Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

WAVE REPORT

The Forrester Wave™: End-User Experience Management Solutions, Q3 2024

The Eight Providers That Matter Most And How They Stack Up

July 30, 2024

By Andrew Hewitt with Stephanie Balaouras, Sara Sjoblom, Kara Hartig

FORRESTER®

Summary

In our 34-criterion evaluation of end-user experience management (EUEM) providers, we identified the most significant ones and researched, analyzed, and scored them. This report shows how each provider measures up and helps digital workplace professionals select the right one for their needs.

Additional resources are available in the online version of this report.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

Leading EUEM Providers Differentiate With Data To Improve DEX

A great digital employee experience (DEX) is essential to productivity, engagement, and talent retention. In an age when IT decision-makers increasingly prioritize improving the employee experience, EUEM adoption is expanding. Since our last evaluation, The Forrester Wave™: End-User Experience Management, Q3 2022, customers continue to seek capabilities that help expand their visibility into the entire DEX, benchmark their organization's experience against peers, and take advantage of AI and automation to reduce costs and streamline operations. In 2024, vendors focused on three key areas: 1) expanding visibility into areas like collaboration apps and sustainability, 2) enabling customers to benchmark their DEX against industry peers, and 3) supercharging automation with generative AI (genAI) and low-code orchestration.

As a result of these trends, EUEM customers should look for providers that:

- **Enable holistic and deep visibility into the entire DEX.** Leading solutions effectively balance breadth and depth of telemetry monitoring. Their visibility is wide enough to cover every aspect of the DEX, from physical and virtual endpoints to software as a service (SaaS), client applications, as well as internal and external networks (e.g., ISPs and cloud providers) — without sacrificing granularity. While most providers specialize in one area, leaders have depth in multiple technology categories. Differentiating features include near-real-time collection and reporting of thousands of metrics out of the box (OOTB), advanced data cleansing and structuring features, as well as flexible historical data storage options. Leading vendors use the quality of their data to support AI use cases such as anomaly detection, natural language querying, and AI-assisted root cause analysis (RCA).
- **Translate data into actionable insights to speed time to value.** Every vendor in this evaluation collects data, but the leaders help buyers make use of it as quickly as possible. Top vendors provide differentiated features such as OOTB DEX scoring, internal and external benchmarking, built-in ROI analysis features, and AI-based recommendations. Some go even further by providing hundreds of built-in templates to help practitioners increase time to value, especially for complex use cases, such as dynamic device refresh or sustainability. Leaders also have strong qualitative collection capabilities to help prioritize experience issues. Key features include AI-based sentiment analyses, random sampling, automatic language translation, and dozens of use-case-based survey campaigns.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

- **Drive automated remediation at scale.** While monitoring remains the core capability driving EUEM purchasing today, enterprise customers increasingly seek remediation not only to see issues but also to fix them. While leaders support all the traditional remediation methods, such as alerting, scripting, and self-service, they differentiate themselves with features enabling proactive approaches to issue resolution. Leading solutions differentiate themselves in two core ways: 1) highly customizable automation and self-healing for the most complex environments, and 2) drag-and-drop low-code orchestration, enabling less experienced technicians to automate complex workflows with ease. Leaders also effectively integrate third-party data internally and externally, allowing IT admins to act on third-party systems within the EUEM console or access EUEM data from other systems, such as ServiceNow.

Evaluation Summary

The Forrester Wave™ evaluation highlights Leaders, Strong Performers, Contenders, and Challengers. It's an assessment of the top vendors in the market; it doesn't represent the entire vendor landscape. You'll find more information about this market in The End-User Experience Management Solutions Landscape, Q1 2024 and The State Of End-User Experience Management, 2024.

