TOP STORIES
MARKETPLACE WATCH

New software, new vendors, and a few you may not have heard of | SPONSORED BY FirstMarketplace

New for 19 October - TOP STORIES #189

Here are this week's featured vendors. A complete list of vendors available through FirstMarketplace can be found here.
Click on a vendor logo to visit that company's website.

---

hexnode

hexnode Company Overview

Hexnode is the enterprise software division of Mitsogo Inc., headquartered in San Francisco, California, and founded in 2013 by co-founder and CEO Apu Pavithran alongside Syam Prakash and Bijo Paulose John. Mitsogo has around 400 employees across offices in Chennai and San Francisco, with customers and partners in more than 100 countries.

Hexnode has grown from a UEM (unified endpoint management) platform into a broader suite spanning endpoint management, identity and threat detection, with AI built in, automation at its core and support for more than ten platforms. It is listed as a Leader and Major Player in IDC MarketScape UEM vendor assessments for 2025/26 and recognised in the 2026 Gartner Magic Quadrant for Endpoint Management Tools. Customers include Lowe's, Hilton, Marriott, Merck, Costco, Wolt and Condé Nast.

Products and Services

- **Hexnode UEM**, single console for managing and securing mobiles, desktops, IoT (Internet of Things) devices and wearables.
- **Hexnode XDR (extended detection and response)**, unified threat detection, analysis and response with quarantine, kill, remediate and isolate actions.
- **Hexnode IdP (identity provider)**, authentication based on user identity and device posture with conditional access, MFA (multi-factor authentication) and SSO (single sign-on).
- **Hexnode Synapse**, AI layer for orchestrating IT and security.
- **Hexnode Genie AI**, agentic AI that interprets device errors, suggests one-click fixes and writes scripts.
- **Mobile Device Management**, management, monitoring and security for iOS, iPadOS and Android fleets.
- **Kiosk Lockdown**, turns any device into a purpose-built digital kiosk with remote management.
- **Desktop Management**, onboarding, patching and securing Windows, macOS, Linux and ChromeOS.
- **IoT Device Management**, lifecycle management for wearables, XR (extended reality), VR (virtual reality) and AOSP (Android Open

MSP360
MANAGE. SUPPORT. PROTECT.

MSP360 Company Overview

MSP360, formerly CloudBerry Lab, is a backup and IT management software company headquartered at Bakery Square, Pittsburgh, Pennsylvania. Established in 2011 by a group of IT professionals, it provides backup and IT management solutions for MSPs (managed service providers) and IT departments worldwide, and is trusted by over 450,000 users and 8,500 MSPs, protecting more than 400 petabytes of data in the cloud across 100,000+ servers and endpoints. The company rebranded from CloudBerry Lab to MSP360 when former Veeam executive Brian Helwig was appointed CEO, and it employs around 126 people.

MSP360 combines Managed Backup, Backup for Microsoft 365 and Google Workspace, RMM (remote monitoring and management), Managed Connect and Tickets under one management console, with a bring-your-own-storage model supporting Amazon S3, Wasabi, Backblaze B2, Microsoft Azure and Google Cloud alongside local drives, network shares and NAS (network attached storage). It recently added AWS European Sovereign Cloud as a backup destination for organisations facing EU sovereignty requirements. MSPs can also lock in pricing with no automatic increases under its price guarantee.

Products and Services

- **MSP360 MSP Platform**, single console centralising backup, Microsoft 365 and Google Workspace backup, RMM, remote access and ticketing.
- **MSP360 Managed Backup (formerly CloudBerry Backup)**, centralised multi-tenant backup for Windows, macOS, Linux, SQL Server, Hyper-V, VMware and Proxmox.
- **MSP360 Backup Pro**, locally managed backup for individual businesses.
- **MSP360 Backup Free**, free personal workstation backup.
- **MSP360 Backup for Proxmox Community Edition**, free protection for Proxmox VE (Virtual Environment) virtual machines.
- **Instant Restore**, hybrid and synthetic backup to local storage, new restore and backup capabilities in beta.

Source Project) devices.

- **Rugged Device Management**, field-ready rugged devices managed at scale.
- **Hexnode UEM MSP**, multi-tenant management for managed service providers.
- **Device as a Service**, device lifecycle management for DaaS providers.
- **Compliance Management**, automated endpoint compliance with global regulatory standards.
- **Patch and Update Management**, rule-based OS (operating system) and application patching.
- **Hexnode Access**, identity integration with Google, Azure, Okta and Microsoft, enforcing device compliance before resource access.
- **Hexnode Gateway**, secure connectivity for on-premises directory and resource integration.
- **UEM Automation and Hexnode Deployments**, trigger and action workflows for end-to-end device management.
- **Enrolment and User Provisioning**, zero-touch and bulk device enrolment with directory-driven provisioning.
- **App**, Content and Certificate Management, app deployment, secure file distribution and automated certificate lifecycle.
- **Security Management**, policies, web filtering, location tracking, geofencing and remote wipe.
- **Remote Control**, remote view and control for troubleshooting.
- **Hexnode Messenger and Expense Management**, device messaging and mobile data usage control.
- **Advanced Scripting**, API (application programming interface) and Integrations, custom scripts, developer API and marketplace integrations.
- **Dashboard and Reports**, fleet visibility and reporting.
- **Platform coverage**, Windows, macOS, Apple iOS and iPadOS, Android, Linux, ChromeOS, Apple TV, Android TV, visionOS, Fire OS and Zebra Link OS printers.
- **Hexnode Academy**, help documentation, webinars, forums and channel and technology partner programmes.

