviews a vendor receives, the more likely it is that you can trust a summary rating. This can be visualized by the 95% confidence interval that has been added as a bar range to the overall ratings in Figure 3. This is best interpreted as: "Given the distribution of reviews received, the vendor's overall rating is 95% likely to be between the lower and upper dots."

While the confidence interval can offer a useful perspective, finding individual reviews from end users like you can be even more valuable. To begin using Gartner Peer Insights this way, please click here to navigate to the overall market page. Find a vendor you are interested in and use the filters on the left to begin narrowing reviews to read. Because access to Gartner Peer Insights is free and open to everyone, this is something that you can delegate to your team as well.

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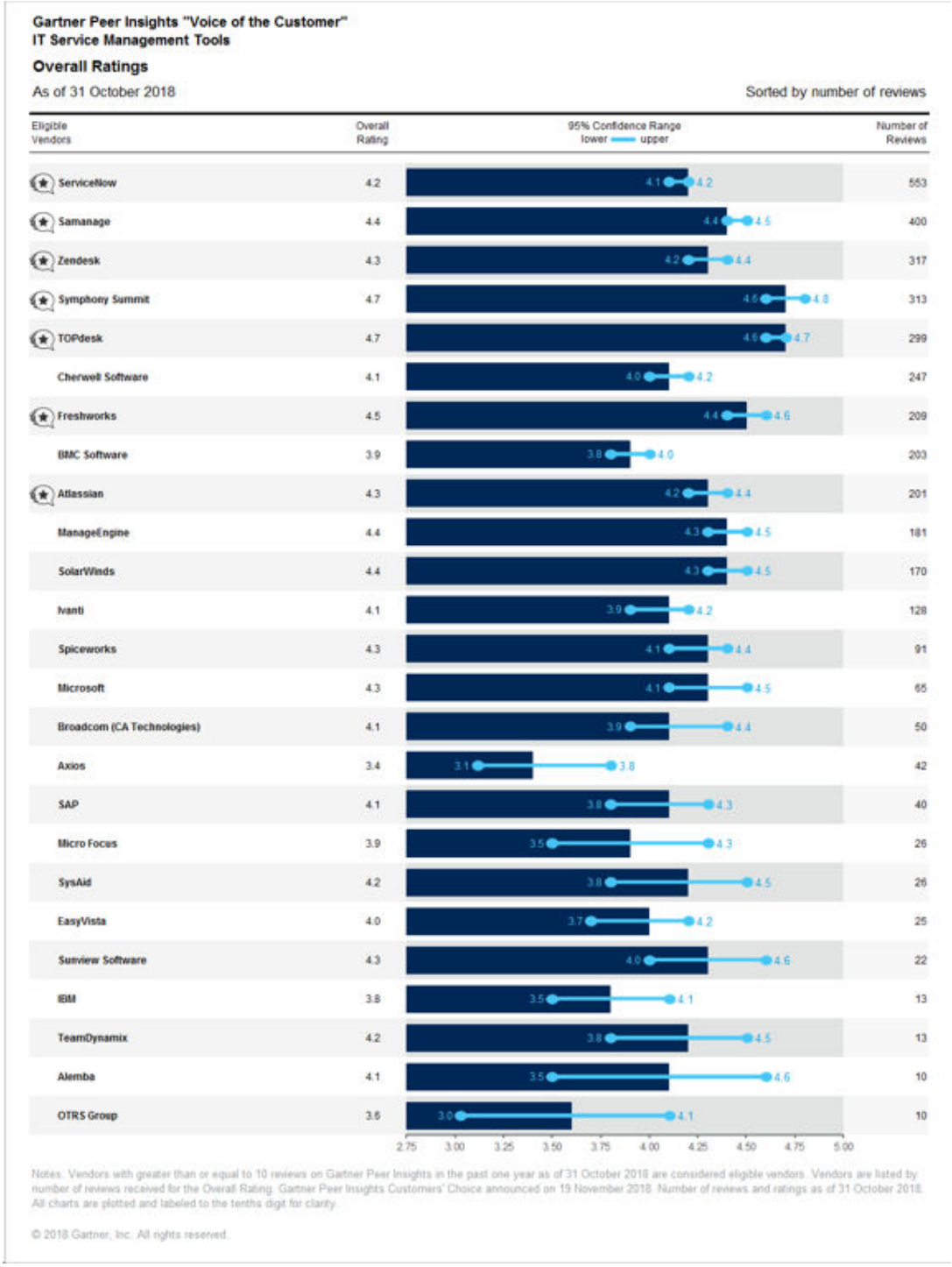
Figure 3. Gartner Peer Insights “Voice of the Customer” ITSM Tools Overall Ratings



Source: Gartner (February 2019)

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Vendor Comparison

In addition to reading individual reviews, you can select multiple vendors to compare within the site. Figure 4 and Figure 5 provide an aggregate view, but it's easy to create a comparison between several vendors on your shortlist and then send it to others in your organization. To begin using the site this way, please click here to go to the overall market page. Find the first vendor you are interested in comparing, and press the "compare" button.

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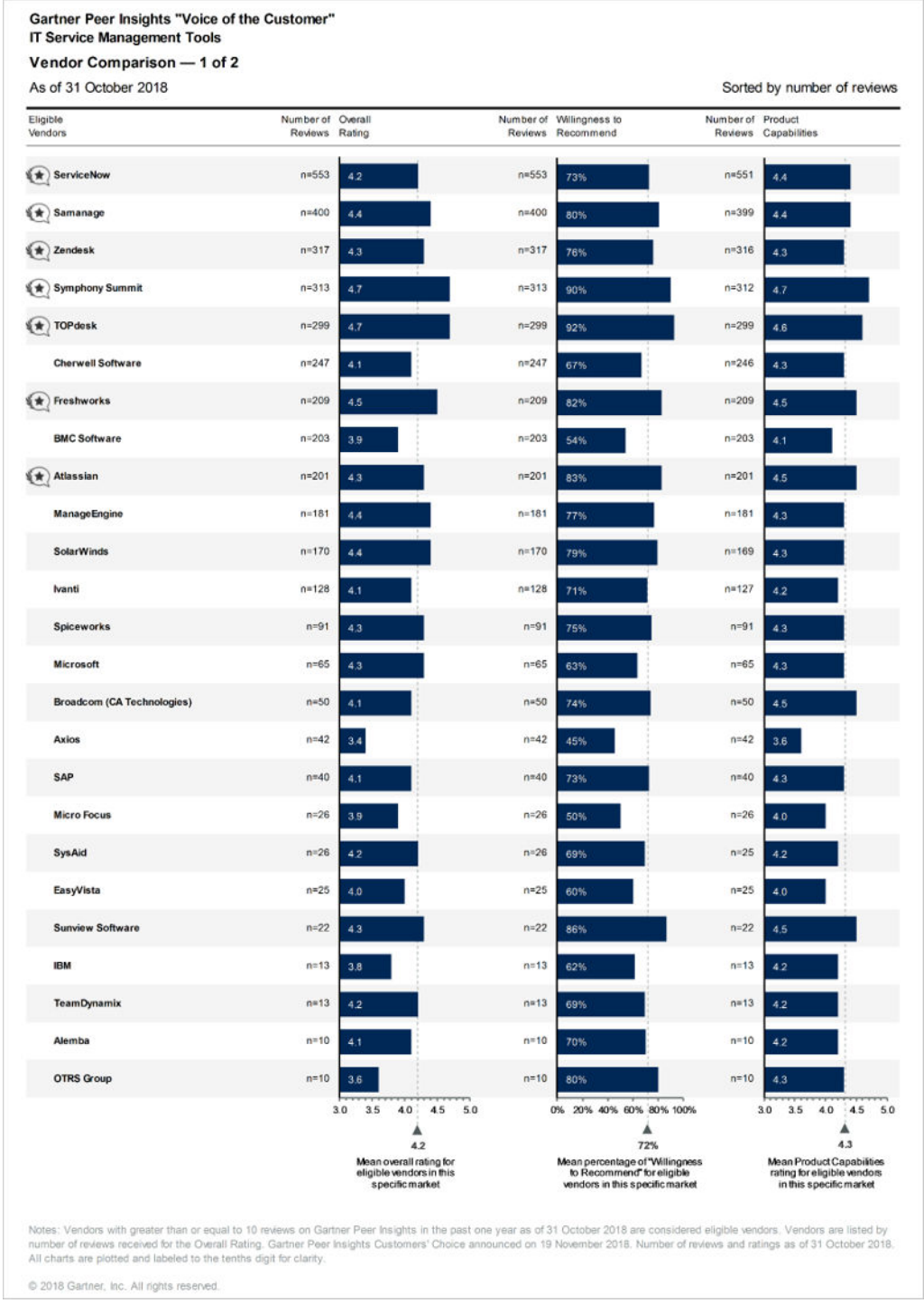
Figure 4. Gartner Peer Insights “Voice of the Customer” ITSM Tools Vendor Comparison 1 of 2



Source: Gartner (February 2019)

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Figure 5. Gartner Peer Insights “Voice of the Customer” ITSM Tools Vendor Comparison 2 of 2

Source: Gartner (February 2019)

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Other Vendors Considered

The Peer Insights survey asks reviewers that were involved in evaluation which other vendors were considered before deciding on the choice they made. Figure 6 summarizes their feedback, enabling you to identify which other vendors were typically on the shortlist alongside a given vendor.

