SoftwareReviews

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RESEARCH GROUP

EMOTIONAL FOOTPRINT REPORT

Managed Detection & Response

APRIL 2024

This report features: Field Effect MDR | Alert Logic MDR | Crowdstrike Falcon Platform | ReliaQuest GreyMatter | eSentire | Kaspersky Managed Detection and Response | Cynet 360 | Red Canary MDR | Netsurion | Sophos Managed Detection and Response | Rapid7 Managed Detection and Response | Pillr

243
REVIEWS

14
PRODUCTS INCLUDED
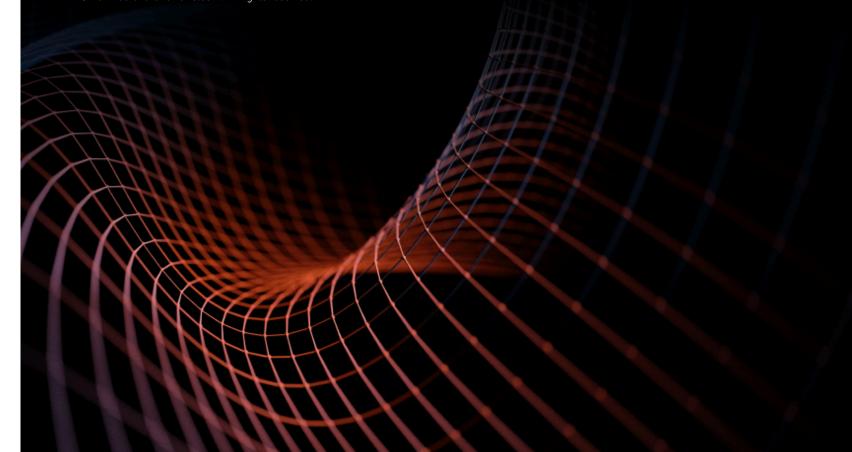
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How to Use the Report

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.

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Software Directory

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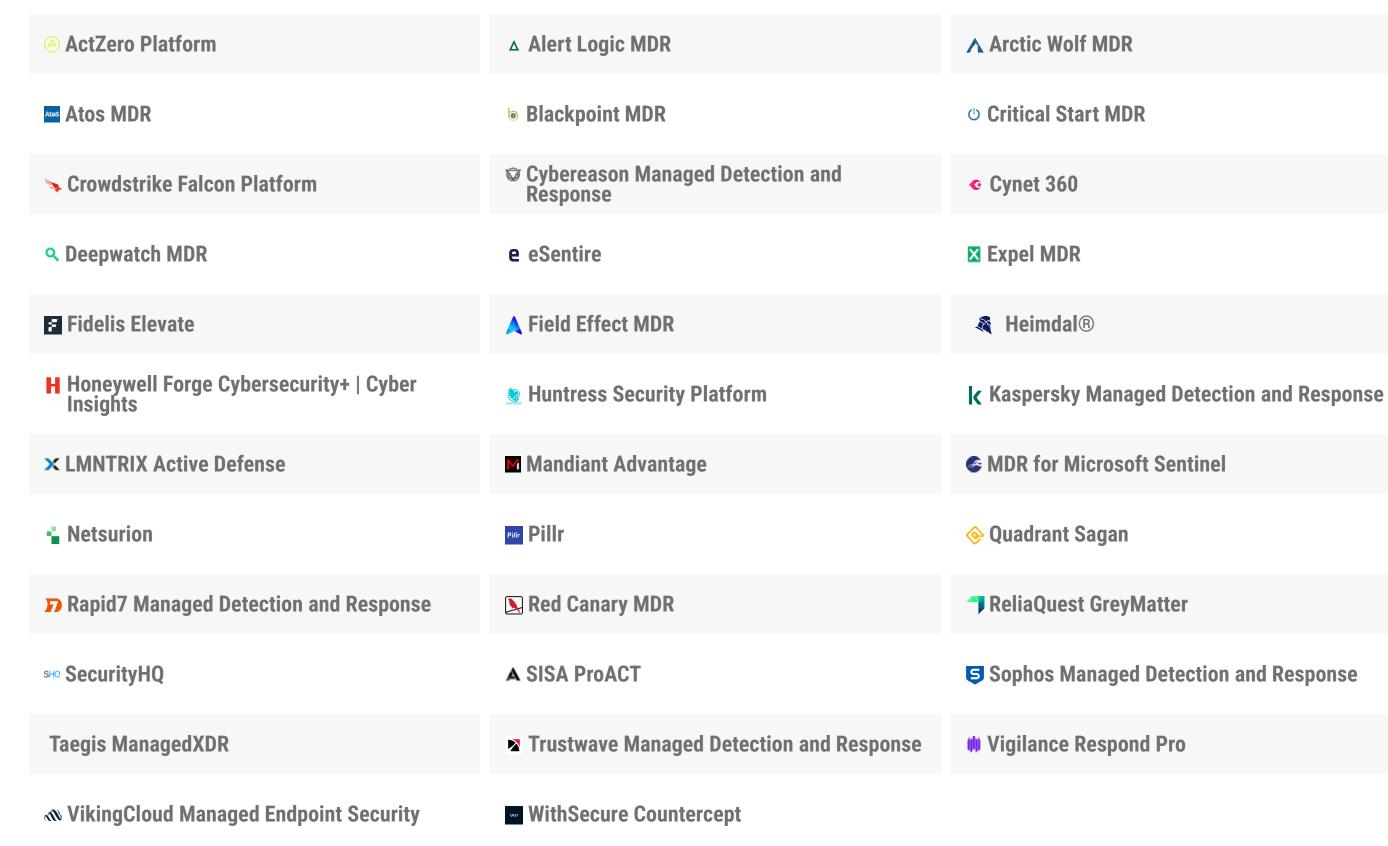
Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this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

ActZero Platform	Alert Logic MDR	Arctic Wolf MDR
Atos MDR	Blackpoint MDR	Critical Start MDR
Crowdstrike Falcon Platform	Cybereason Managed Detection and Response	Cynet 360
Deepwatch MDR	eSentire	Expel MDR
Fidelis Elevate	Field Effect MDR	Heimdal®
Honeywell Forge Cybersecurity+ | Cyber Insights	Huntress Security Platform	Kaspersky Managed Detection and Response
LMNTRIX Active Defense	Mandiant Advantage	MDR for Microsoft Sentinel
Netsurion	Pillr	Quadrant Sagan
Rapid7 Managed Detection and Response	Red Canary MDR	ReliaQuest GreyMatter
SecurityHQ	SISA ProACT	Sophos Managed Detection and Response
Taegis ManagedXDR	Trustwave Managed Detection and Response	Vigilance Respond Pro
VikingCloud Managed Endpoint Security	WithSecure Countercept	

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SOFTWARE REVIEWS

Emotional Footprint Diamond

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.

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 high-level 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: Software product placement is based on the scores provided by users, recency of the reviews, and review volume. Axes are dynamically adjusted based on the minimum and maximum values in the data set.

MANAGED DETECTION & RESPONSE

SoftwareReviews
EMOTIONAL FOOTPRINT
APRIL 2024

Field Effect MDR

Alert Logic MDR

CHAMPIONS

Crowdstrike Falcon Platform

eSentire

ReliaQuest GreyMatter

Kaspersky MDR

Cynet 360

RELATIONSHIP BUILDERS

VALUE PLAYERS

Red Canary MDR

Netsurion

Sophos MDR

CONTENDERS

Rapid7 MDR

Pillr

NET EMOTIONAL FOOTPRINT

VALUE INDEX

> = Outlier   ◯ = Champion

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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 SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE | NEUTRAL | POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

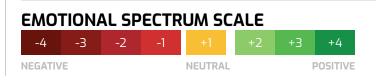| RANK	PRODUCT	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS				STRONGEST NEGATIVE EMOTIONS				NUMBER OF REVIEWS
Champion	Field Effect MDR	9.6	+100	-- NEGATIVE / 100% POSITIVE	95	TRUSTWORTHY	100%	RESPECTFUL	100%					38
Champion	Alert Logic MDR	9.3	+97	1% NEGATIVE / 98% POSITIVE	91	TRANSPARENT	100%	GENEROUS	100%	VENDOR FRIENDLY POLICIES	4%	SELFISH	4%	32
Champion	Crowdstrike Falcon Platform	8.8	+92	2% NEGATIVE / 94% POSITIVE	89	PERFORMANCE ENHANCING	97%	ENABLES PRODUCTIVITY	97%	OVER PROMISED	8%	BUREAUCRATIC	7%	28
Champion	ReliaQuest GreyMatter	8.7	+97	1% NEGATIVE / 98% POSITIVE	93	RELIABLE	100%	INTEGRITY	100%	OVER PROMISED	9%	VENDOR'S INTEREST FIRST	9%	11
Champion	eSentire	8.6	+98	-- NEGATIVE / 98% POSITIVE	89	RELIABLE	100%	OVER DELIVERED	100%					17
Champion	Kaspersky MDR	8.5	+97	-- NEGATIVE / 97% POSITIVE	89	CONTINUALLY IMPROVING	100%	APPRECIATES INCUMBENT STATUS	100%					10
7	Cynet 360	8.4	+96	-- NEGATIVE / 96% POSITIVE	88	UNIQUE FEATURES	100%	RESPECTFUL	100%					14
8	Red Canary MDR	8.1	+90	1% NEGATIVE / 91% POSITIVE	86	TRUSTWORTHY	100%	INTEGRITY	100%	PERFORMANCE RESTRICTING	8%	GREEDY	8%	15
9	Netsurion	7.8	+84	2% NEGATIVE / 86% POSITIVE	86	RESPECTFUL	100%	FAIR	94%	BUREAUCRATIC	12%	STAGNANT	7%	16
10	Sophos MDR	7.6	+84	4% NEGATIVE / 88% POSITIVE	78	EFFECTIVE	100%	TRUSTWORTHY	100%	OVER PROMISED	11%	VENDOR FRIENDLY POLICIES	11%	19

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 SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

RANK	PRODUCT	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS				STRONGEST NEGATIVE EMOTIONS				NUMBER OF REVIEWS
11	Rapid7 MDR	7.4	+80	2% NEGATIVE — 82% POSITIVE	78	RESPECTFUL	100%	CLIENT FRIENDLY POLICIES	100%	VENDOR'S INTEREST FIRST	8%	GREEDY	8%	15
12	Pillr	7.3	+74	2% NEGATIVE — 76% POSITIVE	83	RESPECTFUL	92%	SECURITY PROTECTS	85%	OVER PROMISED	23%	CHARGES FOR PRODUCT ENHANCEMENTS	8%	14
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS														
--	Huntress Security Platform	8.3	+97	-- NEGATIVE — 97% POSITIVE	91	INTEGRITY	100%	CARING	100%					5
--	Arctic Wolf MDR	8.2	+98	-- NEGATIVE — 98% POSITIVE	88	EFFICIENT	100%	EFFECTIVE	100%					9

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Emotional Footprint Details

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.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

CATEGORY

Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Disrespectful vs. Respectful

#	Vendor	Score		Reviews
1	Field Effect MDR	+100 😃	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100 😃	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100 😃	DISTRIBUTION — — 100%	11 REVIEWS
4	Netsurion	+100 😃	DISTRIBUTION — — 100%	16 REVIEWS
5	Alert Logic MDR	+100 😃	DISTRIBUTION — — 100%	32 REVIEWS
6	Cynet 360	+100 😃	DISTRIBUTION — — 100%	14 REVIEWS
7	Rapid7 MDR	+100 😃	DISTRIBUTION — — 100%	15 REVIEWS
8	Sophos MDR	+95 😃	DISTRIBUTION — 5% 95%	19 REVIEWS
9	eSentire	+94 😃	DISTRIBUTION — 6% 94%	17 REVIEWS
10	Red Canary MDR	+93 😃	DISTRIBUTION — 7% 93%	15 REVIEWS
11	Pillr	+92 😃	DISTRIBUTION — 8% 92%	14 REVIEWS
12	Crowdstrike Falcon Platform	+90 😃	DISTRIBUTION 3% 3% 93%	28 REVIEWS

CATEGORY AVERAGE	+97 😃	DISTRIBUTION 0% 2% 97%		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

-	Arctic Wolf MDR	+100 😃	DISTRIBUTION — — 100%	9 REVIEWS
-	Huntress Security Platform	+100 😃	DISTRIBUTION — — 100%	5 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Bureaucratic vs. Efficient

