Devolutions

Secure Your Digital Fortress

Privileged access management for modern organizations

2025
EMOTIONAL FOOTPRINT
CHAMPION
INFO~TECH
RESEARCH GROUP

INFO~TECH
RESEARCH GROUP

SoftwareReviews

Table of Contents

Devolutions / **Privileged Access Management (PAM)**

Secure, streamline, and scale your access management

In our complex digital landscape, organizations face unprecedented challenges in managing privileged access, securing sensitive data, and maintaining operational efficiency.

Devolutions addresses these challenges head-on by providing a comprehensive solution that combines robust security with seamless usability. Their platform empowers IT teams to take control of their security infrastructure while reducing operational overhead and maintaining compliance. Whether managing remote access, protecting privileged credentials, or monitoring security risks, Devolutions delivers the tools and visibility needed to protect organizations' most valuable assets.

Key Features

Smart Vault Control

Advanced enterprise-grade vaulting with granular role-based access controls and permissions.

Flexible Access Workflow

Streamlined mobile-first checkout system with multilevel approvals and delegation options.

Universal Discovery Engine

Comprehensive discovery of accounts across any API-enabled system with unique AnyIdentity technology.

Zero-Client Session Control

Secure browser-based privileged access with full session monitoring, recording, and granular control capabilities.

Adaptive Password Security

Intelligent automatic password rotation after use or on schedule, with no manual intervention.

Real-Time Risk Analytics

Continuous monitoring and analysis of privileged access patterns to detect potential threats.

Devolutions

Devolutions ranks among top performers in customer loyalty metrics

Peer review platform SoftwareReviews.com recognizes Devolutions as a 2025 Emotional Footprint Champion in the Privileged Access Management category.
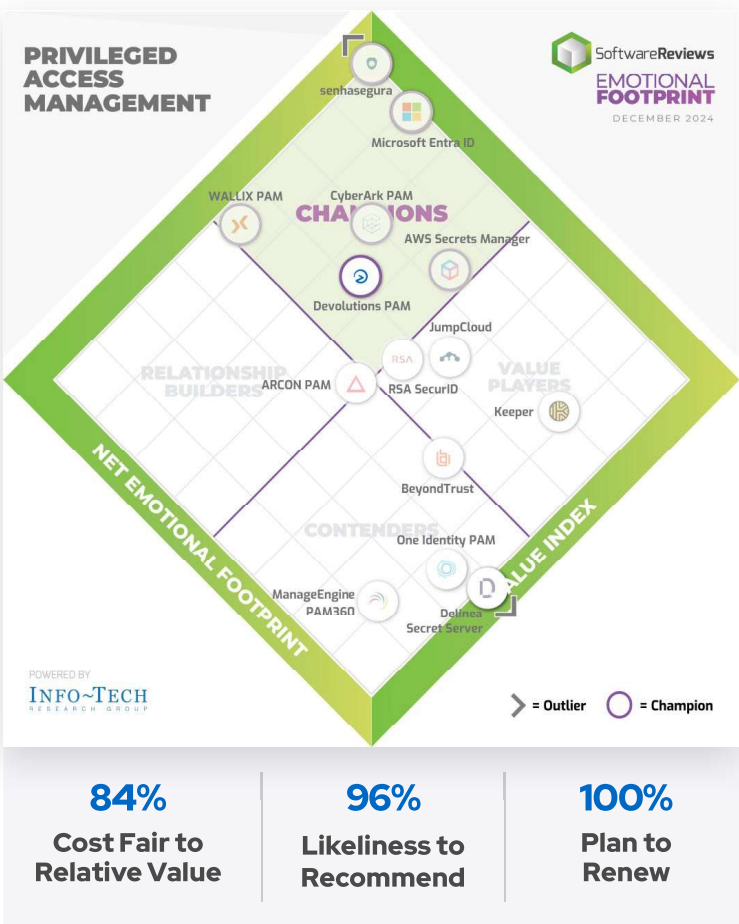
What is the Emotional Footprint?

SoftwareReviews evaluates 27 aspects of the customer relationship using a net promoter methodology. These ratings include provocative, detailed questions on the experience of working with the vendor, creating a powerful indicator of overall user sentiment.

Category-leading customer satisfaction

Devolutions customers provide overwhelmingly positive reviews, rating a **+100 Net Emotional Footprint.**

Privileged Access Management — SoftwareReviews Emotional Footprint, December 2024

84%	96%	100%
Cost Fair to Relative Value	**Likeliness to Recommend**	**Plan to Renew**

+100
Net Emotional Footprint

Champion performance

The SoftwareReviews Diamond highlights which technology providers deliver a high-value customer experience.

