**SoftwareReviews**

PRODUCT SCORECARD

# Keeper

## Password Management

# MAY 2025

Improving and Accelerating Enterprise Software Evaluation and Selection

333 N Green St Ste 811
Chicago, IL, United States

(312) 829-2680
228 Employees

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http://www.linkedin.com/company/keeper-security-inc-

## 146
REVIEWS

# Table of Contents

## How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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**NUMBER OF REVIEWS**
# 146

KEEPER®

# Keeper

## PASSWORD MANAGEMENT

Keeper Business Password Manager protects companies of all sizes across every industry. Secure business passwords to prevent data breaches, improve employee productivity and meet compliance standards.
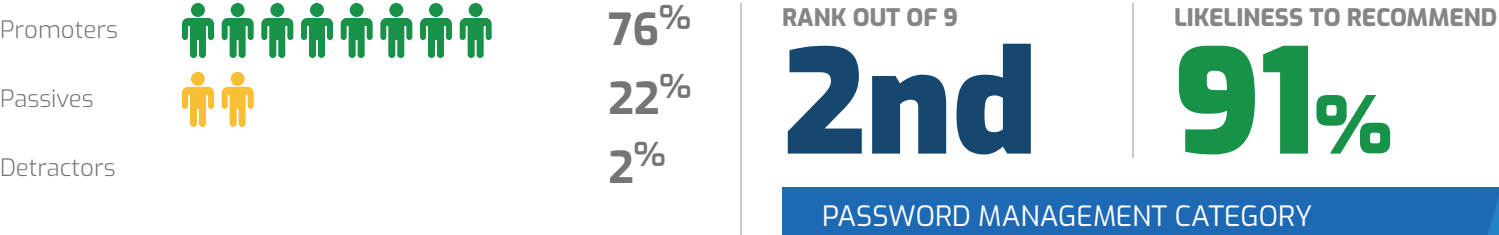
**228 Employees**
https://www.keepersecurity.com/

333 N Green St Ste 811
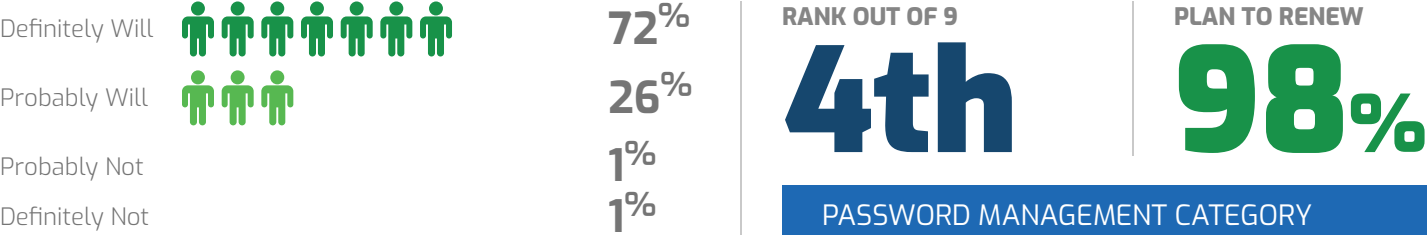Chicago, IL
United States

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

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2025 EMOTIONAL FOOTPRINT **CHAMPION** INFO~TECH

2024 DATA QUADRANT **CHAMPION** INFO~TECH

## 8.9/10 COMPOSITE SCORE

### Likeliness to Recommend

| | | | |
|---|---|---|---|
| Promoters | 76% | **RANK OUT OF 9** | **LIKELINESS TO RECOMMEND** |
| Passives | 22% | **2nd** | **91%** |
| Detractors | 2% | | |

PASSWORD MANAGEMENT CATEGORY

### Plan to Renew

| | | | |
|---|---|---|---|
| Definitely Will | 72% | **RANK OUT OF 9** | **PLAN TO RENEW** |
| Probably Will | 26% | **4th** | **98%** |
| Probably Not | 1% | | |
| Definitely Not | 1% | | |

PASSWORD MANAGEMENT CATEGORY

### Satisfaction that Cost is Fair Relative to Value

| | | | |
|---|---|---|---|
| Delighted | 42% | **RANK OUT OF 9** | **SATISFACTION** |
| Highly Satisfied | 49% | **6th** | **83%** |
| Almost Satisfied | 9% | | |
| Disappointed | 0% | | |

PASSWORD MANAGEMENT CATEGORY

**SoftwareReviews** | **INFO~TECH** RESEARCH GROUP
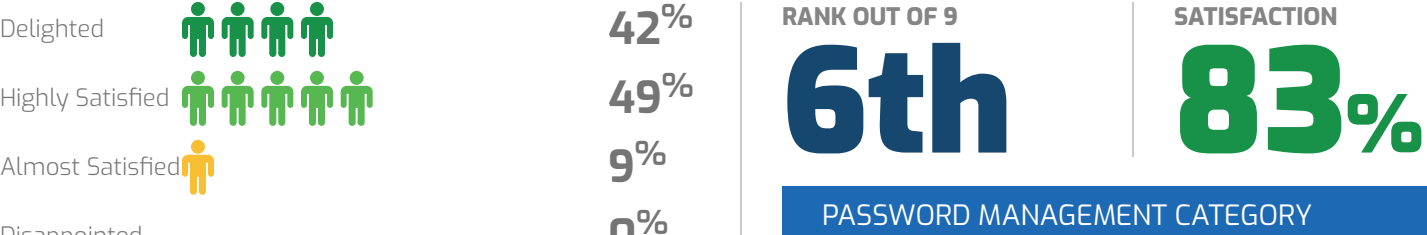
# Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Keeper's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

*How satisfied are you with the following Keeper capabilities?*

## Quality of Features

**Ranked 4th** of 9 in Password Management

**41%** OF CLIENTS ARE DELIGHTED

**The ability to perform at or above industry standards.** Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**83%** SATISFACTION
**82%** CATEGORY AVERAGE

## Business Value Created

**Ranked 6th** of 9 in Password Management

**41%** OF CLIENTS ARE DELIGHTED

**The ability to bring value to the organization.** Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**84%** SATISFACTION
**83%** CATEGORY AVERAGE

## Ease of Implementation

**Ranked 2nd** of 9 in Password Management

**47%** OF CLIENTS ARE DELIGHTED

**The ability to implement the solution without unnecessary disruption.** Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**85%** SATISFACTION
**83%** CATEGORY AVERAGE

## Availability and Quality of Training

**Ranked 4th** of 9 in Password Management

**42%** OF CLIENTS ARE DELIGHTED

**Quality training allows employees to take full advantage of the software.** Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**82%** SATISFACTION
**80%** CATEGORY AVERAGE

## Usability and Intuitiveness

**Ranked 6th** of 9 in Password Management

**40%** OF CLIENTS ARE DELIGHTED

**The ability to reduce training due to intuitive design.** End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**81%** SATISFACTION
**80%** CATEGORY AVERAGE

## Vendor Support

**Ranked 3rd** of 9 in Password Management

**46%** OF CLIENTS ARE DELIGHTED

**The ability to receive timely and sufficient support.** The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**82%** SATISFACTION
**79%** CATEGORY AVERAGE

## Ease of Data Integration

**Ranked 5th** of 9 in Password Management

**40%** OF CLIENTS ARE DELIGHTED

**The ability to seamlessly integrate data.** Use this data to determine whether the product will cause headaches or make data integration easy.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**82%** SATISFACTION
**80%** CATEGORY AVERAGE

## Breadth of Features

**Ranked 6th** of 9 in Password Management

**36%** OF CLIENTS ARE DELIGHTED

**The ability to perform a wide variety of tasks.** Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**81%** SATISFACTION
**80%** CATEGORY AVERAGE

## Product Strategy and Rate of Improvement

**Ranked 3rd** of 9 in Password Management

**36%** OF CLIENTS ARE DELIGHTED

**The ability to adapt to market change.** Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**80%** SATISFACTION
**77%** CATEGORY AVERAGE

## Ease of Customization

**Ranked 5th** of 9 in Password Management

**35%** OF CLIENTS ARE DELIGHTED

**The ability to scale the solution to a business' unique needs.** Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**79%** SATISFACTION
**77%** CATEGORY AVERAGE

## Ease of IT Administration

**Ranked 7th** of 9 in Password Management

**42%** OF CLIENTS ARE DELIGHTED

**Ease of use of the backend user interface.** This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

**81%** SATISFACTION
**81%** CATEGORY AVERAGE

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# Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Password Management market.

*How satisfied are you with the following Keeper features and functionalities?*

**PASSWORD MANAGEMENT**

**MANDATORY FEATURES**

## Data Tracking and Audit Trail

**Ranked 2nd** of 9 in Password Management

**41%** OF CLIENTS ARE DELIGHTED

In addition to reporting, the ability to provide audit trail on data and details tracked.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**82%** SATISFACTION
**79%** CATEGORY AVERAGE

## Password Management

**Ranked 3rd** of 9 in Password Management

**61%** OF CLIENTS ARE DELIGHTED

Software provides credential management and retrieval functionality.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**89%** SATISFACTION
**86%** CATEGORY AVERAGE

## Policy Engine and Enforcements

**Ranked 3rd** of 9 in Password Management

**42%** OF CLIENTS ARE DELIGHTED

Includes standard and/or customizable security policies, and the ability to enforce policies.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**84%** SATISFACTION
**81%** CATEGORY AVERAGE

## Encryption and Decryption

**Ranked 6th** of 9 in Password Management

**50%** OF CLIENTS ARE DELIGHTED

Advanced capabilities to encode data and information with visibility and controls.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**86%** SATISFACTION
**86%** CATEGORY AVERAGE

## Access From Multiple Devices

**Ranked 7th** of 9 in Password Management

**57%** OF CLIENTS ARE DELIGHTED

Software can be accessed from multiple devices. Ideally this access will be possible regardless of the operating system used.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**85%** SATISFACTION
**86%** CATEGORY AVERAGE

**SECONDARY FEATURES**

## Multi-Factor Authentication (MFA)

**Ranked 1st** of 9 in Password Management

**53%** OF CLIENTS ARE DELIGHTED

Supports multi-factor device and app authentication.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**87%** SATISFACTION
**85%** CATEGORY AVERAGE

## Vault for Each User

**Ranked 2nd** of 9 in Password Management

**54%** OF CLIENTS ARE DELIGHTED

Each user has access to their own password vault.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**87%** SATISFACTION
**84%** CATEGORY AVERAGE

## Password Generator

**Ranked 3rd** of 9 in Password Management

**57%** OF CLIENTS ARE DELIGHTED

Software includes the ability for users to generate strong passwords.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**87%** SATISFACTION
**86%** CATEGORY AVERAGE

## Team Management

**Ranked 3rd** of 9 in Password Management

**45%** OF CLIENTS ARE DELIGHTED

Create and manage team members. Items can be shared across team members.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**84%** SATISFACTION
**83%** CATEGORY AVERAGE

## Single Sign-On (SSO)

**Ranked 3rd** of 9 in Password Management

**54%** OF CLIENTS ARE DELIGHTED

Login authentication linked to corporate login credentials, and user account information auto-populated to the expense profile.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**83%** SATISFACTION
**82%** CATEGORY AVERAGE

## Work and Personal

**Ranked 4th** of 9 in Password Management

**53%** OF CLIENTS ARE DELIGHTED

Offers the ability for users to leverage some or all software features for personal use.
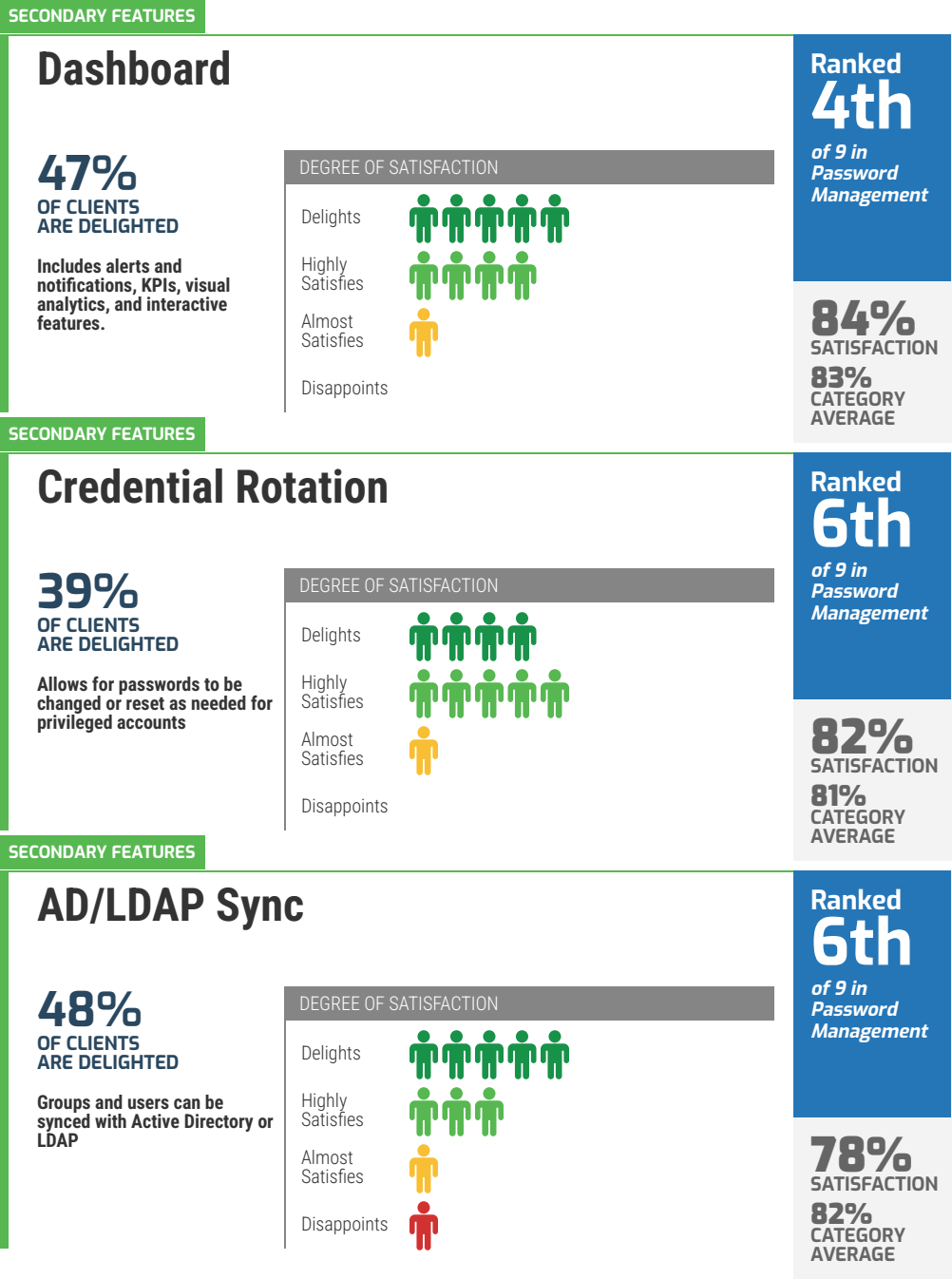
DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

**86%** SATISFACTION
**86%** CATEGORY AVERAGE

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# Product
# Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Password Management market.

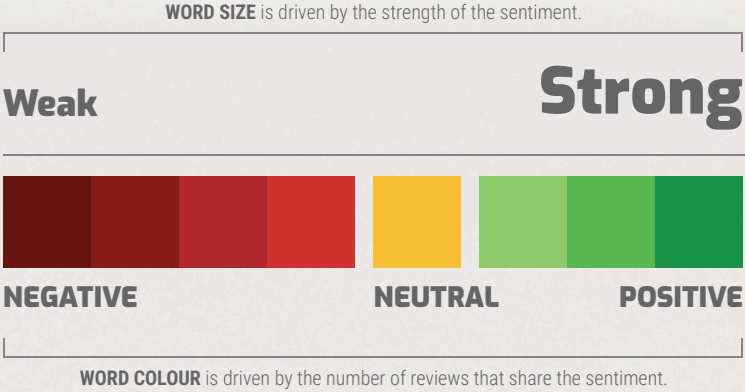*How satisfied are you with the following Keeper features and functionalities?*

## PASSWORD MANAGEMENT

### SECONDARY FEATURES

### Dashboard

**47%**
OF CLIENTS
ARE DELIGHTED

**Includes alerts and notifications, KPIs, visual analytics, and interactive features.**

| DEGREE OF SATISFACTION | |
| --- | --- |
| Delights | 👤👤👤👤👤👤 |
| Highly Satisfies | 👤👤👤👤 |
| Almost Satisfies | 👤 |
| Disappoints | |

**Ranked 4th**
*of 9 in Password Management*

**84%** SATISFACTION
**83%** CATEGORY AVERAGE

### SECONDARY FEATURES

### Credential Rotation

**39%**
OF CLIENTS
ARE DELIGHTED

**Allows for passwords to be changed or reset as needed for privileged accounts**

| DEGREE OF SATISFACTION | |
| --- | --- |
| Delights | 👤👤👤👤👤 |
| Highly Satisfies | 👤👤👤👤👤 |
| Almost Satisfies | 👤 |
| Disappoints | |

**Ranked 6th**
*of 9 in Password Management*

**82%** SATISFACTION
**81%** CATEGORY AVERAGE

### SECONDARY FEATURES

### AD/LDAP Sync

**48%**
OF CLIENTS
ARE DELIGHTED

**Groups and users can be synced with Active Directory or LDAP**

| DEGREE OF SATISFACTION | |
| --- | --- |
| Delights | 👤👤👤👤👤👤 |
| Highly Satisfies | 👤👤👤 |
| Almost Satisfies | 👤 |
| Disappoints | 👤 |

**Ranked 6th**
*of 9 in Password Management*

**78%** SATISFACTION
**82%** CATEGORY AVERAGE

### SECONDARY FEATURES

### Autosave and Autofill

**35%**
OF CLIENTS
ARE DELIGHTED

**Allows for passwords to be autosaved and autofilled when accessing resources again.**

| DEGREE OF SATISFACTION | |
| --- | --- |
| Delights | 👤👤👤 |
| Highly Satisfies | 👤👤👤👤👤 |
| Almost Satisfies | 👤👤👤 |
| Disappoints | |

**Ranked 8th**
*of 9 in Password Management*

**76%** SATISFACTION
**82%** CATEGORY AVERAGE

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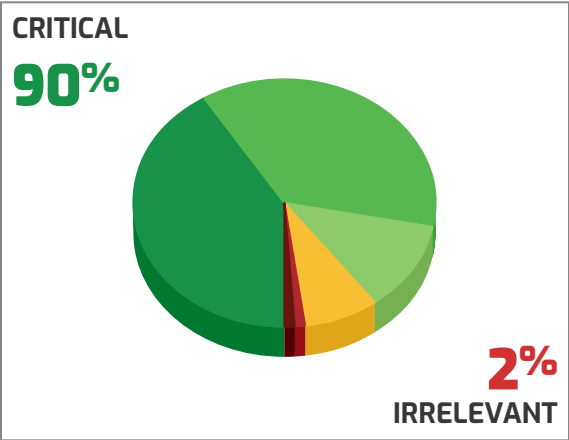
# KEEPER
# Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.
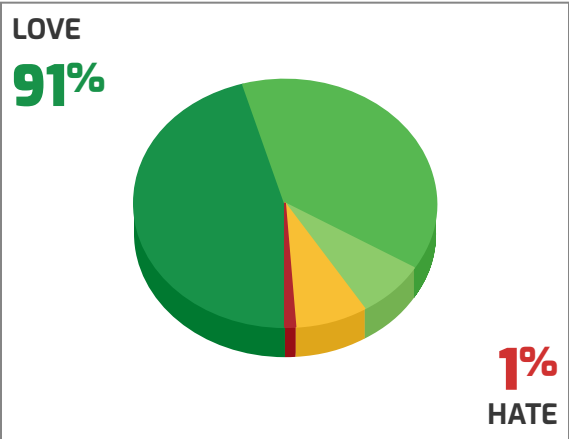
**WORD SIZE** is driven by the strength of the sentiment.

