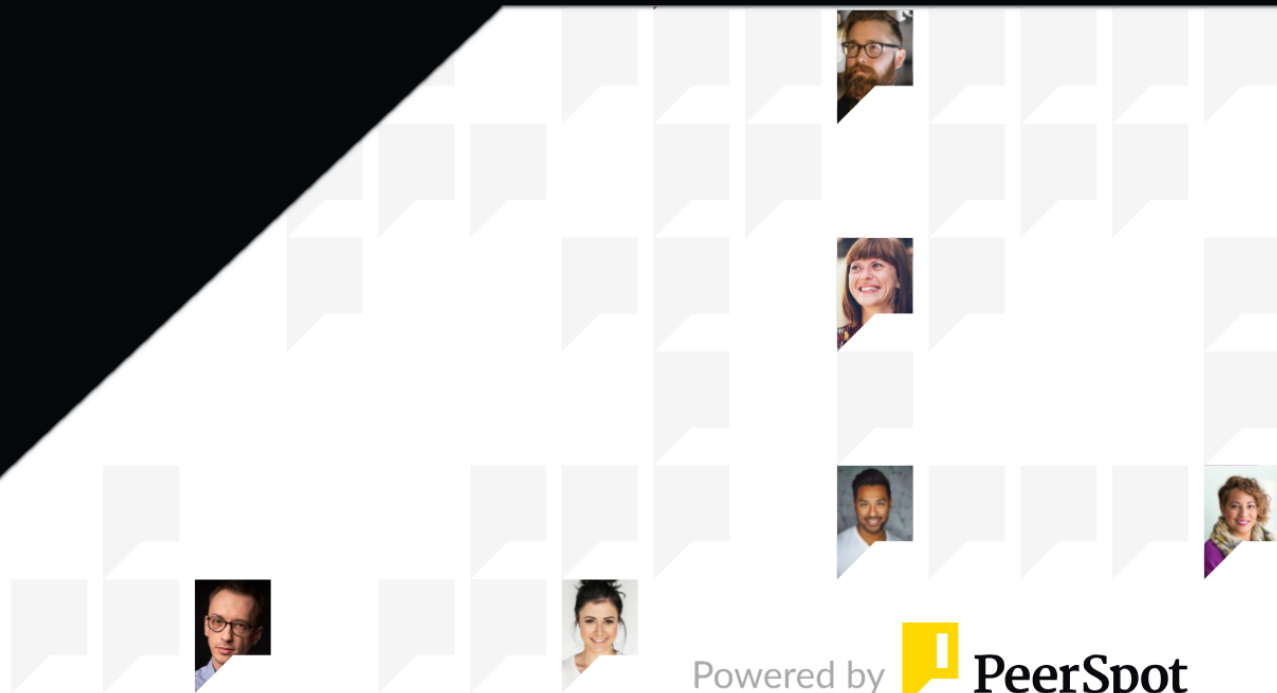


aws marketplace

NinjaOne

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



NinjaOne

NinjaOne Recap

NinjaOne provides comprehensive remote monitoring, troubleshooting, and automation via a user-friendly web interface. With a robust mobile app and integration capabilities, it appeals to small businesses seeking cost-effective management solutions.

NinjaOne is designed to streamline IT operations through its remote monitoring, patch management, and automation capabilities. Its integration with Bitdefender and ongoing feature enhancements are valuable, although users express a desire for more third-party compatibility and smoother deployment processes. The platform's SLA system enhances performance tracking, while its continual development is a key attraction. Despite some calls for a more intuitive graphical interface and advanced reporting features, it remains an asset for managed service providers and businesses adapting to cloud-based environments.

What are the most important features?

- **Remote Monitoring:** Essential for real-time insights into network and device performance.
- **Automation:** Reduces manual tasks, increasing efficiency in IT management.
- **Patch Management:** Timely updates for software and system security.
- **Mobile App:** Ensures alerts and management capabilities on the go.
- **Third-Party Integrations:** Enhances functionality by working with tools like Bitdefender.

What benefits can users expect?

- **Cost-Effectiveness:** Appeals to small companies seeking budget-friendly IT solutions.
- **Performance Tracking:** Improved SLA system aids in efficient performance monitoring.
- **Enhanced Management:** Effective use of scripts and policies streamline operations.
- **Client Interaction:** Better remote session management and asset control.

