TOP STORIES
MARKETPLACE WATCH

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

New for 12 October - TOP STORIES #188

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.

CARBONITE™ by opentext™

Carbonite Company Overview

Carbonite was founded in 2005 by Jeff Flowers and David Friend in Boston, Massachusetts, and was among the first companies to offer consumers an easy way to back up personal computers to the cloud. It later grew by acquisition, buying endpoint security maker Webroot for $618.5 million, before Canadian enterprise software company OpenText agreed to buy it in a deal worth $1.42 billion. At the time Carbonite served 7 million individuals and 300,000 small and medium-sized business customers.

Carbonite has been part of the OpenText Cybersecurity family since 2019, alongside Webroot, MailStore and Hightail. Its proposition is automatic, encrypted backup that runs in the background, with unlimited cloud storage, 256-bit encryption in transit and at rest, and browser or mobile app access to saved files. More than 1.1 million customers use Carbonite, and its business portfolio covers data on computers, servers and in the cloud.

Products and Services

- **Carbonite Safe Basic**, unlimited automatic encrypted cloud backup for one computer with instant file access and malware recovery.
- **Carbonite Safe Plus**, adds one external hard drive, Webroot Antivirus and automatic video backup.
- **Carbonite Safe Prime**, top personal tier with courier delivery of recovered files included.
- **Carbonite Safe Core**, small business backup for up to 25 computers, external drives and network-attached storage with 250 GB.
- **Carbonite Safe Power**, one server plus up to 25 computers with 500 GB.
- **Carbonite Safe Ultimate**, unlimited servers plus 25 computers with 500 GB.
- **Server backup features**, cloud and onsite backup targets, bare metal image backup and restore, and system file protection covering Active Directory, SQL, MySQL, Exchange, SharePoint and Hyper-V.
- **Policy management**, backup policies by group, role, device or custom criteria.
- **Ransomware recovery**, support-assisted restoration of pre-infection file versions within two weeks of an attack.



BlackKite Company Overview

Black Kite positions itself as an AI-native third-party cyber risk management (TPCRM) platform combining continuous intelligence, standards-based data and Open FAIR (Factor Analysis of Information Risk) financial impact modelling, with artificial intelligence (AI) built in from day one.

Black Kite was founded in 2016 as NormShield and rebranded to Black Kite in January 2021, when it also moved its headquarters to Boston, Massachusetts. The company was founded by Mohamoud Jibrell and Candan Bolukbas, with Bolukbas still serving as Chief Technology Officer, and is led by Chief Executive Officer Paul Paget. It has raised more than $33 million since founding, including a $22 million Series B led by Volition Capital, with Moore Strategic Ventures, Glasswing Ventures and Data Point Capital participating, and employs between 101 and 200 people.
It is trusted by over 3,000 customers to manage suppliers and risk across their extended ecosystem, and monitors more than 40 million companies. Customers include Markel, Blue Cross Blue Shield, BNY Mellon, Healthfirst, H.I.G. Capital and LPL Financial, and Gartner listed it as a TPCRM sample vendor in its 2025 Hype Cycle for Cyber Risk Management.

Products and Services

- Black Kite Monitor, always-on visibility into vendor risk with intelligence on adversary targeting, ransomware susceptibility, active cyber events and financial exposure.
- Black Kite Assess, AI-powered cyber assessments that parse vendor documents, extract evidence and map controls across chosen frameworks.
- AI Questionnaire Management, automated handling of vendor security questionnaires replacing spreadsheet-based reviews.
- Custom Cyber Assessment Frameworks, organisation-specific assessment templates and control mappings.
- Open FAIR-Based Risk Assessments, automated estimates of probable financial risk impact built into the assessment workflow.
- Black Kite Extend, extended supply chain coverage including nth-party visibility, product analysis, geopolitical monitoring and threat actor monitoring.

- **Courier Recovery Service**, a copy of backed-up data shipped on an external drive.
- **Web dashboard and mobile apps**, monitoring of automatic backups and access to backup sets from any device.
- **Compliance support**, plans supporting HIPAA, FERPA and GLBA requirements (US health, education and financial privacy regulations), with a Business Associate Agreement available for HIPAA-covered entities.
- **Carbonite Endpoint Backup**, automatic backup of Windows and macOS laptops and desktops for distributed workforces, stored in Carbonite's cloud or the customer's own Azure instance.
- **Carbonite Server Backup**, all-in-one backup and recovery for physical, virtual and legacy systems with bare metal, granular and application-aware restore, including a public cloud edition.
- **Carbonite Backup for Microsoft 365**, protection of the full Microsoft 365 suite with backups four times a day and granular restore.
- **Carbonite Cloud-to-Cloud Backup**, automated daily backup of Microsoft 365, Google Workspace, Salesforce, Box and Dropbox.
- **Carbonite Availability**, high availability for Windows and Linux with automatic failover and server heartbeat monitoring.
- **Carbonite Recover**, disaster recovery as a service with recovery times measured in minutes.
- **Carbonite Migrate**, vendor-agnostic full server or data-only migration between any environments.
- **Webroot Business Endpoint Protection**, companion endpoint security sold alongside the Carbonite portfolio.
- **Support and trial**, in-house phone and email technical support, a 30-day free business trial and a 30-day money-back guarantee.