Weak | Strong

NEGATIVE | NEUTRAL | POSITIVE

**WORD COLOUR** is driven by the number of reviews that share the sentiment.

ALTRUISTIC PERFORMANCE ENHANCING INSPIRING
FAIR RELIABLE TRUSTWORTHY
SECURITY PROTECTS INTEGRITY
SAVES TIME FRIENDLY NEGOTIATION
GENEROSITY RESPECTFUL CARING
CLIENT'S INTEREST FIRST EFFECTIVE
UNIQUE FEATURES LOVE
ENABLES PRODUCTIVITY TRANSPARENT
CLIENT FRIENDLY POLICIES CRITICAL EFFICIENT
OVER DELIVERED CONTINUALLY IMPROVING

PRODUCT SCORECARD

Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments

7

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# KEEPER
# Emotional Footprint

## Importance to Professional Success

How important is Keeper to your current professional success?

**CRITICAL**
**90%**

**2%**
**IRRELEVANT**

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.
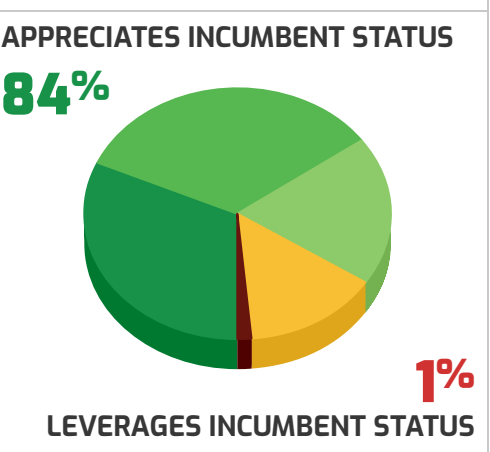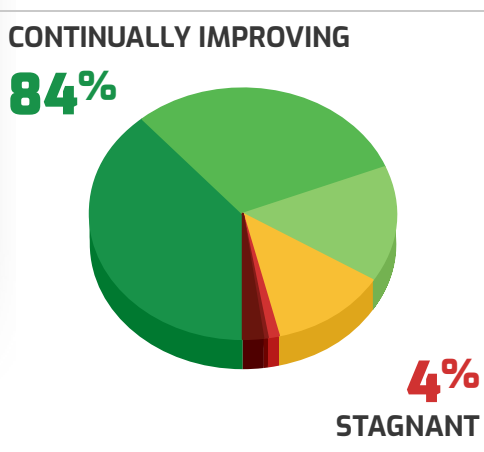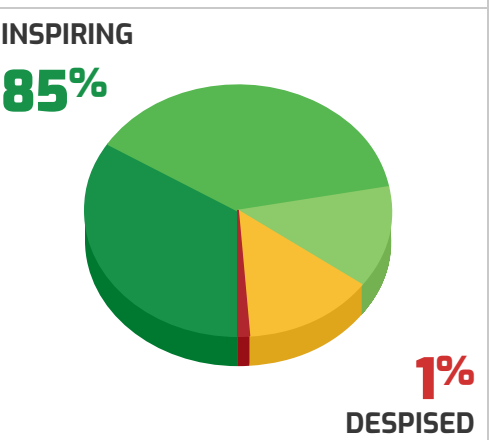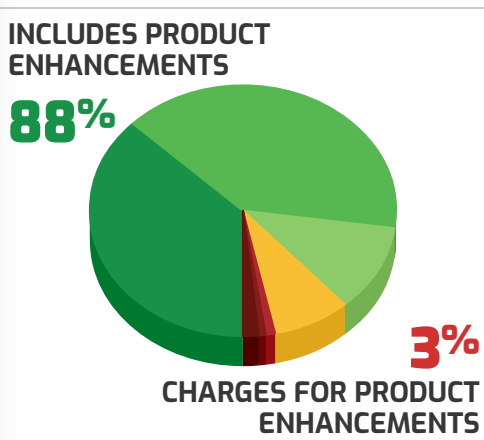
## EMOTIONAL SPECTRUM SCALE

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

**NEGATIVE**          **NEUTRAL**          **POSITIVE**

## Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Keeper

**LOVE**
**91%**

**1%**
**HATE**
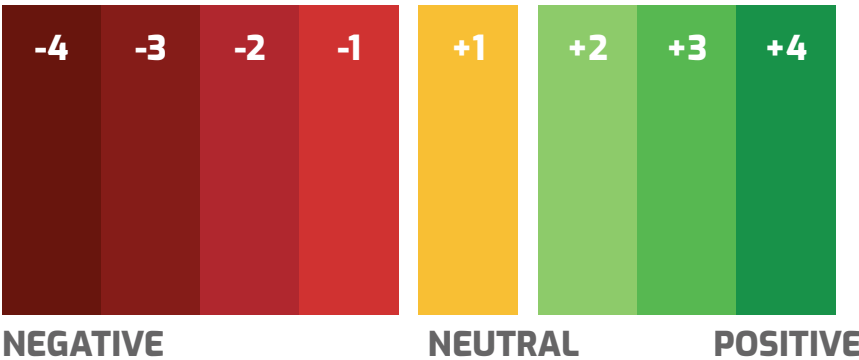
**%** POSITIVE **-** **%** NEGATIVE **=** **NET EMOTIONAL FOOTPRINT**

## NET EMOTIONAL FOOTPRINT **+90**
KEEPER

# Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

*As a customer, please share your feelings across Keeper's Strategy and Innovation*

**HELPS INNOVATE**
**88%**

**3%**
**ROADBLOCK TO INNOVATION**

**INCLUDES PRODUCT ENHANCEMENTS**
**88%**

**3%**
**CHARGES FOR PRODUCT ENHANCEMENTS**

**INSPIRING**
**85%**

**1%**
**DESPISED**

**CONTINUALLY IMPROVING**
**84%**

**4%**
**STAGNANT**

**APPRECIATES INCUMBENT STATUS**
**84%**

**1%**
**LEVERAGES INCUMBENT STATUS**

## Service Experience

As a customer, please share your feelings across Keeper Service Experience

| | | | | |
|---|---|---|---|---|
| RESPECTFUL **96%** | EFFICIENT **95%** | SAVES TIME **95%** | CARING **95%** | EFFECTIVE **94%** |
| **2%** DISRESPECTFUL | **2%** BUREAUCRATIC | **2%** WASTES TIME | **1%** NEGLECTFUL | **1%** FRUSTRATING |

## Product Experience

As a customer, please share your feelings across Keeper's Product Experience

| | | | | |
|---|---|---|---|---|
| RELIABLE **99%** | ENABLES PRODUCTIVITY **98%** | SECURITY PROTECTS **98%** | PERFORMANCE ENHANCING **94%** | UNIQUE FEATURES **86%** |
| **1%** UNRELIABLE | **0%** RESTRICTS PRODUCTIVITY | **0%** SECURITY FRUSTRATES | **0%** PERFORMANCE RESTRICTING | **4%** COMMODITY FEATURES |

## Negotiation and Contract Experience

As a customer, please share your feelings across Keeper's Negotiation and Contract

| | | | | |
|---|---|---|---|---|
| TRANSPARENT **94%** | GENEROSITY **92%** | FRIENDLY NEGOTIATION **91%** | CLIENT'S INTEREST FIRST **89%** | OVER DELIVERED **87%** |
| **1%** DECEPTIVE | **2%** GREED | **2%** HARDBALL TACTICS | **4%** VENDOR'S INTEREST FIRST | **2%** OVER PROMISED |

## Conflict Resolution Experience

As a customer, please share your feelings across Keeper's Product Impact

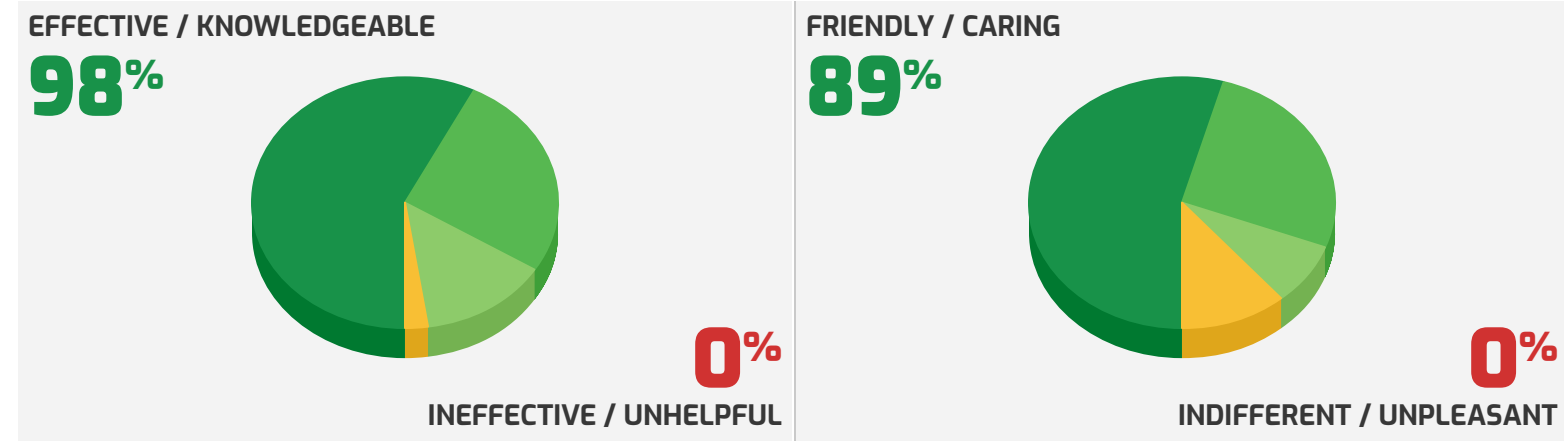| | | | | |
|---|---|---|---|---|
| TRUSTWORTHY **96%** | INTEGRITY **95%** | FAIR **94%** | CLIENT FRIENDLY POLICIES **92%** | ALTRUISTIC **91%** |
| **0%** BIG FAT LIARS | **1%** LACK OF INTEGRITY | **0%** UNFAIR | **2%** VENDOR FRIENDLY POLICIES | **3%** SELFISH |

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# Relationships and Interaction

When interacting with Keeper your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with Keeper, please summarize what you experienced

**95%** POSITIVE SENTIMENTS

**1%** NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT **+94**

## Sales Team

EFFECTIVE / KNOWLEDGEABLE
**98%**

FRIENDLY / CARING
**89%**

**0%** INEFFECTIVE / UNHELPFUL

**0%** INDIFFERENT / UNPLEASANT

## Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE
**93%**

FRIENDLY / CARING
**89%**

**7%** INEFFECTIVE / UNHELPFUL

**0%** INDIFFERENT / UNPLEASANT

## Client Service Team

EFFECTIVE / KNOWLEDGEABLE
**99%**

FRIENDLY / CARING
**97%**

**1%** INEFFECTIVE / UNHELPFUL

**0%** INDIFFERENT / UNPLEASANT

## Leadership Team

EFFECTIVE / KNOWLEDGEABLE
**100%**

FRIENDLY / CARING
**100%**

**0%** INEFFECTIVE / UNHELPFUL

**0%** INDIFFERENT / UNPLEASANT

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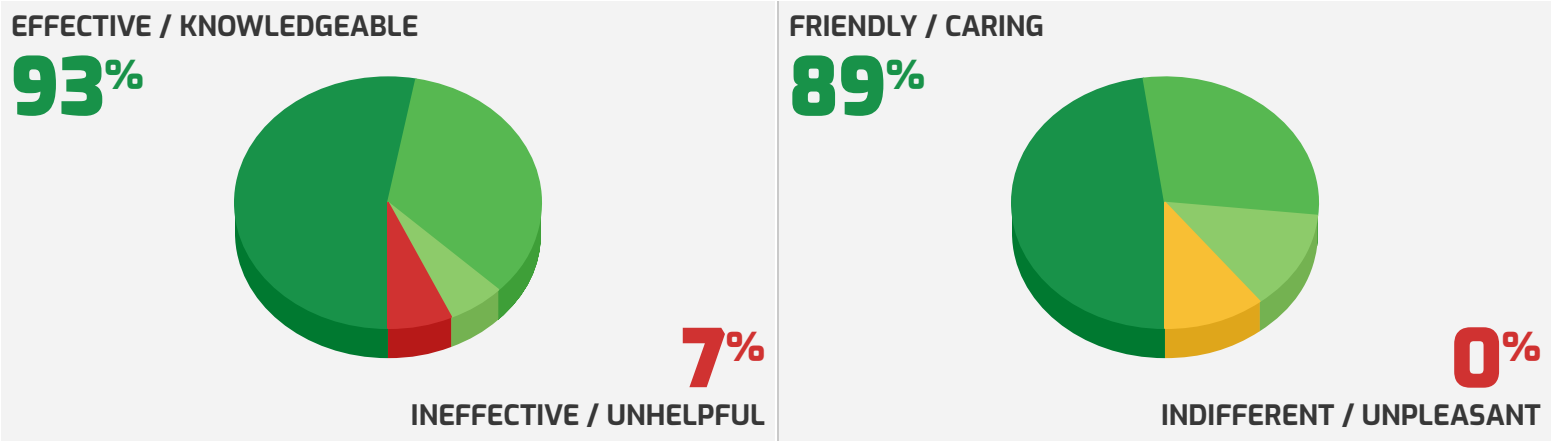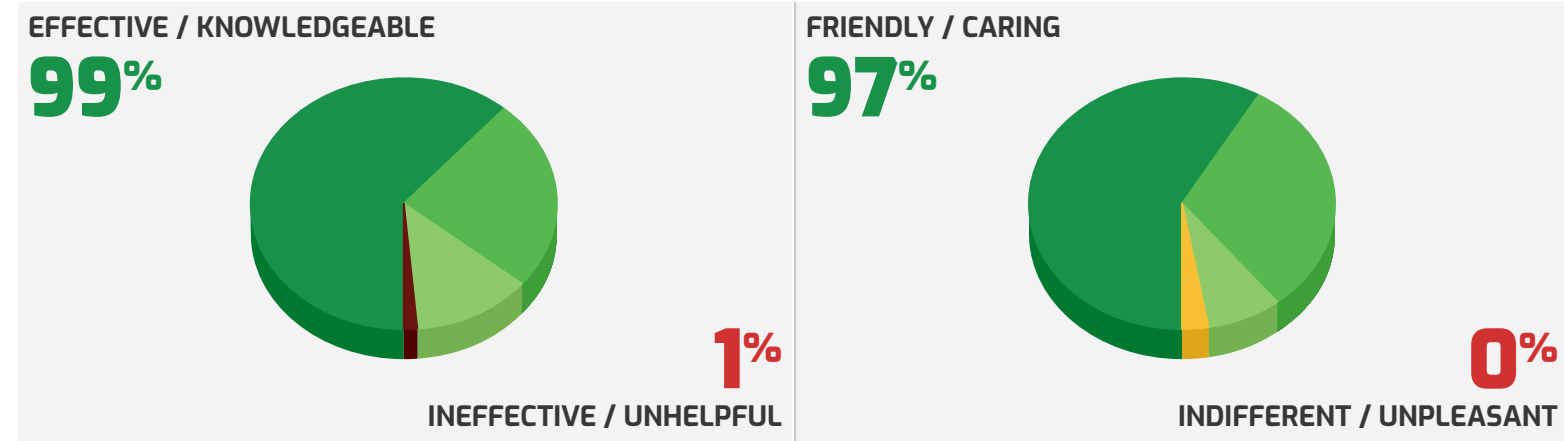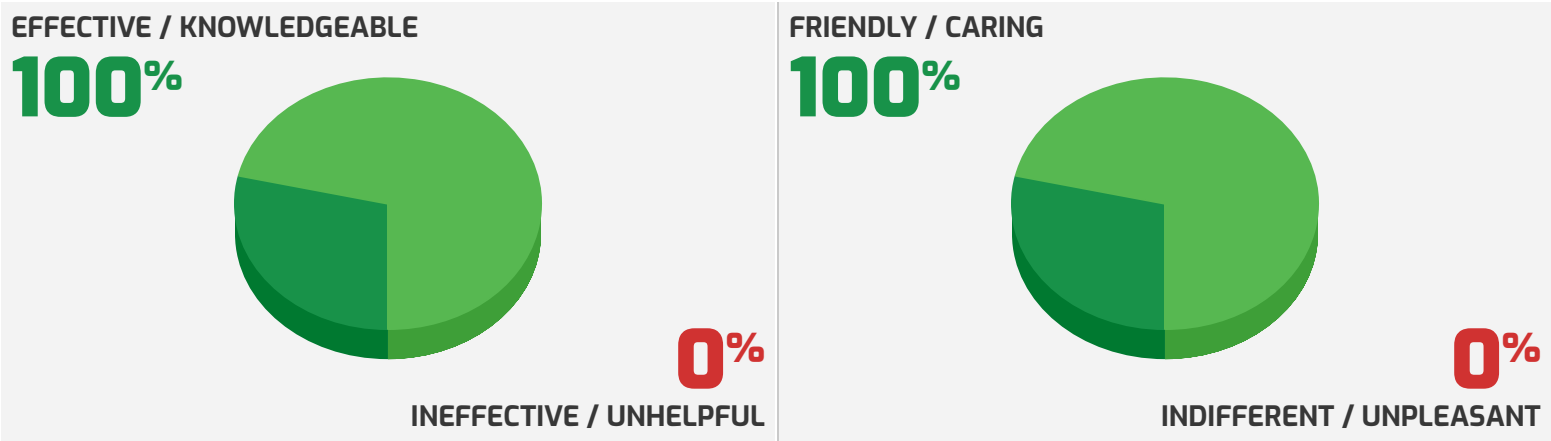
# Leaving
## Keeper

When leaving a vendor try to understand whether the move has increased or decreased satisfaction to determine if it was the right decision. Assess how many people are leaving and why to determine if selecting them is the right decision.