#	Product	Score		Reviews
1	Field Effect MDR	+100	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	DISTRIBUTION — — 100%	11 REVIEWS
4	Cynet 360	+100	DISTRIBUTION — — 100%	14 REVIEWS
5	Red Canary MDR	+100	DISTRIBUTION — — 100%	15 REVIEWS
6	eSentire	+94	DISTRIBUTION — 6% 94%	17 REVIEWS
7	Alert Logic MDR	+91	DISTRIBUTION 3% 3% 94%	32 REVIEWS
8	Sophos MDR	+90	DISTRIBUTION — 10% 90%	19 REVIEWS
9	Crowdstrike Falcon Platform	+86	DISTRIBUTION 7% — 93%	28 REVIEWS
10	Pillr	+84	DISTRIBUTION — 16% 84%	14 REVIEWS
11	Rapid7 MDR	+80	DISTRIBUTION — 20% 80%	15 REVIEWS
12	Netsurion	+76	DISTRIBUTION 12% — 88%	16 REVIEWS

CATEGORY AVERAGE	+92	DISTRIBUTION 2% 4% 94%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

-	Arctic Wolf MDR	+100	DISTRIBUTION — — 100%	9 REVIEWS
-	Huntress Security Platform	+100	DISTRIBUTION — — 100%	5 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

Neglectful vs. Caring

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😀	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	😀	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	😀	DISTRIBUTION — — 100%	11 REVIEWS
4	Alert Logic MDR	+100	😀	DISTRIBUTION — — 100%	32 REVIEWS
5	eSentire	+94	😀	DISTRIBUTION — 6% 94%	17 REVIEWS
6	Cynet 360	+93	😀	DISTRIBUTION — 7% 93%	14 REVIEWS
7	Netsurion	+88	😀	DISTRIBUTION — 12% 88%	16 REVIEWS
8	Red Canary MDR	+86	😀	DISTRIBUTION — 14% 86%	15 REVIEWS
9	Rapid7 MDR	+86	😀	DISTRIBUTION — 14% 86%	15 REVIEWS
10	Crowdstrike Falcon Platform	+82	😀	DISTRIBUTION 7% 4% 89%	28 REVIEWS
11	Pillr	+77	😊	DISTRIBUTION — 23% 77%	14 REVIEWS
12	Sophos MDR	+75	😊	DISTRIBUTION 10% 5% 85%	19 REVIEWS

CATEGORY AVERAGE	+90	😀	DISTRIBUTION 2% 6% 92%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😀 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😀 | DISTRIBUTION — — 100% | 5 REVIEWS |

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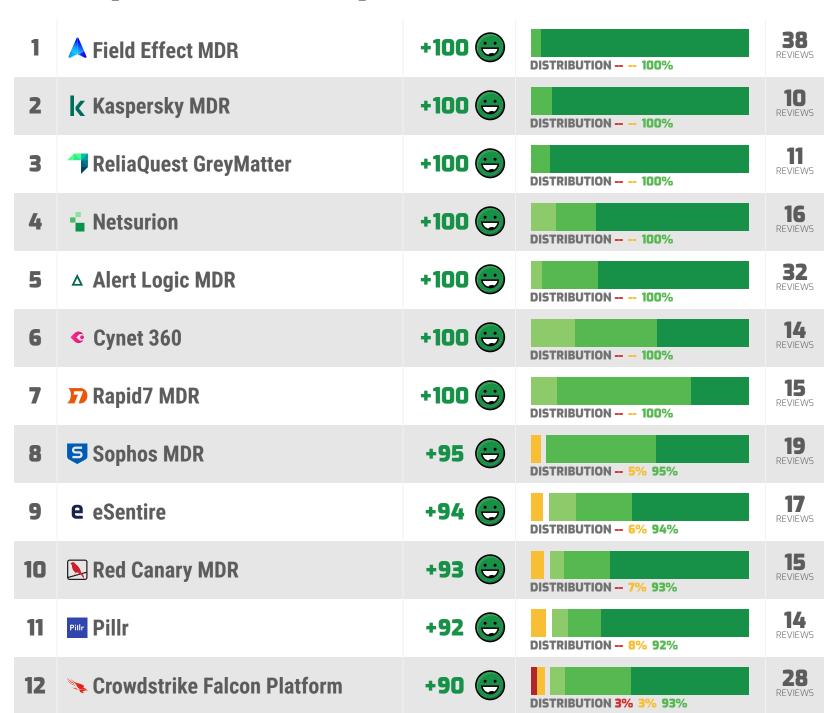
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Frustrating vs. Effective

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😃	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	😃	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	😃	DISTRIBUTION — — 100%	11 REVIEWS
4	eSentire	+100	😃	DISTRIBUTION — — 100%	17 REVIEWS
5	Alert Logic MDR	+100	😃	DISTRIBUTION — — 100%	32 REVIEWS
6	Sophos MDR	+100	😃	DISTRIBUTION — — 100%	19 REVIEWS
7	Crowdstrike Falcon Platform	+93	😃	DISTRIBUTION — 7% 93%	28 REVIEWS
8	Cynet 360	+93	😃	DISTRIBUTION — 7% 93%	14 REVIEWS
9	Red Canary MDR	+93	😃	DISTRIBUTION — 7% 93%	15 REVIEWS
10	Rapid7 MDR	+86	😃	DISTRIBUTION — 14% 86%	15 REVIEWS
11	Pillr	+77	😊	DISTRIBUTION — 23% 77%	14 REVIEWS
12	Netsurion	+76	😊	DISTRIBUTION — 24% 76%	16 REVIEWS

	Score		Distribution	Reviews
CATEGORY AVERAGE	+94	😃	DISTRIBUTION — 6% 94%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

-	Arctic Wolf MDR	+100	😃	DISTRIBUTION — — 100%	9 REVIEWS
-	Huntress Security Platform	+100	😃	DISTRIBUTION — — 100%	5 REVIEWS

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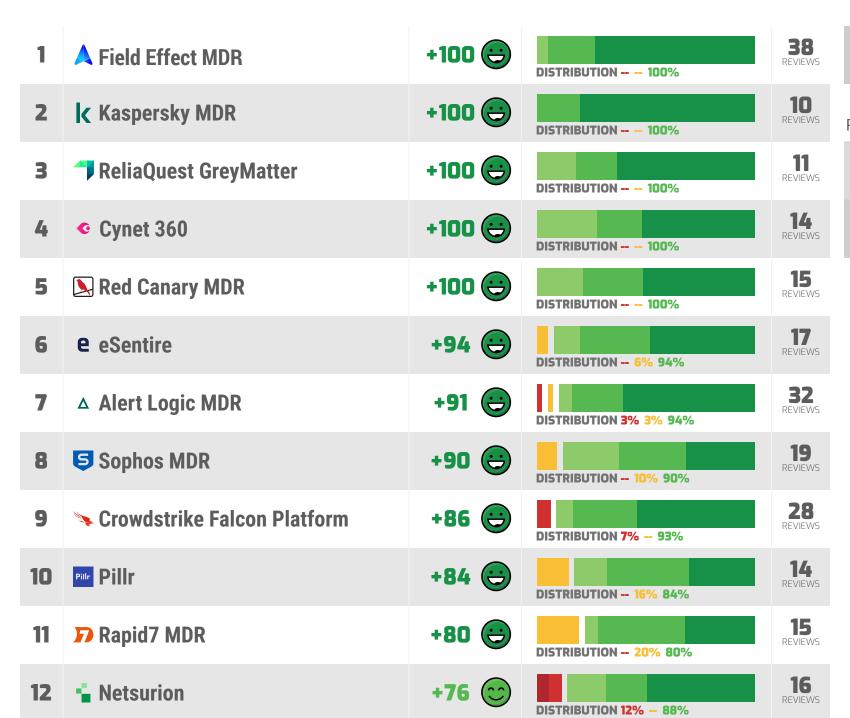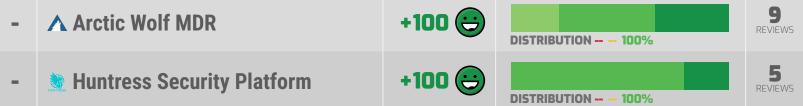
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Wastes Time vs. Saves Time

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😃	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	😃	DISTRIBUTION — — 100%	10 REVIEWS
3	eSentire	+100	😃	DISTRIBUTION — — 100%	17 REVIEWS
4	Red Canary MDR	+100	😃	DISTRIBUTION — — 100%	15 REVIEWS
5	Alert Logic MDR	+96	😃	DISTRIBUTION — 4% 96%	32 REVIEWS
6	Crowdstrike Falcon Platform	+93	😃	DISTRIBUTION — 7% 93%	28 REVIEWS
7	Cynet 360	+93	😃	DISTRIBUTION — 7% 93%	14 REVIEWS
8	ReliaQuest GreyMatter	+91	😃	DISTRIBUTION — 9% 91%	11 REVIEWS
9	Sophos MDR	+90	😃	DISTRIBUTION — 10% 90%	19 REVIEWS
10	Rapid7 MDR	+86	😃	DISTRIBUTION — 14% 86%	15 REVIEWS
11	Pillr	+85	😃	DISTRIBUTION — 15% 85%	14 REVIEWS
12	Netsurion	+76	😊	DISTRIBUTION 6% 12% 82%	16 REVIEWS

CATEGORY AVERAGE	+94	😃	DISTRIBUTION 0% 6% 94%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +89 | 😃 | DISTRIBUTION — 11% 89% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😃 | DISTRIBUTION — — 100% | 5 REVIEWS |

Emotional Footprint Details

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.
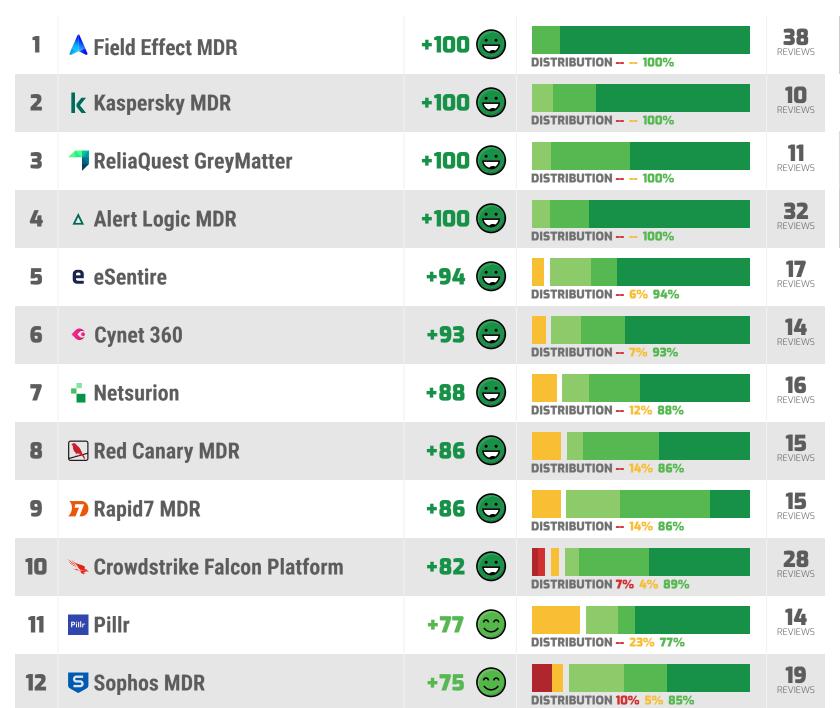
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

