



FORTIFY YOUR ENTERPRISE

# Streamline security and **protect** your organization

Bitwarden empowers enterprises with trusted open source security and unparalleled control over your data.



SoftwareReviews



# Table of Contents

3	Trends and technologies to battle emerging cybersecurity threats
4	Neglecting enterprise password security results in hidden costs and increased risks
5	Bitwarden excels in performance, user satisfaction, and enterprise-grade features
6	Bitwarden elevates enterprise cybersecurity with advanced features and capabilities
8	Bitwarden helps enterprises maintain strong credential security
9	Achieve rapid business value with Bitwarden
10	Bitwarden delivers exceptional customer experience
11	Good relationships matter, including the one with your technology partner
12	Customers rate Bitwarden as a superior partner for enterprise password management
13	About Bitwarden
14	About Info-Tech Research Group & SoftwareReviews
15	SoftwareReviews' Methodology
16	Bibliography

## Trends and technologies to battle emerging cybersecurity threats

The future of access intelligence and trends in enterprise password management are rapidly evolving to tackle the growing complexity and sophistication of cyber threats. Below are some notable trends and innovations:



### Passwordless authentication and phishing-resistant passkeys

Authentication methods that eliminate the need for passwords by using alternatives like biometrics, hardware tokens, one-time codes, and passkeys. This improves security by reducing risks associated with weak passwords such as phishing and credential theft.



### Single sign-on (SSO)

SSO allows users to access multiple applications with one login, improving convenience and security. However, since not all applications support SSO, it is recommended that businesses pair SSO with an enterprise password manager, like Bitwarden, to ensure all online accounts are protected.



### Access management

Enterprise-grade access management solutions allow security leaders to prioritize critical workforce applications, ensuring potential at-risk credentials are quickly addressed through real-time alerts and remediation.



### Security awareness and training

Organizations that prioritize security regularly educate users on strong authentication practices and how to recognize digital threats, empowering all employees to be the company's first line of defense.



### Advanced threat detection and response

Modern identity access management (IAM) systems use AI and machine learning to detect and respond to credential-based attacks in real time.



### Workforce multifactor authentication (MFA)

Modern authentication approaches align with custom enterprise policies and require authorized users to provide an additional form of verification to unlock an account and prevent unauthorized access.

By adopting these security methods and technologies, organizations can significantly enhance their password management practices, reduce the risk of credential compromise, and improve their overall security posture.

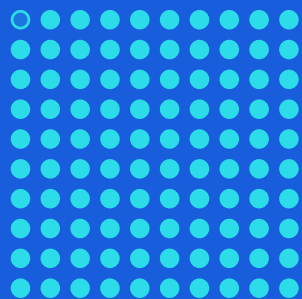
## Neglecting enterprise password security results in hidden costs and increased risks

Failing to implement a password management solution exposes an organization to several risks and challenges, including:

- Costly breaches
- Weak security posture
- Hidden vulnerabilities and compliance risks
- Lack of security control and visibility
- High operational costs and inefficiencies
- Limited security awareness and enablement
- Use of weak, reused, and exposed credentials
- User password and login fatigue

It is crucial for organizations to prioritize password management to safeguard their digital identities and maintain a strong security posture.

Source: Info-Tech Research Group



# 99%

More than 99% of identity attacks are password related.

Source: Microsoft

## Bitwarden excels in performance, user satisfaction, and enterprise-grade features

Bitwarden sets a record of excellence as a Data Quadrant Gold Medalist from customer surveys.