*Which product did you use prior to Keeper Security? How much more or less satisfied are you with Keeper Security than you were with your previous vendor? Why did you switch?*

KEEPER®

# 7 people have reported leaving
## Keeper

**PEOPLE ARE 84% MORE SATISFIED WITH THEIR NEW VENDOR ON AVERAGE**

# Primary Reason for Leaving Keeper

Companies face different issues with different vendors that spark a need to change software. See the top reasons peers tend to leave Keeper and who they tend to leave for.

| COST | FUNCTIONALITY | SERVICES | ARCHITECTURE | CHANGING NEEDS | POLITICAL REASONS | VENDOR RATIONALIZATION | USABILITY | OTHER |
|------|---------------|----------|--------------|----------------|-------------------|------------------------|-----------|-------|
| 29% | 29% | 14% | 29% | 0% | 0% | 0% | 0% | 0% |

| 4 PEOPLE HAVE JOINED | 2 PEOPLE HAVE JOINED | 1 PERSON HAS JOINED | 1 PERSON HAS JOINED |
|----------------------|----------------------|---------------------|---------------------|
| bitwarden | 1Password | LastPass | KeePass |
| 85% MORE SATISFIED | 75% MORE SATISFIED | 100% MORE SATISFIED | 100% MORE SATISFIED |

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# Joining Keeper

See why clients left which previous vendors for Keeper and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.
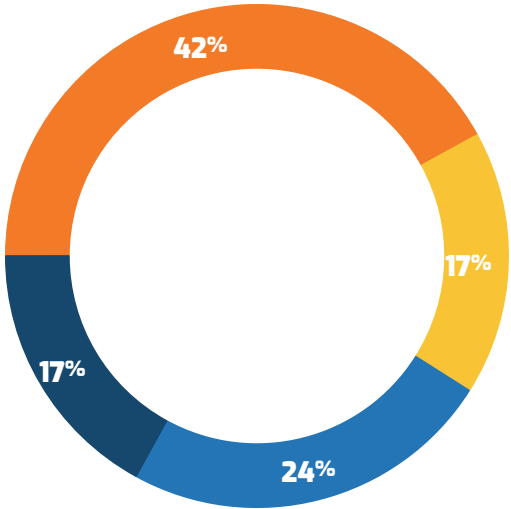
## 6 PEOPLE HAVE LEFT — ZOHO

### PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

**59%** MORE SATISFIED WITH

## 5 PEOPLE HAVE LEFT — LastPass •••|

### PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

**88%** MORE SATISFIED WITH

## 3 PEOPLE HAVE LEFT — DASHLANE

### PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

**85%** MORE SATISFIED WITH

## 7 PEOPLE HAVE LEFT — ALL OTHER VENDORS

### PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

**58%** MORE SATISFIED WITH

KEEPER

# 21 people are 71% more satisfied with Keeper over their previous vendor on average

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# What Discounts are Available?

## 51%
OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Every company provides discounts, but pricing flexibility changes per vendor.

Have you been able to negotiate a discount or price reduction?

# Primary Reason For Discount

Reasons for discounts vary. Analyze the most popular types of discounts provided from Keeper.

Please select the primary reason for the discount or price reduction.



**Legend**
- 🟠 Multi-Year Commitment
- 🟡 Optimized Usage or Licenses
- 🔵 Threatened to Switch Vendors
- 🔵 Volume Purchase

42%
17%
17%
24%

# Discount % Provided
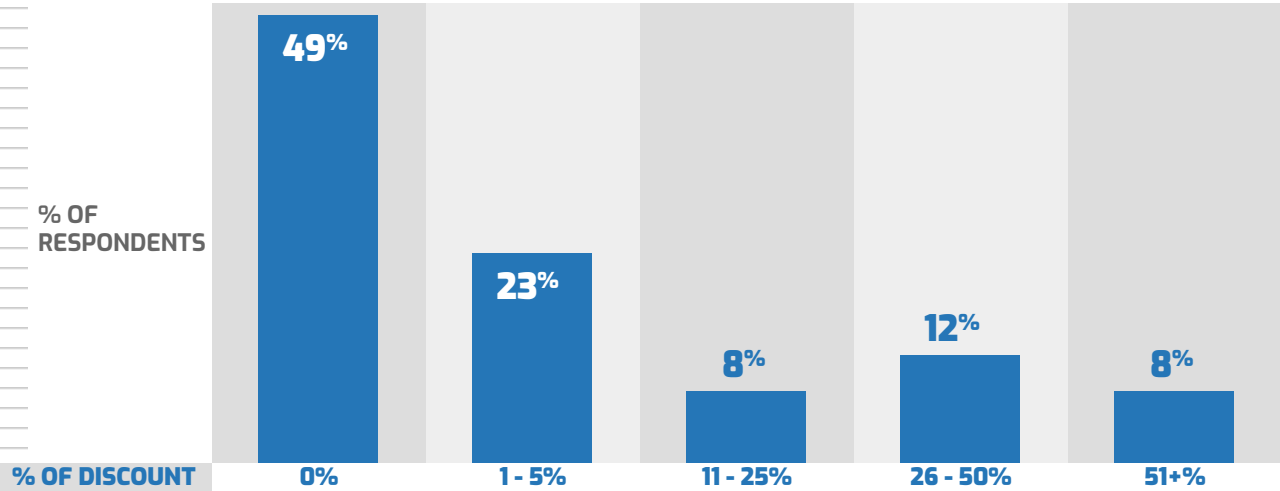
What percent discount or price reduction did you receive or negotiate from the initial list price?



% OF RESPONDENTS

49%
23%
8%
12%
8%

% OF DISCOUNT   0%   1 - 5%   11 - 25%   26 - 50%   51+%

# What are Clients of Keeper Planning to Spend Next Year?

Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.
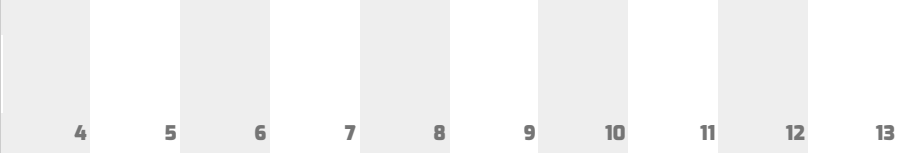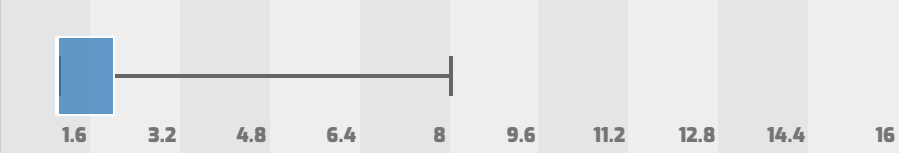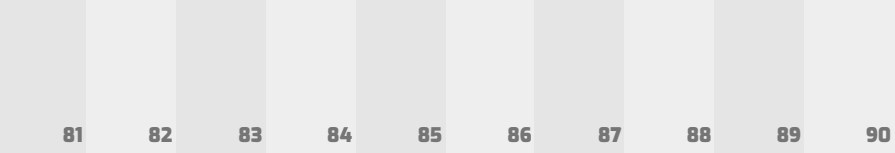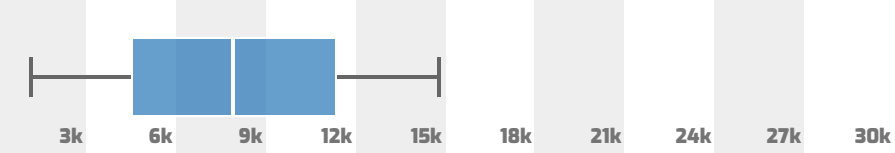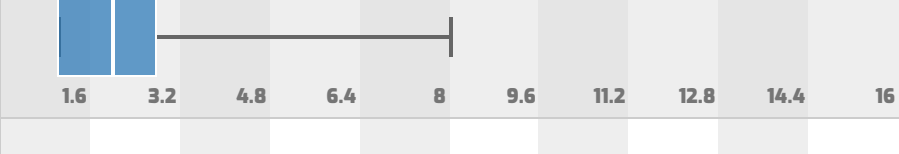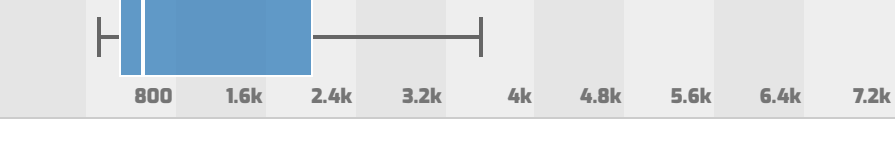
Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

| BOTTOM 3RD RANKED SATISFACTION | MIDDLE 3RD RANKED SATISFACTION | TOP 3RD RANKED SATISFACTION |
|---|---|---|
| COST PER LICENSE ↑ 14% | COST PER LICENSE ↑ 55% | COST PER LICENSE ↑ 2% |
| # OF LICENSES ↑ 14% | # OF LICENSES ↑ 50% | # OF LICENSES ↑ 17% |
| ADD-ON COSTS ↑ 14% | ADD-ON COSTS ↑ 58% | ADD-ON COSTS 0% |

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# Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with Keeper, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.

Range
Smallest Value — Greatest Value
First Quartile | Median | Third Quartile
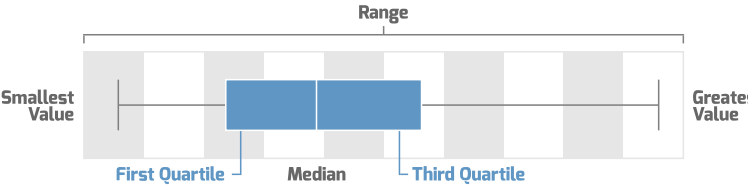
| IMPLEMENTATION TYPE % of respondents | | IMPLEMENTATION SATISFACTION | AVG WEEKS | WEEKS TO IMPLEMENT | AVG COST | COST TO IMPLEMENT |
|---|---|---|---|---|---|---|
| With the Vendor and a Third Party | 12% | 100% | 3.0 | 4  5  6  7  8  9  10  11  12  13 | $2,441 | 2.4k  2.4k  2.4k  2.4k  2.4k  2.4k  2.4k  2.4k  2.5k  2.5k |
| Minimal Implementation Required | 19% | 92% | 2.6 | 1.6  3.2  4.8  6.4  8  9.6  11.2  12.8  14.4  16 | $80 | 81  82  83  84  85  86  87  88  89  90 |
| With the Vendor | 19% | 89% | 1.8 | 1  1.2  1.4  1.7  1.9  2.2  2.4  2.6  2.9  3.1 | $7,892 | 3k  6k  9k  12k  15k  18k  21k  24k  27k  30k |
| Independent Implementation | 47% | 78% | 2.2 | 1.6  3.2  4.8  6.4  8  9.6  11.2  12.8  14.4  16 | $1,363 | 800  1.6k  2.4k  3.2k  4k  4.8k  5.6k  6.4k  7.2k |
| With a Third Party | 3% | 75% | 2.0 | 3  4  5  6  7  8  9  10  11  12 | -- | |

# Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

## 0%
of Companies Spent Zero Dollars on Training

**NO TRAINING**

Average Likeliness to Recommend
▬▬ ▬▬

Organizations Experience a ▬▬ ▬▬

Change in Likeliness to Recommend When They Spend an Average of

**-- ON TRAINING**

Average Likeliness to Recommend
▬▬ ▬▬

Organizations Experience a ▬▬ ▬▬

Change in Likeliness to Recommend When They Spend an Average of

**-- ON TRAINING**

Average Likeliness to Recommend
▬▬ ▬▬

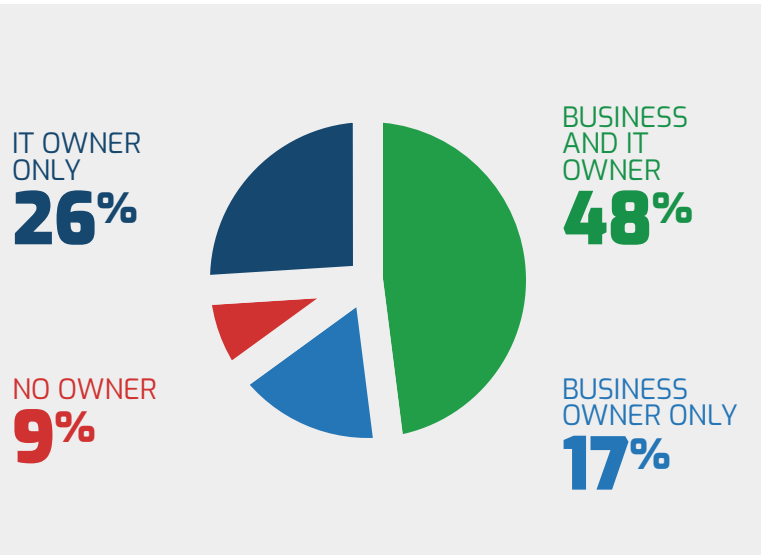SoftwareReviews | INFO~TECH RESEARCH GROUP

# Staffing and Ownership

Be prepared. Ensure you staff the maintenance of Keeper correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

| NUMBER OF IT SUPPORT STAFF REQUIRED | | LIKELINESS TO RECOMMEND | EASE OF IT ADMINISTRATION SATISFACTION | EASE OF CUSTOMIZATION SATISFACTION |
|---|---|---|---|---|
| 6-10 STAFF | 24% | ⬆ 4% WITH ~5 MORE STAFF | N/A WITH ~5 MORE STAFF | ⬆ 13% WITH ~5 MORE STAFF |
| 4-5 STAFF | 12% | 90% WITH ~2 STAFF | 81% WITH ~2 STAFF | 78% WITH ~2 STAFF |
| 2 STAFF | 35% | | | |
| 1 STAFF | 29% | ⬆ 2% WITH ~1 LESS STAFF | ⬆ 4% WITH ~1 LESS STAFF | ⬆ 7% WITH ~1 LESS STAFF |

| NUMBER OF DEVELOPERS REQUIRED | | LIKELINESS TO RECOMMEND | EASE OF IT ADMINISTRATION SATISFACTION | EASE OF CUSTOMIZATION SATISFACTION |
|---|---|---|---|---|
| 11+ STAFF | 7% | ⬆ 8% WITH ~3 MORE STAFF | ⬆ 23% WITH ~3 MORE STAFF | ⬆ 15% WITH ~3 MORE STAFF |
| 4-5 STAFF | 29% | 90% WITH ~4 STAFF | 77% WITH ~4 STAFF | 81% WITH ~4 STAFF |
| 3 STAFF | 21% | | | |
| 2 STAFF | 29% | ⬇ 2% WITH ~2 LESS STAFF | ⬇ 4% WITH ~2 LESS STAFF | ⬇ 4% WITH ~2 LESS STAFF |
| 1 STAFF | 14% | | | |

## Staff Salaries

| SALARY | SUPPORT | |
|---|---|---|
| $100K + | 0% | |
| $76 - $100K | 0% | |
| $51 - $75K | 0% | |
| $31 - $50K | 100% | 👤 $40K |
| <= $30K | 0% | |

| SALARY | DEVELOPERS | |
|---|---|---|
| $100K + | 0% | |
| $76 - $100K | 0% | |
| $51 - $75K | 0% | |
| $31 - $50K | 100% | 👤 $50K |
| <= $30K | 0% | |

## Established Clear Ownership

IT OWNER ONLY **26%**

BUSINESS AND IT OWNER **48%**

NO OWNER **9%**

BUSINESS OWNER ONLY **17%**

## Ownership Satisfaction

| | |
|---|---|
| BUSINESS AND IT OWNER | 92% |
| BUSINESS OWNER ONLY | 92% |
| NO OWNER | 93% |
| IT OWNER ONLY | 88% |

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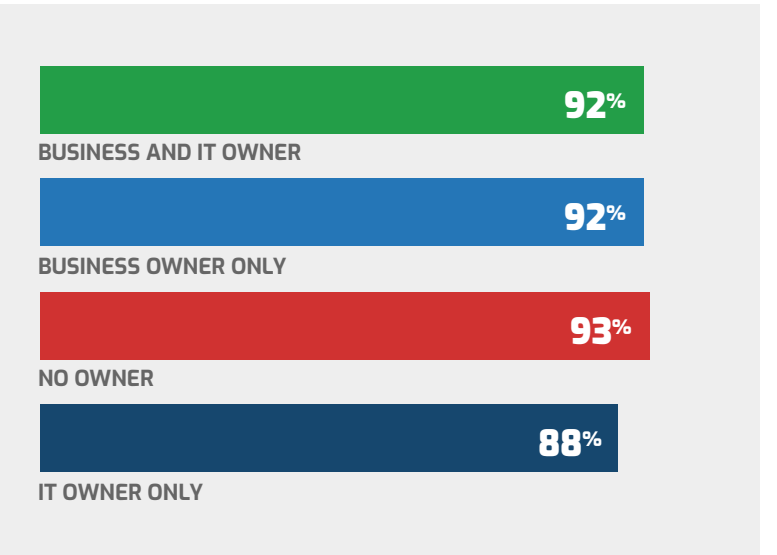
# How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