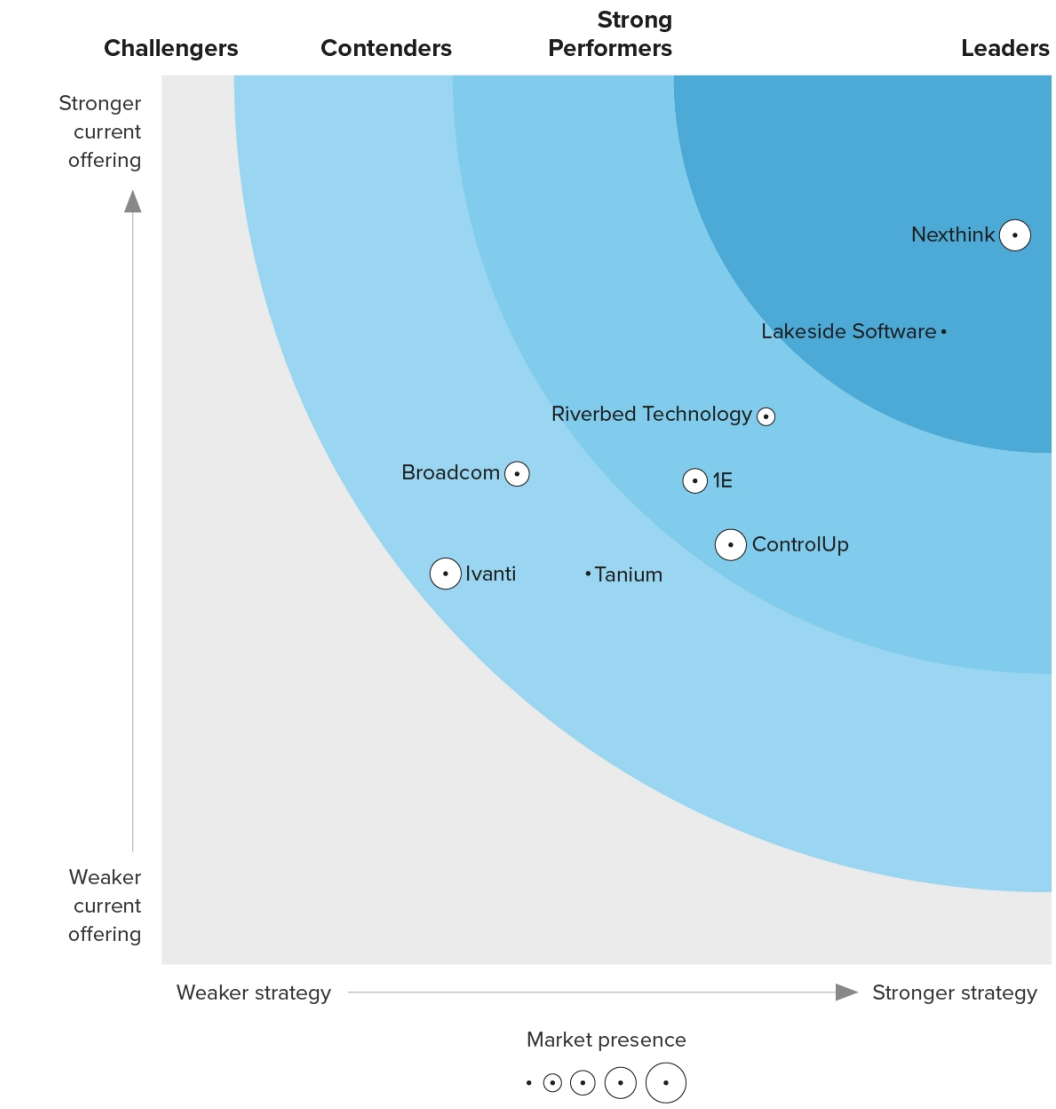
We intend this evaluation to be a starting point only and encourage clients to view product evaluations and adapt criteria weightings using the Excel-based vendor comparison tool (see Figures 1 and 2). Click the link at the beginning of this report on Forrester.com to download the tool.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