%   -   %   =   **EMOTIONAL FOOTPRINT**
POSITIVE   NEGATIVE

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

Emotional Footprint Details

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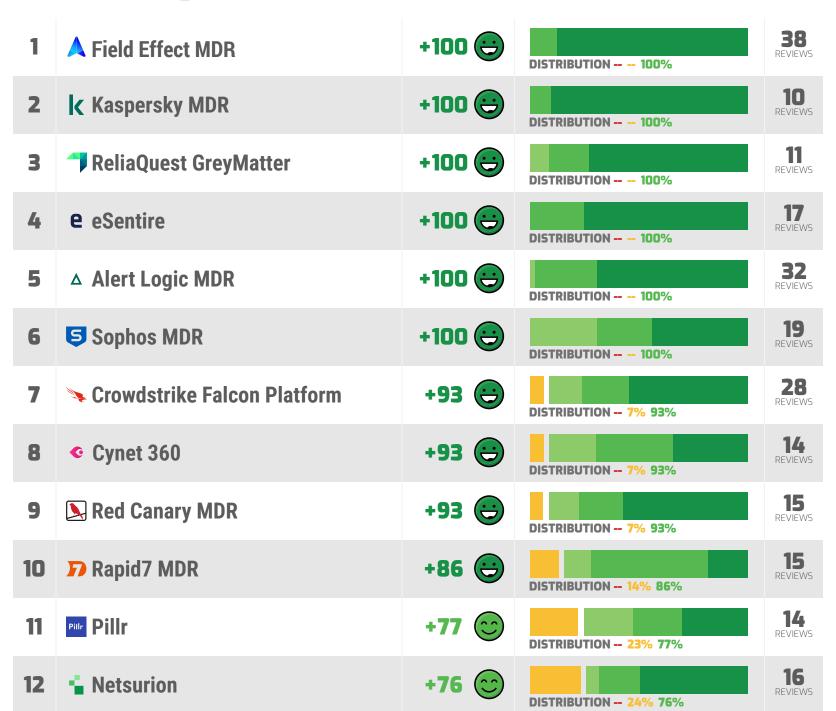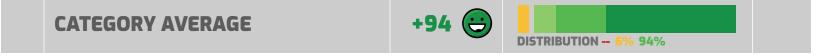
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Lack Of Integrity vs. Integrity

#	Vendor	Score		Reviews
1	Field Effect MDR	+100	DISTRIBUTION -- -- 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION -- -- 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	DISTRIBUTION -- -- 100%	11 REVIEWS
4	eSentire	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
5	Red Canary MDR	+100	DISTRIBUTION -- -- 100%	15 REVIEWS
6	Alert Logic MDR	+96	DISTRIBUTION -- 4% 96%	32 REVIEWS
7	Crowdstrike Falcon Platform	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
8	Sophos MDR	+89	DISTRIBUTION -- 11% 89%	19 REVIEWS
9	Netsurion	+88	DISTRIBUTION -- 12% 88%	16 REVIEWS
10	Rapid7 MDR	+86	DISTRIBUTION -- 14% 86%	15 REVIEWS
11	Pillr	+84	DISTRIBUTION -- 16% 84%	14 REVIEWS
12	Cynet 360	+79	DISTRIBUTION -- 21% 79%	14 REVIEWS

	Score		
CATEGORY AVERAGE	+93	DISTRIBUTION -- 7% 93%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +89 | DISTRIBUTION -- 11% 89% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | DISTRIBUTION -- -- 100% | 5 REVIEWS |

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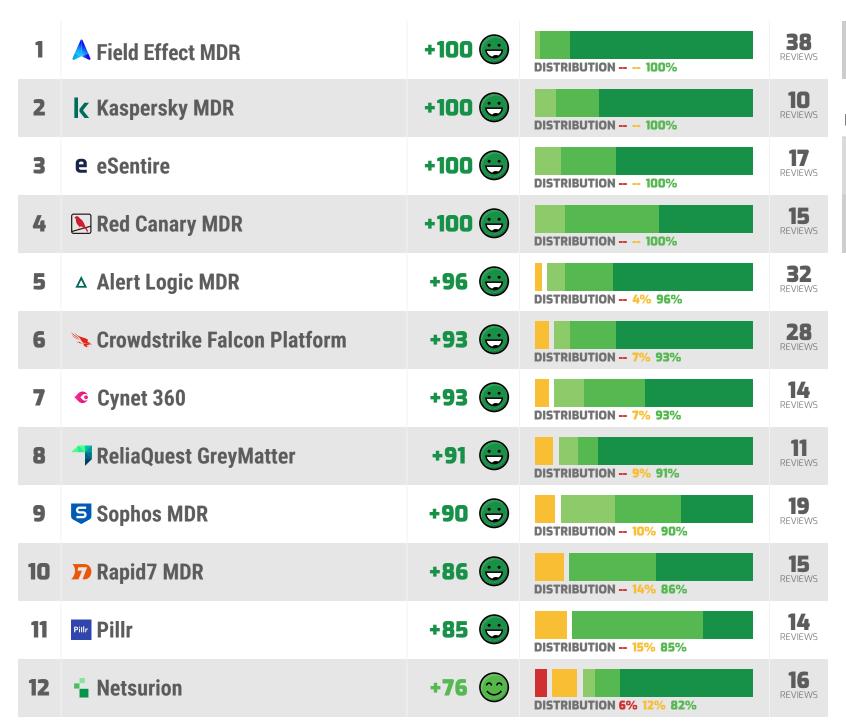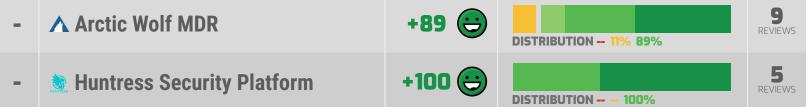
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Vendor Friendly Policies vs. Client Friendly Policies

#	Vendor	Score		Reviews
1	Field Effect MDR	+100 😃	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100 😃	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100 😃	DISTRIBUTION — — 100%	11 REVIEWS
4	eSentire	+100 😃	DISTRIBUTION — — 100%	17 REVIEWS
5	Cynet 360	+100 😃	DISTRIBUTION — — 100%	14 REVIEWS
6	Rapid7 MDR	+100 😃	DISTRIBUTION — — 100%	15 REVIEWS
7	Crowdstrike Falcon Platform	+94 😃	DISTRIBUTION 3% — 97%	28 REVIEWS
8	Netsurion	+94 😃	DISTRIBUTION — 6% 94%	16 REVIEWS
9	Alert Logic MDR	+92 😃	DISTRIBUTION 4% — 96%	32 REVIEWS
10	Red Canary MDR	+86 😃	DISTRIBUTION — 14% 86%	15 REVIEWS
11	Pillr	+69 😊	DISTRIBUTION — 31% 69%	14 REVIEWS
12	Sophos MDR	+68 😊	DISTRIBUTION 11% 11% 79%	19 REVIEWS

CATEGORY AVERAGE	+92 😃	DISTRIBUTION 2% 4% 94%		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 😃 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 😃 | DISTRIBUTION — — 100% | 5 REVIEWS |

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Emotional Footprint Details

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.
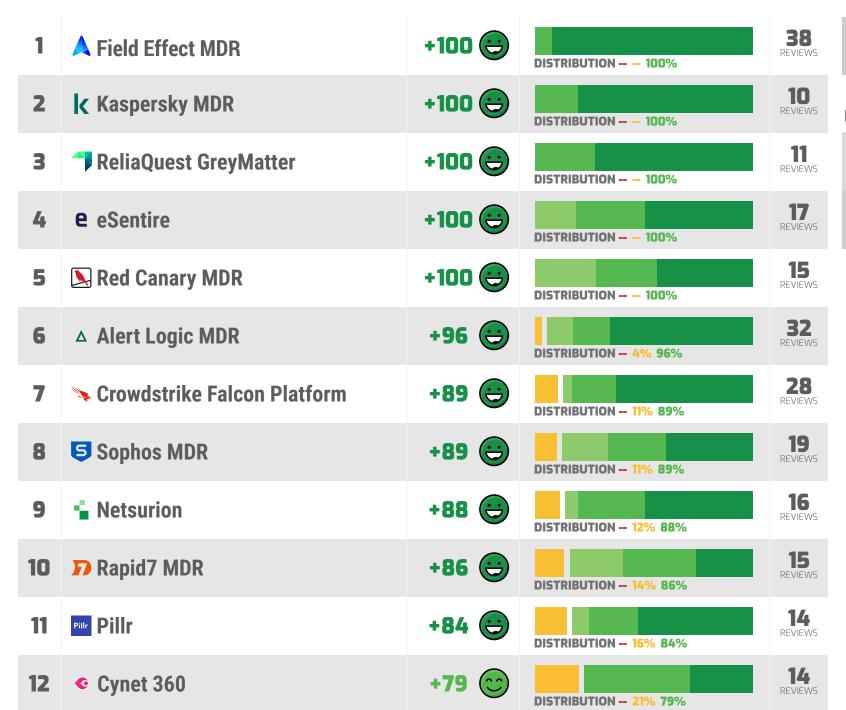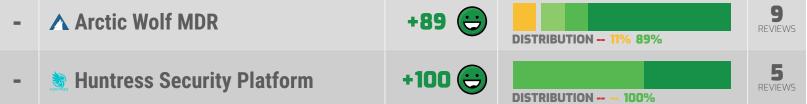
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Selfish vs. Altruistic

#	Product	Score		Distribution	Reviews
1	Kaspersky MDR	+100	😃	DISTRIBUTION — — 100%	10 REVIEWS
2	ReliaQuest GreyMatter	+100	😃	DISTRIBUTION — — 100%	11 REVIEWS
3	Cynet 360	+100	😃	DISTRIBUTION — — 100%	14 REVIEWS
4	Field Effect MDR	+97	😃	DISTRIBUTION — 3% 97%	38 REVIEWS
5	Sophos MDR	+95	😃	DISTRIBUTION — 5% 95%	19 REVIEWS
6	Crowdstrike Falcon Platform	+94	😃	DISTRIBUTION 3% — 97%	28 REVIEWS
7	eSentire	+94	😃	DISTRIBUTION — 6% 94%	17 REVIEWS
8	Alert Logic MDR	+92	😃	DISTRIBUTION 4% — 96%	32 REVIEWS
9	Netsurion	+88	😃	DISTRIBUTION — 12% 88%	16 REVIEWS
10	Red Canary MDR	+86	😃	DISTRIBUTION — 14% 86%	15 REVIEWS
11	Rapid7 MDR	+86	😃	DISTRIBUTION — 14% 86%	15 REVIEWS
12	Pillr	+77	😊	DISTRIBUTION — 23% 77%	14 REVIEWS

	Score		Distribution	Reviews
CATEGORY AVERAGE	+93	😃	DISTRIBUTION 1% 6% 94%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😃 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😃 | DISTRIBUTION — — 100% | 5 REVIEWS |

Emotional Footprint Details

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.
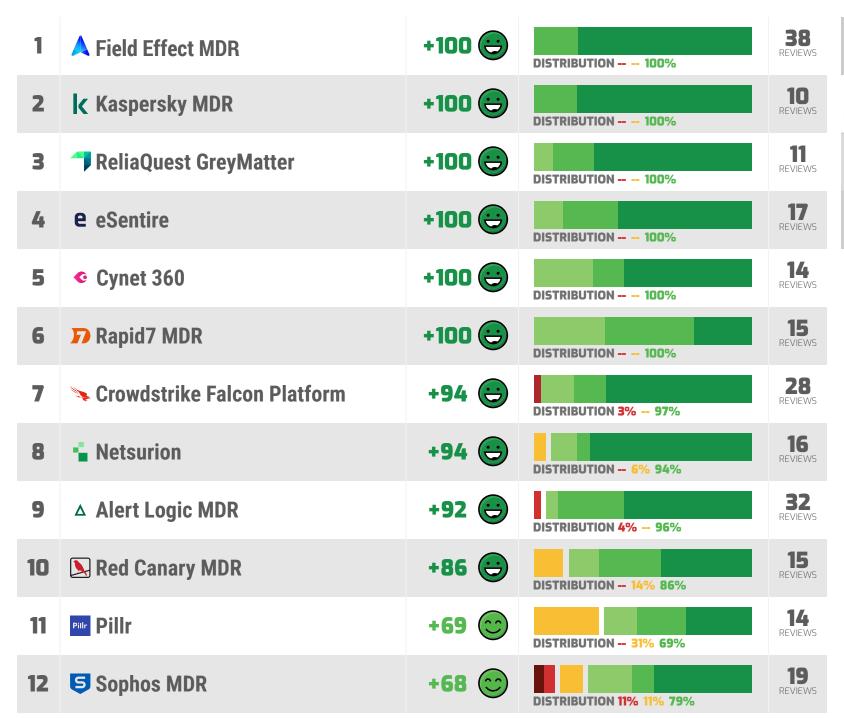
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - % NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Big Fat Liars vs. Trustworthy