NinjaOne is widely employed across different sectors for server and workstation management, network infrastructure oversight, and client computer support. With its cloud-based framework, it supports managed service providers and businesses shifting to the cloud, ensuring seamless software deployment and improved asset management, making it integral to modern IT environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“NinjaOne has positively impacted our organization by making delivery easier for our end users and improving the ability to create scripts, manage scripts, and check status of devices and their compliance.”



Not Joseph Pearson

Assistant Vice President, Tech Solutions at LPL Financials



“Since NinjaOne was implemented, I would say it represents a huge positive change.”



Validated user

IT Director at a insurance company with 10,001+ employees



“NinjaOne allows even small teams of three users to support over 400 desktops and keep them up to date and working at peak performance.”



Jane Njau

Graphic Designer at Kroger



“The best features NinjaOne offers are that I can see every device across the network regardless of location, and it is fantastic at being able to really control everything we have.”



Peter Murphy

Head of Technology Operations at Codi Group



“The standout feature of NinjaOne is that we do not have to open any ports for access, which is great for security.”



Afshaar Ahmed

DevOps Engineer at a tech services company with 201-500 employees



“NinjaOne saves me time and improves my troubleshooting process by providing information automatically so I don't have to search for it.”



Courtney McClellan

IT Support at Team Trinet



“NinjaOne has positively impacted my organization by providing an easier way to deploy machines, manage them, troubleshoot, and assist people.”



Validated user

Managing director

What users had to say about valuable features:

“The best features of NinjaOne are the remote management and monitoring console. It is very easy to use, provides so much visibility into our endpoints and servers, and the patching module is excellent. It is a one tool that can manage all of your IT needs.

“NinjaOne is going to help any IT team run their day-to-day activities in terms of support, administration, patching, and reporting. It is a very useful tool, very low maintenance, and very secure..”

Validated user

IT Director at a insurance company with 10,001+ employees

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“NinjaOne's best features include ease of use regarding enablement and deployment, a broad selection and ability of software enablement, and API deliveries. Using CrowdStrike, we are able to tie in NinjaOne's API to have these automatically deliver to endpoints upon addition of those devices to a group with that policy deployed to it. NinjaOne has positively impacted our organization by making delivery easier for our end users and improving the ability to create scripts, manage scripts, and check status of devices and their compliance. This easier delivery with NinjaOne gives us oversight on devices without having to be on the call or remoted in directly to a device..”

Not Joseph Pearson

Assistant Vice President, Tech Solutions at LPL Financials

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“The best features NinjaOne offers are easy management, easy device location, good integration of our inventory system, and an easy way to remote into machines for troubleshooting and support.

“The inventory integration with our system Reftab and the remote access features make my job easier. When a machine gets added to NinjaOne, it also goes to Reftab, and it syncs for organizations and different locations, allowing us to remote into any machine for troubleshooting and support..”

Validated user

Managing director

[Read full review](#) 

“The best features NinjaOne offers are that I can see every device across the network regardless of location, and it is fantastic at being able to really control everything we have.

Day-to-day, NinjaOne helps me control everything across my devices as the service desk can jump onto a PC remotely regardless of location. They can see what is using memory, what is using RAM, and what is using hard drive space. It is just Intune, but only better.

NinjaOne impacts my organization positively because it makes things faster. It is a lot quicker for the team to be able to jump onto a machine and solve a problem.

Previously, we were using another application to be able to jump onto another user's machine, but it usually meant that they had to download the software, run the software, and send across the access details to the service desk team, which would take up to an hour. This shows how much time NinjaOne saves our team..”

PeterMurphy

Head of Technology Operations at Codi Group

[Read full review](#) 

The standout feature of NinjaOne is that we do not have to open any ports for access, which is great for security. We can also transfer files easily, which is beneficial. The scripting and automation features allow us to run cron jobs and create backups. Overall, security is a significant aspect since we only need to install the agent on the server or employee device for comprehensive management, including remote control and TeamViewer functionalities.

The feature I use the most is the ability to perform RDP or SSH without needing to open ports for specific individuals. This ability to remotely control devices simplifies my workflow significantly. Additionally, the scripting and automation for maintenance and backups are prominent features that enhance our operational efficiency.

The health check feature helps in identifying server issues quickly since I can check logs without needing SSH or RDP. If a server appears unhealthy, I can review its logs to determine the cause without logging in, which speeds up problem resolution significantly. This setup has allowed us to manage our AWS-deployed servers more efficiently by accessing NinjaOne dashboard directly rather than logging into each server individually.