Figure 1

Forrester Wave™: End-User Experience Management Solutions, Q3 2024



Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

Figure 2

Forrester Wave™: End-User Experience Management Solutions Scorecard, Q3 2024

	Forrester's weighting	1E	Broadcom	ControlUp	Ivanti	Lakeside Software	Nexthink	Riverbed Technology	Tanium
Current offering		2.72	2.76	2.36	2.20	3.56	4.10	3.08	2.20
Agent footprint	3%	3.00	3.00	3.00	1.00	5.00	5.00	3.00	1.00
Collection frequency, reporting, and storage	8%	3.00	1.00	5.00	1.00	5.00	3.00	3.00	3.00
Data querying	2%	5.00	1.00	3.00	3.00	5.00	5.00	1.00	5.00
Cloud scalability	3%	3.00	5.00	3.00	1.00	3.00	5.00	3.00	5.00
Third-party integration	3%	1.00	3.00	1.00	3.00	5.00	5.00	3.00	1.00
Permissions, access, and certifications	2%	3.00	5.00	1.00	1.00	3.00	3.00	3.00	5.00
Deployment templates	2%	5.00	3.00	3.00	3.00	5.00	5.00	3.00	1.00
Client OS support	5%	3.00	1.00	3.00	3.00	5.00	5.00	3.00	3.00
MacOS monitoring	2%	1.00	3.00	5.00	3.00	3.00	5.00	1.00	3.00
Mobile OS support	2%	1.00	5.00	1.00	5.00	3.00	1.00	3.00	1.00
Virtualization support	3%	1.00	3.00	5.00	1.00	5.00	3.00	3.00	1.00
Application monitoring	5%	3.00	3.00	1.00	1.00	3.00	5.00	5.00	1.00
Collaboration monitoring	5%	1.00	3.00	5.00	1.00	1.00	5.00	3.00	1.00
Network monitoring	2%	1.00	3.00	3.00	3.00	3.00	5.00	3.00	1.00
Employee sentiment collection	2%	3.00	3.00	1.00	5.00	3.00	5.00	3.00	1.00
Survey campaign management	3%	3.00	3.00	1.00	3.00	1.00	5.00	3.00	1.00
DEX scoring	5%	3.00	3.00	1.00	1.00	3.00	5.00	3.00	1.00
DEX ROI analysis	3%	1.00	1.00	3.00	1.00	3.00	3.00	5.00	1.00
Root cause analysis	15%	3.00	3.00	1.00	1.00	5.00	3.00	3.00	1.00
Self-service remediation	3%	3.00	5.00	1.00	3.00	3.00	1.00	1.00	3.00
Proactive remediation	10%	5.00	1.00	3.00	3.00	3.00	5.00	3.00	5.00
Low-code orchestration	5%	1.00	5.00	1.00	5.00	1.00	5.00	3.00	1.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

	Forrester's weighting	1E	Broadcom	ControlUp	Ivanti	Lakeside Software	Nexthink	Riverbed Technology	Tanium
Current offering		2.72	2.76	2.36	2.20	3.56	4.10	3.08	2.20
Digital adoption	2%	1.00	3.00	1.00	3.00	3.00	5.00	5.00	3.00
Security and compliance	2%	3.00	5.00	3.00	5.00	1.00	1.00	1.00	5.00
Software asset management	2%	3.00	3.00	1.00	5.00	5.00	5.00	5.00	3.00
Sustainability	1%	1.00	1.00	1.00	1.00	3.00	5.00	5.00	1.00
Strategy		3.00	2.00	3.20	1.60	4.40	4.80	3.40	2.40
Vision	10%	3.00	3.00	3.00	1.00	3.00	5.00	5.00	1.00
Innovation	20%	3.00	3.00	5.00	1.00	3.00	5.00	3.00	3.00
Roadmap	20%	3.00	3.00	3.00	1.00	5.00	5.00	3.00	1.00
Partner ecosystem	10%	3.00	1.00	1.00	3.00	5.00	3.00	5.00	3.00
Adoption	20%	3.00	1.00	3.00	1.00	5.00	5.00	3.00	3.00
Supporting services and offerings	20%	3.00	1.00	3.00	3.00	5.00	5.00	3.00	3.00
Market presence		3.00	3.00	4.00	4.00	1.00	4.00	2.00	1.00
Revenue	50%	3.00	3.00	3.00	3.00	1.00	5.00	3.00	1.00
Number of customers	50%	3.00	3.00	5.00	5.00	1.00	3.00	1.00	1.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

Vendor Offerings

Forrester evaluated the offerings listed below (see Figure 3).