Your Sales Specialist is: Taryn Fonseca

- **MSP360 Backup for Microsoft 365 and Google Workspace**, cloud-to-cloud backup for single-tenant organisations.
- **MSP360 Managed Backup for Microsoft 365 and Google Workspace**, multi-tenant SaaS (software as a service) backup for MSPs and large IT departments.
- **Local Backup for Microsoft 365 and Google Workspace**, on-premises SaaS backup option in beta.
- **MSP360 Storage**, AWS or Wasabi-powered storage with a single invoice for licences and storage.
- **Bring-your-own-storage support**, Amazon S3, AWS European Sovereign Cloud, Wasabi, Backblaze B2, Microsoft Azure, Google Cloud, local drives, network shares and NAS.
- **MSP360 RMM**, endpoint monitoring, management and automated issue resolution for Windows, macOS and Linux.
- **MSP360 RMM Community Edition**, fully featured free RMM for up to 50 endpoints.
- **MSP360 RMM API**, custom integrations with dashboards, SOC (security operations centre) panels and automation platforms.
- **MSP360 Managed Connect**, remote access included free with MSP360 RMM.
- **MSP360 Connect Pro**, unattended remote desktop access for small businesses.
- **MSP360 Connect Free**, personal remote access for up to five devices.
- **MSP360 Tickets**, free ticketing built into the console with automatic tickets from backup and RMM alerts.
- **PSA (professional services automation) integrations**, ConnectWise PSA and HaloPSA.
- **MSP360 AI Assistant**, natural language insights into Managed Backup, in beta.
- **CloudBerry Explorer**, freeware and Pro file manager for cloud object storage.
- **CloudBerry Drive**, maps cloud storage as local Windows disks or network drives.
- **Reseller programme**, partner and resale options for MSPs and VARs (value-added resellers).
- **US-based support**, help centre, knowledge base, online help and community forum.

Your Sales Specialist is: Taryn Fonseca

hexnode Reviews

Hexnode holds an overall rating of 4.7 out of 5 on Gartner Peer Insights and was named a Strong Performer in the 2026 Gartner Peer Insights Voice of the Customer for Endpoint Management Tools. Gartner reviewers credit it with robust automation, flexible policy management and a responsive support experience for Windows environments.

On G2 it holds 4.5 out of 5 from 226 reviews, with users scoring quality of support at 9.2, asset management at 9.4, remote monitoring at 9.3 and device compliance at 9.4. Capterra records 4.6 out of 5 from 154 reviews, with customer support rated 4.7. Reviewers consistently highlight its intuitive

MSP360 Review

MSP360 Backup holds a 4.5 out of 5 rating on G2 across 553 reviews, with users praising the balance it strikes between simplicity, cost and reliability, and describing it as lightweight, easy to set up and backed by swift support. It was named a G2 Leader for Summer 2026 overall and in the small business segment.
g2

Capterra records an overall rating based on 251 user reviews, averaging 4.6 out of 5, and reviewers highlight its user-friendliness, its broader coverage compared with email-only backup tools, and the flexibility it gives over storage destinations and cost.

interface, real-time troubleshooting and centralised management of multiple operating systems from a single console.

hexnode Gartner Reviews

MSP360 G2 Reviews



Company Overview

Verint Systems Inc. is a CX (customer experience) automation company headquartered in Melville, New York, employing around 4,000 people and serving roughly 10,000 customers in more than 175 countries, with revenue above $900 million and more than 80% of the Fortune 100 relying on its platform. Thoma Bravo completed its $2 billion acquisition in November 2025 and merged Verint with Calabrio, with the combined business keeping the Verint name and former Calabrio CEO Dave Rhodes appointed Verint CEO in February 2026.

Verint embeds agentic AI (artificial intelligence) directly into existing contact centre workflows without a rip and replace project, integrating with current contact centre, CRM (customer relationship management) and enterprise systems. Its platform offers more than 50 AI-powered bots and is used by four million agents across thousands of contact centres. Named customers include Google, New York Life, Fiserv, Pilot Flying J, Utilita and AXA Health, and Calabrio solutions continue to be supported and enhanced as part of the Verint CX Automation Platform.