Since we started using NinjaOne, one of the most prominent features has been the dashboard that displays installed agents on servers. If something is wrong with a server, it shows as unhealthy on the dashboard. This feature tells us whether the service is healthy or not and provides operational logs detailing what has occurred over time, allowing us to investigate server problems effectively. .”

Afshaar Ahmed

DevOps Engineer at a tech services company with 201-500 employees

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“Some of the best features that NinjaOne has to offer include proactive security, insights at a glance, enhanced user experience, boost technical efficiency, execute tasks swiftly, and also integrations.

“Proactive security empowers our IT department teams to secure endpoints through automated patch management, comprehensive antivirus protection, robust backup capabilities, and continuous visibility into the device. NinjaOne executes tasks swiftly through a built-in cloud-native platform, and enables rapid task execution and script deployment across all endpoints, regardless of their location, ensuring minimal latency and maximum responsiveness. Key integration with essential IT tools in our organization, which includes PSA, EDR, security platforms, remote access, and notification tools creates a cohesive IT environment.

“Additionally, NinjaOne provides flexible onboarding, with month-to-month pricing, along with unlimited onboarding, training, and support at no extra cost. Script management to address items is seamless.

“NinjaOne allows even small teams of three users to support over 400 desktops and keep them up to date and working at peak performance. It has allowed us to increase the number of devices and clients we service without an equal increase in headcount. It has been a key component in our push to standardize deployment across customers. Compared to the previous RMM solution, it does more for a low cost, making it very cost-effective..”

Jane Njau

Graphic Designer at Kroger

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Other Solutions Considered

I did not use any other tool before NinjaOne; when I joined my organization, NinjaOne was already deployed. In my previous role, I handled SSH access and had to open ports to specific IPs, which was time-consuming, making NinjaOne an appealing solution.

Afshaar Ahmed

DevOps Engineer at a tech services company with 201-500 employees

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“We previously used a different solution. We switched from Kaseya to NinjaOne due to multiple reasons, including bringing the solution in-house instead of using a third party, as well as price and features..”

Not Joseph Pearson

Assistant Vice President, Tech Solutions at LPL Financials

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“I talked to a lot of people and did some audits to see how people were talking about NinjaOne. I don't really remember the other companies or solutions I considered against NinjaOne. I noticed a lot of people talking really well about NinjaOne, making me choose it over other products..”

Aziz Lyazami

Manager, Information Technology at NYOS CHARTER SCHOOL

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“ConnectWise RMM was previously used.

“The switch from ConnectWise RMM to NinjaOne was made because NinjaOne is very easy to use. It seems to be the easiest to get up and running, and how everything is presented seems easier than other solutions we looked at. The bottom line was that it had the features we wanted, and the price was very reasonable and competitive compared to the other vendors..”

Jane Njau

Graphic Designer at Kroger

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“Bender Benedict:

Before choosing NinjaOne we evaluated Evancy, ManageEngine, and Casier. NinjaOne has proved to be very good, although, ManageEngine has a particular feature that NinjaOne currently lacks in terms of patching devices in locations where they have very poor connectivity. NinjaOne would require us to extend the patching period. For example, if we have three days' worth of patches to install, we have to extend it to a week for a device that has a weak signal. Whereas what we observed with Evancy was that you could actually have a distribution server within that bubble where the devices are. Those devices get patched via a closed device that's already patched so we don't have to wait for that device to download all the patches from the internet..”

BENDER BENEDICT

L3 Technical Support Engineer at SV Gaming Limited

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ROI

Real user quotes about their ROI:

“We saved money because we were able to consolidate three different tools into one. We saved time because a lot of the activities are automated. It saves time for my team to focus on other important tasks. A fairly small team is able to manage so many endpoints and servers with NinjaOne..”

Validated user[Read full review](#) 

IT Director at a insurance company with 10,001+ employees

“I have seen a return on investment as considering that we bought NinjaOne for a different purpose and it is now used really across the entire operations footprint of our tech team, I would say it is both time and money. Time-wise, it is probably saving the service desk a day a week. Money-wise, we cannot even calculate that because it is expenditure that we would have had to pay, but we do not know how much that would have been..”

PeterMurphy[Read full review](#) 

Head of Technology Operations at Codi Group

“I have seen a return on investment from the use of the solution.