*How much time and effort (in weeks) was spent making your selection decision?*

| 1 WEEK | 2 WEEKS | 3-5 WEEKS | 6-10 WEEKS | 11-20 WEEKS | 21+ WEEKS |
|--------|---------|-----------|------------|-------------|-----------|
| **14%** | **43%** | **43%** | **0%** | **0%** | **0%** |

% OF RESPONDENTS

# Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

*How many people were involved in the following capacities during this vendor selection decision?*

### # of Decision Makers

| 0 | 1 | 2-4 | 5-8 | 9+ |
|---|---|-----|-----|-----|
| 0% | 0% | 0% | 0% | 0% |

### Business and IT Involvement

| IT ONLY | MIXED | BUSINESS ONLY |
|---------|-------|---------------|
| **100%** | 0% | 0% |

### # of Influencers

| | IT ONLY | | | | | MIXED | | | | | BUSINESS ONLY | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2-4 | 5-8 | 9+ | 0 | 1 | 2-4 | 5-8 | 9+ | 0 | 1 | 2-4 | 5-8 | 9+ |
| 0% | 0% | 0% | 0% | 0% | 0% | 0% | 27% | 27% | 45% | 0% | 0% | 0% | 0% | 0% |

# Selection Methodology

**FORMAL** INFORMAL

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.
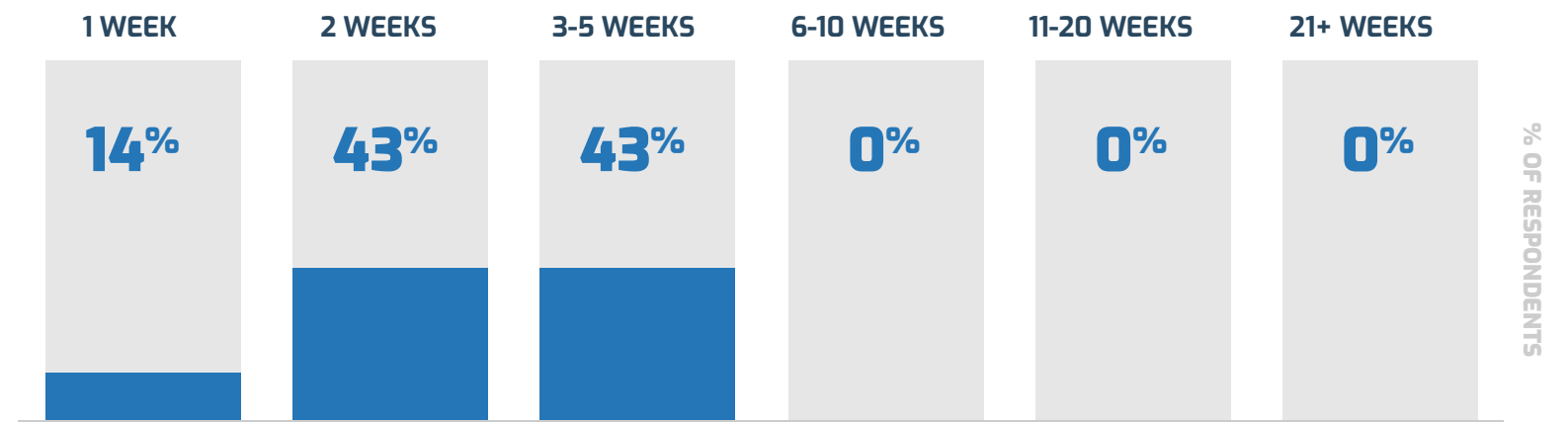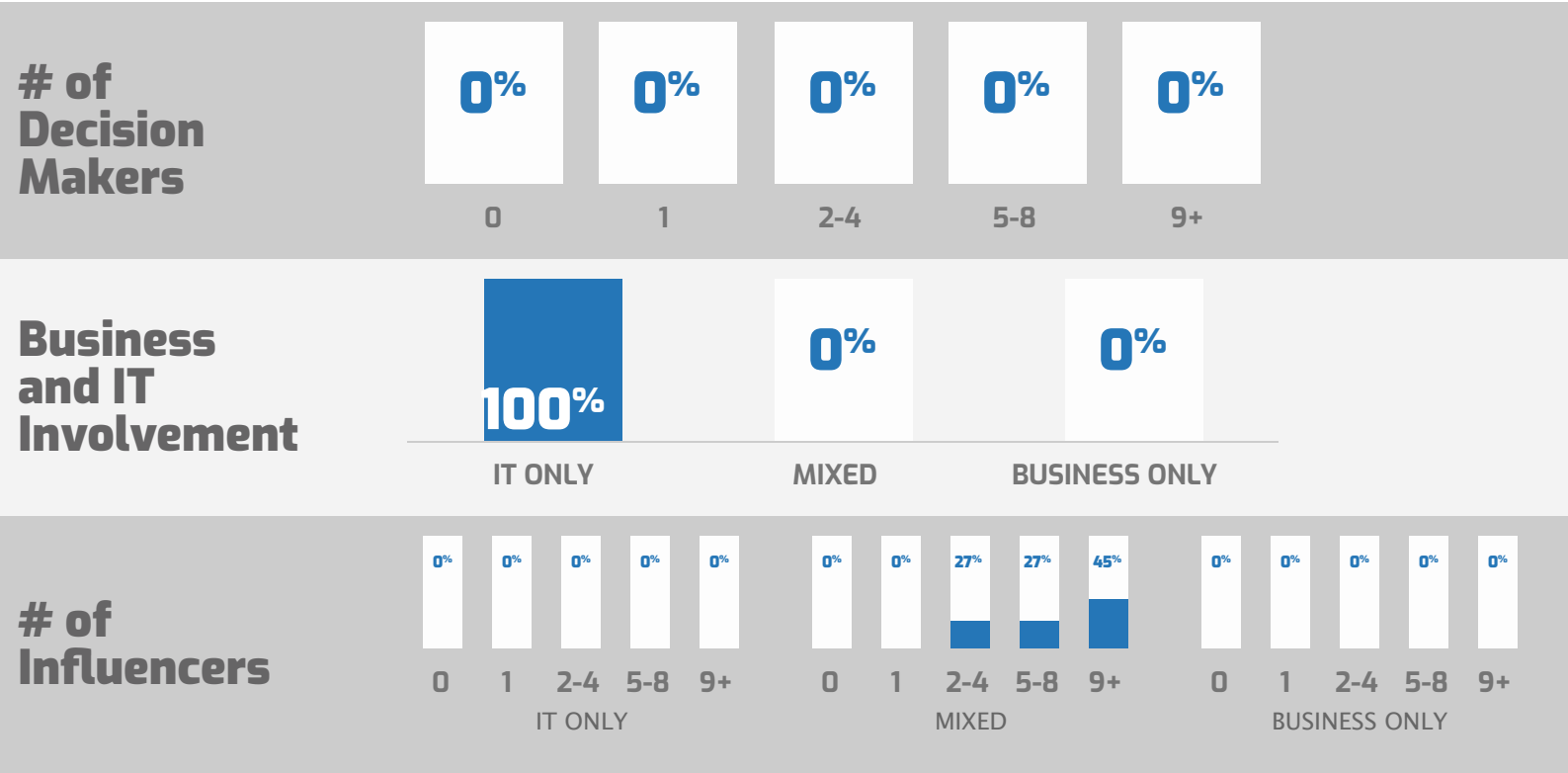
# Selection Process, Oversight, and Approval

*What processes, oversights, and approvals were used in your evaluation and selection process?*

Discover the most popular types of selection processes, oversights, and approvals used for Keeper. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.

| | |
|---|---|
| Enterprise Architecture Oversight and Approval | **36%** |
| Procurement or Legal Oversight and Approval | **7%** |
| Security Oversight and Approval | **14%** |
| Used Formal Decision Criteria | **43%** |
| Used ROI or Cost Benefit Analysis | **29%** |
| Used Third Party Data or Reports | **21%** |
| Used a Consultant | **14%** |
| Used an RFP Process | **14%** |
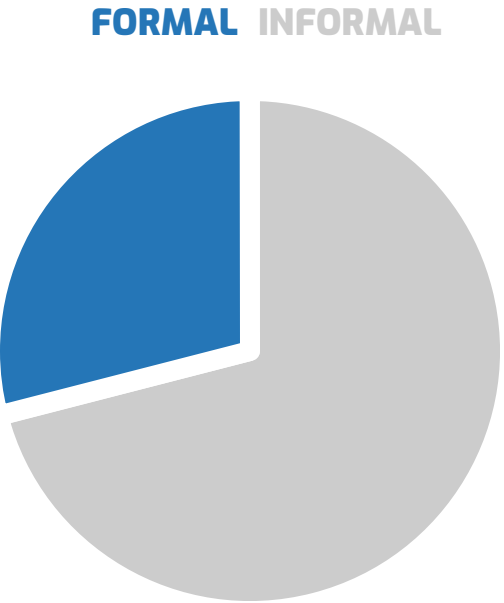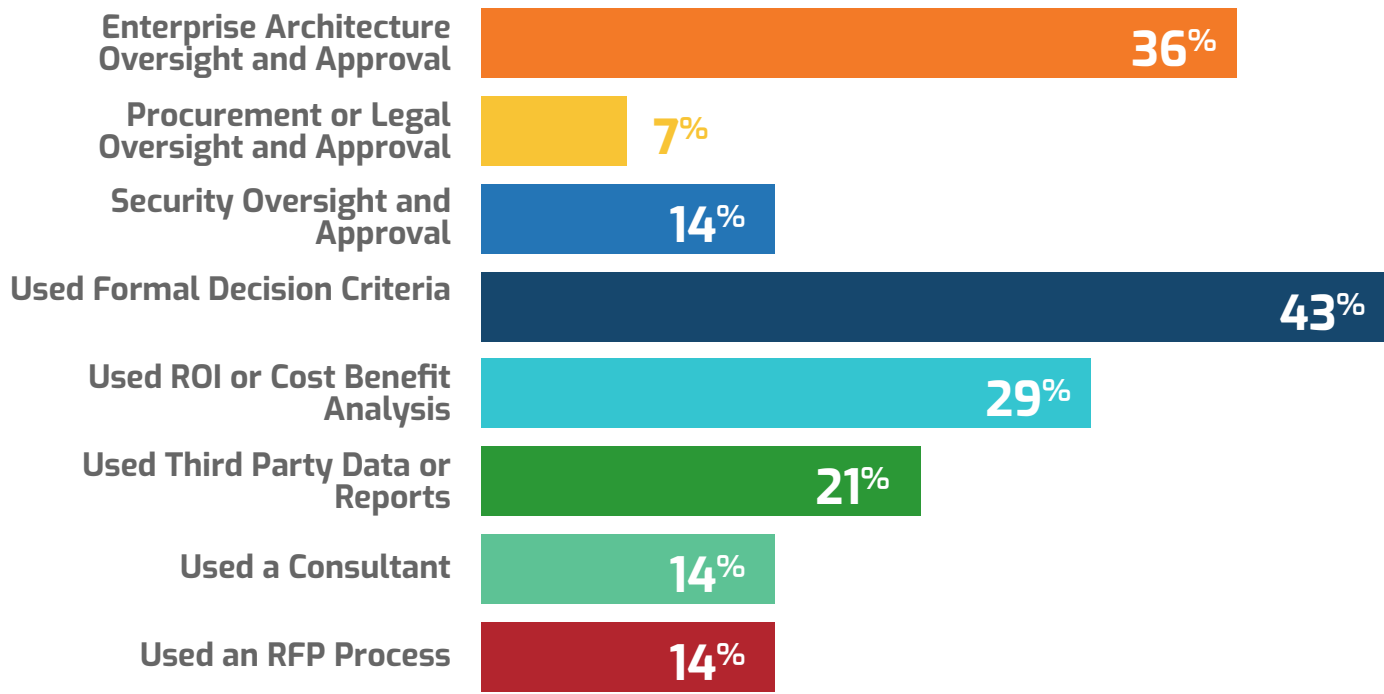
# How Effective is the Selection Process

## 88% EFFECTIVE

Executive Summary · Vendor Capability Satisfaction · Product Feature Satisfaction · Emotional Footprint · Reasons for Leaving & Joining · Module Satisfaction · Implementation · Staffing & Ownership · Selection Decisions · Market Size Comparison · Comparisons · Versions · Comments

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# Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Keeper fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

## SMALL — BEST FIT

### +78 NET PROMOTER SCORE

| NET PROMOTER | | |
|---|---|---|
| Promoters | | 79% |
| Passives | | 20% |
| Detractors | | 1% |

| CAPABILITY SATISFACTION | | |
|---|---|---|
| Delighted | | 37% |
| Highly Satisfied | | 49% |
| Almost Satisfied | | 14% |
| Disappointed | | 0% |

| FEATURE SATISFACTION | | |
|---|---|---|
| Delighted | | 50% |
| Highly Satisfied | | 40% |
| Almost Satisfied | | 9% |
| Disappointed | | 1% |

| IMPLEMENTATION SATISFACTION | | |
|---|---|---|
| Delighted | | 44% |
| Highly Satisfied | | 53% |
| Almost Satisfied | | 3% |
| Disappointed | | 0% |

| COST SATISFACTION | | |
|---|---|---|
| Delighted | | 34% |
| Highly Satisfied | | 53% |
| Almost Satisfied | | 13% |
| Disappointed | | 0% |

**ORG FIT:** 1: COST   2: MANAGING RISK AND POTENTIAL FAILURE   3: REPUTATION OF THE VENDOR

**IMPORTANCE:** CAP 3%  COST 0%  FEAT 95%  ORG 2%

**PLAN TO RENEW:** 96%

## MEDIUM

### +67 NET PROMOTER SCORE

| NET PROMOTER | | |
|---|---|---|
| Promoters | | 71% |
| Passives | | 25% |
| Detractors | | 4% |

| CAPABILITY SATISFACTION | | |
|---|---|---|
| Delighted | | 43% |
| Highly Satisfied | | 45% |
| Almost Satisfied | | 9% |
| Disappointed | | 3% |

| FEATURE SATISFACTION | | |
|---|---|---|
| Delighted | | 51% |
| Highly Satisfied | | 38% |
| Almost Satisfied | | 10% |
| Disappointed | | 1% |

| IMPLEMENTATION SATISFACTION | | |
|---|---|---|
| Delighted | | 50% |
| Highly Satisfied | | 37% |
| Almost Satisfied | | 9% |
| Disappointed | | 4% |

| COST SATISFACTION | | |
|---|---|---|
| Delighted | | 45% |
| Highly Satisfied | | 49% |
| Almost Satisfied | | 6% |
| Disappointed | | 0% |

**ORG FIT:** 1: COST   2: MANAGING RISK AND POTENTIAL FAILURE   3: REPUTATION OF THE VENDOR

**IMPORTANCE:** CAP 3%  COST 0%  FEAT 95%  ORG 2%

**PLAN TO RENEW:** 100%

## LARGE

### +71 NET PROMOTER SCORE

| NET PROMOTER | | |
|---|---|---|
| Promoters | | 71% |
| Passives | | 29% |
| Detractors | | 0% |

| CAPABILITY SATISFACTION | | |
|---|---|---|
| Delighted | | 49% |
| Highly Satisfied | | 43% |
| Almost Satisfied | | 8% |
| Disappointed | | 0% |

| FEATURE SATISFACTION | | |
|---|---|---|
| Delighted | | 46% |
| Highly Satisfied | | 48% |
| Almost Satisfied | | 6% |
| Disappointed | | 0% |

| IMPLEMENTATION SATISFACTION | | |
|---|---|---|
| Delighted | | 49% |
| Highly Satisfied | | 43% |
| Almost Satisfied | | 8% |
| Disappointed | | 0% |

| COST SATISFACTION | | |
|---|---|---|
| Delighted | | 66% |
| Highly Satisfied | | 34% |
| Almost Satisfied | | 0% |
| Disappointed | | 0% |

**ORG FIT:** 1: COST   2: REPUTATION OF THE VENDOR   3: SIZE AND MARKET SHARE OF VENDOR

**IMPORTANCE:** CAP 3%  COST 0%  FEAT 95%  ORG 2%

**PLAN TO RENEW:** 100%

# Years of Ownership

See how longevity of ownership affects satisfaction across the product.

*In what year did you implement Keeper?*

| # OF YEARS | % OF RESPONDENTS | HOW LIKELY TO RECOMMEND? | VENDOR CAPABILITY | FEATURES AND FUNCTIONALITY | LIKELY TO RENEW |
|---|---|---|---|---|---|
| 1 | -- | -- | -- | -- | -- |
| 2 | 4% | 100% | 100% | 97% | 86% |
| 3 | 8% | 94% | 65% | 73% | 100% |
| 4 | 46% | 91% | 84% | 84% | 100% |
| 5 | 38% | 90% | 84% | 87% | 89% |
| 6-10 | 4% | 100% | 100% | 95% | 100% |
| 11+ | -- | -- | -- | -- | -- |
| **AVERAGE** | | **91%** | **82%** | **85%** | **98%** |

# Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

*What is or was the nature of your involvement with this product?*

| INVOLVEMENT | % OF RESPONDENTS | HOW LIKELY TO RECOMMEND? | VENDOR CAPABILITY | FEATURES AND FUNCTIONALITY | LIKELY TO RENEW |
|---|---|---|---|---|---|
| END USER OF APPLICATION | 63% | 92% | 83% | 86% | 99% |
| IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION | 40% | 91% | 82% | 87% | 100% |
| IT LEADER OR MANAGER | 40% | 92% | 82% | 88% | 96% |
| INITIAL IMPLEMENTATION | 35% | 91% | 80% | 85% | 100% |
| VENDOR SELECTION AND PURCHASING | 29% | 89% | 82% | 85% | 100% |
| BUSINESS LEADER OR MANAGER | 24% | 85% | 77% | 83% | 97% |
| VENDOR MANAGEMENT AND RENEWAL | 22% | 86% | 78% | 83% | 100% |
| OTHER | -- | -- | -- | -- | -- |
| **AVERAGE** | | **91%** | **82%** | **85%** | **98%** |

# Role of Customers

See how department or seniority affects satisfaction across the product.