#	Vendor	Score		Reviews
1	Field Effect MDR	+100	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	DISTRIBUTION — — 100%	11 REVIEWS
4	Alert Logic MDR	+100	DISTRIBUTION — — 100%	32 REVIEWS
5	Cynet 360	+100	DISTRIBUTION — — 100%	14 REVIEWS
6	Red Canary MDR	+100	DISTRIBUTION — — 100%	15 REVIEWS
7	Sophos MDR	+100	DISTRIBUTION — — 100%	19 REVIEWS
8	eSentire	+94	DISTRIBUTION — 6% 94%	17 REVIEWS
9	Netsurion	+94	DISTRIBUTION — 6% 94%	16 REVIEWS
10	Crowdstrike Falcon Platform	+92	DISTRIBUTION — 8% 92%	28 REVIEWS
11	Rapid7 MDR	+86	DISTRIBUTION — 14% 86%	15 REVIEWS
12	Pillr	+77	DISTRIBUTION — 23% 77%	14 REVIEWS

	CATEGORY AVERAGE	+96	DISTRIBUTION — 4% 96%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | DISTRIBUTION — — 100% | 5 REVIEWS |

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Emotional Footprint Details

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.
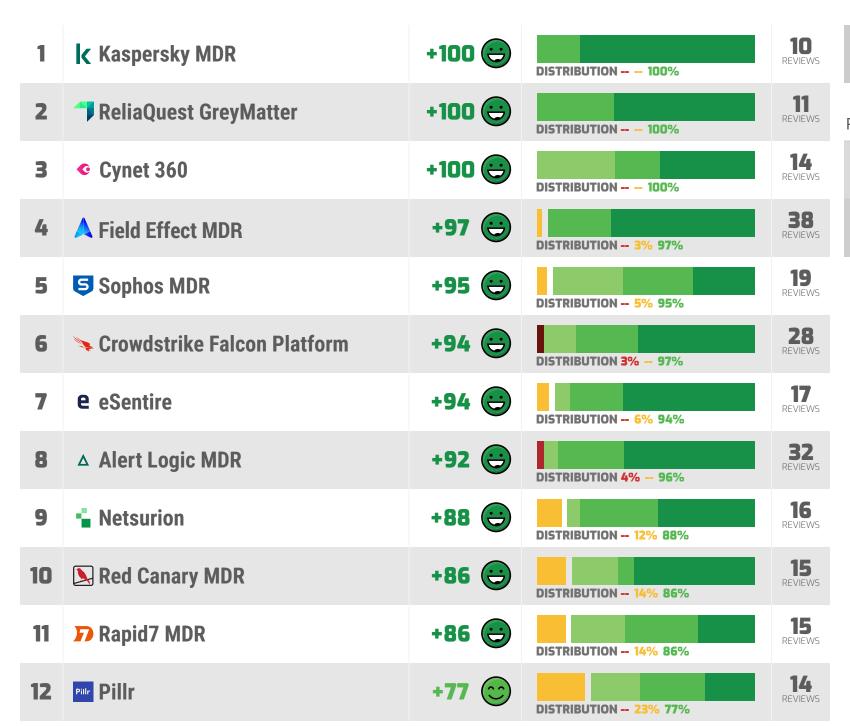
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Unfair vs. Fair

#	Vendor	Score	Distribution	Reviews
1	Field Effect MDR	+100	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	DISTRIBUTION — — 100%	11 REVIEWS
4	Crowdstrike Falcon Platform	+97	DISTRIBUTION — 3% 97%	28 REVIEWS
5	Alert Logic MDR	+96	DISTRIBUTION — 4% 96%	32 REVIEWS
6	eSentire	+94	DISTRIBUTION — 6% 94%	17 REVIEWS
7	Netsurion	+94	DISTRIBUTION — 6% 94%	16 REVIEWS
8	Cynet 360	+93	DISTRIBUTION — 7% 93%	14 REVIEWS
9	Red Canary MDR	+92	DISTRIBUTION — 8% 92%	15 REVIEWS
10	Sophos MDR	+90	DISTRIBUTION 5% — 95%	19 REVIEWS
11	Pillr	+84	DISTRIBUTION — 16% 84%	14 REVIEWS
12	Rapid7 MDR	+80	DISTRIBUTION — 20% 80%	15 REVIEWS

CATEGORY AVERAGE	+95	DISTRIBUTION 0% 5% 95%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

-	Arctic Wolf MDR	+100	DISTRIBUTION — — 100%	9 REVIEWS
-	Huntress Security Platform	+100	DISTRIBUTION — — 100%	5 REVIEWS

Emotional Footprint Details

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.
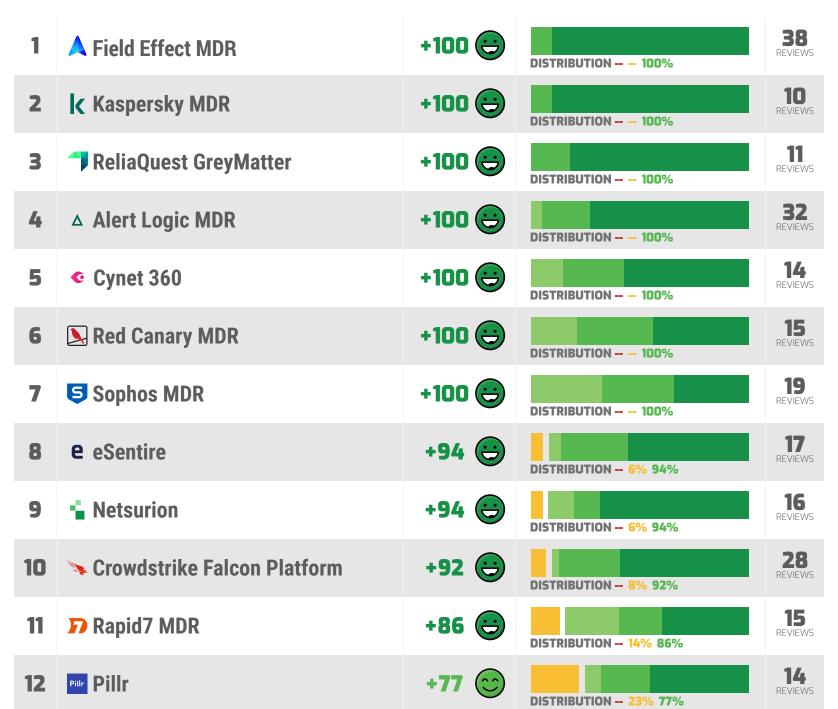
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY

Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

Emotional Footprint Details

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.
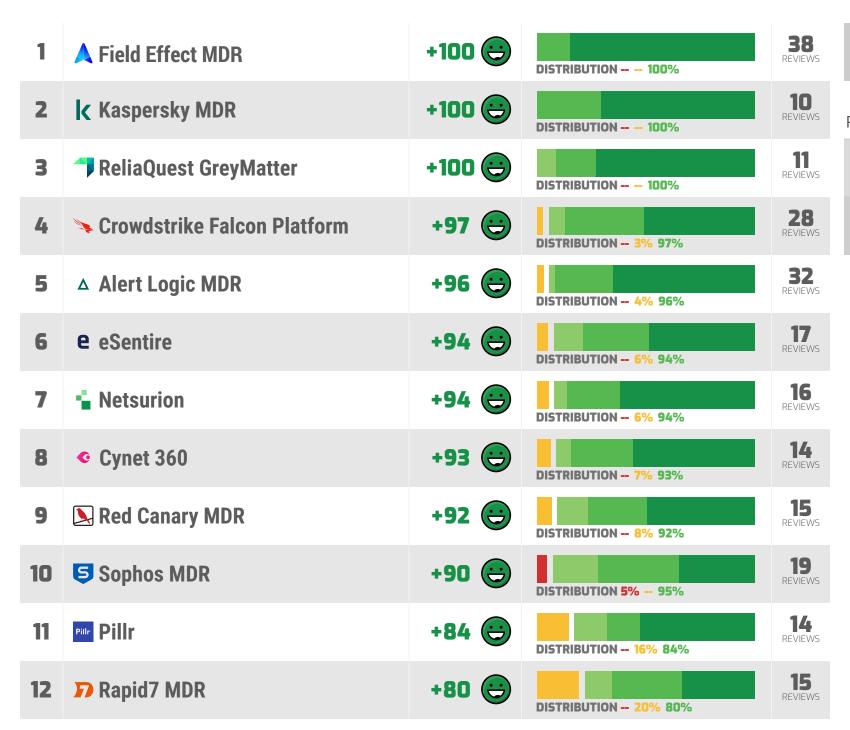
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

%POSITIVE − %NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Greedy vs. Generous

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😀	DISTRIBUTION — — 100%	38 REVIEWS
2	eSentire	+100	😀	DISTRIBUTION — — 100%	17 REVIEWS
3	Alert Logic MDR	+100	😀	DISTRIBUTION — — 100%	32 REVIEWS
4	Cynet 360	+100	😀	DISTRIBUTION — — 100%	14 REVIEWS
5	Sophos MDR	+94	😀	DISTRIBUTION — 6% 94%	19 REVIEWS
6	Netsurion	+93	😀	DISTRIBUTION — 7% 93%	16 REVIEWS
7	ReliaQuest GreyMatter	+91	😀	DISTRIBUTION — 9% 91%	11 REVIEWS
8	Kaspersky MDR	+90	😀	DISTRIBUTION — 10% 90%	10 REVIEWS
9	Crowdstrike Falcon Platform	+88	😀	DISTRIBUTION — 12% 88%	28 REVIEWS
10	Rapid7 MDR	+72	😊	DISTRIBUTION 8% 13% 80%	15 REVIEWS
11	Red Canary MDR	+70	😊	DISTRIBUTION 8% 14% 78%	15 REVIEWS
12	Pillr	+69	😊	DISTRIBUTION 8% 16% 77%	14 REVIEWS

CATEGORY AVERAGE		+90	😀	DISTRIBUTION 2% 6% 92%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😀 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +60 | 😊 | DISTRIBUTION — 40% 60% | 5 REVIEWS |

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Emotional Footprint Details

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.
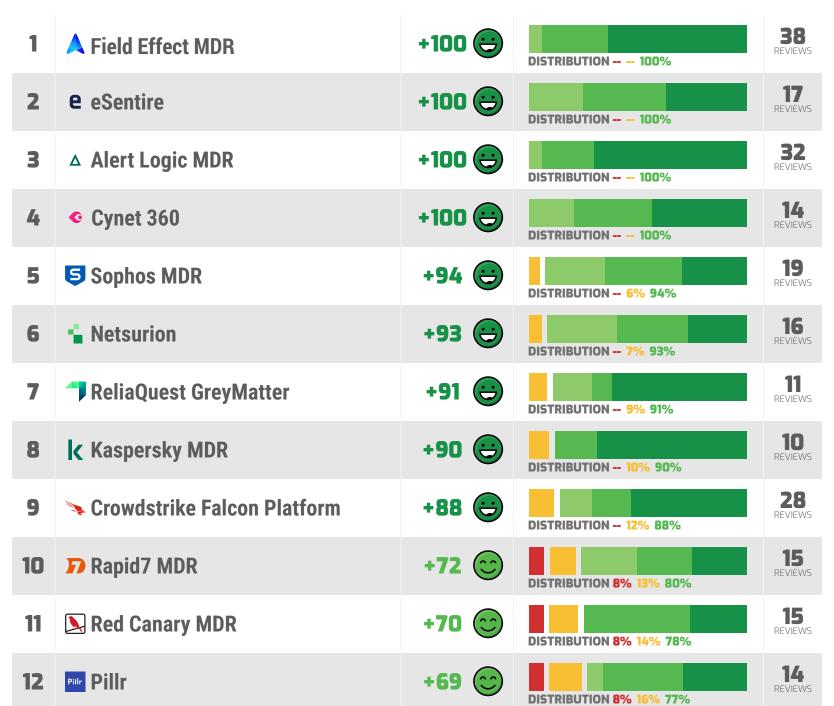
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Deceptive vs. Transparent