### What is the Data Quadrant?

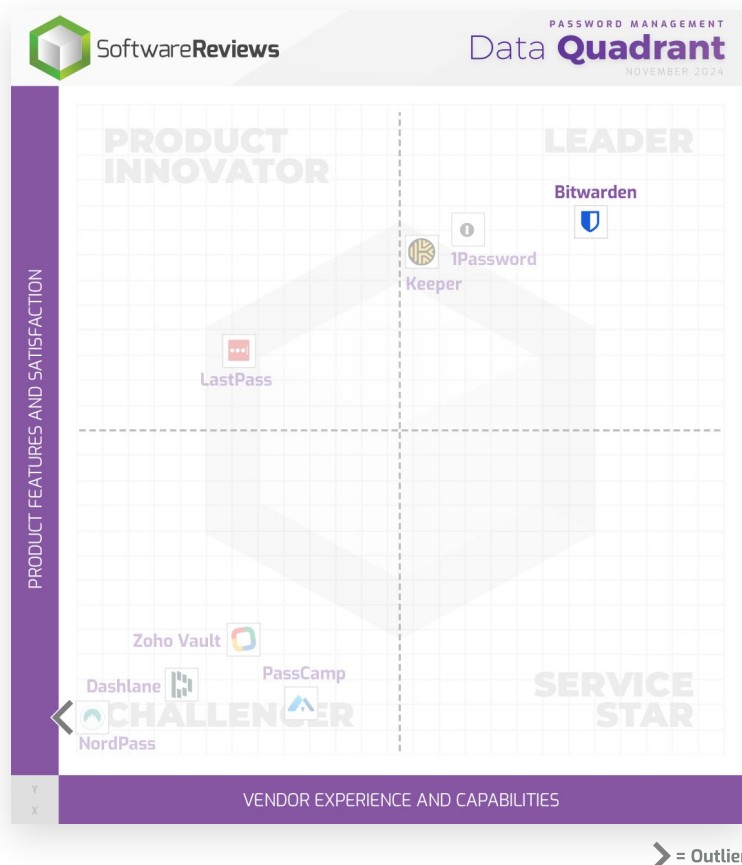
SoftwareReviews evaluates aspects of software capabilities and features using a weighted average of user satisfaction scores. These ratings use a satisfaction scale to determine whether software delights or disappoints creating a powerful indicator of overall user value.

### Gold Medal Performance

The SoftwareReviews Data Quadrant evaluates and ranks products' capabilities and features based on feedback from IT and business professionals.



Bitwarden is a Gold Medalist in the Password Management category.



Category-leading user popularity

9.1/10  
Composite Score

Bitwarden customers provide overwhelmingly positive reviews, giving it a 9.1 Composite Score.

"Bitwarden has capacity to manage a cloud database with maximum encryption, create single password management, and synch cloud data. It is a high-quality content generator."

Sales & Marketing Professional,  
Telecom Enterprise

# Bitwarden elevates enterprise cybersecurity with advanced features and capabilities

Bitwarden password manager offers a comprehensive suite of features designed to enhance security, streamline user experience, and ensure robust administrative controls for enterprises.

With Bitwarden, organizations significantly reduce security risks, improve operational efficiency, and provide a seamless experience for their users.

**Directory integration:** Integrates with existing directory services to automatically provision users, groups, and roles, simplifying user account provisioning, onboarding, and management across the organization.

**SSO integration:** Enables enterprises to integrate existing single sign-on security controls with the Bitwarden vault, streamlining logins and extending end-to-end encrypted protection across all applications, including those not covered by SSO.

**Auditable event logs:** Provides detailed event logs for monitoring and auditing user actions, which can be exported to external SIEM tools.

**Robust administrative policies:** Allows administrators to define and enforce company security policies, including two-factor authentication (2FA), user access controls, and password complexity requirements.

**Account recovery:** Enables designated administrators to recover enterprise user accounts if a master password is lost or forgotten.

**Integrated TOTP:** Allows users to verify their identity on websites and applications by generating time-based one-time passwords (TOTPs) directly within the Bitwarden Password Manager.