*Please select your current role.*

| ROLE | % OF RESPONDENTS | HOW LIKELY TO RECOMMEND? | VENDOR CAPABILITY | FEATURES AND FUNCTIONALITY | LIKELY TO RENEW |
|---|---|---|---|---|---|
| INFORMATION TECHNOLOGY | 55% | 92% | 82% | 86% | 98% |
| OPERATIONS | 15% | 89% | 80% | 83% | 95% |
| C-LEVEL | 8% | 94% | 83% | 89% | 100% |
| FINANCE | 8% | 85% | 81% | 78% | 100% |
| INDUSTRY SPECIFIC ROLE | 4% | 95% | 84% | 84% | 100% |
| SALES AND MARKETING | 4% | 87% | 81% | 81% | 100% |
| HUMAN RESOURCES | 1% | 87% | 78% | 79% | 98% |
| PUBLIC SECTOR | 1% | 95% | 83% | 82% | 100% |
| CONSULTANT | 1% | 89% | 73% | 75% | 86% |
| VENDOR MANAGEMENT | 1% | 89% | 75% | 75% | 44% |
| STUDENT OR ACADEMIC | 1% | 89% | 91% | 88% | 54% |
| OTHER | -- | -- | -- | -- | -- |
| **AVERAGE** | | **91%** | **82%** | **85%** | **98%** |

# Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

*How often do you use the features and functionality of this software?*

| USAGE | % OF RESPONDENTS | HOW LIKELY TO RECOMMEND? | VENDOR CAPABILITY | FEATURES AND FUNCTIONALITY | LIKELY TO RENEW |
|---|---|---|---|---|---|
| DAILY | 78% | 92% | 83% | 87% | 98% |
| OCCASIONALLY | 12% | 87% | 77% | 78% | 100% |
| WEEKLY | 6% | 84% | 79% | 78% | 100% |
| PREVIOUSLY USED | 2% | 90% | 81% | 84% | 64% |
| RARELY OR NEVER | 1% | 95% | 75% | 75% | 100% |
| **AVERAGE** | | **91%** | **82%** | **85%** | **98%** |

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## Multi-Category Overview | Password Management
# Keeper

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend.

| CATEGORY | | COMPOSITE SCORE | LIKELINESS TO RECOMMEND | PLAN TO RENEW | COST SATISFACTION |
|---|---|---|---|---|---|
| **PASSWORD MANAGEMENT** | Scorecard Category | | | | |
| Organizes and encrypts passwords allowing users to safely store, generate, and manage their passwords for online applications. Software utilize encrypted databases that are stored either locally or remotely. Some software offer additional capabilities that provide enhanced security features and increase the user experience. | | **8.9**/10 | 91% | 98% | 83% |
| **PRIVILEGED ACCESS MANAGEMENT** | | | | | |
| Privileged access management (PAM) is the combination of tools and technology used to secure, control and monitor access to an organization's critical information and resources. Subcategories of PAM include shared access password management, privileged session management, vendor privileged access management and application access management. | | **7.9**/10 | **93%** | **100%** | **87%** |

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## William A.

Role: Information Technology
Industry: Manufacturing
Involvement: IT Development, Integration, and Administration

**Neutral 8/10**

### Cost Effective, user friendly

**What differentiates Keeper from other similar products?**

Organizational ease, manageability, security

**What is your favorite aspect of this product?**

The fact that MFA is required for every login attempt, regardless of if the username is valid, eliminating a source of information gathering.

**What do you dislike most about this product?**

The scrolling can be a bit of an issue if there are too many records

**What recommendations would you give to someone considering this product?**

Encourage use for business and personal, both will impact your users productivity if they experience a breach, whether it's personal accounts or work.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 2 | Availability and Quality of Training | 0 |
| 3 | Breadth of Features | 5 |
| 3 | Business Value Created | 10 |
| 2 | Ease of Customization | 0 |
| 2 | Ease of Data Integration | 0 |
| 3 | Ease of Implementation | 5 |
| 3 | Ease of IT Administration | 0 |
| 2 | Product Strategy and Rate of Improvement | 0 |
| 3 | Quality of Features | 10 |
| 2 | Usability and Intuitiveness | 10 |
| 2 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 5 |
| - | AD/LDAP Sync | 0 |
| 1 | Autosave and Autofill | 0 |
| 2 | Credential Rotation | 0 |
| 2 | Dashboard | 0 |
| 3 | Data Tracking and Audit Trail | 10 |
| 4 | Encryption and Decryption | 5 |
| 3 | Multi-Factor Authentication (MFA) | 0 |
| 2 | Password Generator | 0 |
| 3 | Password Management | 10 |
| 3 | Policy Engine and Enforcements | 0 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 0 |
| Cost | 5 |
| Existing Relationship | 0 |
| Managing Risk | 0 |
| Political Reasons | 0 |
| Previously Installed | 0 |
| Sales Experience | 0 |
| Skill and Staff Fit | 0 |
| Social Responsibility | 5 |
| Vendor Market Share | 0 |
| Vendor Reputation | 0 |
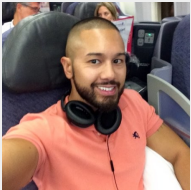
## Jonathan R.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

**Neutral 8/10**

### Rotating MFA code in a shared vault password...WOW

**What differentiates Keeper from other similar products?**

I pay for LastPass Families for personal use. I was surprised and actually jealous of some of Keeper's features which LastPass takes an attempt at, but doesn't get right. Examples are 1) Passkeys and 2) the Rotating MFA code inside a shared vault password. The latter is very helpful for Service Accounts.

**What is your favorite aspect of this product?**

The Rotating MFA code inside a shared vault password. The latter is very helpful for Service Accounts.

**What do you dislike most about this product?**

YubiKey support is mediocre. There is a popup which asks for your YubiKey, but the dropdown box to not ask again for 30 days is greyed out. I have to press cancel --> try another method --> change dropdown box to 30 days --> type in 6-digit MFA code from my Authy app (as YubiKey is no longer an option).

**What recommendations would you give to someone considering this product?**

When we first signed up for Keeper Enterprise (2019) it was because LastPass Enterprise did not offer a SSO via Google SAML option. They offered SSO where *they* were the "gatekeeper" where we needed the vice versa. Initially their AD Cloud Sync was not ideal (a Windows box hosted in our GCP), but THE PRODUCT IS VERY GOOD NOW where AD Cloud Sync is actually in the Cloud ;P

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 5 |
| 3 | Breadth of Features | 5 |
| 3 | Business Value Created | 0 |
| 2 | Ease of Customization | 5 |
| 3 | Ease of Data Integration | 0 |
| 2 | Ease of Implementation | 5 |
| 3 | Ease of IT Administration | 5 |
| 4 | Product Strategy and Rate of Improvement | 0 |
| 4 | Quality of Features | 5 |
| 4 | Usability and Intuitiveness | 0 |
| 4 | Vendor Support | 5 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Access From Multiple Devices | 1 |
| 4 | AD/LDAP Sync | 5 |
| 2 | Autosave and Autofill | 0 |
| 4 | Credential Rotation | 1 |
| 2 | Dashboard | 5 |
| 3 | Data Tracking and Audit Trail | 5 |
| 3 | Encryption and Decryption | 0 |
| 4 | Multi-Factor Authentication (MFA) | 12 |
| 3 | Password Generator | 5 |
| 4 | Password Management | 4 |
| 2 | Policy Engine and Enforcements | 0 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 0 |
| Cost | 2 |
| Existing Relationship | 0 |
| Managing Risk | 0 |
| Political Reasons | 0 |
| Previously Installed | 0 |
| Sales Experience | 0 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 0 |
| Vendor Market Share | 0 |
| Vendor Reputation | 2 |

## Jeremy C.

Role: Information Technology
Industry: Manufacturing
Involvement: Business Leader or Manager

**Recommends 10/10**

### Fantastic Title! Adds Security and Productivity!

**What differentiates Keeper from other similar products?**

The Cross-platform functionality definitely sets them apart

**What is your favorite aspect of this product?**

The added "Personal Family Account" is one of the most talked about employee perks IT gets to offer.

**What do you dislike most about this product?**

Not all websites auto-fill perfectly. Some sites that use MFA will fail to auto-fill with the MFA code (e.g. Salesforce.com). Some sites have an addition PIN and Keeper does attempt to auto-fill those with the password. Placement of the Keeper Icon to assist with filling out a form may block a dropdown menu or a Next arrow making it difficult to complete some forms

**What recommendations would you give to someone considering this product?**

Benefits far outweigh any frustrations you may have but take advantage of any trial offered to ensure it fits in your use case. Though it has been a gamechanger for us by speeding up some processes and still increasing security, it may not be a fit for environment. The only regret you will have is not testing it out.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 4 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 3 |
| 2 | AD/LDAP Sync | 3 |
| 3 | Autosave and Autofill | 1 |
| 4 | Credential Rotation | 4 |
| 4 | Dashboard | 4 |
| - | Data Tracking and Audit Trail | 4 |
| 4 | Encryption and Decryption | 1 |
| 4 | Multi-Factor Authentication (MFA) | 3 |
| 4 | Password Generator | 3 |
| 4 | Password Management | 4 |
| - | Policy Engine and Enforcements | 0 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 2 |
| Cost | 2 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 2 |

Executive Summary · Vendor Capability Satisfaction · Product Feature Satisfaction · Emotional Footprint · Reasons for Leaving & Joining · Module Satisfaction · Implementation · Staffing & Ownership · Selection Decisions · Market Size Comparison · Comparisons · Versions · Comments

## Alan S.

Role: Finance
Industry: Banking
Involvement: End User of Application

### Neutral 8/10

### Secure, Simple, and Packed with Useful Features

**What differentiates Keeper from other similar products?**

Unlike other password managers I have tried, Keeper feels super secure and easy to use. The customizable vaults really set it apart.

**What is your favorite aspect of this product?**

The most loved part of Keeper is how easy it is to organize everything. I love that I can store not just passwords but also personal files, payment information, and more in one secure place.

**What do you dislike most about this product?**

One thing I did not like is that importing passwords on my mobile was a bit tricky.

**What recommendations would you give to someone considering this product?**

It is a secure tool. If you are looking for a password manager that is easy to use and super secure, I would definitely recommend Keeper.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 4 |
| 3 | Breadth of Features | 4 |
| 4 | Business Value Created | 4 |
| 3 | Ease of Customization | 4 |
| 3 | Ease of Data Integration | 4 |
| 2 | Ease of Implementation | 4 |
| 4 | Ease of IT Administration | 4 |
| 4 | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 4 |
| 4 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Access From Multiple Devices | 2 |
| 3 | AD/LDAP Sync | 2 |
| 4 | Autosave and Autofill | 2 |
| 2 | Credential Rotation | 2 |
| 4 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 4 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 2 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 3 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 3 |

## Kyle K.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

### Recommends 10/10

### Easy to deploy, use, and administer.

**What differentiates Keeper from other similar products?**

Keeper offered some administrative controls that a few of the top vendors in this space were lacking when we selected them as our password manager of choice.

**What is your favorite aspect of this product?**

I rarely hear of or see users having issues with Keeper.

**What do you dislike most about this product?**

The reporting area needs a little maturing, but does deliver the basics.

**What recommendations would you give to someone considering this product?**

Give Keeper a hard look when comparing password managers for your organization as it is feature rich great service that should be fairly competitive from a cost perspective and is very easy to deploy to staff.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 4 | Ease of Customization | 2 |
| 4 | Ease of Data Integration | 2 |
| 4 | Ease of Implementation | 2 |
| 4 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 2 |
| 3 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 4 | AD/LDAP Sync | 2 |
| 4 | Autosave and Autofill | 1 |
| 3 | Credential Rotation | 2 |
| 4 | Dashboard | 2 |
| 2 | Data Tracking and Audit Trail | 2 |
| 4 | Encryption and Decryption | 1 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 2 |
| 4 | Password Management | 2 |
| 4 | Policy Engine and Enforcements | 2 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 4 |
| Cost | 5 |
| Existing Relationship | 5 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 5 |
| Sales Experience | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 5 |

## Phil J.

Role: Information Technology
Industry: Retail
Involvement: IT Leader or Manager

### Recommends 10/10

### Great features, easy to use and administrate

**What differentiates Keeper from other similar products?**

Keeper has excellent features, easy access and easy to administer. After multiple Last Pass security breaches, we were looking for alternatives. Keeper was easy to migrate to and has been an improvement in every way.

**What is your favorite aspect of this product?**

Autofill, change password feature, sharing passwords, migration from Last Pass

**What do you dislike most about this product?**

There is nothing I dislike at this time.

**What recommendations would you give to someone considering this product?**

Password management is a must and keeper shines at password management organization wide. I highly recommend their product, support and customer service.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 5 |
| 4 | Breadth of Features | 5 |
| 3 | Business Value Created | 5 |
| 4 | Ease of Customization | 1 |
| 4 | Ease of Data Integration | 5 |
| 4 | Ease of Implementation | 5 |
| 4 | Ease of IT Administration | 5 |
| 4 | Product Strategy and Rate of Improvement | 2 |
| 4 | Quality of Features | 5 |
| 4 | Usability and Intuitiveness | 5 |
| 4 | Vendor Support | 5 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 1 |
| - | AD/LDAP Sync | 1 |
| 4 | Autosave and Autofill | 5 |
| 4 | Credential Rotation | 1 |
| 4 | Dashboard | 4 |
| 4 | Data Tracking and Audit Trail | 1 |
| 4 | Encryption and Decryption | 5 |
| 4 | Multi-Factor Authentication (MFA) | 1 |
| 4 | Password Generator | 5 |
| 4 | Password Management | 5 |
| 4 | Policy Engine and Enforcements | 1 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 1 |
| Cost | 1 |
| Existing Relationship | 1 |
| Managing Risk | 1 |
| Political Reasons | 0 |
| Previously Installed | 1 |
| Sales Experience | 1 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 1 |
| Vendor Market Share | 1 |
| Vendor Reputation | 1 |

PRODUCT SCORECARD

Executive Summary · Vendor Capability Satisfaction · Product Feature Satisfaction · Emotional Footprint · Reasons for Leaving & Joining · Module Satisfaction · Implementation · Staffing & Ownership · Selection Decisions · Market Size Comparison · Comparisons · Versions · Comments

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## Logan F.

Role: Information Technology
Industry: Other
Involvement: IT Leader or Manager

### Recommends 10/10

## Easy to use, fantastic product, huge time save.

**What differentiates Keeper from other similar products?**

It's the total package and very affordable.

**What is your favorite aspect of this product?**

Ease of use, the time saved, and increased security across the company.

**What do you dislike most about this product?**

Nothing at all.

**What recommendations would you give to someone considering this product?**

Make sure you have a break glass account set up before you get everyone involved. An account that has a manual entered password that is not affected by SSO or MFA

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 5 |
| 4 | Breadth of Features | 6 |
| 4 | Business Value Created | 6 |
| 4 | Ease of Customization | 5 |
| 4 | Ease of Data Integration | 5 |
| 4 | Ease of Implementation | 5 |
| 4 | Ease of IT Administration | 5 |
| 4 | Product Strategy and Rate of Improvement | 6 |
| 4 | Quality of Features | 6 |
| 4 | Usability and Intuitiveness | 5 |
| 4 | Vendor Support | 5 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 0 |
| 4 | AD/LDAP Sync | 0 |
| 4 | Autosave and Autofill | 0 |
| 4 | Credential Rotation | 0 |
| 4 | Dashboard | 0 |
| 4 | Data Tracking and Audit Trail | 0 |
| 4 | Encryption and Decryption | 0 |
| 4 | Multi-Factor Authentication (MFA) | 0 |
| 4 | Password Generator | 0 |
| 4 | Password Management | 0 |
| 4 | Policy Engine and Enforcements | 0 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 4 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 4 |
| Political Reasons | 3 |
| Previously Installed | 4 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 4 |

## Josh K.

Role: Information Technology
Industry: Insurance
Involvement: Business Leader or Manager

### Does Not Recommend 1/10

## Great potential, bad support & features

**What differentiates Keeper from other similar products?**

They offer live training courses for users.

**What is your favorite aspect of this product?**

The live training they offer.

**What do you dislike most about this product?**

Cannot turn off certain features that cause great strain to our department. For example you have to manually approve of each device for each user, as they login. This is completely manual. For 600+ users this is a full time job and when you approve a device, the end user does not get a message confirming they are all set now, so it results in confusion from all our end users. The support is awful. There is constant miscommunication, they cannot figure out how to solve issues for hours holding us up on a call for no reason. Implementation was broken for 2 months. Had to do it manual user by user...

**What recommendations would you give to someone considering this product?**

Unless you really need their auditing tools and live training sessions, there are better products out there. The price is good for this product, but sadly you get what you pay for.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | - |
| 3 | Breadth of Features | - |
| 2 | Business Value Created | - |
| 4 | Ease of Customization | - |
| 1 | Ease of Data Integration | - |
| 1 | Ease of Implementation | - |
| 1 | Ease of IT Administration | - |
| 1 | Product Strategy and Rate of Improvement | - |
| 1 | Quality of Features | - |
| 2 | Usability and Intuitiveness | - |
| 1 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 1 | Access From Multiple Devices | - |
| 3 | AD/LDAP Sync | - |
| 3 | Autosave and Autofill | - |
| 3 | Credential Rotation | - |
| 1 | Dashboard | - |
| 3 | Data Tracking and Audit Trail | - |
| 4 | Encryption and Decryption | - |
| 3 | Multi-Factor Authentication (MFA) | - |
| 2 | Password Generator | - |
| 3 | Password Management | - |
| 3 | Policy Engine and Enforcements | - |

## Brennan S.

Role: Information Technology
Industry: Telecommunications
Involvement: IT Development, Integration, and Administration

### Neutral 8/10

## Easy to use, great look, great security.

**What differentiates Keeper from other similar products?**

Ease of use, and extensions, apps, and desktop versions for many platforms.

**What is your favorite aspect of this product?**

Ease of use which makes passwords easy, no need to remember anymore.

**What do you dislike most about this product?**

The Teams feature can be kind of confusing with permissions.

**What recommendations would you give to someone considering this product?**

Every license comes with a family license for personal use for employees which helps spread password security awareness.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 4 |
| 3 | Ease of Customization | 2 |
| 4 | Ease of Data Integration | 4 |
| 4 | Ease of Implementation | 4 |
| 2 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 3 |
| 3 | AD/LDAP Sync | 4 |
| 2 | Autosave and Autofill | 2 |
| 3 | Credential Rotation | 3 |
| 3 | Dashboard | 3 |
| 3 | Data Tracking and Audit Trail | 4 |
| 3 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 5 |
| 3 | Policy Engine and Enforcements | 2 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 2 |
| Cost | 4 |
| Existing Relationship | 2 |
| Managing Risk | 3 |
| Political Reasons | 2 |
| Previously Installed | 4 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 3 |

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## Temitope P.