According to SoftwareReviews data, **Devolutions ranks among the top 3 vendors in their category** for customer loyalty metrics. The solution achieved leading positions with a 96% likelihood to recommend rating, a perfect 100% plan to renew rate, and 84% of customers confirming the cost represents fair value for the capabilities delivered.

Maximize enterprise security while accelerating workflow efficiency

Devolutions delivers a comprehensive privileged access management framework that enables organizations to implement robust security protocols while maintaining operational agility. The solution streamlines credential management workflows through centralized authentication mechanisms, effectively reducing administrative overhead and accelerating user productivity.

With industry-leading scores in **productivity enablement, performance enhancement, innovation support, security protection, and reliability (100% across all metrics),** the platform demonstrates exceptional operational excellence.

89%
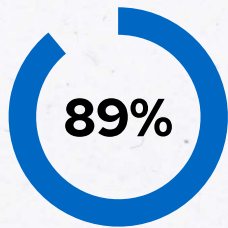
Ease of Data Integration

87%
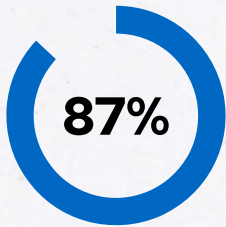
Usability and Intuitiveness

Strategy & Innovation	Devolutions	CyberArk PAM	BeyondTrust	Keeper	Delinea Secret Server
Enables Productivity	**100%**	92%	86%	90%	88%
Performance Enhancing	**100%**	96%	79%	90%	94%
Helps Innovate	**100%**	96%	79%	80%	72%
Security Protects	**100%**	93%	93%	100%	94%
Reliable	**100%**	100%	93%	100%	88%
Average	**100%**	95%	86%	92%	87%

Role-based access controls and automated credential rotation establish a zero trust security posture without compromising operational efficiency. The platform's architecture ensures that privileged credentials remain protected while enabling seamless access for authorized users, ultimately creating a balanced approach to security and productivity optimization.

Surpassing industry standards with remarkable scores in **IT administration (94%), data integration (89%), customization capabilities (88%), and user experience (87%),** Devolutions stands as a testament to superior enterprise-grade privileged access management.

88%
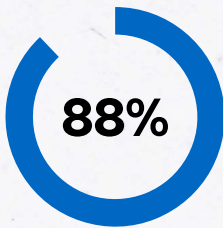
Ease of Customization

94%
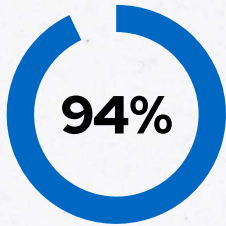
Ease of IT Administration

Devolutions

Elevate security operations through customer-centric service excellence

Devolutions sets the industry standard for customer-centric service delivery, consistently demonstrating unwavering commitment to client success.

With **perfect scores** across key relationship metrics – **trustworthiness, transparency, over-delivery of value, client-first approach, and incumbent appreciation (100%)** — the company establishes deep, lasting partnerships with organizations.

"They listen to the customers and build improvements quickly based on requests."

IT Professional, Construction

Strategy & Innovation	Devolutions	CyberArk PAM	BeyondTrust	Keeper	Delinea Secret Server
Trustworthy	**100%**	100%	86%	80%	78%
Transparent	**100%**	89%	93%	90%	64%
Over Delivered	**100%**	89%	73%	100%	62%
Client's Interest First	**100%**	96%	81%	90%	79%
Appreciates Incumbent Status	**100%**	93%	81%	90%	66%
Average	**100%**	93%	83%	90%	70%

The exceptional **vendor support framework (97%)** ensures that technical challenges are resolved promptly and effectively, while comprehensive **training resources (99%)** enable teams to maximize platform capabilities.

This dedication to service excellence extends beyond traditional support models, creating an ecosystem where clients receive proactive assistance, strategic guidance, and continuous value enhancement. The company's customer-first philosophy manifests in every interaction, from initial implementation through ongoing operations, ensuring organizations achieve optimal results from their privileged access management investment.

97%

Vendor Support

99%
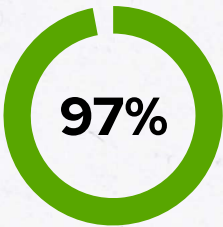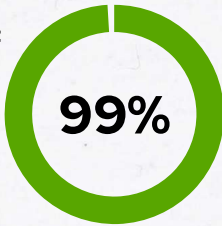
Availability and Quality of Training

Devolutions

Implement best-in-class security features for modern enterprises

Devolutions consistently demonstrates technical leadership through its comprehensive feature set and commitment to innovation.

The platform excels across multiple critical metrics, achieving **perfect scores in unique capabilities, continuous improvement processes, product enhancement initiatives, and inspiring technological advancement.** Their holistic approach ensures that the solution evolves alongside emerging threats and changing business needs while maintaining its position as an industry pioneer in security management innovation.