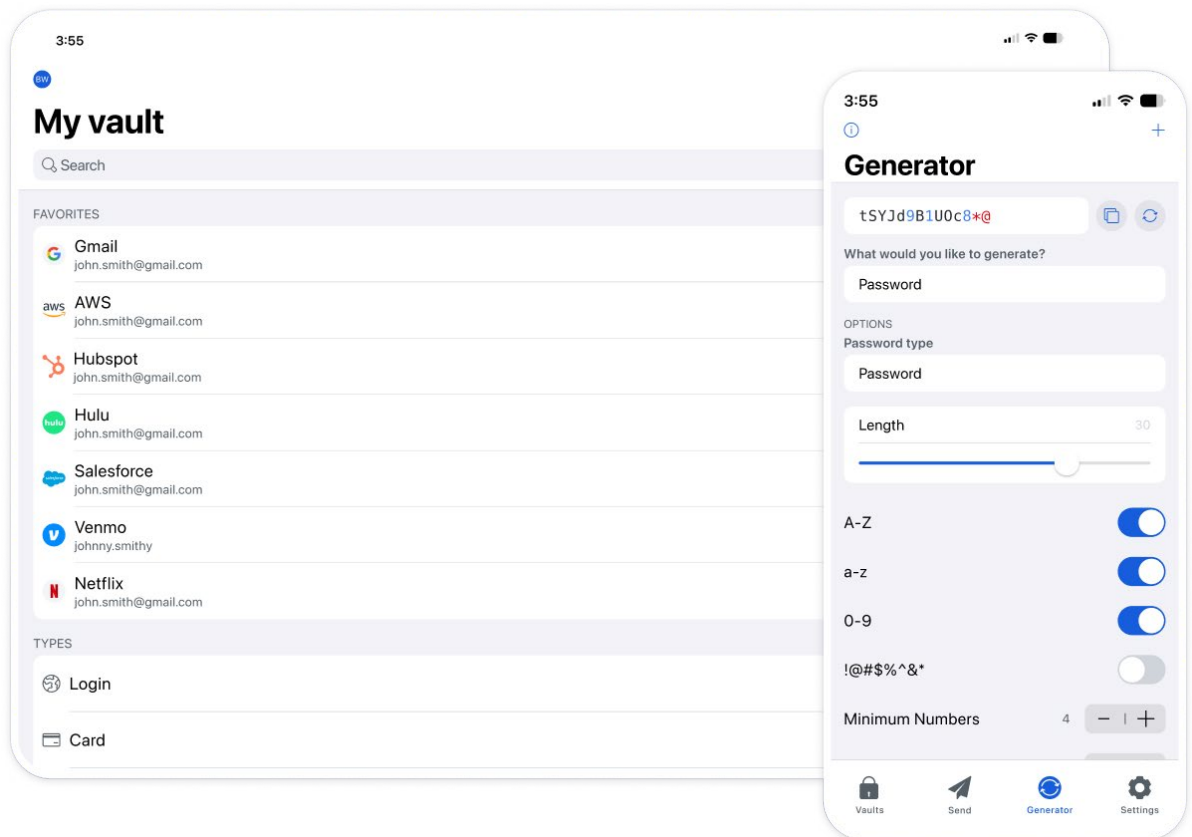
**Sensitive information sharing:** Allows users to transmit sensitive text or files through an end-to-end encrypted link. Information stored in a Bitwarden organization vault can also be instantly shared with authorized users through shared collections.

**Cross-platform access with unlimited devices and passwords:** Enables global access to passwords and other sensitive information with timesaving autofill capabilities across devices, platforms, and browsers to boost online security and productivity.

**Self-host deployment option:** Enables businesses requiring enhanced security, customization, and control over their data to host the Bitwarden installation on a private server.

**Scalable sharing model:** Unlike competitors, Bitwarden takes into account that credentials are vital, dynamic sources of data. Its scalable collection sharing model allows credentials to securely live in multiple vaults simultaneously – under a single source of truth – without compromising security. This enables admins to assign a vault item to multiple shared collections. When the item is edited, the changes are automatically applied across all collections where it's stored.

**Remove individual vault:** Bitwarden enterprise policies give admins the opportunity to set security requirements and determine who has access to what. Turning on the "remove individual vault" policy prevents employees from saving vault items to a personal vault, giving admins complete oversight and control over credentials.



## Bitwarden helps enterprises maintain strong credential security

Elevating enterprise security with trusted password management and protection.