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😃	DISTRIBUTION -- -- 100%	38 REVIEWS
2	Kaspersky MDR	+100	😃	DISTRIBUTION -- -- 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	😃	DISTRIBUTION -- -- 100%	11 REVIEWS
4	Alert Logic MDR	+100	😃	DISTRIBUTION -- -- 100%	32 REVIEWS
5	eSentire	+94	😃	DISTRIBUTION -- 6% 94%	17 REVIEWS
6	Netsurion	+94	😃	DISTRIBUTION -- 6% 94%	16 REVIEWS
7	Cynet 360	+93	😃	DISTRIBUTION -- 7% 93%	14 REVIEWS
8	Crowdstrike Falcon Platform	+92	😃	DISTRIBUTION 4% -- 96%	28 REVIEWS
9	Red Canary MDR	+78	😊	DISTRIBUTION -- 22% 78%	15 REVIEWS
10	Rapid7 MDR	+78	😊	DISTRIBUTION 8% 6% 86%	15 REVIEWS
11	Sophos MDR	+77	😊	DISTRIBUTION 6% 11% 83%	19 REVIEWS
12	Pillr	+69	😊	DISTRIBUTION -- 31% 69%	14 REVIEWS

	CATEGORY AVERAGE	+92	😃	DISTRIBUTION 1% 6% 93%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😃 | DISTRIBUTION -- -- 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😃 | DISTRIBUTION -- -- 100% | 5 REVIEWS |

Emotional Footprint Details

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.
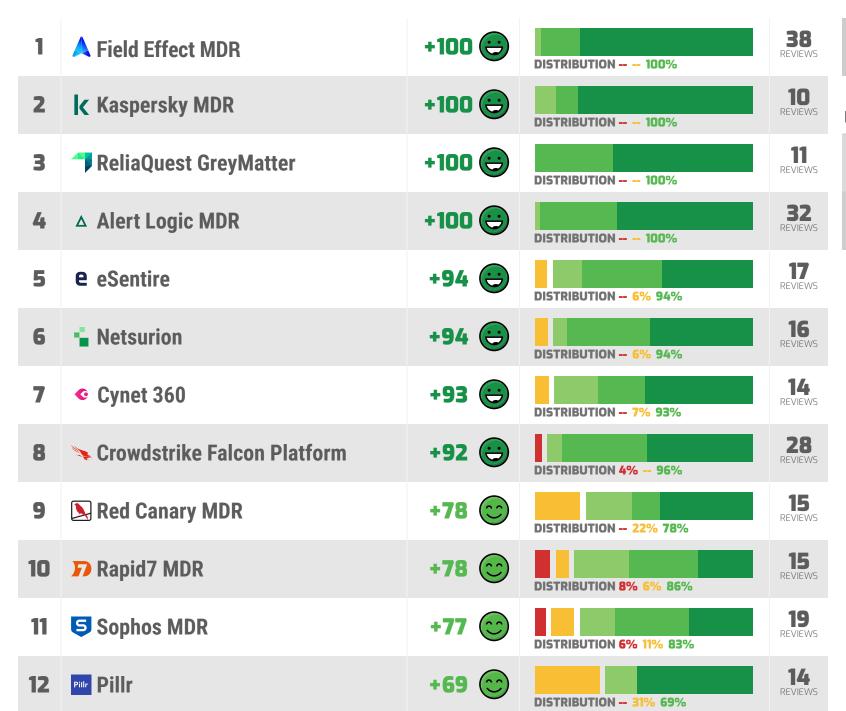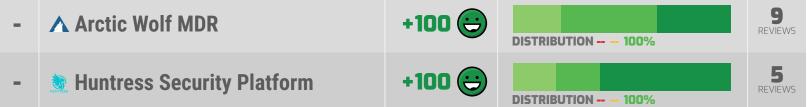
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Over Promised vs. Over Delivered

#	Vendor	Score		Reviews
1	e eSentire	+100 😁	DISTRIBUTION -- -- 100%	17 REVIEWS
2	Field Effect MDR	+94 😄	DISTRIBUTION -- 6% 94%	38 REVIEWS
3	Alert Logic MDR	+94 😄	DISTRIBUTION 3% -- 97%	32 REVIEWS
4	Cynet 360	+93 😄	DISTRIBUTION -- 7% 93%	14 REVIEWS
5	Kaspersky MDR	+90 😄	DISTRIBUTION -- 10% 90%	10 REVIEWS
6	Crowdstrike Falcon Platform	+80 😄	DISTRIBUTION 8% 4% 88%	28 REVIEWS
7	Red Canary MDR	+78 😊	DISTRIBUTION -- 22% 78%	15 REVIEWS
8	ReliaQuest GreyMatter	+73 😊	DISTRIBUTION 9% 9% 82%	11 REVIEWS
9	Rapid7 MDR	+71 😊	DISTRIBUTION 7% 15% 78%	15 REVIEWS
10	Sophos MDR	+61 😊	DISTRIBUTION 11% 17% 72%	19 REVIEWS
11	Netsurion	+55 😐	DISTRIBUTION 6% 33% 61%	16 REVIEWS
12	Pillr	+38 😥	DISTRIBUTION 23% 16% 61%	14 REVIEWS

CATEGORY AVERAGE	+80 😄	DISTRIBUTION 5% 10% 85%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

-	Arctic Wolf MDR	+89 😄	DISTRIBUTION -- 11% 89%	9 REVIEWS
-	Huntress Security Platform	+100 😄	DISTRIBUTION -- -- 100%	5 REVIEWS

Emotional Footprint Details

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.
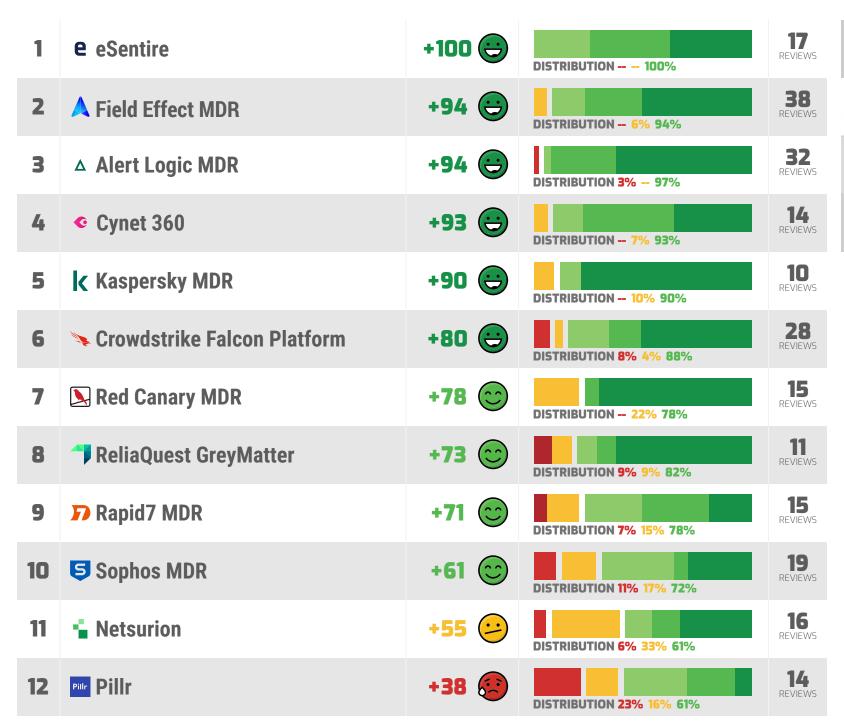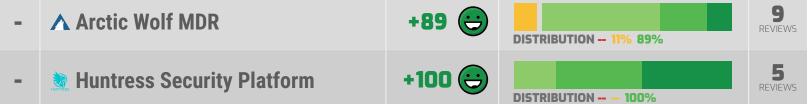
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

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

Rank	Vendor	Score		Reviews
1	Field Effect MDR	+100	DISTRIBUTION -- -- 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION -- -- 100%	10 REVIEWS
3	eSentire	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
4	Cynet 360	+100	DISTRIBUTION -- -- 100%	14 REVIEWS
5	Alert Logic MDR	+97	DISTRIBUTION -- 3% 97%	32 REVIEWS
6	Crowdstrike Falcon Platform	+88	DISTRIBUTION 4% 4% 92%	28 REVIEWS
7	Netsurion	+87	DISTRIBUTION -- 13% 87%	16 REVIEWS
8	Red Canary MDR	+85	DISTRIBUTION -- 15% 85%	15 REVIEWS
9	ReliaQuest GreyMatter	+82	DISTRIBUTION 9% -- 91%	11 REVIEWS
10	Sophos MDR	+77	DISTRIBUTION 6% 11% 83%	19 REVIEWS
11	Rapid7 MDR	+70	DISTRIBUTION 8% 13% 78%	15 REVIEWS
12	Pillr	+61	DISTRIBUTION 8% 23% 69%	14 REVIEWS

CATEGORY AVERAGE	+90	DISTRIBUTION 2% 6% 92%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

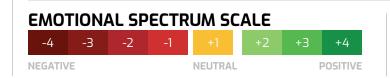| - | Arctic Wolf MDR | +89 | DISTRIBUTION -- 11% 89% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | DISTRIBUTION -- -- 100% | 5 REVIEWS |

Emotional Footprint Details

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.
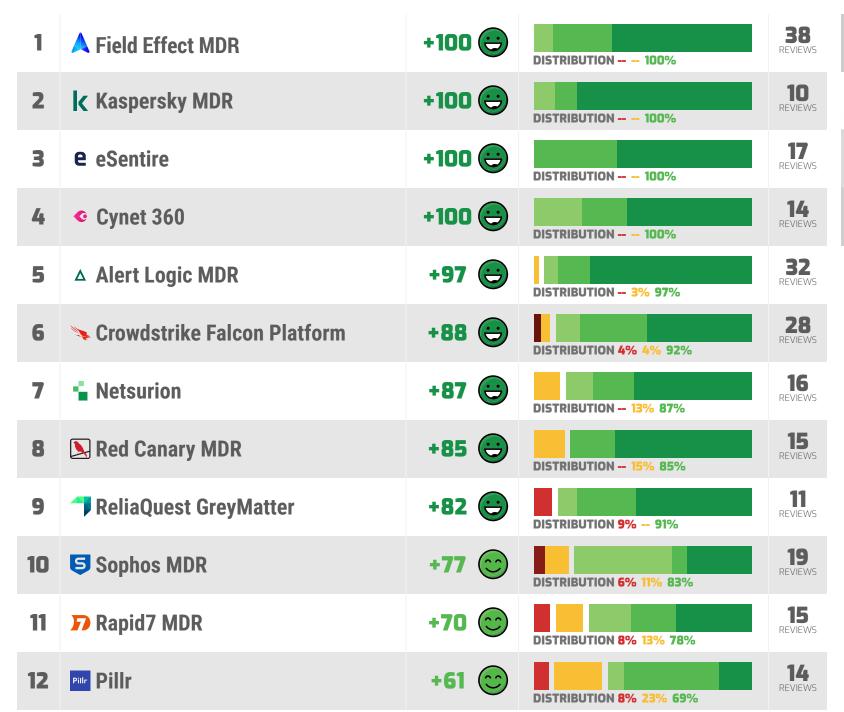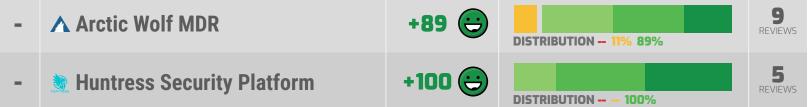
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 +20 to +39 +40 to +59 +60 to +79 +80 to +100

Hardball Tactics vs. Friendly Negotiation

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	☺	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	☺	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	☺	DISTRIBUTION — — 100%	11 REVIEWS
4	Alert Logic MDR	+100	☺	DISTRIBUTION — — 100%	32 REVIEWS
5	eSentire	+93	☺	DISTRIBUTION — 7% 93%	17 REVIEWS
6	Cynet 360	+93	☺	DISTRIBUTION — 7% 93%	14 REVIEWS
7	Crowdstrike Falcon Platform	+92	☺	DISTRIBUTION — 8% 92%	28 REVIEWS
8	Netsurion	+87	☺	DISTRIBUTION — 13% 87%	16 REVIEWS
9	Rapid7 MDR	+87	☺	DISTRIBUTION — 13% 87%	15 REVIEWS
10	Red Canary MDR	+86	☺	DISTRIBUTION — 14% 86%	15 REVIEWS
11	Sophos MDR	+83	☺	DISTRIBUTION 6% 6% 89%	19 REVIEWS
12	Pillr	+77	☺	DISTRIBUTION — 23% 77%	14 REVIEWS

CATEGORY AVERAGE	+93	☺	DISTRIBUTION 0% 6% 93%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