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

Figure 3
Evaluated Vendors And Product Information

Vendor	Product evaluated
1E	1E Platform
Broadcom	Workspace ONE Intelligence
ControlUp	Edge DX, RTDX
Ivanti	Ivanti Neurons for Digital Experience
Lakeside Software	Lakeside SysTrack
Nexthink	Nexthink Infinity
Riverbed Technology	Riverbed Aternity
Tanium	Tanium DEX

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

Vendor Profiles

Our analysis uncovered the following strengths and weaknesses of individual vendors.

Leaders

- **Nexthink delivers a deep, holistic, and consumable approach to DEX.** Nexthink Infinity is Nexthink's new cloud-native EUEM platform. Nexthink sustains its momentum through top-notch innovation, commitment to R&D, and hyperfocus on EUEM. In addition to the Infinity platform, Nexthink released other new products in the past 12 months, including Nexthink Flow and Nexthink Assist, which provide low-code orchestration and AI-generated chatbot capabilities. The company also acquired digital adoption platform (DAP) vendor AppLearn, evidence of its differentiated vision to expand the scope of DEX beyond end-user computing. The company's true differentiator is the breadth and depth of its adoption services, especially Nexthink Accelerate, the only managed DEX service in this evaluation. Nexthink's roadmap focuses on embedding AI across the entire platform through Nexthink.ai, continued DAP integration, virtual desktop infrastructure (VDI) monitoring enhancements, and a dedicated compliance module.

  Nexthink excels at transforming complex datasets into insights that are easy for

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

administrators to consume and act upon. Its DEX score, RCA, and assist capabilities leverage AI-based correlations to provide suggested remediations and likely root cause events, now with external benchmarking. The vendor also supports excellent sentiment, collaboration, adoption, and low-code features. Nexthink is maturing its security and compliance toolset but lacks some key features, like vulnerability and patch visibility. Reference customers reported high satisfaction with support, adoption services, and Nexthink Accelerate but want improved VDI and mobile monitoring capabilities. Nexthink is an excellent fit for customers that seek a solution providing holistic data-based DEX insights without overloading admins with data.

View Nexthink's detailed scorecard.

- **Lakeside Software combines deep data collection with robust RCA.** Lakeside's SysTrack is a pure-play EUEM product known for the depth of data that it collects — 10,000 data points every 15 seconds. Over the past 12 months, it overhauled much of its UI, launched a new Executive Insights module, and released support for offline RCA. Lakeside remains a partner of choice for many leading managed service providers, and the company is increasingly expanding its ecosystem to include partners outside of IT, such as Qualtrics. Lakeside offers a robust set of value blueprints to help organizations successfully implement a variety of DEX initiatives, alongside many other DEX services. Its vision for EUEM centers on its historical strength in device telemetry collection but is not as holistic as some competitors. Lakeside's roadmap focuses on ML-based anomaly detection, AI-assisted natural language querying, and genAI virtual assistance, all released in July 2024.

  SysTrack's 1,200-plus OOTB sensors combine with real-time reporting and market-leading data retention policies to enable deep historical analysis, making it an excellent tool for level-three RCA. SysTrack Assist provides an OOTB checklist for level-one service desk admins, while Prevent enables environmentwide issue detection and remediation with extremely customizable drill-downs. It has limited visibility into collaboration tools, few geospecific certifications versus competitors, and a more complex UI, though the company is investing significantly to improve usability. Reference customers appreciated Lakeside's exceptional support and extremely robust RCA capabilities and cited significant cost savings from using the tool. SysTrack is ideal for customers seeking to drive proactive IT initiatives across level-one to -three admins.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

View Lakeside Software's detailed scorecard.

Strong Performers

- **Riverbed Technology's Aternity delivers insights quickly but lacks depth in some areas.** Riverbed's Aternity product targets the full spectrum of digital experience monitoring for both employees and customers. The company's reunification with Riverbed in 2021 and acquisition by Vector Capital in 2023 has brought much-needed stability, debt reduction, and cashflow to the Aternity business, enabling it to reinvest in innovation and get closer to its vision of enabling end-to-end observability from back-end infrastructure to the end user. Over the past 12 months, Aternity launched a low-code runbook orchestrator called Intelligent Service Desk, improved its remediation library significantly, and added Aternity Mobile to improve frontline DEX for users of enterprise-owned mobile devices. While Aternity's partner ecosystem is strong, it can improve its resources and services to help customers maximize time to value with the product. Aternity's roadmap focuses on expanding its mobile DEX capabilities, improving its digital experience insights, and unifying its agent with network performance monitoring to enhance network visibility.