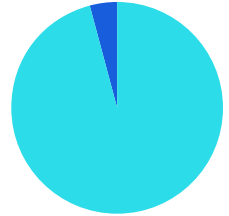
Bitwarden provides a comprehensive suite of features designed to help businesses securely store, manage, and share passwords and other sensitive information. What sets Bitwarden apart in the competitive password management market is its trusted open source architecture, highly rated customer support, and remarkable rate of feature development.

### Bitwarden scores high for product capabilities

As security threats rapidly change, it is important to partner with a trusted solution that continues to evolve. Customers score Bitwarden high for the core password management features necessary to protect sensitive information at home, at work, and on the go.

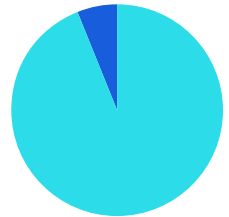
96%

Helps Innovate



94%

Continually Improving



98%

Enables  
Productivity

96%

Performance  
Enhancing

94%

Includes Product  
Enhancements

“For me, I rate Bitwarden very high for its **continued improvements and innovation** in providing users with the best password management platform.”

Operations Professional,  
Manufacturing

Source: SoftwareReviews data on Password Management providers



# Achieve rapid business value with Bitwarden

According to SoftwareReviews research, a high score in overall business value fosters stronger user loyalty and significantly higher satisfaction with the product.

Bitwarden users overwhelmingly state that the password management solution provides tremendous value, placing it first in the category.

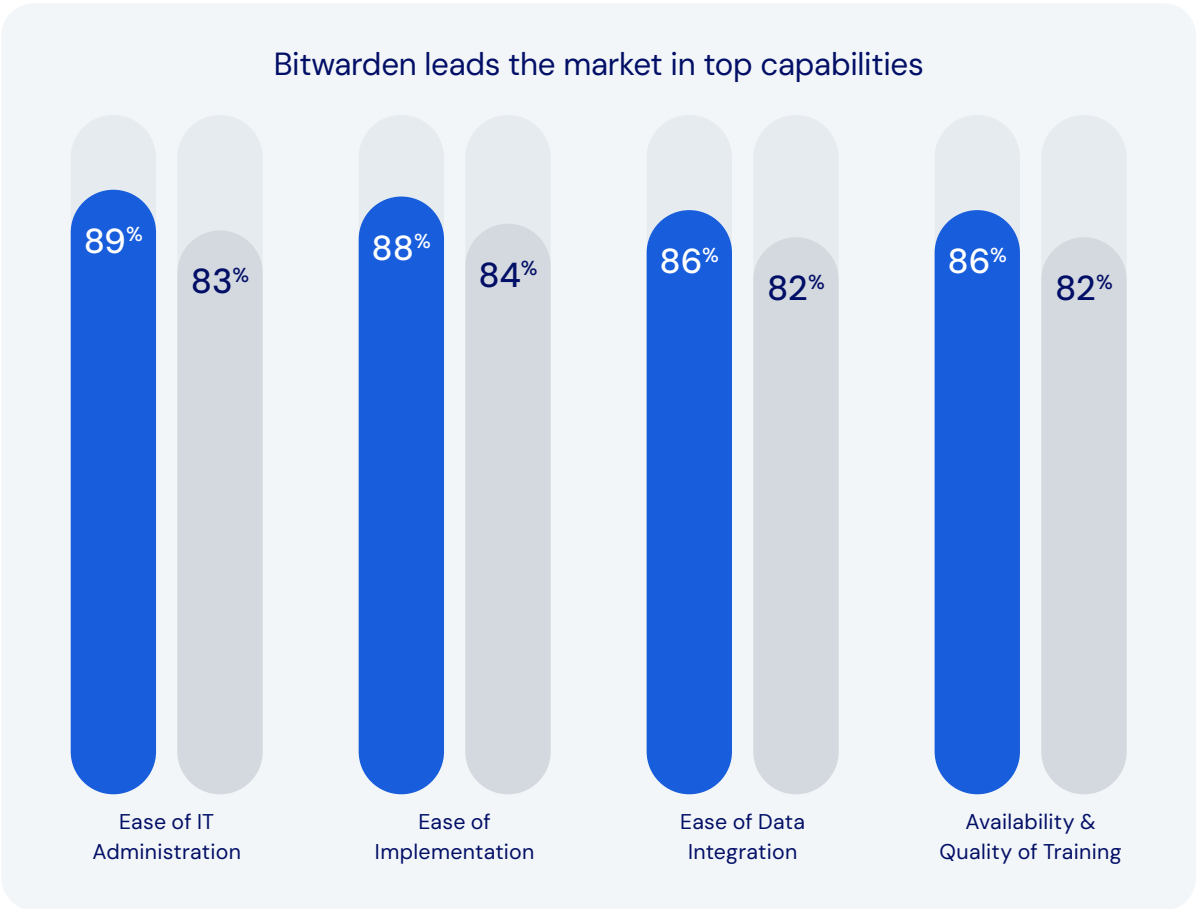
## Bitwarden is easy to install, customize, and operate