Figure 6 is an aggregate view, but you can customize the view for your particular shortlist and then send to others in your organization. To begin using the site this way, please click here to go to the overall market page. Find the first vendor you are interested in comparing and press the “compare” button. “Alternative vendors considered” is an item in the comparison.

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Figure 6. Gartner Peer Insights “Voice of the Customer” ITSM Tools Other Vendors Considered

Gartner Peer Insights "Voice of the Customer"
IT Service Management Tools
Other Vendors Considered

As of 31 October 2018 — Sorted by number of reviews

Eligible Vendors	Vendors That Reviewers Also Considered (top five alternatives)				
ServiceNow n = 381	BMC Software (38%)	IBM (23%)	Microsoft (20%)	Broadcom (CA Technologies) (15%)	Zendesk (15%)
Samanage n = 297	Zendesk (52%)	Spiceworks (39%)	ServiceNow (31%)	ManageEngine (21%)	SolarWinds (20%)
Zendesk n = 52	ServiceNow (33%)	Atlassian (27%)	Microsoft (25%)	SolarWinds (23%)	Spiceworks (15%)
Symphony Summit n = 66	ServiceNow (36%)	ManageEngine (26%)	BMC Software (24%)	Other... (14%)	Zendesk (9%)
TOPdesk n = 203	Other... (27%)	ServiceNow (27%)	Microsoft (26%)	Zendesk (23%)	Atlassian (13%)
Cherwell Software n = 181	ServiceNow (69%)	BMC Software (37%)	Zendesk (19%)	Microsoft (17%)	Atlassian (14%)
Freshworks n = 134	Zendesk (63%)	Spiceworks (36%)	ServiceNow (33%)	ManageEngine (22%)	SolarWinds (22%)
BMC Software n = 145	ServiceNow (50%)	IBM (22%)	Broadcom (CA Technologies) (21%)	Microsoft (16%)	Zendesk (13%)
Atlassian n = 145	Zendesk (33%)	Microsoft (26%)	ServiceNow (22%)	BMC Software (14%)	Other... (14%)
ManageEngine n = 134	Spiceworks (32%)	ServiceNow (31%)	Zendesk (28%)	SolarWinds (25%)	Microsoft (17%)
SolarWinds n = 133	Spiceworks (42%)	Zendesk (39%)	ManageEngine (24%)	Microsoft (22%)	BMC Software (17%)
Ivanti n = 94	ServiceNow (47%)	BMC Software (37%)	Zendesk (23%)	Microsoft (22%)	Cherwell Software (20%)
Spiceworks n = 59	Zendesk (51%)	ManageEngine (36%)	SolarWinds (29%)	Atlassian (15%)	Microsoft (15%)
Microsoft n = 54	IBM (39%)	ServiceNow (20%)	BMC Software (15%)	Other... (15%)	SAP (15%)
Broadcom (CA Technologies) n = 36	Zendesk (44%)	IBM (39%)	Other... (25%)	BMC Software (22%)	ServiceNow (22%)
Axios n = 27	ServiceNow (56%)	BMC Software (37%)	Zendesk (30%)	Atlassian (11%)	Cherwell Software (11%)
SAP n = 27	IBM (59%)	Microsoft (26%)	BMC Software (22%)	Other... (19%)	Broadcom (CA Technologies) (15%)
Micro Focus n = 19	ServiceNow (58%)	BMC Software (42%)	Microsoft (26%)	Broadcom (CA Technologies) (16%)	Cherwell Software (16%)
SysAid n = 19	Spiceworks (42%)	Zendesk (37%)	ServiceNow (26%)	Atlassian (21%)	ManageEngine (21%)
EasyVista n = 18	ServiceNow (44%)	Spiceworks (33%)	Axios (28%)	BMC Software (28%)	Zendesk (28%)
Sunview Software n = 13	ManageEngine (54%)	SolarWinds (46%)	Zendesk (38%)	SysAid (31%)	BMC Software (23%)
IBM n = 10	BMC Software (50%)	Microsoft (40%)	Broadcom (CA Technologies) (30%)	ServiceNow (30%)	Other... (20%)
TeamDynamix n = 10	ServiceNow (60%)	Zendesk (50%)	Atlassian (30%)	Microsoft (30%)	SolarWinds (30%)
Alemba n = 4	Zendesk (50%)	BMC Software (25%)	Cherwell Software (25%)	Hornbill (25%)	Microsoft (25%)
OTRS Group n = 6	ManageEngine (33%)	Microsoft (33%)	TOPdesk (33%)	Broadcom (CA Technologies) (17%)	IBM (17%)

Notes: Vendors with greater than or equal to 10 reviews on Gartner Peer Insights in the past one year as of 31 October 2018 are considered eligible vendors. Vendors are listed by number of reviews received for the Overall Rating. Number of reviews and ratings as of 31 October 2018.

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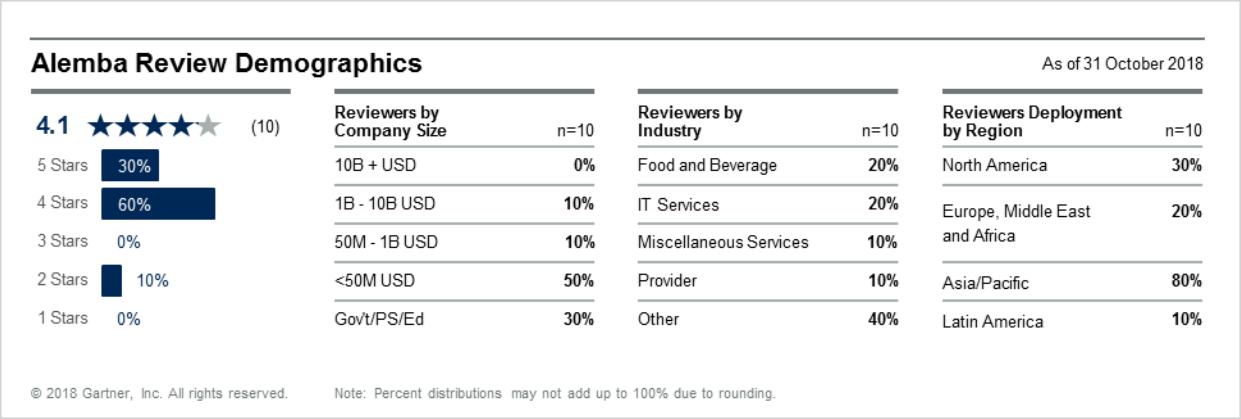
Peer Insights User Ratings

Figures 7 through 31 summarize each vendor's reviewer demographics for those reviews received in the last year, ending 31 October 2018, along with the demographics of the reviewers and a direct link to the vendor's ratings on the site. All vendors with more than 10 reviews in the last year are shown, sorted alphabetically.

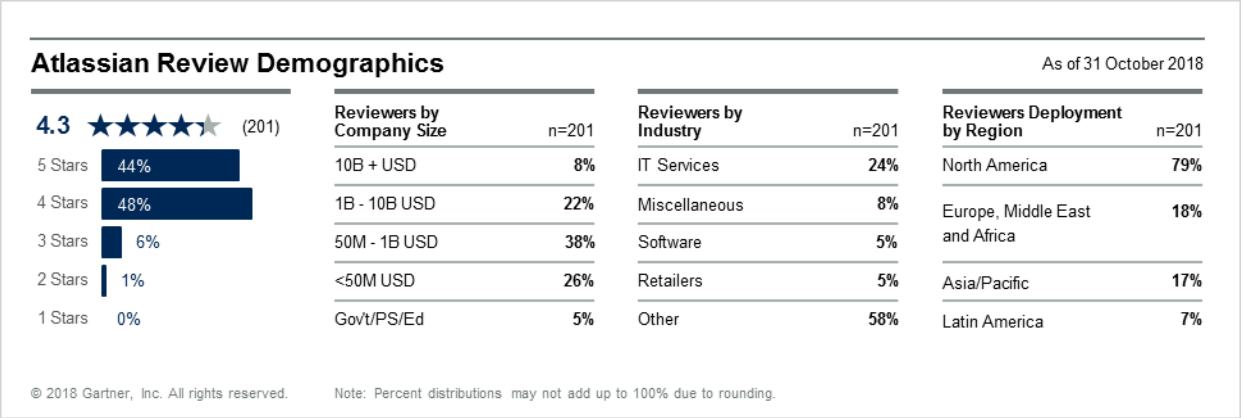
Figure 7. Gartner Peer Insights "Voice of the Customer" ITSM Tools Alemba Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Alemba.

Figure 8. Gartner Peer Insights "Voice of the Customer" ITSM Tools Atlassian Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Atlassian.