NinjaOne has saved my workplace a lot of money since we deal on a daily basis between 30 to 70 tickets. Before NinjaOne's introduction at my workplace, we used to face a lot of problems because of the updates, especially the ones concerning viruses, and we also had to walk to the station to fix a problem. With NinjaOne, users can deal with and resolve 60 to 70 percent of tickets. Presently, at my workplace, we can almost deal with 95 to 96 tickets daily, saving time. I think NinjaOne saves a lot of time..”

Aziz Lyazami

Manager, Information Technology at NYOS CHARTER SCHOOL

[Read full review](#) 

“We have seen a return on investment with the solution. Before we deployed NinjaOne, if we wanted to connect to a device remotely, we would either use TeamViewer or AnyDesk and the user would not be able to use the device. If a user complained about the system being slow or having an issue with the device, we would tell the user to leave the device while we work on resolving the issue. With NinjaOne, the user does not need to stop working while we access the device. The user can continue to work while we roll out a script to fix the issue or kill the particular process causing the problem. The increased productivity of our users directly correlates to savings for the organization..”

BENDER BENEDICT

L3 Technical Support Engineer at SV Gaming Limited

[Read full review](#) 

Use Case

“My main use case for NinjaOne is patching operating systems and applications. I use NinjaOne for patching security vulnerabilities and ensuring that everything is kept up to date on the network for operating systems and applications..”

PeterMurphy

Head of Technology Operations at Codi Group

[Read full review](#) 

“Remote monitoring, managing, and software deployment are our main use cases for NinjaOne. We use NinjaOne daily to add our MDR to devices and to deliver critical and secure updates as well as manage compliance on devices..”

Not Joseph Pearson

Assistant Vice President, Tech Solutions at LPL Financials

[Read full review](#) 

“My main use case for NinjaOne is managing machines over multiple networks and locations.

“For managing machines across those networks or locations, we have NinjaOne deployed on all our machines, and we use it for Windows updates, patching, and other software installations..”

Validated user

Managing director

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“NinjaOne serves as our RMM tool for remote management and monitoring of all our endpoints and servers. We use NinjaOne to patch our endpoints, Windows servers, and Linux systems, and also to obtain vulnerability reports on the patching.

“We also use NinjaOne for patching third-party applications.

“My team uses NinjaOne every single day. It is an amazing tool to provide remote support to our users, as we can obtain stats on the endpoint without having to log in to the device. All information can be viewed from the admin console. Patching can be automated, so it does not require manual intervention from my team. It saves my team time..”

Validated user

IT Director at a insurance company with 10,001+ employees

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“NinjaOne is used to manage our PCs and servers, and it was brought in to help automate software installations, patch management, and generally the ability to manage our PCs and servers. NinjaOne is currently deployed to all our PCs and servers, which are running either Windows or a flavor of Linux. Our PCs are configured to automate patch Windows updates, and we are making use of the built-in software patching as well. Some of the servers are set up for auto-patching that are not as critical.

“We have also written a number of scripts to make changes to the PC or add software as the need has arisen. Pushing updates for non-Windows updates is a game saver. Most everything we use is already set up in NinjaOne, and you just have to select a box to say to keep them up to date on the desktop.

“NinjaOne is used daily to keep track of inventory of the hardware and software we have deployed, and we push updates to all desktops to keep them up to date with all software, not just Microsoft updates. One of the best features we use is the remote control part where you can take over a user's desktop to either help them with an issue or just remotely work on the PC when the user is not there..”

Jane Njau

Graphic Designer at Kroger

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I have been using NinjaOne for about two years to manage servers, automations, and scripting. Because we are using NinjaOne, our employees' devices are also shown there. For example, if we have a developer, their device is also shown, and we can remotely access those devices through NinjaOne. I use NinjaOne for everything, including server configuration, logging in to resolve issues, installing TeamViewer, and remote control of servers without needing TeamViewer anymore. NinjaOne provides scripting, maintenance, automation, configuration management, and handling server-level issues, since we require compliance without needing to open SSH ports.

We have Microsoft servers running on a database, and I recently dealt with a tablespace issue. I accessed the server using RDP through NinjaOne since we do not open the RDP port. I logged into the database to check the issue and had to extend that space. For example, if there is an issue with the IIS server giving 500 or 403 errors, we resolve it through NinjaOne. When migrating to AWS VPN, I created a script to deploy the AWS VPN installer to all employees' devices, automating that installation process. If there is any downtime, we access the server through NinjaOne; we do not use any other tools for SSH or RDP.