As the market leader in password management capabilities, Bitwarden rapidly provides business value by making it easy for administrators and end users to get the platform up and running.

Ranked 1<sup>st</sup>  
of 8 in Password Management



Bitwarden outperforms its competitors in **delivering business value**.



Source: SoftwareReviews data on Password Management providers

■ Bitwarden ■ Category Average

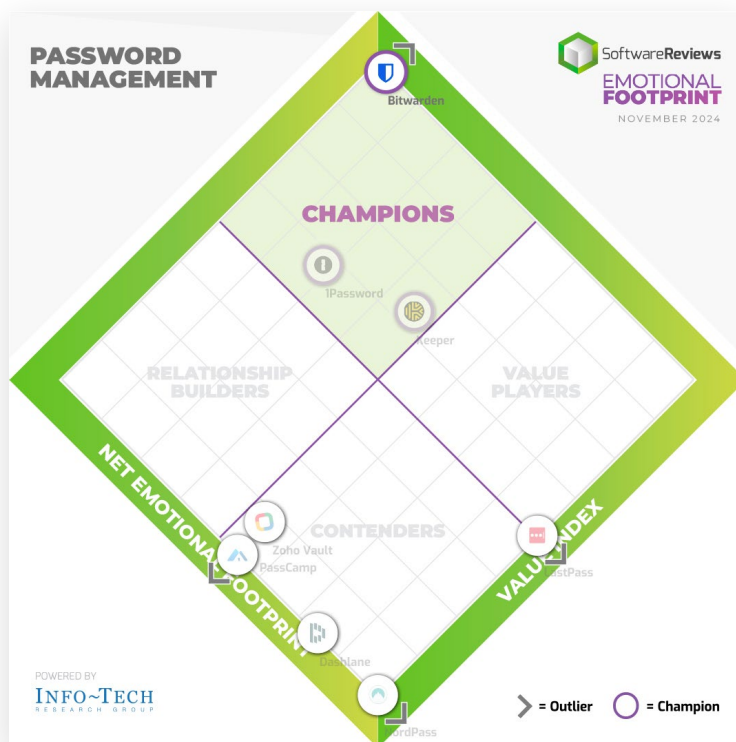
## Bitwarden delivers exceptional customer experience

SoftwareReviews named Bitwarden an Emotional Footprint Champion in the Password Management category for 2024, based on customer surveys.



### What is the Emotional Footprint?

The Emotional Footprint is a measure of user sentiment toward a vendor, evaluated by SoftwareReviews through 27 aspects of the customer relationship. Using a Net Promoter methodology, these assessments are based on detailed, thought-provoking questions about the user experience, creating a powerful indicator of overall user satisfaction and emotional connection with a vendor.



**+95**  
Net Emotional Footprint

“Bitwarden's open source nature sets it apart in the crowded field of password managers. The ability to self-host the solution gives us greater control over security and compliance.”

Operations Executive,  
Enterprise Insurance

# Good relationships matter, including the one with your technology partner

SoftwareReviews data reveals that an organization's relationship with a vendor has a larger impact on satisfaction than product features or price.

Bitwarden excels in customer relationships, consistently ranking at the top in SoftwareReviews' key relationship drivers for Password Management.



Customers rate Bitwarden first in **Vendor Support** in the Password Management category with a score of 85%.