Role: Information Technology
Industry: Telecommunications
Involvement: IT Development, Integration, and Administration

### Recommends 10/10

### Great password management tool!

**What differentiates Keeper from other similar products?**

Its easy to setup with SSO setup.

**What is your favorite aspect of this product?**

Its browser integration for autofill

**What do you dislike most about this product?**

None because its quite easy to use

**What recommendations would you give to someone considering this product?**

I would advise anyone to buy the product because it allows you manage/stores any type of password and shared access to it within a team.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | - |
| 4 | Breadth of Features | - |
| 4 | Business Value Created | - |
| 4 | Ease of Customization | - |
| 4 | Ease of Data Integration | - |
| 4 | Ease of Implementation | - |
| 4 | Ease of IT Administration | - |
| 4 | Product Strategy and Rate of Improvement | - |
| 4 | Quality of Features | - |
| 4 | Usability and Intuitiveness | - |
| 4 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | - |
| 4 | AD/LDAP Sync | - |
| 3 | Autosave and Autofill | - |
| 3 | Credential Rotation | - |
| 4 | Dashboard | - |
| 3 | Data Tracking and Audit Trail | - |
| 4 | Encryption and Decryption | - |
| 4 | Multi-Factor Authentication (MFA) | - |
| 3 | Password Generator | - |
| 4 | Password Management | - |
| 4 | Policy Engine and Enforcements | - |

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## Mark E.

Role: Information Technology
Industry: Healthcare
Involvement: IT Leader or Manager

### Recommends 10/10

### Good product Overall

**What differentiates Keeper from other similar products?**

Best price for the features we needed at the time of implementation.

**What is your favorite aspect of this product?**

Lightweight and easy to use.

**What do you dislike most about this product?**

Master password management is lacking due to zero trust model they employee

**What recommendations would you give to someone considering this product?**

Ensure you advise your users to never ever forget their master password

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| - | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 3 |
| 3 | AD/LDAP Sync | 3 |
| 2 | Autosave and Autofill | 3 |
| - | Credential Rotation | 3 |
| 3 | Dashboard | 3 |
| 3 | Data Tracking and Audit Trail | 3 |
| 3 | Encryption and Decryption | 3 |
| 3 | Multi-Factor Authentication (MFA) | 3 |
| 3 | Password Generator | 3 |
| 4 | Password Management | 3 |
| 3 | Policy Engine and Enforcements | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| Architectural Fit | 2 |
|---|---|
| Cost | 2 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 2 |

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## Britta M.

Role: Information Technology
Industry: Government
Involvement: End User of Application

### Recommends 10/10

### Easy and Secure Password Management

**What differentiates Keeper from other similar products?**

The level of security surrounding your password management.

**What is your favorite aspect of this product?**

The security of the application and the data stored within.

**What do you dislike most about this product?**

Nothing. Keeper is the perfect solution for me and I recommend it to everyone!

**What recommendations would you give to someone considering this product?**

If you need a password manager, or if you're storing passwords on a sheet of paper, you need Keeper!

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| - | Availability and Quality of Training | 0 |
| 4 | Breadth of Features | 0 |
| 4 | Business Value Created | 5 |
| 4 | Ease of Customization | 0 |
| - | Ease of Data Integration | 0 |
| 4 | Ease of Implementation | 0 |
| 4 | Ease of IT Administration | 0 |
| 4 | Product Strategy and Rate of Improvement | 0 |
| 4 | Quality of Features | 10 |
| 4 | Usability and Intuitiveness | 20 |
| - | Vendor Support | 0 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 10 |
| 4 | Credential Rotation | 0 |
| 4 | Dashboard | 0 |
| 4 | Data Tracking and Audit Trail | 10 |
| 4 | Encryption and Decryption | 5 |
| 4 | Multi-Factor Authentication (MFA) | 5 |
| 4 | Password Generator | 0 |
| 4 | Password Management | 10 |
| 4 | Policy Engine and Enforcements | 0 |
| 4 | Single Sign-On (SSO) | 5 |
| 4 | Team Management | 0 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| Architectural Fit | 0 |
|---|---|
| Cost | 5 |
| Existing Relationship | 0 |
| Managing Risk | 0 |
| Political Reasons | 0 |
| Previously Installed | 0 |
| Sales Experience | 0 |
| Skill and Staff Fit | 0 |
| Social Responsibility | 0 |
| Vendor Market Share | 0 |
| Vendor Reputation | 0 |

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## Denis M.

Role: Operations
Industry: Government
Involvement: End User of Application

### Recommends 10/10

### Great features!

**What differentiates Keeper from other similar products?**

The way you can completely depend on it at any particular time to protect and manage your passwords

**What is your favorite aspect of this product?**

It's effectiveness and ease of use

**What do you dislike most about this product?**

The initial cost of the product

**What recommendations would you give to someone considering this product?**

I would recommend them to use this product and utilise every feature in it

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | - |
| 4 | Breadth of Features | - |
| 4 | Business Value Created | - |
| 4 | Ease of Customization | - |
| 4 | Ease of Data Integration | - |
| 4 | Ease of Implementation | - |
| 4 | Ease of IT Administration | - |
| 4 | Product Strategy and Rate of Improvement | - |
| 4 | Quality of Features | - |
| 4 | Usability and Intuitiveness | - |
| 4 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | - |
| 4 | AD/LDAP Sync | - |
| 3 | Autosave and Autofill | - |
| 4 | Credential Rotation | - |
| 4 | Dashboard | - |
| 4 | Data Tracking and Audit Trail | - |
| 3 | Encryption and Decryption | - |
| 4 | Multi-Factor Authentication (MFA) | - |
| 3 | Password Generator | - |
| 4 | Password Management | - |
| 4 | Policy Engine and Enforcements | - |

## Mark R.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

### Recommends 10/10

### Amazing product, saves so much time and set up.

**What differentiates Keeper from other similar products?**

So easy to use, way better than our older application

**What is your favorite aspect of this product?**

Easy to set up, can control users access.. share MFA

**What do you dislike most about this product?**

Auto fill doesn't always work . But easy enough to press add.

**What recommendations would you give to someone considering this product?**

A must have if you need to share accounts with MFA

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | - |
| 4 | Breadth of Features | - |
| 4 | Business Value Created | - |
| 4 | Ease of Customization | - |
| 3 | Ease of Data Integration | - |
| 4 | Ease of Implementation | - |
| 4 | Ease of IT Administration | - |
| 4 | Product Strategy and Rate of Improvement | - |
| 4 | Quality of Features | - |
| 4 | Usability and Intuitiveness | - |
| 3 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | - |
| 4 | AD/LDAP Sync | - |
| 3 | Autosave and Autofill | - |
| 4 | Credential Rotation | - |
| 4 | Dashboard | - |
| 3 | Data Tracking and Audit Trail | - |
| 4 | Encryption and Decryption | - |
| 4 | Multi-Factor Authentication (MFA) | - |
| 4 | Password Generator | - |
| 4 | Password Management | - |
| 4 | Policy Engine and Enforcements | - |

## Taylor S.

Role: Information Technology
Industry: Manufacturing
Involvement: IT Development, Integration, and Administration

### Recommends 9/10

### Intuitive, but SSO needs to be included.

**What differentiates Keeper from other similar products?**

Stores OTPs

**What is your favorite aspect of this product?**

OTP storing

**What do you dislike most about this product?**

SSO is not included.

**What recommendations would you give to someone considering this product?**

Watch out for auto fill. Sometimes it thinks it's supposed to fill something when it's not the actual login page.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | - |
| 2 | Breadth of Features | - |
| 3 | Business Value Created | - |
| 2 | Ease of Customization | - |
| 2 | Ease of Data Integration | - |
| 3 | Ease of Implementation | - |
| 3 | Ease of IT Administration | - |
| 3 | Product Strategy and Rate of Improvement | - |
| 3 | Quality of Features | - |
| 3 | Usability and Intuitiveness | - |
| 3 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | - |
| 1 | AD/LDAP Sync | - |
| 2 | Autosave and Autofill | - |
| 3 | Credential Rotation | - |
| 3 | Dashboard | - |
| 3 | Data Tracking and Audit Trail | - |
| 3 | Encryption and Decryption | - |
| 3 | Multi-Factor Authentication (MFA) | - |
| 3 | Password Generator | - |
| 3 | Password Management | - |
| 3 | Policy Engine and Enforcements | - |

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## Penny J.

Role: Information Technology
Industry: Other
Involvement: Business Leader or Manager

### Recommends 10/10

#### Great solution for Government Contractors

**What differentiates Keeper from other similar products?**

CMMC APPROVED

**What is your favorite aspect of this product?**

Easy to use

**What do you dislike most about this product?**

What's not to like?

**What recommendations would you give to someone considering this product?**

Train your users. This is a great product!

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 6 |
| 4 | Breadth of Features | 6 |
| 4 | Business Value Created | 6 |
| 4 | Ease of Customization | 6 |
| 4 | Ease of Data Integration | 6 |
| 4 | Ease of Implementation | 6 |
| 4 | Ease of IT Administration | 6 |
| 4 | Product Strategy and Rate of Improvement | 6 |
| 4 | Quality of Features | 6 |
| 4 | Usability and Intuitiveness | 6 |
| 4 | Vendor Support | 6 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 1 |
| 4 | AD/LDAP Sync | 1 |
| 4 | Autosave and Autofill | 1 |
| 4 | Credential Rotation | 1 |
| 4 | Dashboard | 1 |
| 4 | Data Tracking and Audit Trail | 1 |
| 4 | Encryption and Decryption | 0 |
| 4 | Multi-Factor Authentication (MFA) | 1 |
| 4 | Password Generator | 1 |
| 4 | Password Management | 1 |
| 4 | Policy Engine and Enforcements | 1 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 2 |
| Cost | 2 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 2 |

## Josh K.

Role: Information Technology
Industry: Education
Involvement: IT Leader or Manager

### Neutral 8/10

#### Easy to use and understand

**What differentiates Keeper from other similar products?**

Better security

**What is your favorite aspect of this product?**

Ease of use

**What do you dislike most about this product?**

I would like better oversight of shared folders from an IT admin account

**What recommendations would you give to someone considering this product?**

Nothing comes to mind

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 2 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 4 |
| 3 | Ease of Implementation | 3 |
| 2 | Ease of IT Administration | 3 |
| - | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 4 |
| - | AD/LDAP Sync | 4 |
| 3 | Autosave and Autofill | 4 |
| 3 | Credential Rotation | 4 |
| 2 | Dashboard | 4 |
| 4 | Data Tracking and Audit Trail | 4 |
| - | Encryption and Decryption | 4 |
| - | Multi-Factor Authentication (MFA) | 4 |
| 4 | Password Generator | 4 |
| 3 | Password Management | 4 |
| 3 | Policy Engine and Enforcements | 4 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 0 |
| Cost | 0 |
| Existing Relationship | 0 |
| Managing Risk | 0 |
| Political Reasons | 0 |
| Previously Installed | 0 |
| Sales Experience | 0 |
| Skill and Staff Fit | 0 |
| Social Responsibility | 0 |
| Vendor Market Share | 0 |
| Vendor Reputation | 0 |

## Lucas B.

Role: Information Technology
Industry: Manufacturing
Involvement: IT Leader or Manager

### Recommends 10/10

#### Great product. Easy to integrate. Easy to use.

**What differentiates Keeper from other similar products?**

Ease of use.

**What is your favorite aspect of this product?**

Ease of autofill.

**What do you dislike most about this product?**

Nothing. Love everything.

**What recommendations would you give to someone considering this product?**

Strongly consider using this product

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 4 |
| 2 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 2 | Ease of Customization | 4 |
| 3 | Ease of Data Integration | 4 |
| 4 | Ease of Implementation | 4 |
| 3 | Ease of IT Administration | 4 |
| 2 | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| - | AD/LDAP Sync | 2 |
| 4 | Autosave and Autofill | 2 |
| - | Credential Rotation | 2 |
| 4 | Dashboard | 2 |
| 4 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 2 |
| 4 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 2 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 3 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 3 |

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## Parissa M.

Role: Information Technology
Industry: Consulting
Involvement: IT Leader or Manager

### Recommends 10/10

**Solid choice for managing passwords securely**

**What differentiates Keeper from other similar products?**

secrets manager for developers

**What is your favorite aspect of this product?**

The option to securely share passwords with trusted contacts is a great feature, especially for collaborative work environments.

**What do you dislike most about this product?**

The premium features come with a subscription fee that could feel a bit pricey for some folks.

**What recommendations would you give to someone considering this product?**

Highly recommend this product!

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | - |
| 2 | Breadth of Features | - |
| 3 | Business Value Created | - |
| - | Ease of Customization | - |
| 3 | Ease of Data Integration | - |
| 3 | Ease of Implementation | - |
| 3 | Ease of IT Administration | - |
| 3 | Product Strategy and Rate of Improvement | - |
| 3 | Quality of Features | - |
| 3 | Usability and Intuitiveness | - |
| 3 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | - |
| - | AD/LDAP Sync | - |
| 4 | Autosave and Autofill | - |
| - | Credential Rotation | - |
| 3 | Dashboard | - |
| 2 | Data Tracking and Audit Trail | - |
| - | Encryption and Decryption | - |
| 4 | Multi-Factor Authentication (MFA) | - |
| 4 | Password Generator | - |
| 4 | Password Management | - |
| - | Policy Engine and Enforcements | - |

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## Jayesh G.

Role: Industry Specific Role
Industry: Manufacturing
Involvement: End User of Application

### Recommends 9/10

**Keeping Business Passwords Safe With Keeper**

**What differentiates Keeper from other similar products?**

The ease of securing and generating business passwords makes Keeper unique.

**What is your favorite aspect of this product?**

I like ease of accessing applications with Keeper and it can securely autosave and autofill passcodes for easy Access. It helps generate secure Passwords. I like that we can share passwords securely.

**What do you dislike most about this product?**

With Keeper, all features are helpful and it delivers. No complaints.

**What recommendations would you give to someone considering this product?**

For password management for business, Keeper is the real deal. Give it a shot.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 4 | Business Value Created | 2 |
| 3 | Ease of Customization | 2 |
| 4 | Ease of Data Integration | 2 |
| 3 | Ease of Implementation | 2 |
| 3 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 3 | Usability and Intuitiveness | 2 |
| 3 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 3 |
| 3 | AD/LDAP Sync | 3 |
| 3 | Autosave and Autofill | 3 |
| 3 | Credential Rotation | 3 |
| 4 | Dashboard | 3 |
| 3 | Data Tracking and Audit Trail | 3 |
| 3 | Encryption and Decryption | 3 |
| 3 | Multi-Factor Authentication (MFA) | 3 |
| 3 | Password Generator | 3 |
| 3 | Password Management | 3 |
| 3 | Policy Engine and Enforcements | 3 |

### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

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## Vinay K.

Role: Finance
Industry: Finance
Involvement: End User of Application

### Neutral 7/10

**Keep your things safe At keeper**

**What differentiates Keeper from other similar products?**

Two factors authentication

**What is your favorite aspect of this product?**

Best aspect is its dashboard and two factors authentication sign-in feature

**What do you dislike most about this product?**

Sometimes two factors authentication not work properly

**What recommendations would you give to someone considering this product?**

Keeper is safe and reliable.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 2 | Availability and Quality of Training | - |
| 2 | Breadth of Features | - |
| 2 | Business Value Created | - |
| 3 | Ease of Customization | - |
| 3 | Ease of Data Integration | - |
| 3 | Ease of Implementation | - |
| 3 | Ease of IT Administration | - |
| 3 | Product Strategy and Rate of Improvement | - |
| 2 | Quality of Features | - |
| 3 | Usability and Intuitiveness | - |
| 2 | Vendor Support | - |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | - |
| 2 | AD/LDAP Sync | - |
| 2 | Autosave and Autofill | - |
| 2 | Credential Rotation | - |
| 3 | Dashboard | - |
| 3 | Data Tracking and Audit Trail | - |
| 2 | Encryption and Decryption | - |
| 2 | Multi-Factor Authentication (MFA) | - |
| 2 | Password Generator | - |
| 3 | Password Management | - |
| 3 | Policy Engine and Enforcements | - |

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## MANISH B.

Role: Finance
Industry: Finance
Involvement: Vendor Management and Renewal

### Neutral 8/10

### Good portal and ease of use

**What is your favorite aspect of this product?**

safe and user frndly

**What do you dislike most about this product?**

n/a not applicable

**What recommendations would you give to someone considering this product?**

try it once amazing

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| - | Availability and Quality of Training | 4 |
| 3 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| - | Ease of Customization | 4 |
| 3 | Ease of Data Integration | 4 |
| 3 | Ease of Implementation | 4 |
| - | Ease of IT Administration | 4 |
| 3 | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Access From Multiple Devices | 2 |
| 3 | AD/LDAP Sync | 2 |
| 2 | Autosave and Autofill | 1 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| - | Data Tracking and Audit Trail | 2 |
| 2 | Encryption and Decryption | 1 |
| 2 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 2 | Policy Engine and Enforcements | 2 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 2 |
| Previously Installed | 3 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

## Ahmad A.

Role: Information Technology
Industry: Gaming and Hospitality
Involvement: IT Development, Integration, and Administration

### Recommends 9/10

### Keeper Password Security Vault

**What differentiates Keeper from other similar products?**

Keeper is the Zero-Knowledge application and this makes keeper more secure. Keeper supports multifactor authentication and also we can add one more layer of security by enabling azure single sign-on.

**What is your favorite aspect of this product?**

SSO device approval, Breach Watch, Event logging and reporting, Offline Access etc.

**What do you dislike most about this product?**

keeper manager is the good product but the support service some time get delays.

**What recommendations would you give to someone considering this product?**

Keeper is the best password manager.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 3 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 4 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 4 |

## Khan S.

Role: Information Technology
Industry: Construction
Involvement: IT Development, Integration, and Administration

### Neutral 8/10

### Keeper is the best password management solution.

**What differentiates Keeper from other similar products?**

Keeper is the mini PAM solution. it has limited features but it is useful for medium and large organization. keeper password vault is use full for URL and keeper connection manager is best for RDP, SSH ect access.

**What is your favorite aspect of this product?**

It is a zero knowledge application.

**What do you dislike most about this product?**

response from support takes long.