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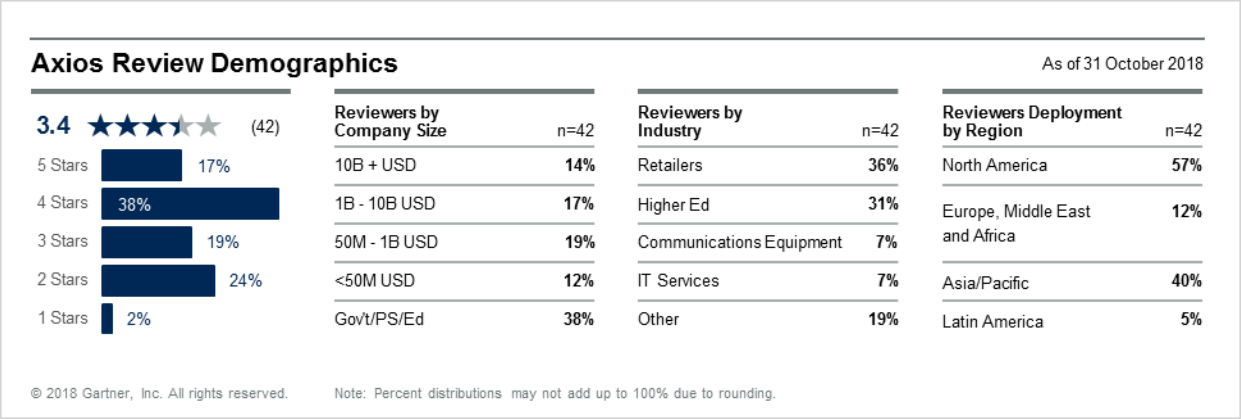
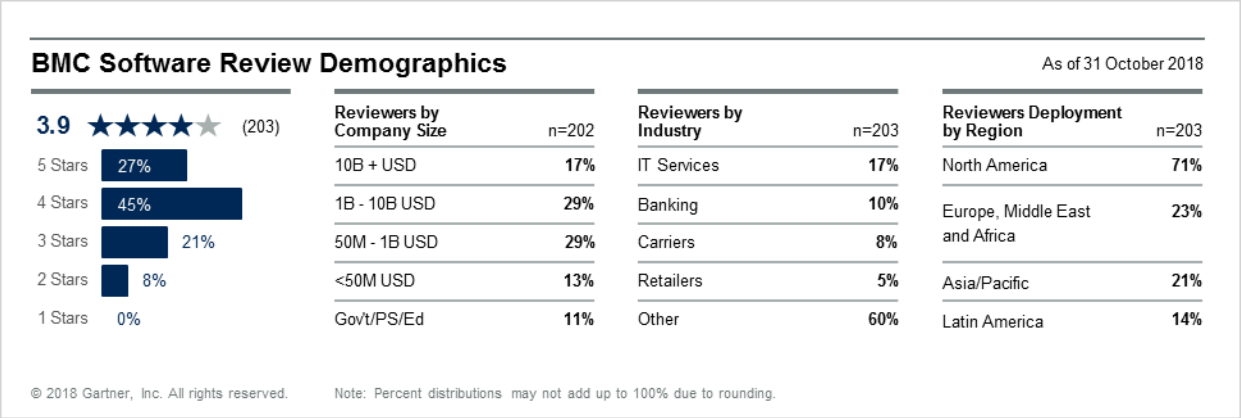
Figure 9. Gartner Peer Insights "Voice of the Customer" ITSM Tools Axios Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Axios.

Figure 10. Gartner Peer Insights "Voice of the Customer" ITSM Tools BMC Software Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for BMC Software.

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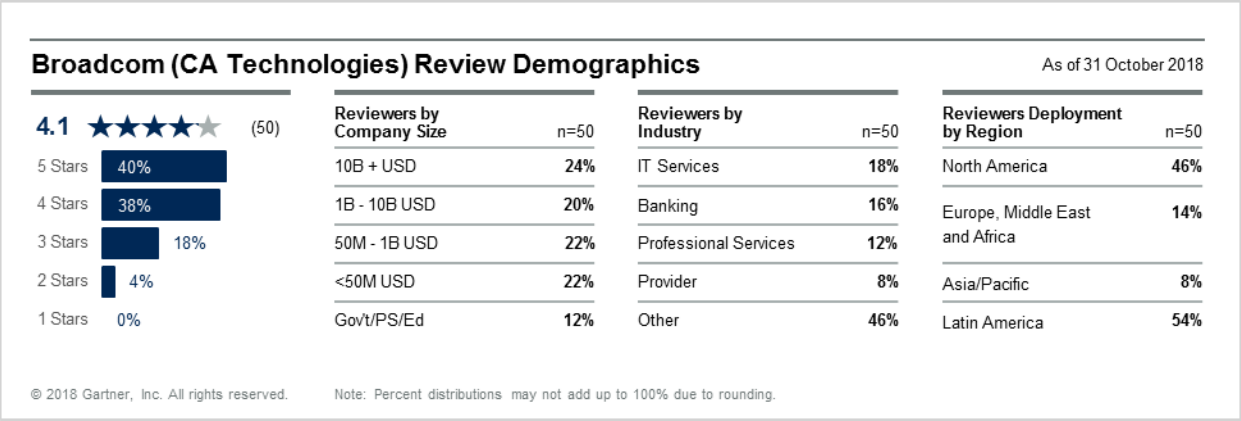
Figure 11. Gartner Peer Insights "Voice of the Customer" ITSM Tools Broadcom (CA Technologies) Reviewer Demographics



Broadcom (CA Technologies) Review Demographics

As of 31 October 2018

4.1 ★★★★☆ (50)

5 Stars	40%
4 Stars	38%
3 Stars	18%
2 Stars	4%
1 Stars	0%

Reviewers by Company Size	n=50
10B + USD	24%
1B - 10B USD	20%
50M - 1B USD	22%
<50M USD	22%
Gov't/PS/Ed	12%

Reviewers by Industry	n=50
IT Services	18%
Banking	16%
Professional Services	12%
Provider	8%
Other	46%

Reviewers Deployment by Region	n=50
North America	46%
Europe, Middle East and Africa	14%
Asia/Pacific	8%
Latin America	54%

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Note: Percent distributions may not add up to 100% due to rounding.

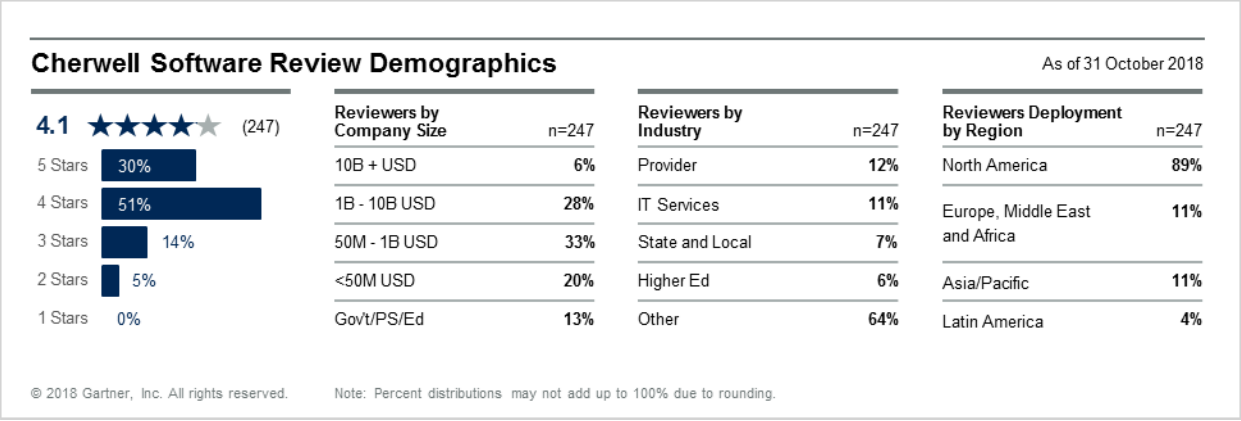
Broadcom completed acquisition of CA Technologies on 5 November 2018. However, Gartner Peer Insights collected review data on CA Technologies from 1 November 2017 through 30 October 2018.

Source: Gartner (February 2019)

Broadcom completed acquisition of CA Technologies on 5 November 2018. However, Gartner Peer Insights collected review data on CA Technologies from 1 November 2017 through 30 October 2018.

Read all Peer Insights user reviews for Broadcom (CA Technologies).

Figure 12. Gartner Peer Insights "Voice of the Customer" ITSM Tools Cherwell Software Reviewer Demographics



Cherwell Software Review Demographics

As of 31 October 2018

4.1 ★★★★☆ (247)

5 Stars	30%
4 Stars	51%
3 Stars	14%
2 Stars	5%
1 Stars	0%

Reviewers by Company Size	n=247
10B + USD	6%
1B - 10B USD	28%
50M - 1B USD	33%
<50M USD	20%
Gov't/PS/Ed	13%

Reviewers by Industry	n=247
Provider	12%
IT Services	11%
State and Local	7%
Higher Ed	6%
Other	64%

Reviewers Deployment by Region	n=247
North America	89%
Europe, Middle East and Africa	11%
Asia/Pacific	11%
Latin America	4%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for Cherwell Software.