"Bitwarden is an all-round password management tool that boosts lots of security features such as two-factor authentication, AD/LDAP synchronization, and secure password generation, among others. It's one of the best and most affordable password management solutions out there."

Operations Manager, Food and Beverage

SoftwareReviews data shows Bitwarden leads in the top relationship drivers			
Relationship Drivers	Bitwarden	1Password	Keeper
Resolves Issues Fairly	98%	91%	94%
Client Interests First	93%	87%	86%
Appreciates Existing Customers	92%	90%	82%
Demonstrates Altruistic Behavior	92%	83%	88%

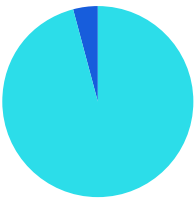
Source: SoftwareReviews data on Password Management providers

# Customers rate Bitwarden as a superior partner for enterprise password management

Customer advocacy, reflected in testimonials, referrals, and recommendations, is a reliable indicator of a successful technology partnership. Significantly outperforming top market competitors, Bitwarden received the highest customer recommendation rates across categories considered essential to product satisfaction, underscoring its business value and effectiveness.

99%

Love



Nearly all customers indicate that they **love** working with Bitwarden.

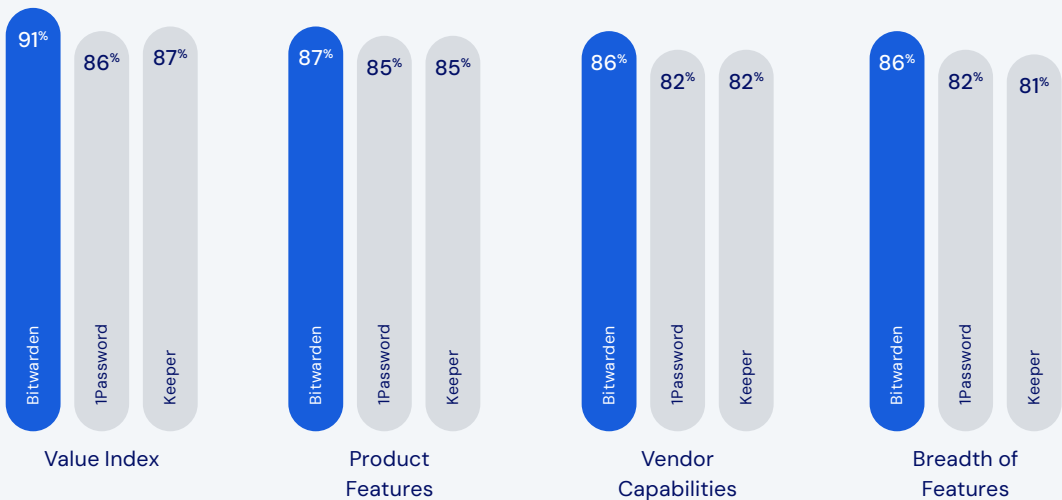


90% of customers are highly **likely to recommend** Bitwarden.

With its feature-rich product and excellent user experience, Bitwarden customers love and highly recommend the solution.

Customers express their satisfaction with key capabilities such as usability, intuitiveness, quality, and breadth of features over other providers in the market.