Our main use case for NinjaOne is compliance, meaning we do not need to open SSH or RDP ports. The agents we install manage the SSH or RDP access. By logging into NinjaOne console, we see a list of servers and can access them directly. This is secure since we can transfer files between local and server locations under PCI compliance. Recently, when migrating to AWS VPN from FortiClient VPN, I scripted the deployment of AWS VPN to all employee devices. I also write scripts for maintenance, such as turning off QA servers over weekends to save costs. We perform maintenance after hours via NinjaOne using RDP for Windows servers and SSH for Ubuntu or Linux servers. Our main use cases involve resolving developer problem reports, server issues, and a seamless access process without opening ports. .”

Afshaar Ahmed

DevOps Engineer at a tech services company with 201-500 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“My experience with pricing, setup cost, and licensing was very good. Our account manager was very communicative during the phase, and the long process, mostly drawn out by our side, was handled very well..”

Not Joseph Pearson

[Read full review](#) 

Assistant Vice President, Tech Solutions at LPL Financials

“The initial setup is straightforward. There's nothing complicated about setting up NinjaOne. You can either tell them whether you want an agent for a specific company, or you can set up the companies first and then add agents to them. Whichever way you choose, it's pretty easy. I've had no issues and haven't dealt with support at Ninja..”

Brynmor Hartze

[Read full review](#) 

Owner at Neocreed IT

“The whole process was very smooth. I got in touch with the account rep. We did a proof of concept and a trial.

“The implementation was smooth. We were able to get up and running in a short period of time..”

Validated user

[Read full review](#) 

IT Director at a insurance company with 10,001+ employees

“The deployment doesn't take a lot of time. It's easy to install and easy to understand the deployment and installation.

The good thing is there's an option in NinjaOne where we just click and go to the Ninja documentation, and we can follow the documentation and deploy. I deployed some servers in NinjaOne using this setup..”

Mir Baidar Ali

[Read full review](#) 

Information Technology Help Desk Analyst at EU Tech Chamber (EUTECH)

“Whether the solution's deployment process was straightforward or complex depends on your environment. When I first came into my workplace, the servers were all messed up, and there were a lot of retired computers, so I had to clean up the servers before I put them in group policy to deploy them on all the machines. I believe that the solution's deployment process is straightforward, but it is not super easy to deploy. I have trained new IT personnel who were still new, but they are now good at deploying the solution, meaning it's not rocket science, as it's a super easy process.

The solution is deployed on an on-premises model. .”

Aziz Lyazami

Manager, Information Technology at NYOS CHARTER SCHOOL

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“When we deployed the solution, all that we did was dictate an organization inside NinjaOne, download a file, and then point out which organization the file should fall under. If it's for a client, we do that stuff and our client is the one who installs it. When we send over the MSI file, it's super easy to install. I'd say, for example, three to four clicks and you have the file. Some of our clients don't know how to navigate the solution, though, so we're willing to do it remotely for them.

If I'm trying to deploy the solution for 20 users, that would only take about 10 to 15 minutes.

I think two people are more than enough for deployment.

Most of the maintenance is Windows cleanup and maintenance. All you need to do is schedule the maintenance for whenever you want to update or clean it up..”

Gabriel Lunay

[Read full review](#) 

Senior Google Workspace Specialist at Lingows

Customer Service and Support

“The technical support is good but sometimes we are told that a feature is not available and that they are looking into having it deployed in the future..”

BENDER BENEDICT

L3 Technical Support Engineer at SV Gaming Limited

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“The customer support is very good. They are very responsive. As soon as you send a ticket, they will set up a remote session and try to assist and come up with a solution as soon as possible. I have been very pleased with their customer support..”

Validated user

IT Director at a insurance company with 10,001+ employees

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“The technical support for NinjaOne works perfectly. Our experience with escalation supports, including auto escalation to third-level or engineering support, has been very positive..”

Javier_Rodriguez

Cloud Consultant at i-Community AG

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“I know that NinjaOne's technical support is good. I have talked to one of the engineers from NinjaOne a few times, but since I have experience in NinjaOne, I didn't really need any support. I think NinjaOne has created a good product where users can ask for support. What I love about NinjaOne is that if I have a problem, there is a Ninja Dojo, where I can go and create a thread and have a lot of people helping the community, and even NinjaOne support gets involved, making it a good community owing to which you don't have to call support often..”