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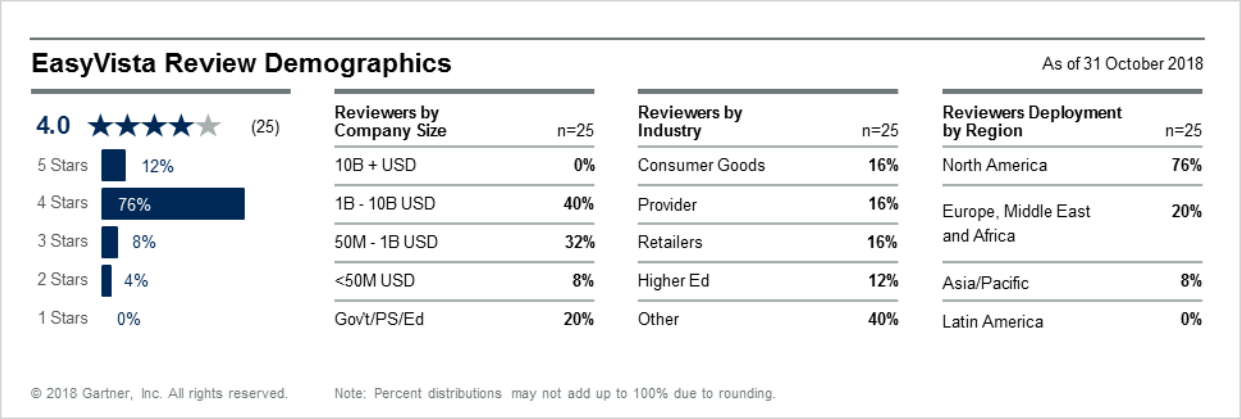
Figure 13. Gartner Peer Insights "Voice of the Customer" ITSM Tools EasyVista Reviewer Demographics



EasyVista Review Demographics

As of 31 October 2018

4.0 ★★★★☆ (25)

5 Stars	12%
4 Stars	76%
3 Stars	8%
2 Stars	4%
1 Stars	0%

Reviewers by Company Size	n=25
10B + USD	0%
1B - 10B USD	40%
50M - 1B USD	32%
<50M USD	8%
Gov't/PS/Ed	20%

Reviewers by Industry	n=25
Consumer Goods	16%
Provider	16%
Retailers	16%
Higher Ed	12%
Other	40%

Reviewers Deployment by Region	n=25
North America	76%
Europe, Middle East and Africa	20%
Asia/Pacific	8%
Latin America	0%

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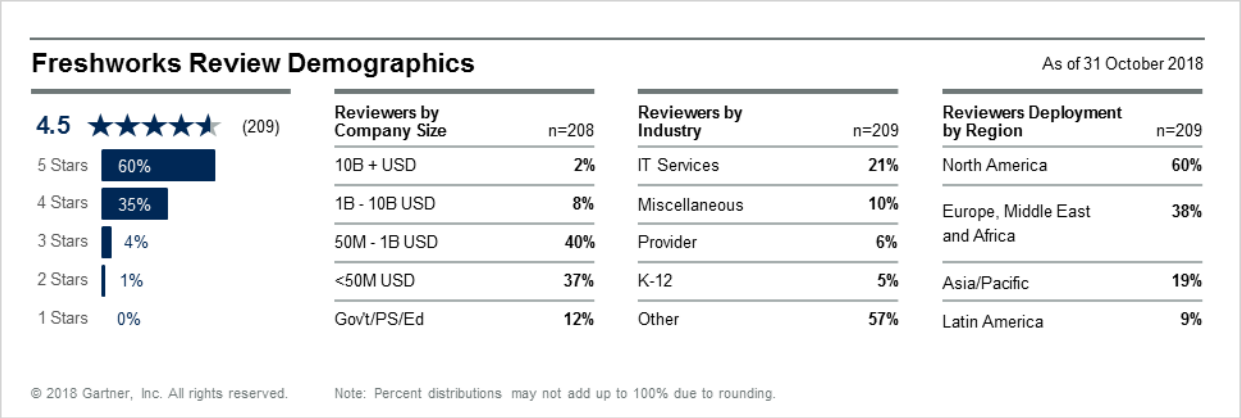
Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for EasyVista.

Figure 14. Gartner Peer Insights "Voice of the Customer" ITSM Tools Freshworks Reviewer Demographics



Freshworks Review Demographics

As of 31 October 2018

4.5 ★★★★½ (209)

5 Stars	60%
4 Stars	35%
3 Stars	4%
2 Stars	1%
1 Stars	0%

Reviewers by Company Size	n=208
10B + USD	2%
1B - 10B USD	8%
50M - 1B USD	40%
<50M USD	37%
Gov't/PS/Ed	12%

Reviewers by Industry	n=209
IT Services	21%
Miscellaneous	10%
Provider	6%
K-12	5%
Other	57%

Reviewers Deployment by Region	n=209
North America	60%
Europe, Middle East and Africa	38%
Asia/Pacific	19%
Latin America	9%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for Freshworks.

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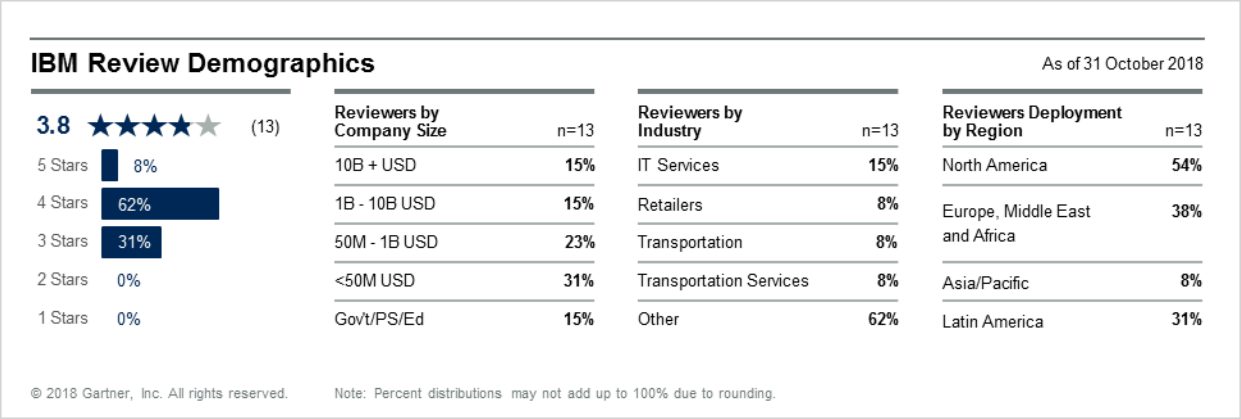
Figure 15. Gartner Peer Insights "Voice of the Customer" ITSM Tools IBM Reviewer Demographics



IBM Review Demographics

As of 31 October 2018

3.8 ★★★★☆ (13)

5 Stars	8%
4 Stars	62%
3 Stars	31%
2 Stars	0%
1 Stars	0%

Reviewers by Company Size	n=13
10B + USD	15%
1B - 10B USD	15%
50M - 1B USD	23%
<50M USD	31%
Gov't/PS/Ed	15%

Reviewers by Industry	n=13
IT Services	15%
Retailers	8%
Transportation	8%
Transportation Services	8%
Other	62%

Reviewers Deployment by Region	n=13
North America	54%
Europe, Middle East and Africa	38%
Asia/Pacific	8%
Latin America	31%

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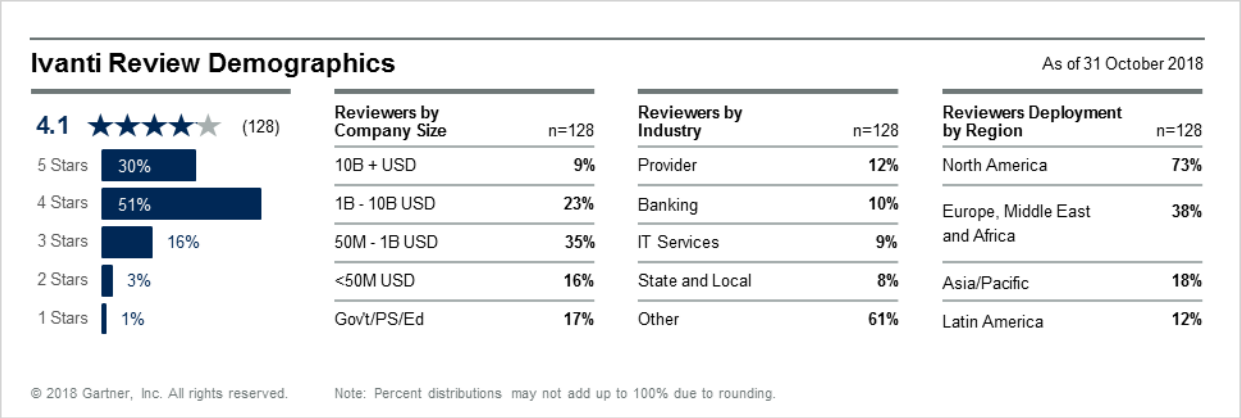
Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for IBM.