## Customers score Bitwarden higher than the competition



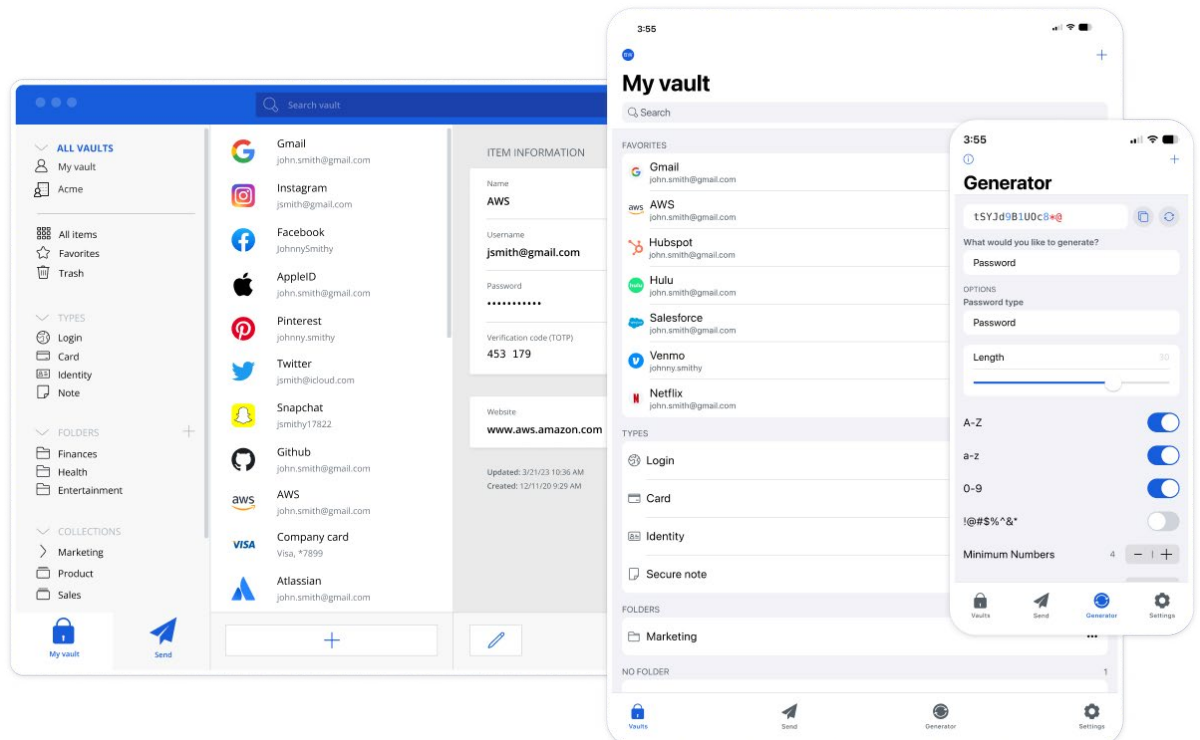
Source: SoftwareReviews data on Password Management providers



## About Bitwarden

Bitwarden is the trusted identity security leader for millions of users worldwide, empowering enterprises, developers, and individuals to securely manage and share sensitive information anywhere. Bitwarden makes it easy for all users to extend robust security across their devices with password management, secrets management, and passwordless and passkey innovations.

Learn more at [bitwarden.com](https://bitwarden.com).



# About Info-Tech Research Group and SoftwareReviews

This report is prepared with insights and research from Info-Tech Research Group and its SoftwareReviews division.

Info-Tech Research Group provides IT research and advisory services. It offers unbiased research to help IT leaders and CIOs make informed decisions. Info-Tech also provides executive coaching and works with IT teams to provide tools and guidance. One such tool, provided to technology leaders and decision-makers across industries, is SoftwareReviews.

SoftwareReviews collects user insights that help organizations more effectively choose software that meets their needs, measure business value, and improve selection.

SoftwareReviews equips tech leaders with valuable insights through independent customer surveys and interviews with verified users. This unique methodology provides real-world customer sentiment and data (up to 130 data points!) to help buyers make informed software choices.

## SoftwareReviews Category Coverage and Methodology: Password Management

SoftwareReviews covers **13 vendors** in the **Password Management** category and has **711 detailed user-generated reviews**.

Rankings, results, and positioning in SoftwareReviews reports are based entirely on thoroughly vetted end-user feedback solicited from a proprietary online survey engine.