  Aternity's core differentiator continues to be full-stack application transaction monitoring, with full visibility into client, network, and back-end infrastructure across any type of application. Its measurement capabilities are top-notch, with support for external benchmarking, configurable thresholds, built-in recommendations, and ROI analysis. Aternity has developed more than 200 scripts to fill its historical gap in remediation, but its device-level details are not as comprehensive as others. Reference customers appreciated Aternity's excellent support, OOTB monitoring features, and robust APIs but would like improved training and third-party integration. Aternity is a great fit for customers primarily concerned with application experience.

  View Riverbed Technology's detailed scorecard.

- **1E offers exceptional remediation at scale but needs to deepen its data collection.** London-based 1E is historically known for endpoint management and doubling down on EUEM with its 1E platform, which provides visibility, measurement, and remediation of experience issues. Over the past 12 months, 1E has innovated considerably, building a new cloud-native platform, releasing its AI-driven Intelligent Insights feature, patenting an intelligent sentiment capability, and filling multiple gaps in its portfolio, such as app and VDI monitoring. 1E is driving

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

solid adoption of its product through dedicated experience experts, prebuilt Tachyon Exchange packs, excellent support, and a solid partner ecosystem. 1E's product roadmap focuses on enabling customers to migrate to SaaS, improving its AI assistant, releasing a new low-code orchestration builder, and integrating third-party data into DEX dashboards.

1E excels at fixing problems using a lightweight distributed architecture capable of real-time remediation. The company has a proprietary coding language that enables extremely customizable automations for the most complex environments. While the endpoint automation feature requires some upfront technical work, it enables mass self-healing once configured. While 1E collects DEX data from multiple sources (e.g., devices, apps, networks, VDI), it has less depth of metrics and fewer prebuilt sensors than competitors. For example, the product only supports VDI monitoring for Citrix and does not yet support collaboration tool monitoring. Reference customers appreciated 1E's vast library of instructions and configurability but cited a need for more historical data collection. 1E is an excellent fit for customers running complex application estates that need highly configurable automation.

View 1E's detailed scorecard.

- **ControlUp is an emerging competitor with significant momentum, but gaps remain.** ControlUp's EUEM product comprises four capabilities: VDI monitoring, synthetic testing, physical device monitoring, and endpoint security. While ControlUp is well known for its VDI monitoring, the 2020 acquisition of Avacee gave the company full visibility into physical hardware. Since then, ControlUp has executed well, releasing multiple next-gen EUEM features and expanding its engineering, sales, and executive headcount. It has accomplished this while maintaining market-leading growth and R&D investment. Despite the momentum, it needs to expand its channel presence, invest in DEX-focused services and support, and solidify its longer-term DEX vision. The company's roadmap includes enhancements to platform scalability and multitenancy, expansion of telemetry visibility and scoring, and AI powered anomaly detection and data querying.

  ControlUp's reputation for superb VDI monitoring is well deserved — its visibility over the entire virtualization stack (client, broker, network, and hypervisor) is exceptional due to its true real-time telemetry connection. The vendor also now supports real-time telemetry collection on physical devices, comprehensive unified-communications-as-a-service monitoring, and impressive macOS support.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

However, it does not have as many physical device sensors, compared with some competitors, and its DEX scoring, sentiment collection, and campaign management features have some gaps, such as limited OOTB surveys and no support for remediation within surveys. Reference customers reported that implementation is easy, but they'd like to see a more unified console across the modules. ControlUp is an excellent choice for VDI-heavy customers.

View ControlUp's detailed scorecard.

Contenders

- **Broadcom provides a strong EUEM product but needs to mature its experience practice.** Broadcom announced it would sell VMware's end-user computing division to private-equity firm KKR in Spring 2024 under a new brand name: Omnissa. The company's EUEM product, known as Experience Management, is frequently paired with Workspace ONE, the company's endpoint management product. Over the past 12 months, the vendor filled many historical monitoring gaps and rearchitected the entire platform to run as a highly scalable cloud-native service. While Experience Management has a dedicated go-to-market, the company's support, partner ecosystem, and adoption strategy need to mature to enable customers to fully realize the value of the platform. The vendor plans to release a genAI-enabled copilot, improved ROI and experience-level-agreement dashboards, as well as cross-platform remediation playbooks.