Figure 16. Gartner Peer Insights "Voice of the Customer" ITSM Tools Ivanti Reviewer Demographics



Ivanti Review Demographics

As of 31 October 2018

4.1 ★★★★☆ (128)

5 Stars	30%
4 Stars	51%
3 Stars	16%
2 Stars	3%
1 Stars	1%

Reviewers by Company Size	n=128
10B + USD	9%
1B - 10B USD	23%
50M - 1B USD	35%
<50M USD	16%
Gov't/PS/Ed	17%

Reviewers by Industry	n=128
Provider	12%
Banking	10%
IT Services	9%
State and Local	8%
Other	61%

Reviewers Deployment by Region	n=128
North America	73%
Europe, Middle East and Africa	38%
Asia/Pacific	18%
Latin America	12%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for Ivanti.

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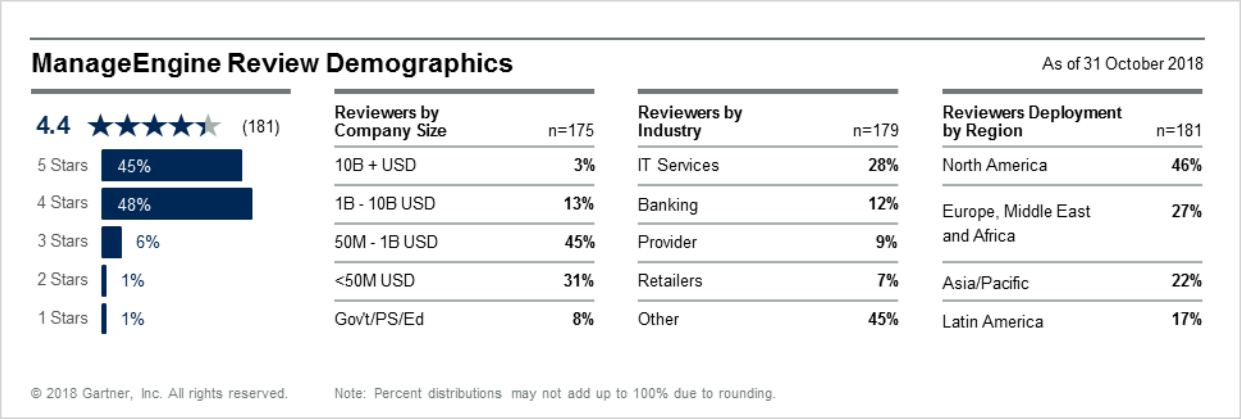
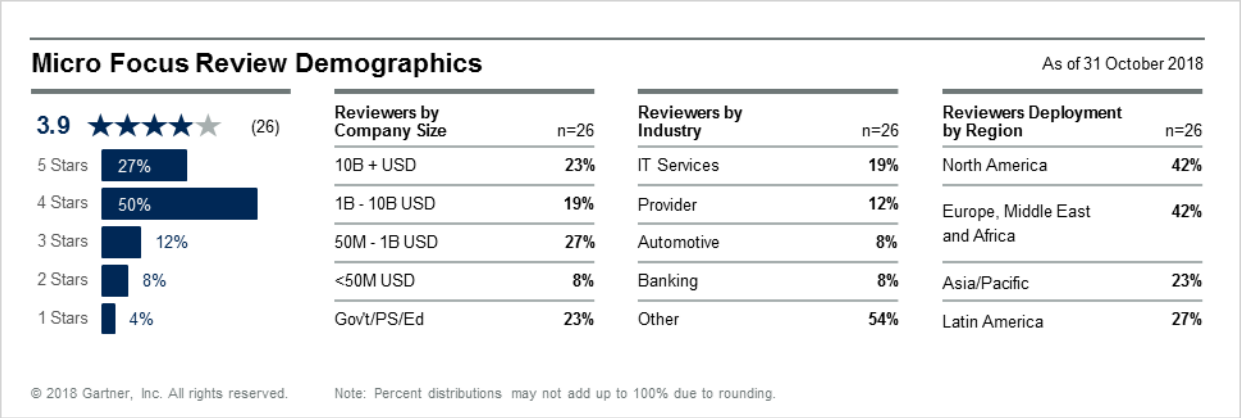
Figure 17. Gartner Peer Insights "Voice of the Customer" ITSM Tools ManageEngine Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for ManageEngine.

Figure 18. Gartner Peer Insights "Voice of the Customer" ITSM Tools Micro Focus Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Micro Focus.

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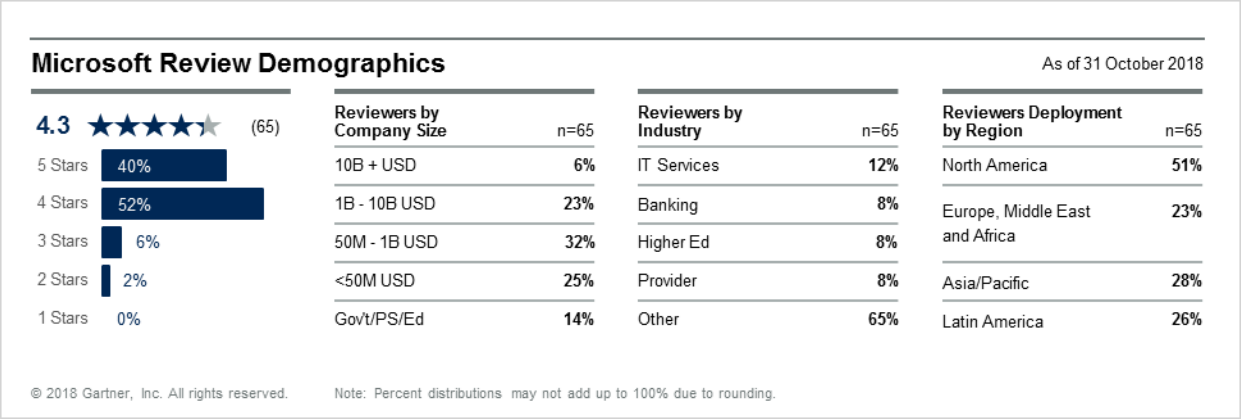
Figure 19. Gartner Peer Insights "Voice of the Customer" ITSM Tools Microsoft Reviewer Demographics



Microsoft Review Demographics

As of 31 October 2018

4.3 ★★★★½ (65)

5 Stars	40%
4 Stars	52%
3 Stars	6%
2 Stars	2%
1 Stars	0%

Reviewers by Company Size	n=65
10B + USD	6%
1B - 10B USD	23%
50M - 1B USD	32%
<50M USD	25%
Gov't/PS/Ed	14%

Reviewers by Industry	n=65
IT Services	12%
Banking	8%
Higher Ed	8%
Provider	8%
Other	65%

Reviewers Deployment by Region	n=65
North America	51%
Europe, Middle East and Africa	23%
Asia/Pacific	28%
Latin America	26%

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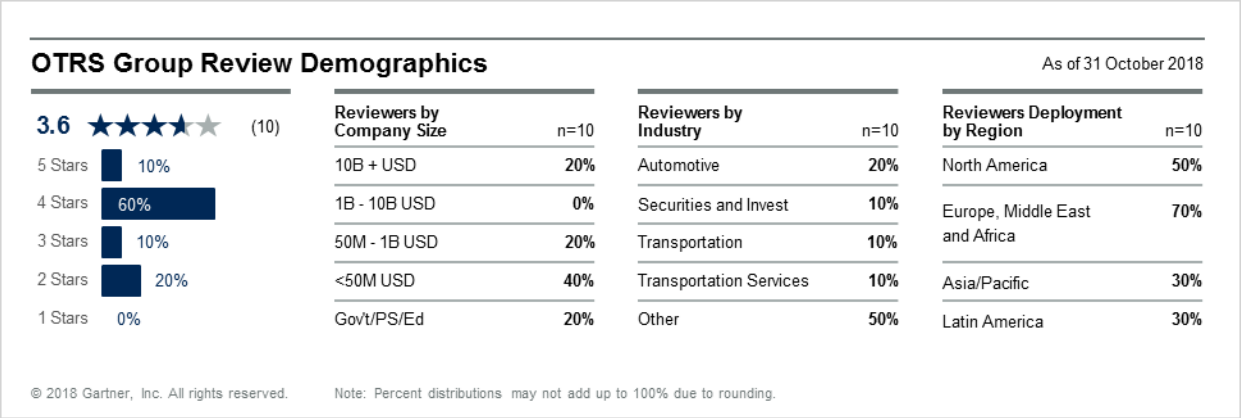
Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for Microsoft.