Aziz Lyazami

Manager, Information Technology at NYOS CHARTER SCHOOL

[Read full review](#) 

Other Advice

“The advice I would give to others looking into using NinjaOne is to trial it first and make sure it is right before you invest in the system. I would rate this review an 8 out of 10..”

PeterMurphy

Head of Technology Operations at Codi Group

[Read full review](#) 

“NinjaOne is good software. There are other options available, but this one is quite good for the price and integrates with many different software solutions. I would rate this product a 9 out of 10..”

Validated user

Managing director

[Read full review](#) 

“I would advise others looking into using NinjaOne to absolutely test NinjaOne and go through a bunch of use case scenarios to find if it is fitting for their use case, as well as meeting with their sales team to discuss use cases. I would rate this review a seven on a scale of one to ten..”

Not Joseph Pearson

Assistant Vice President, Tech Solutions at LPL Financials

[Read full review](#) 

In my previous role, I handled SSH access and had to open ports to specific IPs, which was time-consuming, making NinjaOne an appealing solution.

My advice for others considering NinjaOne is that if you require compliance, it is a great option. NinjaOne dashboard consolidates everything, which is helpful for maintenance and backups across various cloud platforms including AWS, [Azure](#), or GCP, making it a preferred choice. I would rate this product an 8 out of 10. .”

Afshaar Ahmed

DevOps Engineer at a tech services company with 201-500 employees

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“NinjaOne is very feature-rich, very easy to use, and simple. Everything is great. It does remote patch management and reporting in a very efficient manner.

“NinjaOne is deployed in a private cloud on [Microsoft Azure](#).

“NinjaOne is extremely scalable in terms of number of endpoints and servers. It can be used in a small, medium, or large enterprise. The licensing is very scalable, as well as their platform.

“NinjaOne is going to help any IT team run their day-to-day activities in terms of support, administration, patching, and reporting. It is a very useful tool, very low maintenance, and very secure. I would give this product a rating of 10..”

Validated user

IT Director at a insurance company with 10,001+ employees

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“Since starting to use NinjaOne, Windows patching, as employees cannot get it done themselves, is making an impact. Having data about our PCs all the time, which we did not have, is a great achievement. [Remote](#) access to PCs in a variety of ways versus hoping remote desktop would work greatly improves our ability to manage our employees' PCs and our clients' PCs.

“We now have access to data and to the PCs as long as they are on and connected to any network. This has made an impact on our ability to manage and maintain our workforce PCs.

“NinjaOne is a great tool, especially compared to the previous solution, ConnectWise RMM. It has better activity logging and detailed information on which user is doing what from where. It has also greatly improved how easy it is to deploy our full stack of security software.

“NinjaOne is well suited for situations where fully remote management for servers and workstations is needed. It gives the ability to handle after-hours requests without tying up a technician for the entire night, weekend, or day, as well as rapid response to emergency requests. It is very flexible and a highly reliable tool, and I give this review a rating of 8 out of 10..”

Jane Njau

Graphic Designer at Kroger

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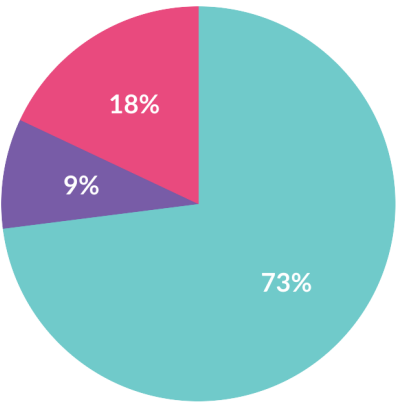
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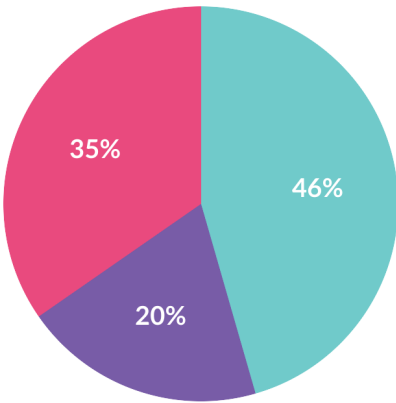


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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