  The vendor's key strength is mobile experience management, with differentiated features that include deep telemetry collection, check-in/checkout monitoring, and robust support for wearables and rugged devices. Experience Management's low-code orchestration capability powered by Freestyle Orchestrator is highly configurable with many OOTB templates to enable robust automation, even through third parties. The vendor also has solid self-service remediation and RCA capabilities. While the vendor collects a wide breadth of data, it has fewer sensors than competitors and lacks ROI analysis in the product. Customer references indicated that Broadcom is innovating quickly but noted the vendor needs to improve support and training to support DEX initiatives. Experience Management is an excellent solution for existing Workspace ONE and Horizon customers that want to expand into EUEM.

  View Broadcom's detailed scorecard.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

- **Tanium is increasing its focus on experience but remains endpoint-centric.** The Tanium Platform is a combined endpoint management and security solution to give enterprises full visibility and control over their endpoint state. Tanium offers three core EUEM modules: Performance for monitoring, Engage for sentiment, and Investigate for RCA. Tanium moved quickly to fill historical gaps over the past year, but its vision centers on using experience telemetry to aid autonomous endpoint management rather than DEX specifically. Despite the company's focus outside of EUEM, its adoption and support services for Performance and Engage are fully developed, enabling solid net revenue and client retention. Tanium's roadmap focuses on expanding event triggers, multilanguage support, enhanced templates, and better integration with Microsoft Copilot for genAI use cases.

  Endpoint remediation is Tanium's strong suit, as evidenced by its robust scripting tools, self-service features, and distributed architecture that enables highly scalable self-healing at the edge, including offline support. Tanium is the only vendor to support data querying via Microsoft Copilot for its proprietary dataset. The company's security and compliance capabilities are excellent, and it has many industry-specific certifications, such as FedRAMP. Tanium's approach to EUEM is still endpoint-centric, so its visibility only extends to what's running on the endpoint itself. Though greatly improved, Tanium's sentiment collection is missing some features, such as multilingual support. Customers reported high satisfaction with Tanium's support model but would like it to invest in web application monitoring. Tanium is a great fit for regulated customers that want a unified management, security, and experience platform.

  View Tanium's detailed scorecard.

- **Ivanti's low-code approach to EUEM is unique but part of a broader portfolio.** The Ivanti Neurons platform is a multifaceted solution that covers endpoint management, security, experience, operations, and more. Ivanti's strategy centers on a platform play with low-code bot orchestrations called "neurons" that diagnose experience issues and drive automated remediation. In the past 12 months, Ivanti has expanded its telemetry support with new sensors, improved its dashboarding with time-series data, and enhanced its low-code runbooks with advanced logic and new neurons. While Ivanti has a large partner ecosystem that can enable Neurons adoption, its vision, adoption, and support services are not solely experience-centric, so Ivanti's EUEM product must compete against many other IT products. Ivanti's roadmap focuses on sensor expansion, DEX score configurability, more OOTB content, and AI anomaly detection.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

The flexibility of Ivanti's bots model makes for a powerful orchestration engine capable of automating complex workflows and conducting mass self-healing. The bots also enable real-time process querying, flexible sentiment collection, and third-party integration. Ivanti can use its low-code bots orchestration for endpoint state management, helping customers maintain high levels of security and compliance even for mobile devices. Ivanti has some key monitoring gaps, such as support for nonpersistent VDI and web-based SaaS. Additionally, Ivanti's DEX score is not yet configurable, and its historical data storage is limited to two weeks. Customer references reported that Neurons is good at high-level performance analysis but needs more customization and in-depth data collection to produce a more accurate DEX score. Ivanti is a good fit for customers that want an all-in-one shop for their IT needs.

View Ivanti's detailed scorecard.

Evaluation Overview

We grouped our evaluation criteria into three high-level categories:

- **Current offering.** Each vendor's position on the vertical axis of the Forrester Wave graphic indicates the strength of its current offering.
- **Strategy.** Placement on the horizontal axis indicates the strength of the vendors' strategies, including elements such as vision and innovation.
- **Market presence.** The size of each vendor's marker on the graphic reflects Forrester's assessment of its market presence.