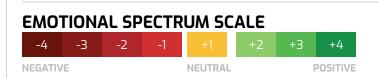| - | Arctic Wolf MDR | +100 | ☺ | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +80 | ☺ | DISTRIBUTION — 20% 80% | 5 REVIEWS |

Emotional Footprint Details

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.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY

Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

Emotional Footprint Details

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.
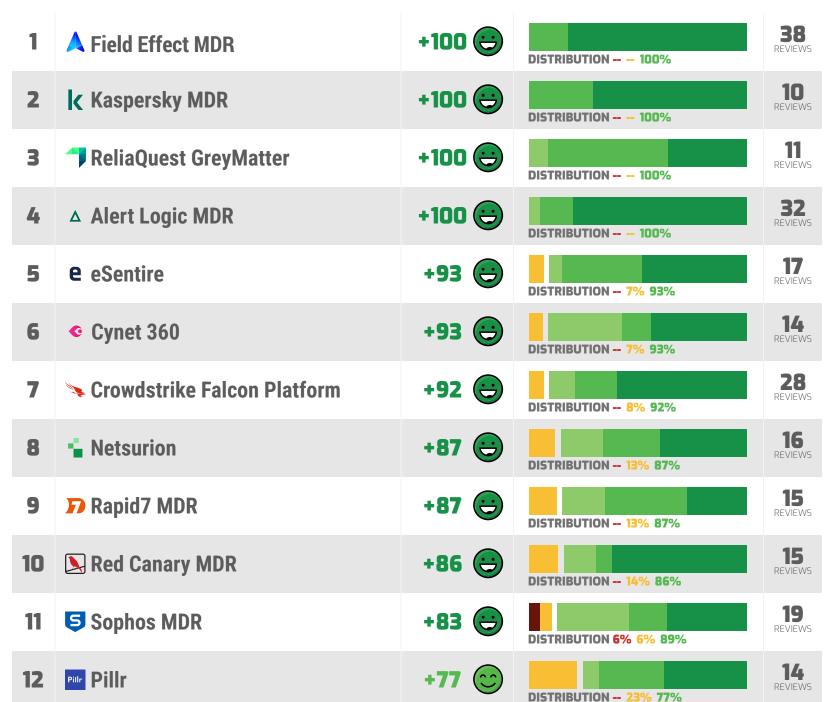
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Roadblock To Innovation vs. Helps Innovate

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😄	DISTRIBUTION — — 100%	38 REVIEWS
2	ReliaQuest GreyMatter	+100	😄	DISTRIBUTION — — 100%	11 REVIEWS
3	eSentire	+100	😄	DISTRIBUTION — — 100%	17 REVIEWS
4	Alert Logic MDR	+100	😄	DISTRIBUTION — — 100%	32 REVIEWS
5	Cynet 360	+100	😄	DISTRIBUTION — — 100%	14 REVIEWS
6	Sophos MDR	+95	😄	DISTRIBUTION — 5% 95%	19 REVIEWS
7	Crowdstrike Falcon Platform	+90	😄	DISTRIBUTION — 10% 90%	28 REVIEWS
8	Kaspersky MDR	+89	😄	DISTRIBUTION — 11% 89%	10 REVIEWS
9	Netsurion	+87	😄	DISTRIBUTION — 13% 87%	16 REVIEWS
10	Red Canary MDR	+85	😄	DISTRIBUTION — 15% 85%	15 REVIEWS
11	Rapid7 MDR	+78	😊	DISTRIBUTION — 22% 78%	15 REVIEWS
12	Pillr	+77	😊	DISTRIBUTION — 23% 77%	14 REVIEWS

CATEGORY AVERAGE	+93	😄	DISTRIBUTION — 7% 93%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😄 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😄 | DISTRIBUTION — — 100% | 5 REVIEWS |

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Emotional Footprint Details

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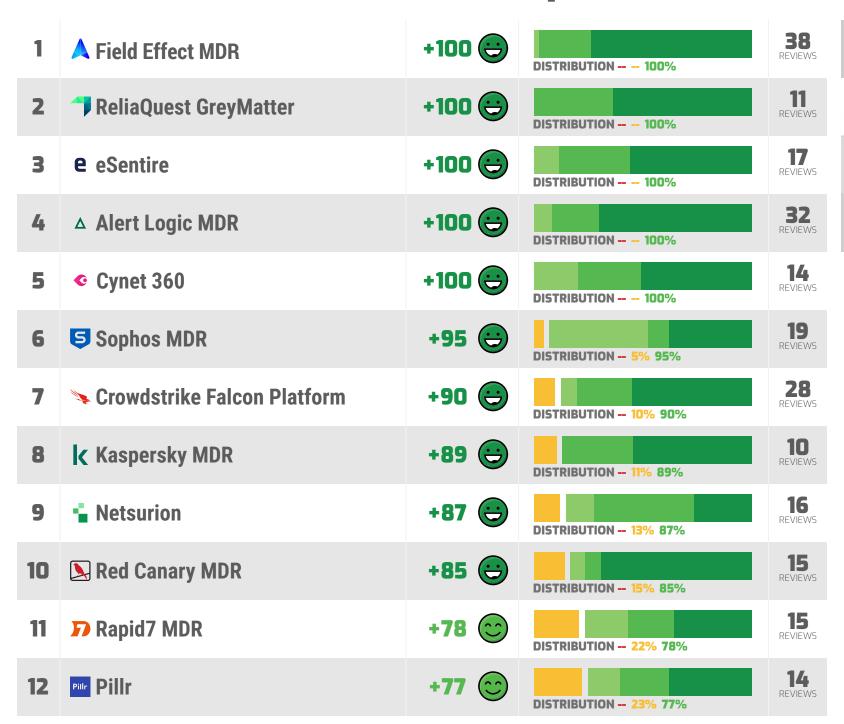
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Stagnant vs. Continually Improving

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😄	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	😄	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	😄	DISTRIBUTION — — 100%	11 REVIEWS
4	eSentire	+100	😄	DISTRIBUTION — — 100%	17 REVIEWS
5	Crowdstrike Falcon Platform	+97	😄	DISTRIBUTION — 3% 97%	28 REVIEWS
6	Alert Logic MDR	+97	😄	DISTRIBUTION — 3% 97%	32 REVIEWS
7	Red Canary MDR	+92	😄	DISTRIBUTION — 8% 92%	15 REVIEWS
8	Sophos MDR	+90	😄	DISTRIBUTION 5% — 95%	19 REVIEWS
9	Cynet 360	+86	😄	DISTRIBUTION — 14% 86%	14 REVIEWS
10	Pillr	+77	😊	DISTRIBUTION — 23% 77%	14 REVIEWS
11	Netsurion	+74	😊	DISTRIBUTION 7% 13% 81%	16 REVIEWS
12	Rapid7 MDR	+65	😊	DISTRIBUTION 7% 22% 72%	15 REVIEWS

CATEGORY AVERAGE	+92	😄	DISTRIBUTION 1% 6% 93%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😄 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😄 | DISTRIBUTION — — 100% | 5 REVIEWS |

Emotional Footprint Details

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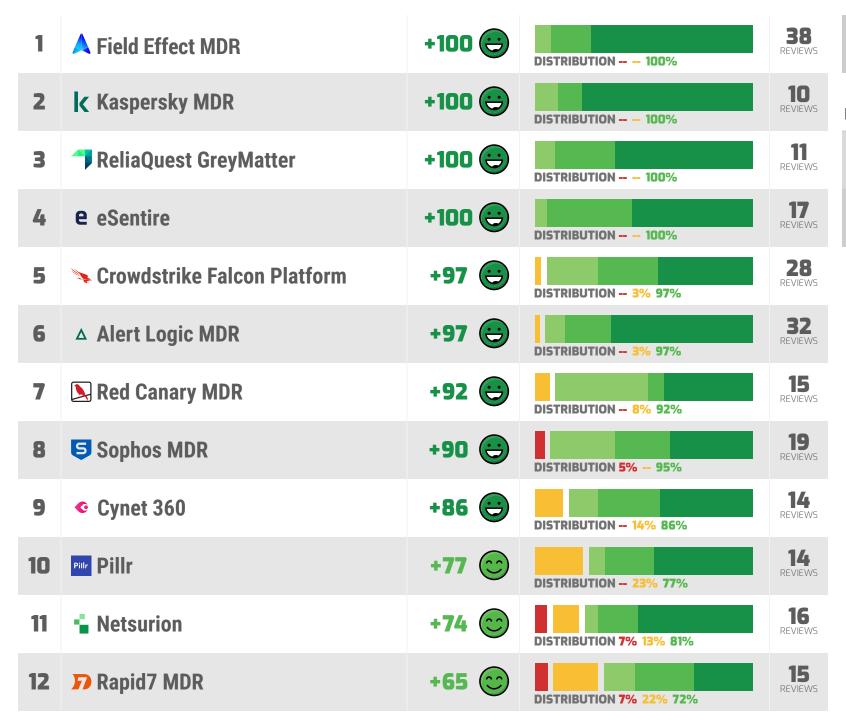
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE NEUTRAL POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Charges For Product Enhancements vs. Includes Product Enhancements

#	Vendor	Score		Reviews
1	Field Effect MDR	+100	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	DISTRIBUTION — — 100%	11 REVIEWS
4	Alert Logic MDR	+100	DISTRIBUTION — — 100%	32 REVIEWS
5	Cynet 360	+100	DISTRIBUTION — — 100%	14 REVIEWS
6	Red Canary MDR	+100	DISTRIBUTION — — 100%	15 REVIEWS
7	Sophos MDR	+95	DISTRIBUTION — 5% 95%	19 REVIEWS
8	Crowdstrike Falcon Platform	+94	DISTRIBUTION 3% — 97%	28 REVIEWS
9	eSentire	+94	DISTRIBUTION — 6% 94%	17 REVIEWS
10	Netsurion	+80	DISTRIBUTION 7% 6% 87%	16 REVIEWS
11	Rapid7 MDR	+78	DISTRIBUTION — 22% 78%	15 REVIEWS
12	Pillr	+67	DISTRIBUTION 8% 17% 75%	14 REVIEWS

CATEGORY AVERAGE	+94	DISTRIBUTION 1% 4% 95%		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

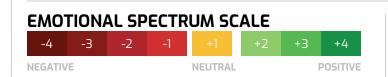| - | Arctic Wolf MDR | +100 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | DISTRIBUTION — — 100% | 5 REVIEWS |

Emotional Footprint Details

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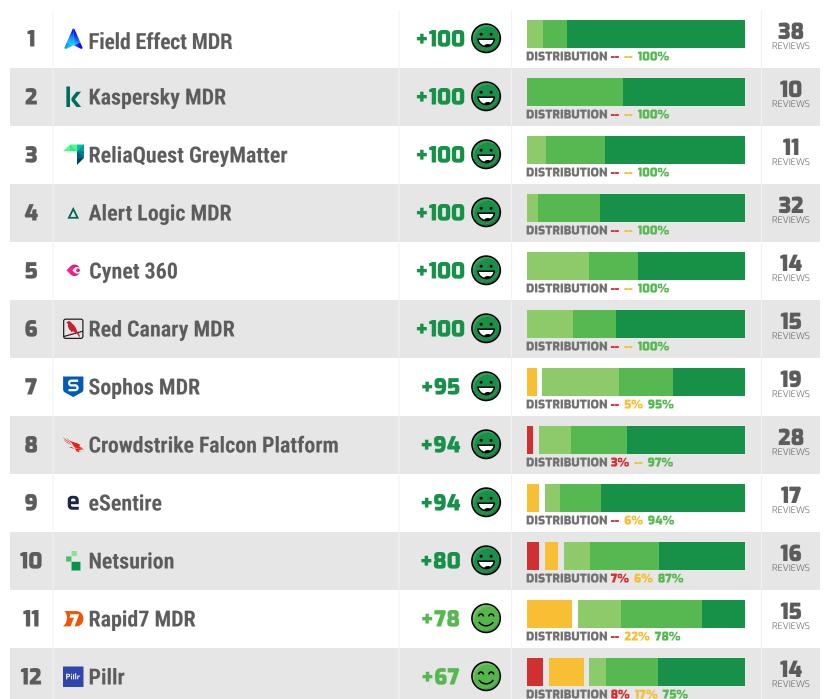
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Leverages Incumbent Status vs. Appreciates Incumbent Status