Figure 20. Gartner Peer Insights "Voice of the Customer" ITSM Tools OTRS Group Reviewer Demographics



OTRS Group Review Demographics

As of 31 October 2018

3.6 ★★★½☆ (10)

5 Stars	10%
4 Stars	60%
3 Stars	10%
2 Stars	20%
1 Stars	0%

Reviewers by Company Size	n=10
10B + USD	20%
1B - 10B USD	0%
50M - 1B USD	20%
<50M USD	40%
Gov't/PS/Ed	20%

Reviewers by Industry	n=10
Automotive	20%
Securities and Invest	10%
Transportation	10%
Transportation Services	10%
Other	50%

Reviewers Deployment by Region	n=10
North America	50%
Europe, Middle East and Africa	70%
Asia/Pacific	30%
Latin America	30%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for OTRS Group.

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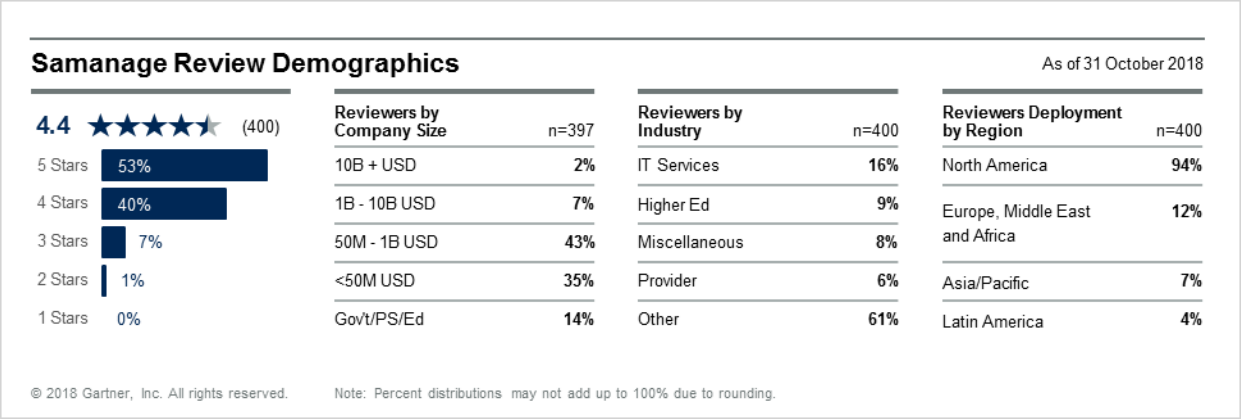
Figure 21. Gartner Peer Insights "Voice of the Customer" ITSM Tools Samanage Reviewer Demographics



Samanage Review Demographics

As of 31 October 2018

4.4 ★★★★½ (400)

5 Stars	53%
4 Stars	40%
3 Stars	7%
2 Stars	1%
1 Stars	0%

Reviewers by Company Size	n=397
10B + USD	2%
1B - 10B USD	7%
50M - 1B USD	43%
<50M USD	35%
Gov't/PS/Ed	14%

Reviewers by Industry	n=400
IT Services	16%
Higher Ed	9%
Miscellaneous	8%
Provider	6%
Other	61%

Reviewers Deployment by Region	n=400
North America	94%
Europe, Middle East and Africa	12%
Asia/Pacific	7%
Latin America	4%

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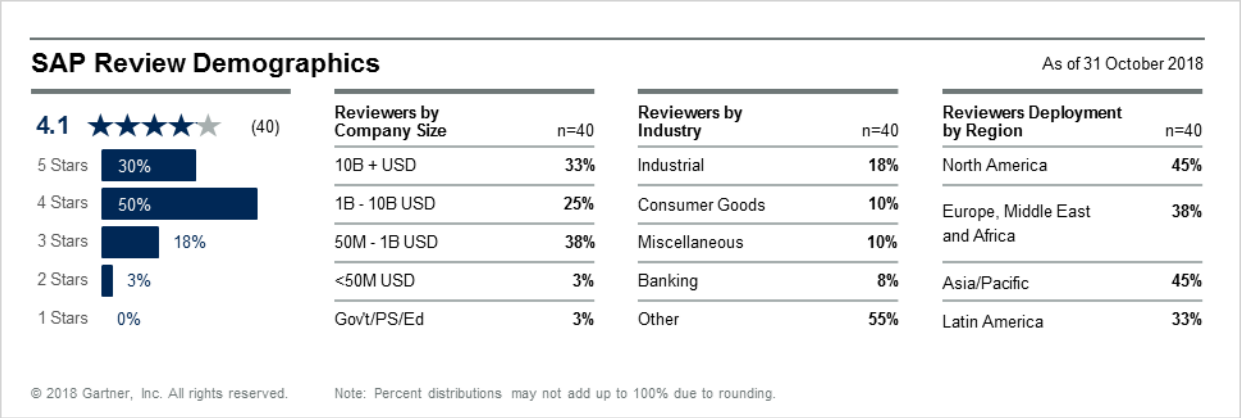
Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for Samanage.

Figure 22. Gartner Peer Insights "Voice of the Customer" ITSM Tools SAP Reviewer Demographics



SAP Review Demographics

As of 31 October 2018

4.1 ★★★★☆ (40)

5 Stars	30%
4 Stars	50%
3 Stars	18%
2 Stars	3%
1 Stars	0%

Reviewers by Company Size	n=40
10B + USD	33%
1B - 10B USD	25%
50M - 1B USD	38%
<50M USD	3%
Gov't/PS/Ed	3%

Reviewers by Industry	n=40
Industrial	18%
Consumer Goods	10%
Miscellaneous	10%
Banking	8%
Other	55%

Reviewers Deployment by Region	n=40
North America	45%
Europe, Middle East and Africa	38%
Asia/Pacific	45%
Latin America	33%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for SAP.

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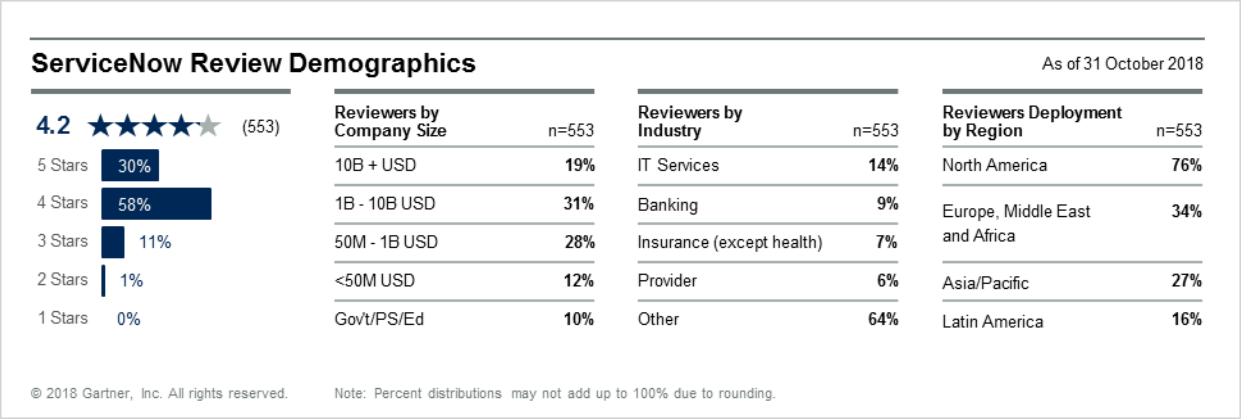
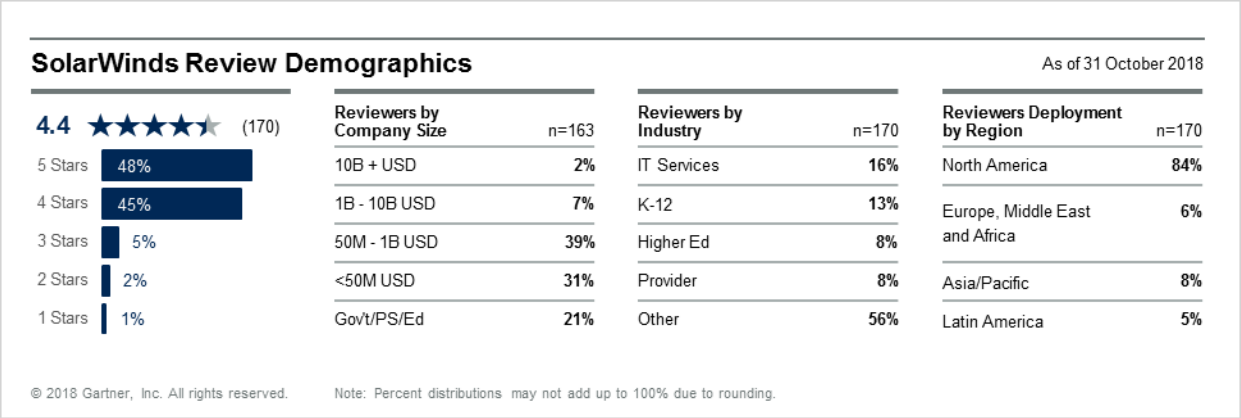
Figure 23. Gartner Peer Insights "Voice of the Customer" ITSM Tools ServiceNow Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for ServiceNow.