Products and services

- **Verint CX Automation Platform**, open platform bringing AI, automation and analytics together on top of existing contact centre ecosystems.
- **Agentic Orchestration**, operationalises a hybrid workforce of human and AI agents as a secure, governed and measurable capability.
- **Verint Da Vinci AI**, governance, guardrails and model management for enterprise AI, working with the LLMs (large language models) customers choose.
- **Verint CX Data Hub**, unifies interaction and experience data across the enterprise as a foundation for AI and analytics.
- **Calabrio ONE**, unified workforce engagement suite combining WFM (workforce management), quality monitoring and analytics.
- **Calabrio Workforce Management**, forecasting, scheduling, intraday management and agent self-service.
- **Verint Workforce Management**, enterprise forecasting and scheduling for the hybrid workforce.
- **TimeFlex Bot**, agent self-scheduling balanced against business and customer needs.
- **Workforce Intelligence**, AI insights and real-time alerts for supervisors and WFM analysts to optimise staffing and meet SLAs (service level agreements).
- **Branch Workforce Management and Customer Engagement**, branch staffing and capacity planning for banks and retail networks.
- **Appointment Booking**, omnichannel booking for in-store services.
- **Operations Manager**, back-office work management against service and quality goals.
- **Performance Management**, unified tracking and improvement of individual and organisational performance.
- **Interviewing Bot**, predictive candidate screening to speed up hiring and onboarding.
- **Automated Quality Management**, automated evaluation of interactions for quality and compliance.
- **Quality Intelligence**, evaluation of 100% of human and automated interactions across channels.
- **QM (quality management) Intelligence**, scores up to 100% of interactions with 99%+ AI accuracy for automated QA (quality assurance) and faster coaching.
- **Compliance Solutions**, regulatory compliance across interactions.
- **Enterprise Recording with Engagement Data Management**, capture and management of interaction data across voice and digital channels.
- **Recording for Public Safety**, multi-channel recording and incident reconstruction including NG911 (Next-Generation 911) and public safety radio.
- **PII Redaction Bot**, automatic detection and redaction of PII (personally identifiable information).
- **Data Insights**, consolidated engagement data reporting.
- **Conversation Intelligence Software**, capture and analysis of customer interactions.

- **CX Intelligence (Omnichannel Intelligence)**, AI-driven insight from voice and digital conversations.
- **Speech Analytics**, interaction analysis at scale.
- **Text Analytics**, insight from chat, email, social media and call notes.
- **Real-Time AI Transcription**, Exact Transcription Bot for speech analytics, QM and generative AI projects.
- **Genie**, generative AI call analysis for analysts.
- **Desktop and Process Analytics**, desktop activity capture for productivity, compliance and process improvement.
- **Desktop Intelligence**, configuration-free visibility of contact centre and back-office desktop activity.
- **Voice of the Customer**, unified direct, indirect and inferred feedback programmes.
- **Conversational AI Agents**, automated voice and digital interactions that resolve customer needs end to end.
- **AI Agent Assist**, in-the-moment assistance during live interactions.
- **Agentic Coaching**, live agentic AI assistance for agents.
- **Supervisor Assist**, automation of manual supervisor and analyst work.
- **Agent Virtual Assistant**, self-service task automation for agents.
- **Wrap Up Bot**, generative AI interaction summaries to cut after-call work.
- **Smart Transfer Bot**, bridges self-service and assisted service to reduce call times.
- **Knowledge Management**, accurate answers delivered instantly to agents and customers.
- **Knowledge Automation Bot**, automated knowledge delivery at the right moment.
- **Case Management**, process automation, business rules and decision support for customer service.
- **Channel Automation**, voice and digital channels unified in a single agent desktop.
- **Callback Solution**, callback handling to manage volume spikes and abandonment.
- **Verint Messaging**, continuous conversations over WhatsApp, Facebook Messenger and Apple Messages for Business.
- **Verint Community**, branded community and self-service for customers, partners and employees.
- **Fraud and Security Solutions**, bank security investigation tools deployed by 7 of the top 10 US banks.
- **Verint for Financial Compliance**, trading and financial services compliance recording and controls.
- **Services**, **support and training**, Verint Academy, Verint Connect community, Calabrio Success Centre and partner programme.

Your Sales Specialist is: Taryn Fonseca

Verint Review

Verint's Calabrio ONE suite holds a 4.5 out of 5 rating on G2, with reviewers praising its straightforward implementation, strong performance analysis and reporting, higher quality of support ratings than rivals, and highly rated AI text generation and summarisation. Users single out its all-in-one integration of workforce management, quality monitoring and analytics, and the accuracy of its WFM for adherence and reporting. It is recognised as a G2 Leader in Contact Center Workforce and as a TrustRadius 2026 Buyer's Choice and Top Rated product for Call Center Workforce Optimisation.

On Gartner Peer Insights, Verint is rated 4.2 out of 5 across 338 reviews in the Contact Center Workforce Engagement Management market, where feedback often commends its data integration across contact centre and digital touchpoints.

Verint G2 Reviews

Constant Contact

Try email & social marketing for free!