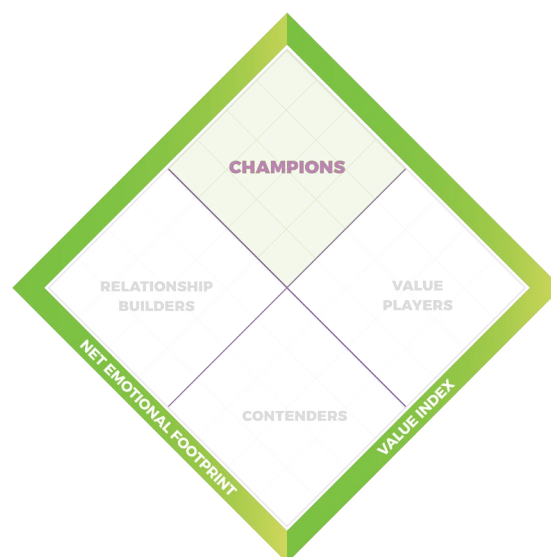
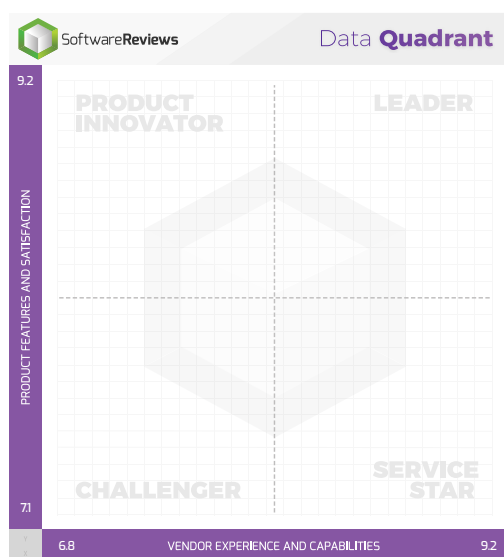
Data in this report was sourced from the 2024 Password Management Emotional Footprint and the Data Quadrant Report launched in November 2024.

# SoftwareReviews' Methodology

SoftwareReviews collects user insights that help organizations more effectively choose software that meets their needs, measure business value, and improve selection.

Data and insights shown in this report were gathered from **711 validated users** from the **Password Management category**.

Rankings, results, and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited from a proprietary online survey engine.



**Leaders:** Products that resonate strongest in the market, balancing features with a great user experience.

**Product Innovators:** Products that emphasize product features, gaining strong recommendations from their customers.

**Service Stars:** Products that emphasize a good experience and build strong relationships with customers.

**Challengers:** Products that are strong performers in some areas and trail in others. Often up-and-coming vendors.

**Champions:** Products that resonate highly with users at an emotional level. Users have specific emotional views like love, trust, and effective.

**Value Players:** Products that succeed on cost and service effectiveness with users.

**Relationship Builders:** Products that are bulletproof and focus on fulfilling the core needs with steady support, not the latest feature.

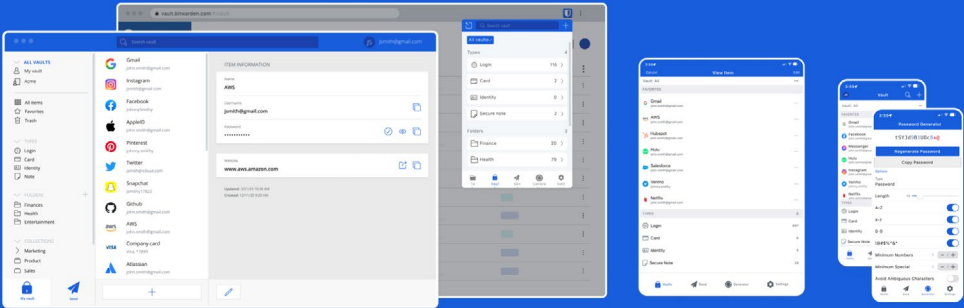

**Contenders:** Products seen as good in some areas and trailing in others. Users look to these for innovation at the edge but aren't committed fully.

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“2022 Report Sheds Light on Evolving Enterprise Password Management Strategies.” Bitwarden, 2022. Accessed 11 Dec. 2024.

Jowhar, Ahmad. “Modernize Your Identity Authentication Practices.” Info-Tech Research Group, 24 July 2024. Accessed 13 Dec. 2024.

“Microsoft Digital Defense Report 2024.” Microsoft, 2024. Accessed 13 Dec. 2024.



Sync and access your vault from multiple devices







 **bit**warden