Figure 24. Gartner Peer Insights "Voice of the Customer" ITSM Tools SolarWinds Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for SolarWinds.

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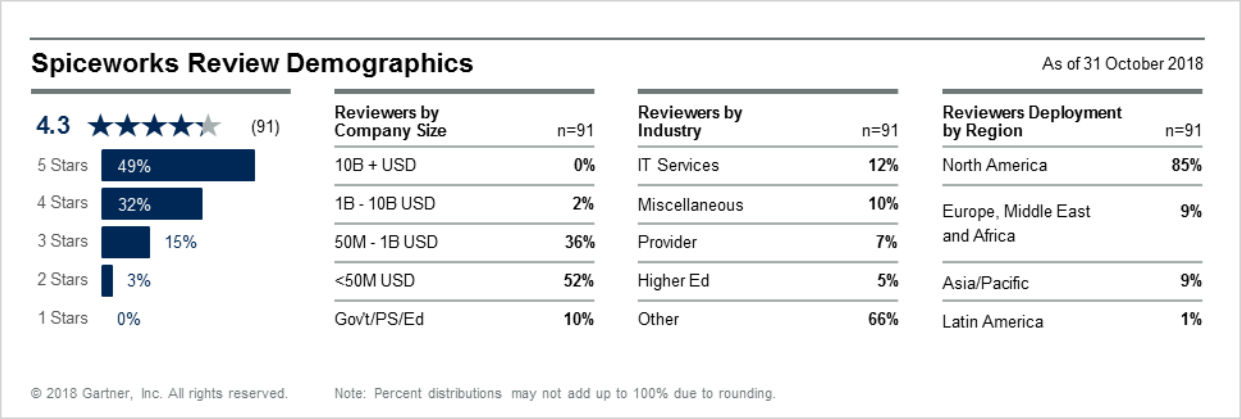
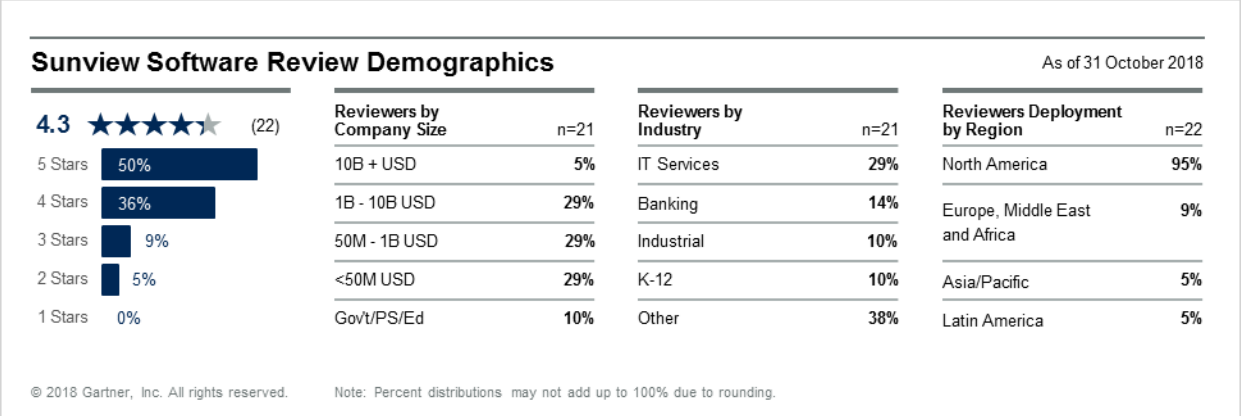
Figure 25. Gartner Peer Insights "Voice of the Customer" ITSM Tools Spiceworks Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Spiceworks.

Figure 26. Gartner Peer Insights "Voice of the Customer" ITSM Tools Sunview Software Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Sunview Software.

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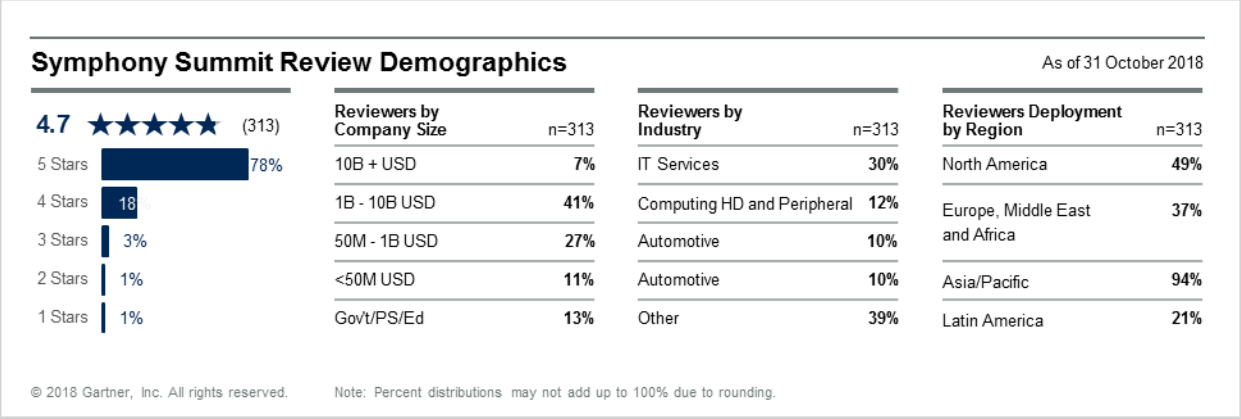
Figure 27. Gartner Peer Insights "Voice of the Customer" ITSM Tools Symphony Summit Reviewer Demographics



Symphony Summit Review Demographics

As of 31 October 2018

4.7 ★★★★★ (313)

5 Stars	78%
4 Stars	18
3 Stars	3%
2 Stars	1%
1 Stars	1%

Reviewers by Company Size	n=313
10B + USD	7%
1B - 10B USD	41%
50M - 1B USD	27%
<50M USD	11%
Gov't/PS/Ed	13%

Reviewers by Industry	n=313
IT Services	30%
Computing HD and Peripheral	12%
Automotive	10%
Automotive	10%
Other	39%

Reviewers Deployment by Region	n=313
North America	49%
Europe, Middle East and Africa	37%
Asia/Pacific	94%
Latin America	21%

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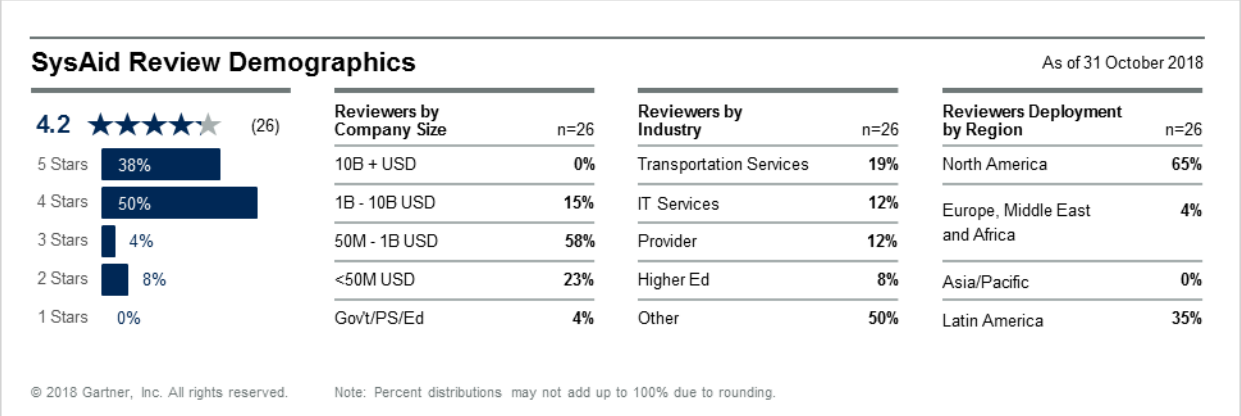
Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for Symphony Summit.

Figure 28. Gartner Peer Insights "Voice of the Customer" ITSM Tools SysAid Reviewer Demographics



SysAid Review Demographics

As of 31 October 2018

4.2 ★★★★☆ (26)

5 Stars	38%
4 Stars	50%
3 Stars	4%
2 Stars	8%
1 Stars	0%

Reviewers by Company Size	n=26
10B + USD	0%
1B - 10B USD	15%
50M - 1B USD	58%
<50M USD	23%
Gov't/PS/Ed	4%

Reviewers by Industry	n=26
Transportation Services	19%
IT Services	12%
Provider	12%
Higher Ed	8%
Other	50%

Reviewers Deployment by Region	n=26
North America	65%
Europe, Middle East and Africa	4%
Asia/Pacific	0%
Latin America	35%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for SysAid.