**What recommendations would you give to someone considering this product?**

cost effective solution

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 3 | Business Value Created | 2 |
| 3 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 3 | Ease of Implementation | 2 |
| 3 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 3 | Usability and Intuitiveness | 2 |
| 2 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 2 | Credential Rotation | 2 |
| 2 | Dashboard | 2 |
| 2 | Data Tracking and Audit Trail | 2 |
| 2 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 2 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 4 |
| Cost | 5 |
| Existing Relationship | 5 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 5 |
| Sales Experience | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 5 |
| Vendor Market Share | 5 |
| Vendor Reputation | 5 |

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## Hüseyin D.

Role: Information Technology
Industry: Technology
Involvement: IT Leader or Manager

### Recommends 10/10

## SSO friendly password manager

**What differentiates Keeper from other similar products?**

When we launched Keeper, it was the only password manager supports Jumpcloud SSO

**What is your favorite aspect of this product?**

It supports team management and SSO

**What do you dislike most about this product?**

Pricing would be less to compete the others.

**What recommendations would you give to someone considering this product?**

If you want to use password manager and integrate it with active directory, Keeper is good option.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 4 |
| 3 | Credential Rotation | 4 |
| 4 | Dashboard | 4 |
| 4 | Data Tracking and Audit Trail | 4 |
| 4 | Encryption and Decryption | 4 |
| 4 | Multi-Factor Authentication (MFA) | 4 |
| 4 | Password Generator | 4 |
| 4 | Password Management | 4 |
| 4 | Policy Engine and Enforcements | 4 |
| 4 | Single Sign-On (SSO) | 4 |
| 4 | Team Management | 4 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 1 |
| Cost | 1 |
| Existing Relationship | 1 |
| Managing Risk | 1 |
| Political Reasons | 1 |
| Previously Installed | 1 |
| Sales Experience | 1 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 1 |
| Vendor Market Share | 1 |
| Vendor Reputation | 1 |

## Harison M.

Role: Operations
Industry: Not for Profit
Involvement: Business Leader or Manager

### Neutral 8/10

## Keeper is a very useful tool!

**What differentiates Keeper from other similar products?**

Well-integrated UI, secure sharing between workers and teams, externally shareable "one-time" secrets, and a private license for every employee to secure their non-corporate personal info (which may be a nice benefit and helps encourage personal online Safety). New options are added regularly.

**What is your favorite aspect of this product?**

I favor the flexibility to share records/passwords with employees/teams and having the ability to cover passwords from the users. It's easy to use, and I like the interface better than the others I have tested. The program is straightforward to use and intuitive. Sharing secrets with people in my organization is easy and fast! The ability to access the vault programmatically with python and javascript has been nice for our automation wants.

**What do you dislike most about this product?**

The least useful thing, or what I dislike the most, is I'd like the administrator to share a folder of passwords with an employee and when they add to the folder, have a setting that mechanically sets the ownership of the record/password to the company rather than the user. It's a minor dislike, however, I'd wish to keep users from owning the passwords in shared folders.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 2 | Breadth of Features | 5 |
| 3 | Business Value Created | 5 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 2 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 5 |
| 2 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 2 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 2 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

## Daniel C.

Role: Sales and Marketing
Industry: Other
Involvement: Business Leader or Manager

### Recommends 9/10

## Keeper always at the forefront of your security

**What differentiates Keeper from other similar products?**

In our family business, relying on Keeper was the best thing we could do to improve our security and avoid extortion and data leakage even using other more effective tools, what this platform gives us has been essential, we have managed to recover our privacy and that of our loved ones, helping us to get rid of cyber threats that are increasingly present today and that are directly affecting our financial capital and the growth of our family business.

**What is your favorite aspect of this product?**

It is supremely accessible for medium and large companies and for any type of customer who needs security and to take care of their privacy and that of their environment, it has a very useful and effective interface that leaves nothing to be desired, it is very easy to use and the configuration method is quite fast, anyone can use it remotely. It is an excellent advantage that the data is encrypted and that there is an update in the login methods allowing us to use the fingerprint and facial recognition.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 3 |
| 4 | Credential Rotation | 3 |
| 4 | Dashboard | 3 |
| 3 | Data Tracking and Audit Trail | 3 |
| 4 | Encryption and Decryption | 3 |
| 4 | Multi-Factor Authentication (MFA) | 3 |
| 4 | Password Generator | 3 |
| 4 | Password Management | 3 |
| 3 | Policy Engine and Enforcements | 3 |
| 4 | Single Sign-On (SSO) | 3 |
| 4 | Team Management | 3 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 2 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 3 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 2 |

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## Jessi c.

Role: Operations
Industry: Other
Involvement: End User of Application

### Recommends 9/10

### Superb management of credentials and passwords

**What differentiates Keeper from other similar products?**

Keeper Password Manager uses end-to-end encryption to safeguard our user credentials and all passwords and other secret keys, and it stands out from the rest thanks to its multilayered security architecture. No matter how powerful the attack was, our logins and passwords have never been compromised since the day we started using Keeper.

**What is your favorite aspect of this product?**

Keeper Password Manager adds an additional layer of security that is immensely useful in preventing breaches. Keeper offers a variety of authentication options, and its strongest feature is that it has a wide range of subscription options for both personal and professional use, making it more adaptable. In terms of subscription options as well as functionality, it is highly flexible.

**What do you dislike most about this product?**

When sharing secret credentials, directory arrangement is not maintained, which makes it extremely hard for the user who receives the secrets to arrange them. The directory format is also not maintained while recovering lost keys from the recycle bin.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 2 | Product Strategy and Rate of Improvement | 4 |
| 3 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 4 | Data Tracking and Audit Trail | 2 |
| 4 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 2 |
| 4 | Password Management | 2 |
| 2 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

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## Hasan K.

Role: Finance
Industry: Banking
Involvement: Business Leader or Manager

### Recommends 9/10

### Keeper is relatively expensive but successfully

**What differentiates Keeper from other similar products?**

much more security

**What is your favorite aspect of this product?**

With Keeper, you can use as many passwords as correct at the enterprise.

**What do you dislike most about this product?**

storage space not enough

**What recommendations would you give to someone considering this product?**

I would definitely recommend.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 1 |
| 4 | Breadth of Features | 4 |
| 4 | Business Value Created | 7 |
| 3 | Ease of Customization | 1 |
| 4 | Ease of Data Integration | 1 |
| 3 | Ease of Implementation | 1 |
| 4 | Ease of IT Administration | 1 |
| 3 | Product Strategy and Rate of Improvement | 1 |
| 3 | Quality of Features | 1 |
| 3 | Usability and Intuitiveness | 5 |
| 4 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 5 |
| 4 | Credential Rotation | 1 |
| 4 | Dashboard | 1 |
| 4 | Data Tracking and Audit Trail | 1 |
| 4 | Encryption and Decryption | 1 |
| 4 | Multi-Factor Authentication (MFA) | 6 |
| 4 | Password Generator | 11 |
| 4 | Password Management | 1 |
| 4 | Policy Engine and Enforcements | 1 |
| 4 | Single Sign-On (SSO) | 14 |
| 4 | Team Management | 1 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 1 |
| Cost | 1 |
| Existing Relationship | 1 |
| Managing Risk | 1 |
| Political Reasons | 1 |
| Previously Installed | 1 |
| Sales Experience | 1 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 1 |
| Vendor Market Share | 1 |
| Vendor Reputation | 1 |

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## madhur k.

Role: Public Sector
Industry: Telecommunications
Involvement: End User of Application

### Recommends 10/10

### Lovely way to fix cybersecurity.

**What differentiates Keeper from other similar products?**

It's a lovely customizable system and directly supports the cybersecurity of the entire organization. It is a very precise platform established in optimal characteristics for our company, the audit of its routine and the dossiers of programs carry out their activities correctly with the regulations of the industry, such as FINRA, FINRA, SOC, HIPAA, X RGPD and others. plus. Personified platform that offers original cybersecurity that protects access codes, disguises and the infrastructure path. Each user hosts a secret and exclusive establishment to raise and process characters, receipts, records and private inquiry of consumers.

**What is your favorite aspect of this product?**

It skillfully protects our ORGANIZATION, which gives us a lot of familiarity, since it amazingly discovers cyberthreats and data leaks related to access codes. The minute we use this system in our structure, we perceive that the passwords are random, strong and random. At the same time, it encompasses encrypted establishments and reliable simultaneous use, inadvertent receipts, transparency and registration of the security of practitioners' passwords, which has lain of amazing practice and security.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 4 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 4 |

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## Chris M.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

### Recommends 9/10

### Highly secure and full flexible solution

**What differentiates Keeper from other similar products?**

The entire product doesn't really vary significantly from other password managers of a similar nature. The ability to exchange secrets with trading partners without having to download them or see a sample of the application, however, made it simpler to connect with the Identity Provider (IdP). This is definitely a winner.

**What is your favorite aspect of this product?**

I enjoy being able to hide passwords from users and share logins and passwords with team members and collaborators. It's simple to use, and I like this interface over others I've tried. a user interfaces with good integration, safe team, and employee collaboration. Additionally, each employee has a personal license to encrypt their non-corporate personal data, which is a wonderful reward and encourages online security.

**What do you dislike most about this product?**

Not much cause for complaint. 1. There could be too many memories to sustain, in my opinion. 2. It took me some time to realize that I could modify the Keeper app's settings to allow it to remain open when I'm using my phone or tablet.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 2 |
| 4 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 4 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 4 | Ease of Implementation | 2 |
| 4 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 2 |
| 4 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 3 |
| 4 | Credential Rotation | 3 |
| 4 | Dashboard | 3 |
| 3 | Data Tracking and Audit Trail | 3 |
| 4 | Encryption and Decryption | 3 |
| 3 | Multi-Factor Authentication (MFA) | 3 |
| 4 | Password Generator | 3 |
| 3 | Password Management | 3 |
| 4 | Policy Engine and Enforcements | 3 |
| 4 | Single Sign-On (SSO) | 3 |
| 3 | Team Management | 3 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

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## Austin .

Role: Industry Specific Role
Industry: Other
Involvement: Business Leader or Manager

### Recommends 9/10

### Keeper keeps password safe.

**What differentiates Keeper from other similar products?**

Remembering one complicated master positive identification is way a lot of convenient than attempting to remember or keep track of dozens of complex passwords for a range of sites. Keeper makes it easy to make secure passwords through organisation (you confirm the length) and provides you peace of mind that you just have a vault with all the information you need to login into your favorite websites and services.

**What is your favorite aspect of this product?**

Keeper keeps passwords organized among folders and sub-folders; you'll also produce more folders and inside those folders create records yet as files and photos to stay safe. You can set Keeper to self-destroy after 5 tries of failed logins and destroy those files that are kept safe. The extent of secret writing is multi-tiered, and also the most advanced. I fully love that I can keep all of my passwords in one place and not ought to constantly reset forgotten passwords since I have more than I might count that I exploit daily.

**What do you dislike most about this product?**

Up to now, I have not found something among the password keeper manager that I dislike. Everything is simple to use and notice within the application. No complaints here!

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 2 |
| 2 | Breadth of Features | 2 |
| 3 | Business Value Created | 2 |
| 2 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 3 | Ease of Implementation | 2 |
| 3 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 2 | Usability and Intuitiveness | 2 |
| 3 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 2 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 2 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 4 |
| Cost | 5 |
| Existing Relationship | 5 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 5 |
| Sales Experience | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 5 |
| Vendor Market Share | 5 |
| Vendor Reputation | 5 |

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## Lucia C.

Role: Operations
Industry: Consulting
Involvement: End User of Application

### Recommends 9/10

### Great password management solution

**What differentiates Keeper from other similar products?**

My Chrome add-on that remembers my info sometimes cannot do its job and pre-populates form fields. Insignificantly, it would be nice if macOS supported other color schemes or had a proper dark mode. After logging onto the app, I believe the first dashboard seems chaotic and may need some clean-up.

**What is your favorite aspect of this product?**

My company's internal communication system makes it simple and quick to exchange confidential information. The program's high level of safety and the regular addition of new features through updates have won me over. It's great that I can now quickly and easily enter my login credentials with one click. I no longer have to memorize complex passwords.

**What do you dislike most about this product?**

The least helpful feature, or the one I despise, is the inability to define default ownership of records and passwords shared between an administrator and an employee. The receiving user will have difficulty maintaining folder structure if secrets are shared. The original folder structure is lost when recovering data from the recycle bin.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 4 |
| 4 | Breadth of Features | 5 |
| 3 | Business Value Created | 5 |
| 4 | Ease of Customization | 4 |
| 3 | Ease of Data Integration | 4 |
| 3 | Ease of Implementation | 4 |
| 4 | Ease of IT Administration | 4 |
| 3 | Product Strategy and Rate of Improvement | 4 |
| 4 | Quality of Features | 5 |
| 2 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 4 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 2 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 2 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 2 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | 2 |

#### COST, ORGANIZATION, AND ARCHITECTURAL FIT

| | |
|---|---|
| Architectural Fit | 2 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 3 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 2 |

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## Tristan Iñaki W.

Role: Student or Academic
Industry: Education
Involvement: End User of Application

### Recommends 9/10

## Keeps all your passwords organized and maintained.

### What differentiates Keeper from other similar products?

All of the popular operating systems, including Mac, Windows, iOS, and Android, have Keeper applications. Keeper provides browser extensions for Chrome, Firefox, Edge, Internet Explorer, Opera, and Safari in regards to providing KeeperFill automatically enter passwords at you on native macOS and Desktop apps. By employing text files or importing data from several of the main password businesses.

### What is your favorite aspect of this product?

If you so want, you may change a ton of options and take advantage of options like creating unique groupings and branches for your whole business. However, for bigger businesses that may benefit most from role-based access management, you should not have to do it if you would not like to.

### What do you dislike most about this product?

Even though I requested the Firefox extensions to stay in touch, sometimes I had to input my primary password several times each day. The browser extensions occasionally fail to automatically fill in passwords. You may occasionally need to duplicate the login and password and then paste them into the necessary sections. This is unusual, though.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 4 |
| 3 | Credential Rotation | 4 |
| 4 | Dashboard | 4 |
| 4 | Data Tracking and Audit Trail | 4 |
| 4 | Encryption and Decryption | 4 |
| 4 | Multi-Factor Authentication (MFA) | 4 |
| 3 | Password Generator | 4 |
| 4 | Password Management | 4 |
| 4 | Policy Engine and Enforcements | 4 |
| 3 | Single Sign-On (SSO) | 4 |
| 3 | Team Management | 4 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 1 |
| Cost | 1 |
| Existing Relationship | 1 |
| Managing Risk | 1 |
| Political Reasons | 1 |
| Previously Installed | 1 |
| Sales Experience | 1 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 1 |
| Vendor Market Share | 1 |
| Vendor Reputation | 1 |

## Charlotte N.

Role: Finance
Industry: Other
Involvement: End User of Application

### Neutral 8/10

## An interesting tool to manage passwords

### What differentiates Keeper from other similar products?

Before using Keeper, the solution consisted of emailing or printing out spreadsheets and passing them around as needed. It was uncomfortable, unsafe, and difficult to control. Keeper offered a straightforward and manageable answer to this issue, and their customer support benefited us.

### What is your favorite aspect of this product?

Sharing access to various systems throughout a global team is the main issue it resolves for us. Different degrees of sharing enable it to communicate effectively rather than just "send everything." I adore how simple it is to locate saved passwords. It's convenient to be able to copy and paste information onto a website. Keeper is simple to use and intuitive.

### What do you dislike most about this product?

My phone and an Internet connection are all I need to access the information anytime I need to log in, so I always have access to my usernames, passwords, account numbers, and other crucial details. Sincerely, I haven't run into any downsides to Keeper. Their customer service has always responded quickly when I've had a question.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 3 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 4 |
| 4 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 4 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 2 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 2 |
| 4 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 2 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

## Margaret T.

Role: Operations
Industry: Consulting
Involvement: End User of Application

### Neutral 8/10

## Considerably superior password manager

### What differentiates Keeper from other similar products?

We have relied on Keeper since the day we first used it to effectively manage our passwords and ensure that we will never encounter password-breaking risks in our workplace. Our organization has been using it for several years and is totally satisfied with its functioning, as well as the convenience with which we can manage our passwords.

### What is your favorite aspect of this product?

Even in the most complex business settings, Keeper password Manager is simple to set up, adjust, adapt, and use. The other most appealing and competitive element is that it has a simple structure giving users an interactive workspace. Thanks to its browser plugins which had provided us with an excellent user experience. The compelling user interface is also one of its best aspects.

### What do you dislike most about this product?

The customer service is terrible; they take forever to respond to any questions, and if something goes wrong, they will not contact me for days. Also, the synchronization of Keeper across several platforms can take a while, for example, we have to store a password using the browser plugin but it doesn't appear in our Keeper mobile app right away.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 4 |
| 3 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 3 | Ease of Customization | 4 |
| 2 | Ease of Data Integration | 4 |
| 3 | Ease of Implementation | 4 |
| 3 | Ease of IT Administration | 4 |
| 4 | Product Strategy and Rate of Improvement | 4 |
| 4 | Quality of Features | 4 |
| 4 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 2 | Data Tracking and Audit Trail | 2 |
| 4 | Encryption and Decryption | 1 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 1 |
| 3 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 4 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 1 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

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## Reagan B.

Role: Operations
Industry: Retail
Involvement: End User of Application

### Recommends 10/10

### Keeper has become our best keeper

**What differentiates Keeper from other similar products?**

One of the most secure password organizers on the market is called Keeper. With the help of Keeper, our organization is now able to effortlessly integrate, automatically generate strong passwords, safeguard important data in an encrypted virtual vault, and communicate information with colleagues in a secure manner. Keeper makes it simple to import and export important files.

**What is your favorite aspect of this product?**

Keeper in my opinion, is a pretty capable password manager. What truly sets this apart from the competitors is the variety of checkboxes you may tick and guidelines you can define. One of my favorite aspects of Keeper is how in-depth you can get with this application when it comes to creating various user management settings.