Vendor Inclusion Criteria

Each of the vendors we included in this assessment has:

- **At least $30 million in annual revenue.** The EUEM product measured fiscal-year 2023 and at least 300 enterprise customers with more than 1,000 employees.
- **A generally available (not beta) product as of April 18, 2024.** Forrester did not factor in any functionality released after April 18, 2024.
- **An EUEM solution that supports three core capabilities.** It has: 1) quantitative telemetry collection through an endpoint agent, 2) qualitative employee sentiment collection and analysis, and 3) remediation of experience issues.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

- **An EUEM solution that is a direct competitor in the EUEM market.** Other vendors listed it as a frequent competitor in Forrester's Q1 EUEM landscape.
- **Mindshare among Forrester's enterprise clients.** The solution has sparked interest (in the form of mentions and inquiries) from Forrester's client base over the past 12 months.

Supplemental Material

Online Resource

We publish all our Forrester Wave scores and weightings in an Excel file that provides detailed product evaluations and customizable rankings; download this tool by clicking the link at the beginning of this report on Forrester.com. We intend these scores and default weightings to serve only as a starting point and encourage readers to adapt the weightings to fit their individual needs.

The Forrester Wave Methodology

A Forrester Wave is a guide for buyers considering their purchasing options in a technology marketplace. To offer an equitable process for all participants, Forrester follows The Forrester Wave™ Methodology to evaluate participating vendors.

In our review, we conduct primary research to develop a list of vendors to consider for the evaluation. From that initial pool of vendors, we narrow our final list based on the inclusion criteria. We then gather details of product and strategy through a detailed questionnaire, demos/briefings, and customer reference surveys/interviews. We use those inputs, along with the analyst's experience and expertise in the marketplace, to score vendors, using a relative rating system that compares each vendor against the others in the evaluation.

We include the Forrester Wave publishing date (quarter and year) clearly in the title of each Forrester Wave report. We evaluated the vendors participating in this Forrester Wave using materials they provided to us by April 18, 2024, and did not allow additional information after that point. We encourage readers to evaluate how the market and vendor offerings change over time.

In accordance with our vendor review policy, Forrester asks vendors to review our findings prior to publishing to check for accuracy. Vendors marked as nonparticipating vendors in the Forrester Wave graphic met our defined inclusion criteria but declined to participate in or contributed only partially to the evaluation. We score these vendors in accordance with our vendor participation policy and publish their positioning along with those of the participating vendors.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

Integrity Policy

We conduct all our research, including Forrester Wave evaluations, in accordance with the integrity policy posted on our website.

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.

Forrester Report Copy Prepared Exclusively For Chanel Chambers With Lakeside Software, LLC. Distribution and reproduction are prohibited.

FORRESTER®

We help business and technology leaders use customer obsession to accelerate growth.

FORRESTER.COM

Obsessed With Customer Obsession

At Forrester, customer obsession is at the core of everything we do. We're on your side and by your side to help you become more customer obsessed.

Research

Accelerate your impact on the market with a proven path to growth.

- Customer and market dynamics
- Curated tools and frameworks
- Objective advice
- Hands-on guidance

Learn more.

Consulting

Implement modern strategies that align and empower teams.

- In-depth strategic projects
- Webinars, speeches, and workshops
- Custom content

Learn more.

Events

Develop fresh perspectives, draw inspiration from leaders, and network with peers.

- Thought leadership, frameworks, and models
- One-on-ones with peers and analysts
- In-person and virtual experiences

Learn more.

FOLLOW FORRESTER

Contact Us

Contact Forrester at www.forrester.com/contactus. For information on hard-copy or electronic reprints, please contact your Account Team or reprints@forrester.com. We offer quantity discounts and special pricing for academic and nonprofit institutions.

Forrester Research, Inc., 60 Acorn Park Drive, Cambridge, MA 02140 USA
Tel: +1 617-613-6000 | Fax: +1 617-613-5000 | forrester.com

© 2024 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the Citation Policy, contact citations@forrester.com, or call +1 866-367-7378.