1	Field Effect MDR	+100 😀	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100 😀	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100 😀	DISTRIBUTION — — 100%	11 REVIEWS
4	eSentire	+100 😀	DISTRIBUTION — — 100%	17 REVIEWS
5	Alert Logic MDR	+100 😀	DISTRIBUTION — — 100%	32 REVIEWS
6	Cynet 360	+100 😀	DISTRIBUTION — — 100%	14 REVIEWS
7	Crowdstrike Falcon Platform	+94 😀	DISTRIBUTION 3% — 97%	28 REVIEWS
8	Red Canary MDR	+92 😀	DISTRIBUTION — 8% 92%	15 REVIEWS
9	Sophos MDR	+90 😀	DISTRIBUTION — 10% 90%	19 REVIEWS
10	Rapid7 MDR	+85 😀	DISTRIBUTION — 15% 85%	15 REVIEWS
11	Netsurion	+80 😀	DISTRIBUTION — 20% 80%	16 REVIEWS
12	Pillr	+69 😊	DISTRIBUTION — 31% 69%	14 REVIEWS

CATEGORY AVERAGE	+94 😀	DISTRIBUTION 0% 6% 94%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 😀 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +80 😀 | DISTRIBUTION — 20% 80% | 5 REVIEWS |

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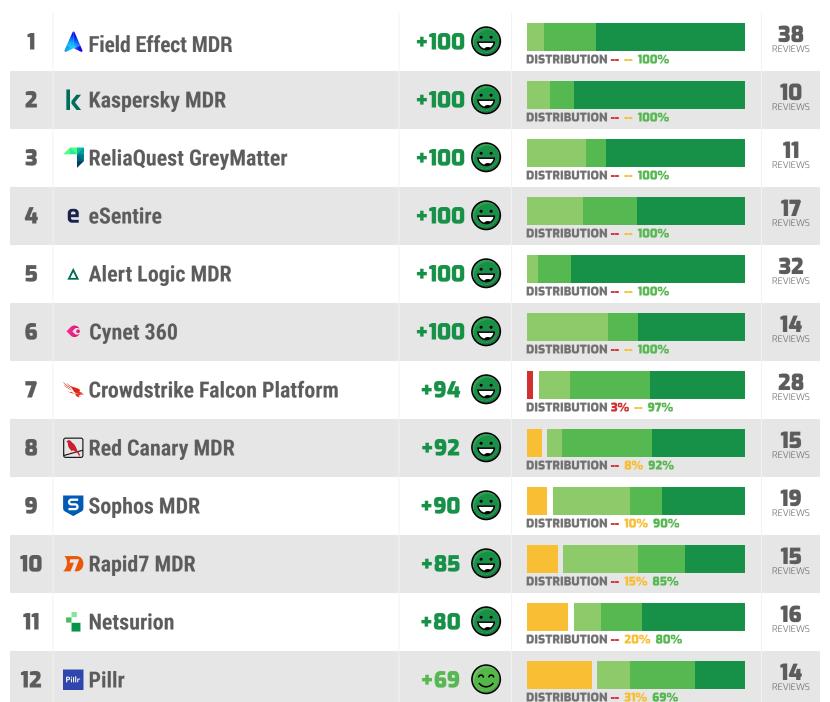
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Despised vs. Inspiring

#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😃	DISTRIBUTION -- -- 100%	38 REVIEWS
2	ReliaQuest GreyMatter	+100	😃	DISTRIBUTION -- -- 100%	11 REVIEWS
3	eSentire	+100	😃	DISTRIBUTION -- -- 100%	17 REVIEWS
4	Alert Logic MDR	+97	😃	DISTRIBUTION -- 3% 97%	32 REVIEWS
5	Cynet 360	+93	😃	DISTRIBUTION -- 7% 93%	14 REVIEWS
6	Red Canary MDR	+93	😃	DISTRIBUTION -- 7% 93%	15 REVIEWS
7	Kaspersky MDR	+89	😃	DISTRIBUTION -- 11% 89%	10 REVIEWS
8	Crowdstrike Falcon Platform	+89	😃	DISTRIBUTION 3% 4% 92%	28 REVIEWS
9	Sophos MDR	+80	😃	DISTRIBUTION 5% 10% 85%	19 REVIEWS
10	Pillr	+75	😊	DISTRIBUTION -- 25% 75%	14 REVIEWS
11	Netsurion	+74	😊	DISTRIBUTION -- 26% 74%	16 REVIEWS
12	Rapid7 MDR	+70	😊	DISTRIBUTION -- 30% 70%	15 REVIEWS

| CATEGORY AVERAGE | +90 | 😃 | DISTRIBUTION 1% 8% 91% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😃 | DISTRIBUTION -- -- 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😃 | DISTRIBUTION -- -- 100% | 5 REVIEWS |

Emotional Footprint Details

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.
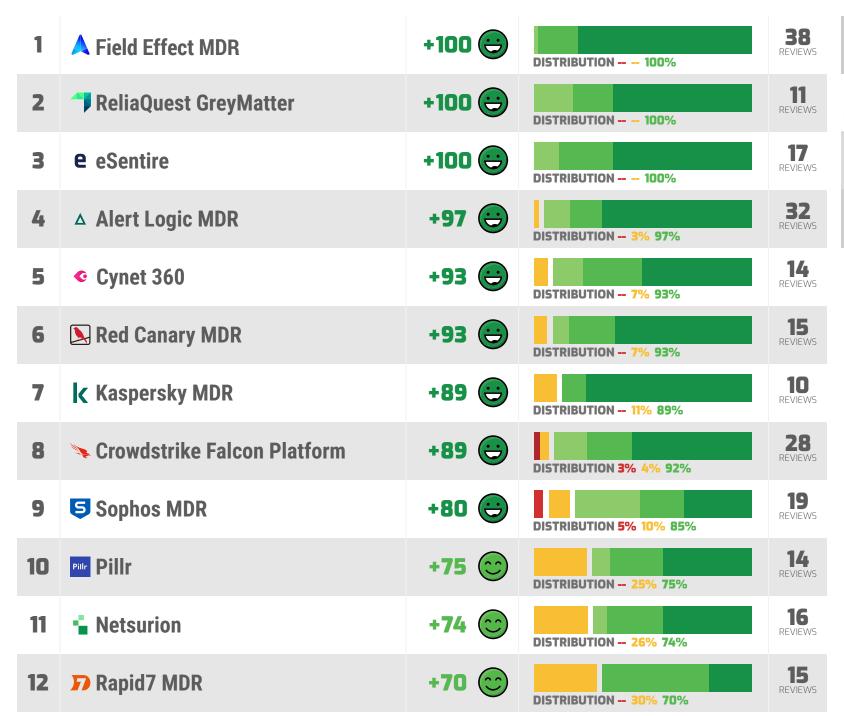
EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY

Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Unreliable vs. Reliable

#	Product	Score		Reviews
1	Field Effect MDR	+100	DISTRIBUTION -- -- 100%	38 REVIEWS
2	Kaspersky MDR	+100	DISTRIBUTION -- -- 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	DISTRIBUTION -- -- 100%	11 REVIEWS
4	eSentire	+100	DISTRIBUTION -- -- 100%	17 REVIEWS
5	Alert Logic MDR	+100	DISTRIBUTION -- -- 100%	32 REVIEWS
6	Red Canary MDR	+100	DISTRIBUTION -- -- 100%	15 REVIEWS
7	Crowdstrike Falcon Platform	+97	DISTRIBUTION -- 3% 97%	28 REVIEWS
8	Cynet 360	+93	DISTRIBUTION -- 7% 93%	14 REVIEWS
9	Netsurion	+88	DISTRIBUTION -- 12% 88%	16 REVIEWS
10	Rapid7 MDR	+86	DISTRIBUTION -- 14% 86%	15 REVIEWS
11	Sophos MDR	+80	DISTRIBUTION 5% 10% 85%	19 REVIEWS
12	Pillr	+61	DISTRIBUTION -- 39% 61%	14 REVIEWS

| CATEGORY AVERAGE | +94 | DISTRIBUTION 0% 6% 94% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | DISTRIBUTION -- -- 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | DISTRIBUTION -- -- 100% | 5 REVIEWS |

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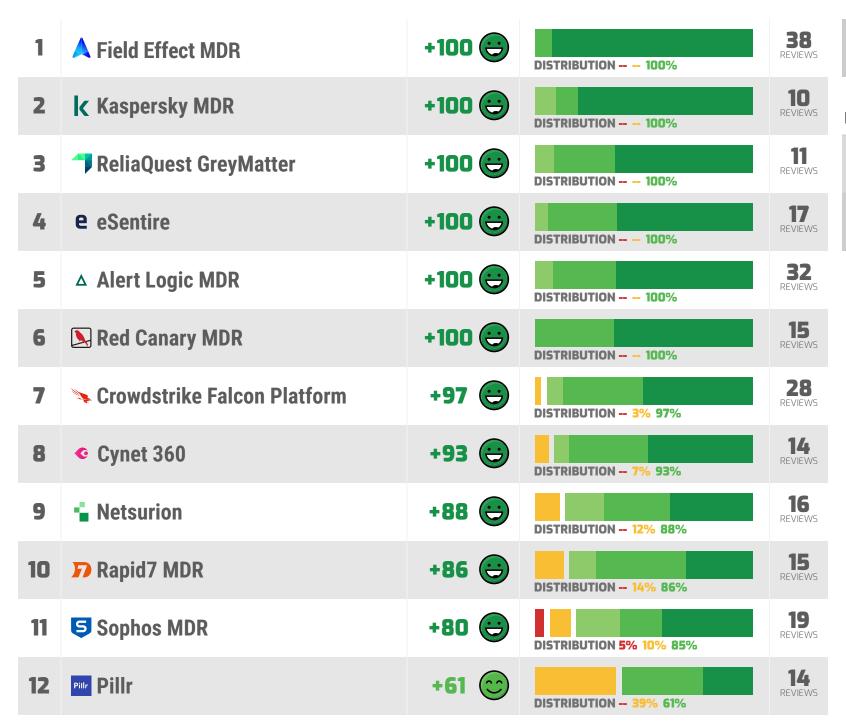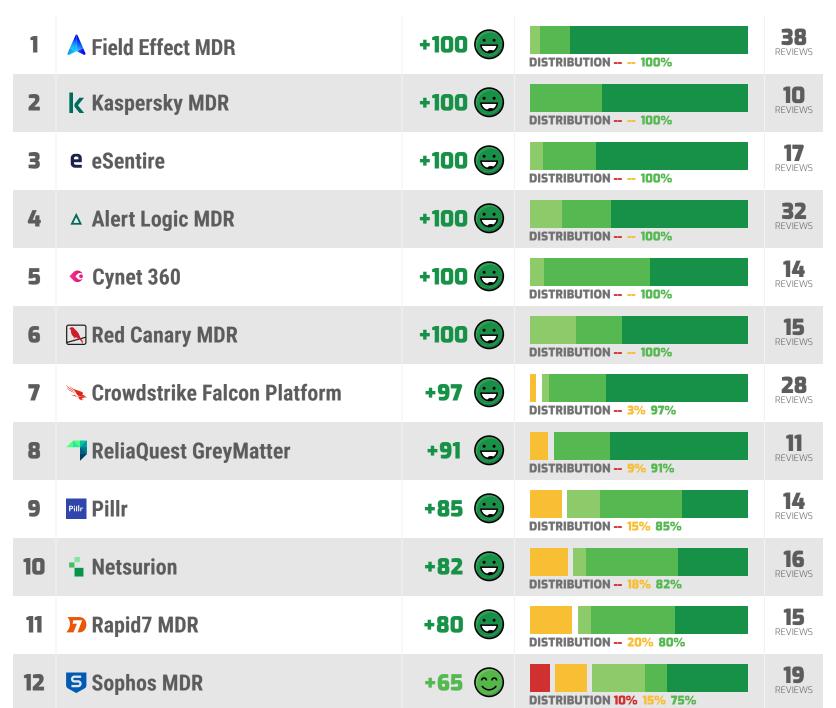
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 · +20 to +39 · +40 to +59 · +60 to +79 · +80 to +100