**What do you dislike most about this product?**

The least useful feature, or the item I detest the one most, is that I would like to be willing to share a file of credentials with a worker and have an option that, when they add towards the file, immediately changes the record's or password's provenance to the business instead of the user.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 4 |
| 3 | Credential Rotation | 4 |
| 4 | Dashboard | 4 |
| 4 | Data Tracking and Audit Trail | 4 |
| 3 | Encryption and Decryption | 4 |
| 3 | Multi-Factor Authentication (MFA) | 4 |
| 4 | Password Generator | 4 |
| 4 | Password Management | 4 |
| 4 | Policy Engine and Enforcements | 4 |
| 4 | Single Sign-On (SSO) | 4 |
| 4 | Team Management | 4 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 1 |
| Cost | 1 |
| Existing Relationship | 1 |
| Managing Risk | 1 |
| Political Reasons | 1 |
| Previously Installed | 1 |
| Sales Experience | 1 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 1 |
| Vendor Market Share | 1 |
| Vendor Reputation | 1 |

## mira s.

Role: Public Sector
Industry: Biotechnology
Involvement: End User of Application

### Recommends 9/10

### The easiest way to login fastly

**What differentiates Keeper from other similar products?**

Sharing database credentials was a big challenge for us, but by automating using KSM, the procedure is now carried out automatically and more securely. Our new infrastructure delivery time has been dramatically shortened and has fastened the growth of our company.

**What is your favorite aspect of this product?**

Keeper Security has passed several independent tests and certifications that our business needed. There are various ways to handle user provisioning, and the app is simple to use. We handle a large number of credentials to access our IT infrastructure, which makes the overall system incredibly adaptable. Thanks to Keeper, we have been able to effortlessly manage, distribute, and protect our passwords.
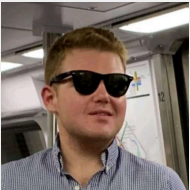
**What do you dislike most about this product?**

There are a few things to be unhappy about It took me some time to realize that I could modify the Keeper app's settings to make it stay open when I use my phone or tablet. It was much easier to use once I discovered the settings.

**What recommendations would you give to someone considering this product?**

Keeper is the ideal location to store both your login and credit card details. It truly saves you time by generating secure passwords for you and automatically filling out forms. Because 2-factor authentication keeps all of your security information secure in one location, you'll never have to remember it again.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 3 | Ease of Customization | 2 |
| 4 | Ease of Data Integration | 2 |
| 4 | Ease of Implementation | 2 |
| 4 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 4 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 4 | Data Tracking and Audit Trail | 2 |
| 4 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 4 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 4 |
| Sales Experience | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 4 |

## Alexander S.

Role: Operations
Industry: Manufacturing
Involvement: End User of Application

### Recommends 9/10

### Has great 2FA security plans

**What differentiates Keeper from other similar products?**

We all heavily rely on the internet nowadays and I also have more than 50 accounts. And the passwords for all of these accounts are difficult to remember. Therefore I use Keeper which offers a one-stop shop for password security and password sharing inside the team.

**What is your favorite aspect of this product?**

Firstly, I appreciate having the security of strong individual passwords on all of my sites while also having the convenience of only having to remember one strong individual password for all of them. Secondly, This is a fantastic time-saver because it prevents the account from being locked every time the password is changed. Lastly, It's a fantastic device that features fingerprint recognition and is extremely fast, making my job much more efficient.

**What do you dislike most about this product?**

There isn't much to criticize. I believe there are a few too many backup reminders that keep us aware of any case we missed. It took me a while to figure out that I could set the Keeper app to stay open for a certain amount of time while I'm working on my phone or tablet because it goes to sleep after a short amount of time. But became significantly more efficient to use once I discovered the settings.

#### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 2 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 2 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 4 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 4 | Password Management | 2 |
| 4 | Policy Engine and Enforcements | 2 |
| 2 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 4 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 4 |

# Mike S.

Role: Operations
Industry: Other
Involvement: End User of Application

## Recommends 10/10

## It is unique and scalable

**What differentiates Keeper from other similar products?**

Keeper is unique in that it simplifies pass management procedure by allowing us to enter our username and password with a single click! Now there is no need to memorize passwords because we have a Keeper in the business place. It always makes our passwords more tough and safe so that no one who is not authorized may compromise our security.

**What is your favorite aspect of this product?**

Apart from saving passwords, Keeper password Manager and Vault have a number of other features that help our organization to be entirely safe and their higher functionality also gives us greater confidence to do our jobs effectively. It also works well on both our Windows and Android OS systems. Keeper is quite easy to use and more robust as compared to rivals.

**What do you dislike most about this product?**

Keeper hasn't caused our team any serious issues but there are situations where we don't want to keep a password for a specific website in Keeper for whatever reason, but we can't do so with Keeper because it forces us to use a password otherwise it will deactivate the prompts entirely.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 4 |
| 4 | Business Value Created | 4 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 4 |
| 4 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 4 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 4 | Dashboard | 2 |
| 4 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 4 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

# Josh T.

Role: Operations
Industry: Other
Involvement: Business Leader or Manager

## Neutral 8/10

## It is the best application to keep passwords.

**What differentiates Keeper from other similar products?**

Remembering one complicated master password is far more convenient than attempting to recollect or keep track of dozens of complex passwords for a variety of sites. Keeper makes it simple to form secure passwords through organisation (you verify the length) and offers you peace of mind that you just have a vault with all the data you would like to login into your favorite websites and services.

**What is your favorite aspect of this product?**

I fully love that I can keep all of my passwords in one place and not need to perpetually reset forgotten passwords since I have more than I could count that I use on a daily basis. It' nice that we are able to share passwords with a team securely. Integration with Azure AD for SSO makes it straightforward to access our password vault. The online browser extension works great to autofill passwords on websites. You'll save new credentials in folders to share with others or keep them in your own personal vault.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 2 | Availability and Quality of Training | 2 |
| 2 | Breadth of Features | 2 |
| 3 | Business Value Created | 2 |
| 3 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 3 | Ease of Implementation | 2 |
| 3 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 3 | Quality of Features | 2 |
| 3 | Usability and Intuitiveness | 2 |
| 2 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 2 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 2 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 2 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 4 |
| Cost | 5 |
| Existing Relationship | 5 |
| Managing Risk | 4 |
| Political Reasons | 4 |
| Previously Installed | 5 |
| Sales Experience | 4 |
| Skill and Staff Fit | 4 |
| Social Responsibility | 5 |
| Vendor Market Share | 5 |
| Vendor Reputation | 5 |

# Ruth T.

Role: Finance
Industry: Banking
Involvement: End User of Application

## Recommends 9/10

## Effective password management tool

**What differentiates Keeper from other similar products?**

Keeper is a good value for money. Not only that, it is effective but also a pocket-friendly tool than its competitors in the market. Its premium plans start at a very reasonable cost, with a free trial and free version available. However, the features on free versions are minimal, with many pop-ups.

**What is your favorite aspect of this product?**

My favorite aspect of the product is that I don't need to remember multiple passwords for different sites. All I need to remember is one solid and secure password. As a result, my life has become much less stressful and more enjoyable. It also features a hidden vault where I could store all of my favorite internet login passwords.

**What do you dislike most about this product?**

Though rare, the web extensions sometimes do not autofill the passwords, which gets irritating. I have to copy everything from the Keeper's tool and then paste it into the web browser. The software is incompatible with multiple identifying fields, so I cannot generate group codes and usernames.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 3 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 2 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 2 |
| 3 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 2 |
| 3 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 4 |
| Existing Relationship | 4 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 4 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 4 |
| Vendor Market Share | 4 |
| Vendor Reputation | 4 |

PRODUCT SCORECARD · Executive Summary · Vendor Capability Satisfaction · Product Feature Satisfaction · Emotional Footprint · Reasons for Leaving & Joining · Module Satisfaction · Implementation · Staffing & Ownership · Selection Decisions · Market Size Comparison · Comparisons · Versions · Comments

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SoftwareReviews | INFO~TECH RESEARCH GROUP

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## Dena R.

Role: Finance
Industry: Technology
Involvement: End User of Application

### Recommends 9/10

### A unified place to keep the password

**What differentiates Keeper from other similar products?**

It resolved all of the issues that we faced before using it. In Slack, the issue of users exchanging credentials is no longer an issue. I got rid of all the different places/files where passwords were kept. Keeper Password Manager is the sole password manager we now use in one spot. Passwords can be shared between departments without actually sharing the password.

**What is your favorite aspect of this product?**

Overall I personally had a great experience with Keeper. It is what I use for both work and personal passwords, and I've suggested it to a few coworkers. I also like the idea that it would generate a password for you that no one else will be able to guess. It is, without a doubt, the best password-protection tool available. We are no longer worried about remembering tough passwords and their security.

**What do you dislike most about this product?**

When Chrome or Keeper detects that the plugin is slowing down the page, it disables it. Their customer care is polite and attentive, and I've had no other glitches with the platform that have caused me to go back to their team to solve them once again. Some web extensions are unable to auto-fill passwords. You'll need to copy and paste the username and password into the required areas from time to time.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 5 |
| 3 | Business Value Created | 5 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 5 |
| 3 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 4 | Credential Rotation | 2 |
| 3 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 3 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 2 | Password Generator | 2 |
| 2 | Password Management | 2 |
| 4 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

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## Salmine H.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

### Recommends 9/10

### Keeper is the best application.

**What differentiates Keeper from other similar products?**

As an end-user, the interface is extraordinarily easy to use and very intuitive from the start. The layout is great, it's 's simple to compare side-by-side insurance plans and different enrollment data without having to open different browsers, etc to compare line items. I was ready to quickly move and navigate through the system and it doesn't take any training.

**What is your favorite aspect of this product?**

Keeper has created all of our onboarding so seamless! We are ready to implement worker training, enroll in benefits, and examine payment data all in one place. Keeper is super easy to navigate yet and I love the clean interface. It's super easy to use. I will access my paycheck stubs, insurance, and all the documents I signed after I accepted this job and far more. It extremely has it all in one place which makes it easy to access and maintain.

**What do you dislike most about this product?**

The drawback of getting hr only on a screen isn't always being able to raise somebody for clarification. However recently you can simply ask Google. If there was a help page or links to info sites concerning advantages and language for those not familiar with taking all of these things into their own hands with a keeper, that might help.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 4 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 4 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 3 |
| 4 | Credential Rotation | 3 |
| 4 | Dashboard | 3 |
| 4 | Data Tracking and Audit Trail | 3 |
| 4 | Encryption and Decryption | 2 |
| 3 | Multi-Factor Authentication (MFA) | 3 |
| 4 | Password Generator | 2 |
| 4 | Password Management | 3 |
| 4 | Policy Engine and Enforcements | 3 |
| 4 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

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## Olivia C.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

### Recommends 9/10

### With LastPass my privacy is guaranteed.

**What differentiates Keeper from other similar products?**

Keeper is an efficient, secure and reliable password manager. Unlike LastPass, it offers multiple forms of two-factor authentication to keep our privacy guaranteed. It offers a free plan with which you can try all the premium features for free for 30 days at no additional cost.

**What is your favorite aspect of this product?**

I like it because it is well designed, easy to use and rich in features. It helps me instantly save all my new login passwords, it's very easy to share login passwords with other users and edit sharing permissions, it offers secure messaging (KeeperChat) and support for 2FA apps like Google Authenticator.

**What do you dislike most about this product?**

I have no negative comments, my experience with Keeper has been transparent.

**What recommendations would you give to someone considering this product?**

Keeper is feature rich secure password manager.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 3 |
| 3 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 4 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 3 | Usability and Intuitiveness | 3 |
| 3 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 3 |
| 4 | Credential Rotation | 3 |
| 3 | Dashboard | 3 |
| 3 | Data Tracking and Audit Trail | 3 |
| 3 | Encryption and Decryption | 2 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 3 | Password Generator | 2 |
| 3 | Password Management | 3 |
| 3 | Policy Engine and Enforcements | 3 |
| 4 | Single Sign-On (SSO) | 2 |
| 3 | Team Management | 2 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |

# Ornella K.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

## Recommends 9/10

### Essential and secure software for Passwords

**What differentiates Keeper from other similar products?**

It auto-generates high-security passwords that have helped me in managing my credentials. Also, it has one master password for all the web browsers, apps, and services. I could limit the access as required and change my credentials in no time. Keeper has been a life-savor for me while managing multiple accounts on the internet browsers.

**What is your favorite aspect of this product?**

Customer service has always gone above and beyond for me, and I'm grateful for that. When configuring the tool, the customer support sounded knowledgeable and quick to help. Moreover, they are cooperative and highly responsive. Because of their data privacy feature, I have been a long-term customer. The tool is highly convenient, and I can access all my credentials and data through easy steps.

**What do you dislike most about this product?**

To be honest, there is not much to dislike about the product. I have been using the tool for many months and have not encountered a single problem. However, they could improve their services to a better extent. While I have been synchronizing between PC and mobile applications, I have faced some difficulties and delays.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 2 |
| 3 | Breadth of Features | 2 |
| 4 | Business Value Created | 2 |
| 3 | Ease of Customization | 2 |
| 3 | Ease of Data Integration | 2 |
| 4 | Ease of Implementation | 2 |
| 4 | Ease of IT Administration | 2 |
| 3 | Product Strategy and Rate of Improvement | 2 |
| 4 | Quality of Features | 2 |
| 4 | Usability and Intuitiveness | 2 |
| 4 | Vendor Support | 2 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 3 | Access From Multiple Devices | 2 |
| 4 | Credential Rotation | 2 |
| 4 | Dashboard | 2 |
| 3 | Data Tracking and Audit Trail | 2 |
| 4 | Encryption and Decryption | 1 |
| 4 | Multi-Factor Authentication (MFA) | 2 |
| 4 | Password Generator | 1 |
| 4 | Password Management | 2 |
| 4 | Policy Engine and Enforcements | 2 |
| 3 | Single Sign-On (SSO) | 2 |
| 4 | Team Management | |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 5 |
| Cost | 5 |
| Existing Relationship | 5 |
| Managing Risk | 5 |
| Political Reasons | 5 |
| Previously Installed | 5 |
| Sales Experience | 5 |
| Skill and Staff Fit | 5 |
| Social Responsibility | 5 |
| Vendor Market Share | 5 |
| Vendor Reputation | 5 |

# Regina-Onica Y.

Role: Sales and Marketing
Industry: Media
Involvement: End User of Application

## Recommends 10/10

### Fantastic enterprise password management software.

**What differentiates Keeper from other similar products?**

You can tweak numerous settings, and you can do things like creating custom groups and different nodes across your entire company. Secrets can be shared and managed through the keeper. However, there are only a few usability issues that can be addressed.

**What is your favorite aspect of this product?**

Keeper has been implemented as our department's solution for password sharing within teams, and the majority of users have also installed the browser plugin. This allows for much faster and easier access to frequently used pages and servers and improved team collaboration.

**What do you dislike most about this product?**

I found on-the-fly password prompts less than intuitive while using the browser plugin. I've also found it difficult to set up shared passwords because it doesn't make things default to being shared among group members.

**What recommendations would you give to someone considering this product?**

This password management tool has the ability to organize passwords into groups or folders is extremely useful. Creating groups and sharing information among team members provides additional security and ease of collaboration. All of the major browsers support the browser extension.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 4 | Availability and Quality of Training | 3 |
| 4 | Breadth of Features | 3 |
| 4 | Business Value Created | 3 |
| 4 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 4 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 4 | Product Strategy and Rate of Improvement | 3 |
| 3 | Quality of Features | 3 |
| 4 | Usability and Intuitiveness | 3 |
| 4 | Vendor Support | 3 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 4 | Access From Multiple Devices | 4 |
| 4 | Credential Rotation | 4 |
| 4 | Dashboard | 4 |
| 3 | Data Tracking and Audit Trail | 4 |
| 4 | Encryption and Decryption | 4 |
| 4 | Multi-Factor Authentication (MFA) | 4 |
| 3 | Password Generator | 4 |
| 4 | Password Management | 4 |
| 3 | Policy Engine and Enforcements | 4 |
| 4 | Single Sign-On (SSO) | 4 |
| 4 | Team Management | 4 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 1 |
| Cost | 1 |
| Existing Relationship | 1 |
| Managing Risk | 1 |
| Political Reasons | 1 |
| Previously Installed | 1 |
| Sales Experience | 1 |
| Skill and Staff Fit | 1 |
| Social Responsibility | 1 |
| Vendor Market Share | 1 |
| Vendor Reputation | 1 |

# Grecia G.

Role: Information Technology
Industry: Technology
Involvement: IT Leader or Manager

## Recommends 9/10

### Keeper is the most secured password manager.

**What differentiates Keeper from other similar products?**

Moved from Lastpass to Keeper because it's easier to use and auto-login to websites better. Simple to regulate all passwords and log in and it is easy to customize roles to allow for restricted access wherever necessary amongst our team for the needs of GDPR compliance. The purchase method was easy and therefore the facilitation obtained from Federico was invaluable when posing queries before purchase. Keeper keeps passwords organized at intervals folders and sub-folders; you'll also produce more folders and inside those folders create records similarly as files and photos to stay safe.

**What is your favorite aspect of this product?**

Remembering one complicated master password is much a lot of convenient than trying to remember or keep track of dozens of complex passwords for a spread of sites. Keeper makes it simple to create secure passwords through randomization (you verify the length) and provides you peace of mind that you just have a vault with all the data you wish to login into your favorite websites and services. The safety whereas sharing passwords in an organization. Also, the benefit with that all passwords are often keep and updated is actually good.

### Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|---|---|---|
| 3 | Availability and Quality of Training | 3 |
| 3 | Breadth of Features | 4 |
| 3 | Business Value Created | 4 |
| 2 | Ease of Customization | 3 |
| 3 | Ease of Data Integration | 3 |
| 3 | Ease of Implementation | 3 |
| 3 | Ease of IT Administration | 3 |
| 3 | Product Strategy and Rate of Improvement | 4 |
| 2 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 2 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|---|---|---|
| 2 | Access From Multiple Devices | 3 |
| 3 | Credential Rotation | 3 |
| 3 | Dashboard | 4 |
| 2 | Data Tracking and Audit Trail | 4 |
| 2 | Encryption and Decryption | 1 |
| 3 | Multi-Factor Authentication (MFA) | 3 |
| 3 | Password Generator | 3 |
| 3 | Password Management | 4 |
| 3 | Policy Engine and Enforcements | 3 |
| 2 | Single Sign-On (SSO) | 3 |
| 3 | Team Management | 1 |

**COST, ORGANIZATION, AND ARCHITECTURAL FIT**

| | |
|---|---|
| Architectural Fit | 2 |
| Cost | 2 |
| Existing Relationship | 2 |
| Managing Risk | 2 |
| Political Reasons | 2 |
| Previously Installed | 2 |
| Sales Experience | 2 |
| Skill and Staff Fit | 2 |
| Social Responsibility | 2 |
| Vendor Market Share | 2 |
| Vendor Reputation | 2 |