"They roll out new features and improvements on a pace beyond any competitors."

IT Professional, Construction

Strategy & Innovation	Devolutions	CyberArk PAM	BeyondTrust	Keeper	Delinea Secret Server
Unique Features	**100%**	86%	81%	60%	88%
Continually Improving	**100%**	89%	81%	80%	67%
Includes Product Enhancements	**100%**	92%	87%	90%	76%
Inspiring	**100%**	93%	93%	90%	88%
Average	**100%**	90%	86%	80%	80%

The robust **quality of features (89%)** delivers reliable, enterprise-grade functionality, while the extensive **breadth of features (93%)** provides comprehensive coverage for diverse security requirements. The **strategic product roadmap and improvement rate (88%)** reflect a forward-thinking approach to privileged access management, ensuring organizations stay ahead of evolving security landscapes.

The platform's technical sophistication, combined with its user-friendly interface, creates an optimal balance between security and operational efficiency.

93%
Breadth of Features

89%
Quality of Features

88%
Product Strategy and Rate of Improvement
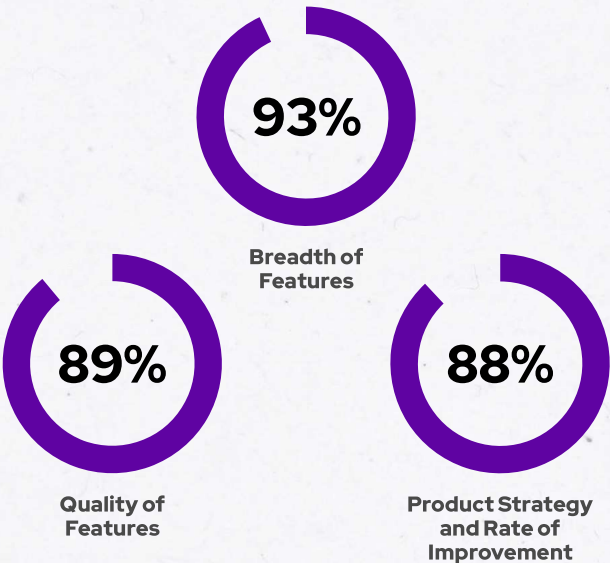
Devolutions

# Business-critical success and customer excellence

Devolutions achieving a **100% score** on the **Critical metric** demonstrates how its solutions have become indispensable to businesses. The platform serves as a mission-critical component for organizations, providing secure remote access, privileged credential management, and compliance maintenance.

From small businesses to enterprises, organizations rely on Devolutions' robust platform to protect assets and streamline operations, making it an indispensable part of their IT infrastructure. The platform's security features and seamless integration capabilities have made it a fundamental component that businesses surveyed cannot operate without.

Devolutions' **perfect Love score** demonstrates the exceptional trust and satisfaction users have in their solutions. With outstanding support, strong community engagement, and high adoption rates, customers view Devolutions as an essential business partner rather than just a service provider. This excellence has transformed Devolutions from a simple tool into a vital part of their customers' business infrastructure, driving continuous innovation and development.

100%

Love

100%
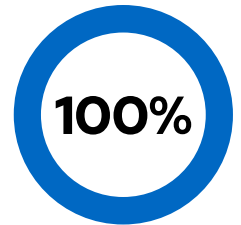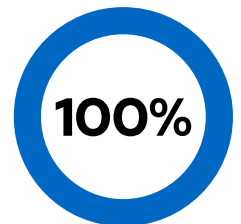
Critical

"I've worked in IT for decades and have always searched for 'one app to rule them all' when it comes to remote connections, password management, etc. Devolutions PAM is the first I've come across that is almost 100% perfect in my eyes. Most apps I've tried that are similar I've disused within a few days or weeks. I've been using Devolutions for years now and can't see that changing any time soon."

IT Professional, Education

Devolutions

What is privileged access management (PAM) software?

Privileged access management (PAM) combines tools and technology 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.

"Devolutions presents a compelling alternative within the PAM market. Their dedication to security, robust integrations, and user-centric approach offers a strong foundation for their growth potential. As the PAM landscape continues to evolve, Devolutions' commitment to innovation and customer focus positions them well to become a key player in securing privileged access for organizations of all sizes."

Carlos Rivera, Principal Advisory Director at Info-Tech Research Group[1]

Source: Devolutions Vs. Goliaths: How Affordability & Ease of use Challenge the PAM Status Quo, July 10, 2024

About Devolutions

Devolutions is a global software company that helps organizations manage and secure privileged access through affordable and easy-to-use solutions. With products like Remote Desktop Manager, Devolutions Server, and Devolutions Hub, we empower IT professionals and SMBs to enhance productivity without sacrificing security.