Restricts Productivity vs. Enables Productivity
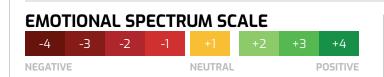
#	Vendor	Score		Distribution	Reviews
1	Field Effect MDR	+100	😃	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	😃	DISTRIBUTION — — 100%	10 REVIEWS
3	eSentire	+100	😃	DISTRIBUTION — — 100%	17 REVIEWS
4	Alert Logic MDR	+100	😃	DISTRIBUTION — — 100%	32 REVIEWS
5	Cynet 360	+100	😃	DISTRIBUTION — — 100%	14 REVIEWS
6	Red Canary MDR	+100	😃	DISTRIBUTION — — 100%	15 REVIEWS
7	Crowdstrike Falcon Platform	+97	😃	DISTRIBUTION — 3% 97%	28 REVIEWS
8	ReliaQuest GreyMatter	+91	😃	DISTRIBUTION — 9% 91%	11 REVIEWS
9	Pillr	+85	😃	DISTRIBUTION — 15% 85%	14 REVIEWS
10	Netsurion	+82	😃	DISTRIBUTION — 18% 82%	16 REVIEWS
11	Rapid7 MDR	+80	😃	DISTRIBUTION — 20% 80%	15 REVIEWS
12	Sophos MDR	+65	😊	DISTRIBUTION 10% 15% 75%	19 REVIEWS

CATEGORY AVERAGE	+93	😃	DISTRIBUTION 1% 6% 94%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😃 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😃 | DISTRIBUTION — — 100% | 5 REVIEWS |

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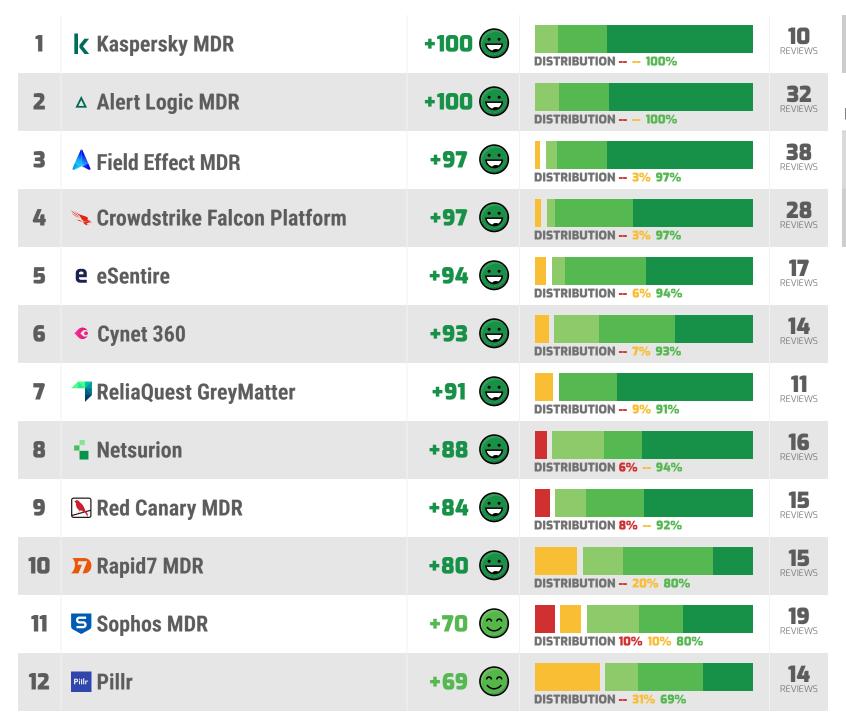
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Performance Restricting vs. Performance Enhancing

#	Vendor	Score		Reviews
1	**k Kaspersky MDR**	+100 😄	DISTRIBUTION — — 100%	10 REVIEWS
2	△ **Alert Logic MDR**	+100 😄	DISTRIBUTION — — 100%	32 REVIEWS
3	▲ **Field Effect MDR**	+97 😄	DISTRIBUTION — 3% 97%	38 REVIEWS
4	🦅 **Crowdstrike Falcon Platform**	+97 😄	DISTRIBUTION — 3% 97%	28 REVIEWS
5	e **eSentire**	+94 😄	DISTRIBUTION — 6% 94%	17 REVIEWS
6	◔ **Cynet 360**	+93 😄	DISTRIBUTION — 7% 93%	14 REVIEWS
7	◤ **ReliaQuest GreyMatter**	+91 😄	DISTRIBUTION — 9% 91%	11 REVIEWS
8	⊹ **Netsurion**	+88 😄	DISTRIBUTION 6% — 94%	16 REVIEWS
9	◪ **Red Canary MDR**	+84 😄	DISTRIBUTION 8% — 92%	15 REVIEWS
10	**7 Rapid7 MDR**	+80 😄	DISTRIBUTION — 20% 80%	15 REVIEWS
11	**S Sophos MDR**	+70 😊	DISTRIBUTION 10% 10% 80%	19 REVIEWS
12	**Pillr Pillr**	+69 😊	DISTRIBUTION — 31% 69%	14 REVIEWS

CATEGORY AVERAGE	+90 😄	DISTRIBUTION 2% 6% 92%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | ▲ **Arctic Wolf MDR** | +100 😄 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | 🐻 **Huntress Security Platform** | +100 😄 | DISTRIBUTION — — 100% | 5 REVIEWS |

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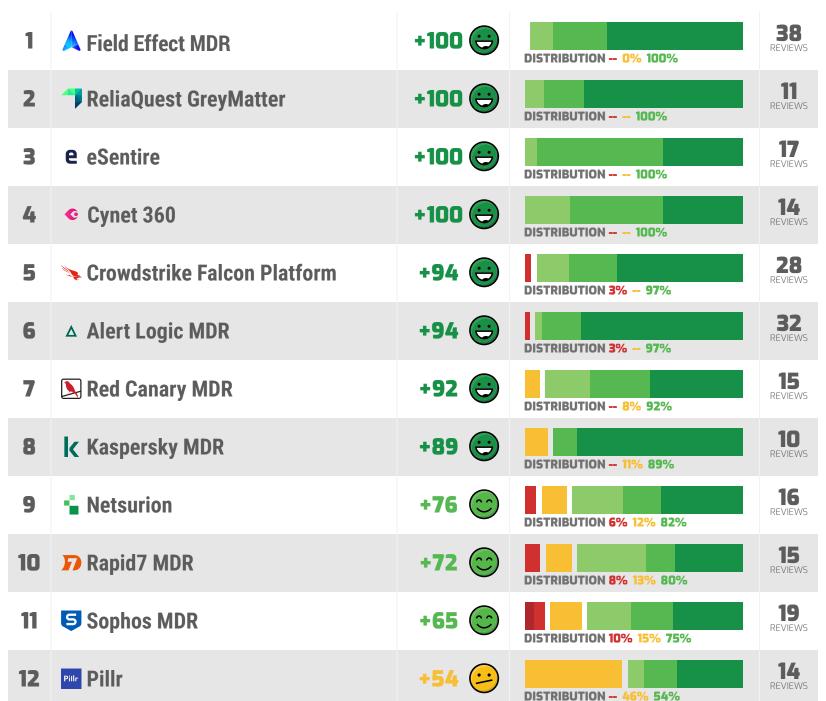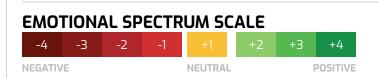
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Commodity Features vs. Unique Features

#	Vendor	Score		Reviews
1	Field Effect MDR	+100 😄	DISTRIBUTION — 0% 100%	38 REVIEWS
2	ReliaQuest GreyMatter	+100 😄	DISTRIBUTION — — 100%	11 REVIEWS
3	eSentire	+100 😄	DISTRIBUTION — — 100%	17 REVIEWS
4	Cynet 360	+100 😄	DISTRIBUTION — — 100%	14 REVIEWS
5	Crowdstrike Falcon Platform	+94 😄	DISTRIBUTION 3% — 97%	28 REVIEWS
6	Alert Logic MDR	+94 😄	DISTRIBUTION 3% — 97%	32 REVIEWS
7	Red Canary MDR	+92 😄	DISTRIBUTION — 8% 92%	15 REVIEWS
8	Kaspersky MDR	+89 😄	DISTRIBUTION — 11% 89%	10 REVIEWS
9	Netsurion	+76 😊	DISTRIBUTION 6% 12% 82%	16 REVIEWS
10	Rapid7 MDR	+72 😊	DISTRIBUTION 8% 13% 80%	15 REVIEWS
11	Sophos MDR	+65 😊	DISTRIBUTION 10% 15% 75%	19 REVIEWS
12	Pillr	+54 😐	DISTRIBUTION — 46% 54%	14 REVIEWS

CATEGORY AVERAGE	+88 😄	DISTRIBUTION 3% 7% 91%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

-	Arctic Wolf MDR	+100 😄	DISTRIBUTION — — 100%	9 REVIEWS
-	Huntress Security Platform	+100 😄	DISTRIBUTION — — 100%	5 REVIEWS

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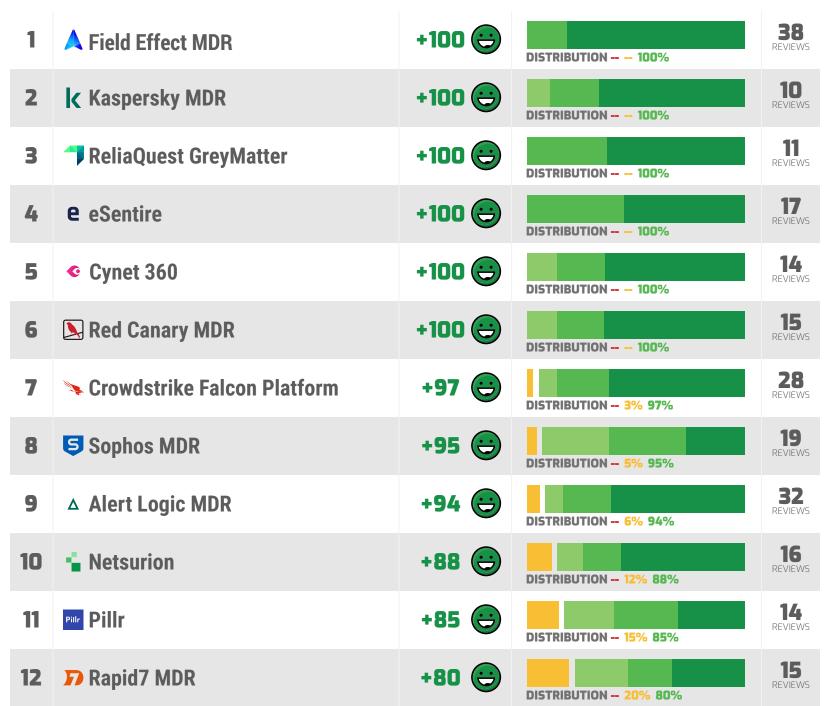
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Security Frustrates vs. Security Protects

#	Product	Score		Distribution	Reviews
1	Field Effect MDR	+100	😁	DISTRIBUTION — — 100%	38 REVIEWS
2	Kaspersky MDR	+100	😁	DISTRIBUTION — — 100%	10 REVIEWS
3	ReliaQuest GreyMatter	+100	😁	DISTRIBUTION — — 100%	11 REVIEWS
4	eSentire	+100	😁	DISTRIBUTION — — 100%	17 REVIEWS
5	Cynet 360	+100	😁	DISTRIBUTION — — 100%	14 REVIEWS
6	Red Canary MDR	+100	😁	DISTRIBUTION — — 100%	15 REVIEWS
7	Crowdstrike Falcon Platform	+97	😁	DISTRIBUTION — 3% 97%	28 REVIEWS
8	Sophos MDR	+95	😁	DISTRIBUTION — 5% 95%	19 REVIEWS
9	Alert Logic MDR	+94	😁	DISTRIBUTION — 6% 94%	32 REVIEWS
10	Netsurion	+88	😁	DISTRIBUTION — 12% 88%	16 REVIEWS
11	Pillr	+85	😁	DISTRIBUTION — 15% 85%	14 REVIEWS
12	Rapid7 MDR	+80	😁	DISTRIBUTION — 20% 80%	15 REVIEWS

CATEGORY AVERAGE	+95	😁	DISTRIBUTION — 5% 95%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| - | Arctic Wolf MDR | +100 | 😁 | DISTRIBUTION — — 100% | 9 REVIEWS |
| - | Huntress Security Platform | +100 | 😁 | DISTRIBUTION — — 100% | 5 REVIEWS |