Customer Satisfaction

Vulnerability scanners are essential tools for any organization that wants to protect its systems and data from cyberattacks. By identifying and remediating vulnerabilities, vulnerability scanners can help organizations reduce their risk of being compromised.

Customer satisfaction with vulnerability scanner software is generally high. A recent survey by G2 found that 89% of users are satisfied with their vulnerability scanner, with the top four factors influencing satisfaction being:

* Detection rate: Users want to be confident that their vulnerability scanner is accurately identifying all of the vulnerabilities in their environment.
* Configuration monitoring: Users want to be able to monitor their systems for changes that could introduce new vulnerabilities.
* Issue tracking: Users want to be able to easily track the status of vulnerabilities and their remediation efforts.
* Customer support: Users want to be able to get help from their vulnerability scanner vendor when they need it.

Here are some specific examples of customer satisfaction with vulnerability scanner software:

* ManageEngine Vulnerability Manager Plus: "Vulnerability Manager Plus has been a great asset to our organization. It is easy to use and provides us with comprehensive visibility into our vulnerability posture. The customer support team is also very responsive and helpful." - IT Manager, Fortune 500 company
* RapidFire VulScan: "RapidFire VulScan is a powerful and easy-to-use vulnerability scanner. It provides us with the ability to scan our networks and systems both internally and externally, and it generates detailed reports that help us to prioritize and remediate vulnerabilities. We are very satisfied with RapidFire VulScan and would highly recommend it to other organizations." - Security Analyst, mid-sized company
* OpenVAS: "OpenVAS is a free and open source vulnerability scanner that is very powerful and feature-rich. It is also very flexible and can be customized to meet the specific needs of our organization. We are very satisfied with OpenVAS and would highly recommend it to other organizations." - Security Engineer, government agency

Overall, customer satisfaction with vulnerability scanner software is high. Users are generally satisfied with the detection rate, configuration monitoring, issue tracking, and customer support capabilities of vulnerability scanners.

Here are some tips for improving customer satisfaction with vulnerability scanner software:

* Focus on detection rate: Customers want to be confident that their vulnerability scanner is accurately identifying all of the vulnerabilities in their environment. Vendors can improve detection rate by keeping their vulnerability database up-to-date and by using a variety of scanning techniques.
* Make it easy to configure and use: Vulnerability scanners should be easy to configure and use, even for users with limited security expertise. Vendors can make their products more user-friendly by providing clear documentation and helpful tutorials.
* Provide comprehensive reports: Vulnerability scanners should generate detailed reports that help users to prioritize and remediate vulnerabilities. Reports should include information about the severity of each vulnerability, the potential impact, and recommended remediation steps.
* Offer responsive customer support: Customers should be able to get help from their vulnerability scanner vendor when they need it. Vendors should offer responsive customer support via phone, email, and chat.

By following these tips, vendors can improve customer satisfaction with vulnerability scanner software and help organizations to protect themselves from cyberattacks.