Founded in 2010 and headquartered in Lavaltrie, Canada, Devolutions supports over **800,000 users** in more than **140 countries.**

To learn more, visit devolutions.net

About SoftwareReviews

SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationship.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

Data quality is paramount. That's why SoftwareReviews bends over backward to ensure the data collected is from experienced users, so you can trust it and make decisions with confidence. Every review is thoroughly checked for authenticity through a robust Q&A process. Dynamic reviews adapt according to the reviewer's role and experience, avoiding inaccurate guesses.

Privileged access management (PAM) coverage

SoftwareReviews covers privileged access management (PAM) vendors and has published detailed user-generated reviews on 15 key products being used by organizations in both private and public sectors.

These reviews look at key metrics in capability and feature importance and satisfaction as well as the user experience and trust with the suppliers of these products.

Data from this report is sourced from the December 2024 Privileged Access Management (PAM) Emotional Footprint Awards.

Devolutions

SoftwareReviews Emotional Footprint methodology

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

Data and insights shown in this report were gathered from 16 validated users from the Privileged Access Management category.

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

Champions

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

Value Players

Products that succeed on cost and service effectiveness with users.

CHAMPIONS

RELATIONSHIP BUILDERS

VALUE PLAYERS

CONTENDERS

NET EMOTIONAL FOOTPRINT

VALUE INDEX
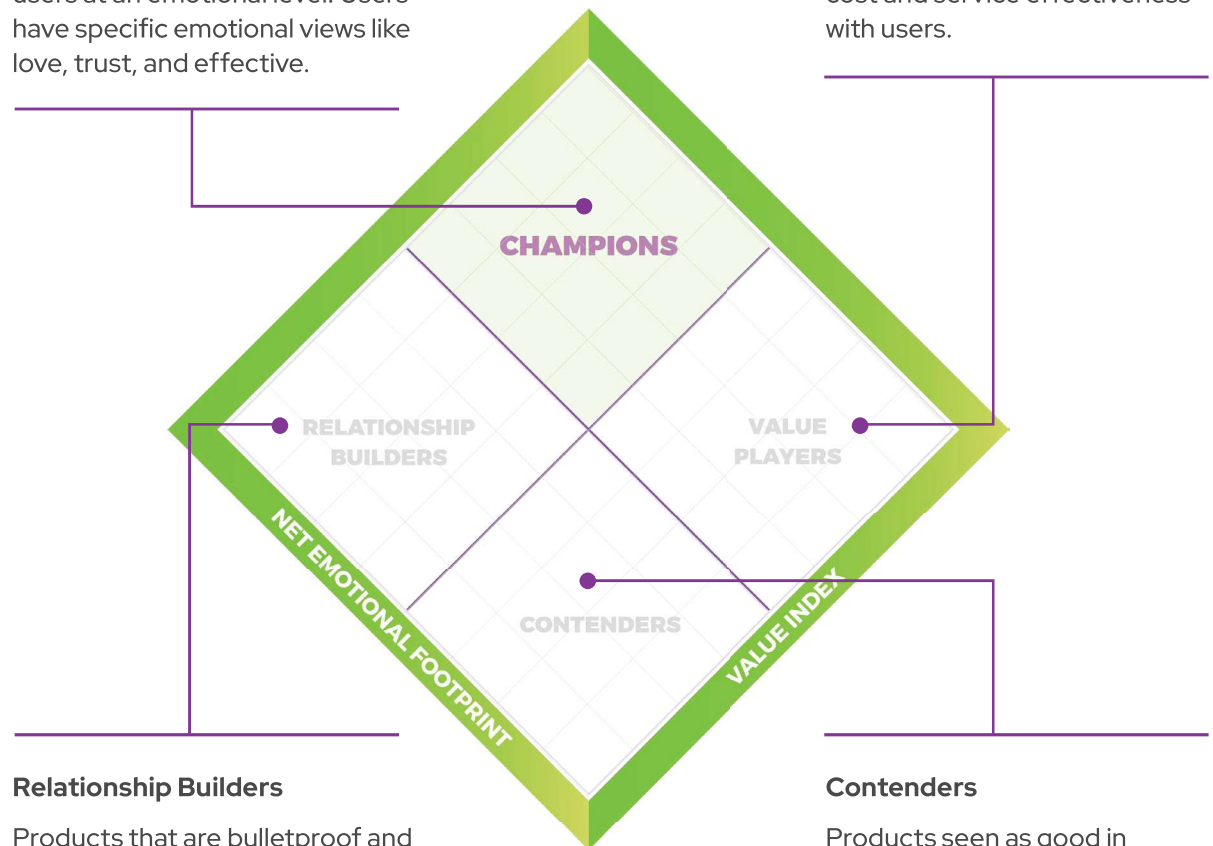
Relationship Builders

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

Contenders

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

Devolutions

Devolutions