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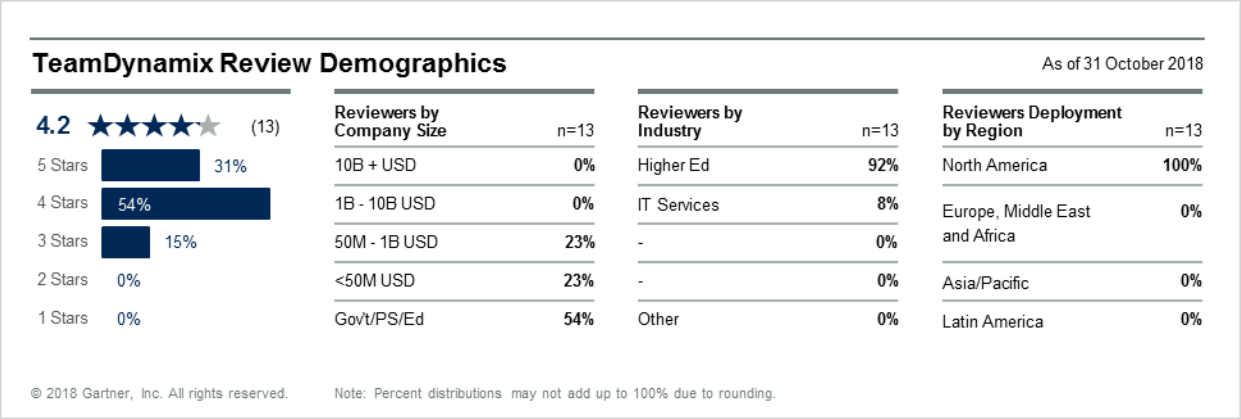
Figure 29. Gartner Peer Insights "Voice of the Customer" ITSM Tools TeamDynamix Reviewer Demographics



TeamDynamix Review Demographics

As of 31 October 2018

4.2 ★★★★½ (13)

5 Stars	31%
4 Stars	54%
3 Stars	15%
2 Stars	0%
1 Stars	0%

Reviewers by Company Size	n=13
10B + USD	0%
1B - 10B USD	0%
50M - 1B USD	23%
<50M USD	23%
Gov't/PS/Ed	54%

Reviewers by Industry	n=13
Higher Ed	92%
IT Services	8%
-	0%
-	0%
Other	0%

Reviewers Deployment by Region	n=13
North America	100%
Europe, Middle East and Africa	0%
Asia/Pacific	0%
Latin America	0%

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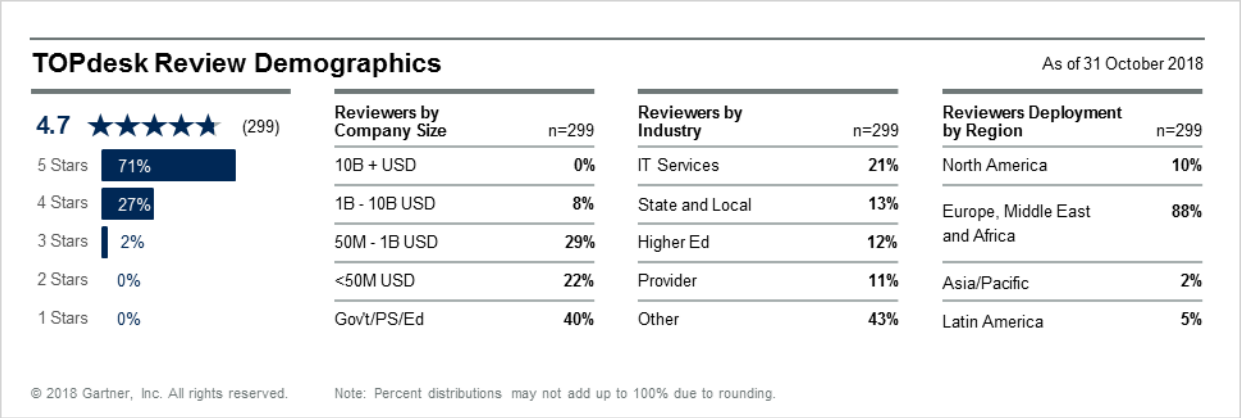
Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for TeamDynamix.

Figure 30. Gartner Peer Insights "Voice of the Customer" ITSM Tools TOPdesk Reviewer Demographics



TOPdesk Review Demographics

As of 31 October 2018

4.7 ★★★★★ (299)

5 Stars	71%
4 Stars	27%
3 Stars	2%
2 Stars	0%
1 Stars	0%

Reviewers by Company Size	n=299
10B + USD	0%
1B - 10B USD	8%
50M - 1B USD	29%
<50M USD	22%
Gov't/PS/Ed	40%

Reviewers by Industry	n=299
IT Services	21%
State and Local	13%
Higher Ed	12%
Provider	11%
Other	43%

Reviewers Deployment by Region	n=299
North America	10%
Europe, Middle East and Africa	88%
Asia/Pacific	2%
Latin America	5%

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Note: Percent distributions may not add up to 100% due to rounding.

Source: Gartner (February 2019)

Read all Peer Insights user reviews for TOPdesk.

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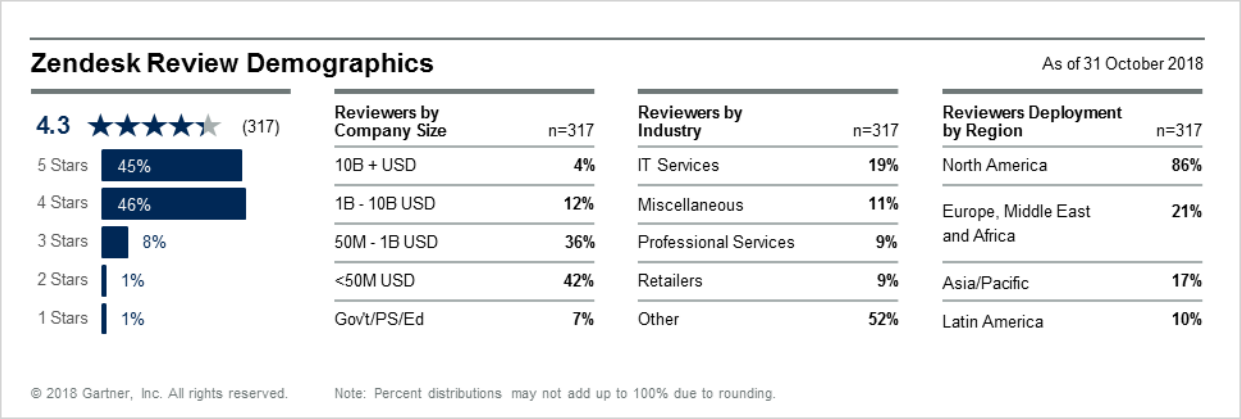
Figure 31. Gartner Peer Insights "Voice of the Customer" ITSM Tools Zendesk Reviewer Demographics



Source: Gartner (February 2019)

Read all Peer Insights user reviews for Zendesk.

Gartner Recommended Reading

Some documents may not be available as part of your current Gartner subscription.

"Magic Quadrant for IT Service Management Tools"

"Critical Capabilities for IT Service Management Tools"

Methodology

The vendors included in the Gartner Peer Insights Customers' Choice distinctions for IT service management tools were announced on 19 November 2018. Reviews submitted between 1 November 2017 and 31 October 2018 were considered for determining Gartner Peer Insights Customers' Choice distinctions. Gartner is committed to transparency regarding the criteria considered in bestowing this distinction; a full description can be found on the Methodology page. The Gartner "Magic Quadrant for IT Service Management Tools" referenced in this report was published on 16 August 2018.

Overall customer rating is the response to the survey question: "Please rate your overall experience with this vendor." Other ratings displayed are responses to:

- "Overall rating of product capabilities"
- "Overall rating of evaluation and contract negotiation with the vendor"
- "Overall rating of integration and deployment"
- "Overall rating of service and support"

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Ratings were taken on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied.” The average ratings within the review may represent multiple versions of a product offering. Reviews for beta products are included in the analysis of this document. Reviews for legacy products (no longer being sold by the vendor) were not included in the analysis in this document.

The 95% confidence range in Figure 3 is calculated using a statistical technique known as bootstrapping. A bootstrap sample is taken from the vendor’s ratings by resampling the same number of ratings with replacement. The process is repeated 50,000 times, and a mean is calculated from each bootstrap sample. The low and high ratings shown in the confidence range are the 2.5 to 97.5 percentile values of the histogram of these bootstrapped means. Assuming the data points collected are representative of the true underlying distribution, this represents the 95% confidence interval.

“Willingness to recommend” is calculated based on the responses to the question “Would you recommend this product to others?” The options include “yes,” “yes, with reservations,” “I don’t know” and “no.” The percentage is calculated as number of “yes” responses divided by total responses for the question. The “other vendors considered” section is based on reviewer responses for the question: “What other vendors did you consider?” The reviewer may select multiple vendors for consideration. The percentage is calculated according to the total number of reviewers who select an alternative vendor divided by the total responses to the question.

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