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- Nth-Party Visibility, uncovers hidden supplier relationships, nth-party dependencies and concentration risks.
- Black Kite AI Agent, a network of AI agents automating investigations, assessments and custom reporting.
- AI Assistant, in-context guidance on any page explaining cyber ratings, ransomware susceptibility changes, findings and next steps.
- Model Context Protocol (MCP) Server, connects customers' own AI agents and orchestration toolchains to Black Kite's platform and data.
- Cyber Risk Quantification, places a dollar value on the impact of ransomware attacks, data breaches and business interruptions.
- Ransomware Susceptibility Index, likelihood scoring of a vendor suffering a ransomware attack.
- ThreatTrace, indicator of compromise detection using NetFlow and DNS telemetry to strengthen third-party visibility.
- FocusTags, rapid flagging of vendors exposed to critical vulnerabilities, with 95% applied on or before the day a vulnerability enters the US government's Known Exploited Vulnerabilities catalogue.
- Cyber Event Response, identifies vendors impacted by critical vulnerabilities, breaches and active exposures.
- Vendor Inventory, Vendor Engagement and Vendor Compliance, centralised vendor records, collaboration on remediation and compliance correlation.
- Ransomware Threat Intelligence and Supply Chain Cyber Risk Management, dedicated solution sets for ransomware exposure and supplier ecosystems.
- Integrations, open API and native integrations with governance, risk and compliance platforms and existing business systems.
- Partner Programme, managed services and value-added reseller tracks.
- Research and community, annual Third-Party Breach, Ransomware and Supply Chain Vulnerability reports, CVE database, podcast and the TPRM Community Summit.

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Carbonite Reviews

Carbonite holds a 4.3 out of 5 rating on Capterra from 172 verified reviews, scoring 4.2 for ease of use and 4.0 for customer service. IT leads report consistent backups across Apple and Windows machines, with recent portal updates improving reliability and ease of administration, while a financial services firm noted it met all the needs of its compliance department and was simple to set up.

Long-term users describe it as a set-and-forget safety net that has rescued them from failed drives and ransomware, and Carbonite's own verified customer reviews repeatedly mention seamless file transfers to replacement computers. G2 users score its remote backup at 9.0 and local backup at 8.8.

Carbonite Capterra Reviews

Black Kite Review

Black Kite holds an overall 4.8 out of 5 rating across 162 reviews on Gartner Peer Insights, with a 98% recommendation rate. It was named a Customers' Choice in the 2022 Gartner Peer Insights Voice of the Customer for IT Vendor Risk Management and was the highest-rated vendor in that quadrant, then recognised again in 2023 with Product Capabilities and Support Experience both scored 4.8

Reviewers consistently praise the quality of its data and the clarity of where findings come from, with security leaders who have used rival tools ranking Black Kite ahead on usability. Users also highlight easily consumed dashboards, FocusTags and direct links to vulnerability databases for remediation, and value the ability to configure weighting and hierarchy for greater transparency.

Black Kite Gartner Reviews

darwinbox

Company Overview

Darwinbox was founded in Hyderabad, India, in 2015 and has its international headquarters in Singapore. Its founders are Jayant Paleti, Rohit Chennamaneni and Chaitanya Peddi. The company has raised approximately $270 million, including a $140 million round led by KKR and Partners Group that kept its valuation above $1 billion, and is also backed by Salesforce Ventures, Peak XV, Lightspeed, TCV, Microsoft and Ontario Teachers' Pension Plan. It employs more than 1,000 staff across 11 global offices.

Darwinbox positions itself as an AI-native human capital management (HCM) platform for global enterprises. It serves more than 1,000 enterprise customers and manages employee administration for over 3 million people, with 60% of revenue now generated outside India. Customers include Starbucks, Nivea, AXA, Cigna and WeWork, alongside Adidas, and it moved from Visionary to Leader in one year in the 2026 Gartner Magic Quadrant for Talent Acquisition Suites.

Products and services

Core HR, unified system of record for employee data, organisation structures and HR processes across geographies, entities and worker types.
Localisation, country-specific configuration for employee data, attendance, payroll readiness and talent processes with multi-language support.
Compensation Planning (Compport), salary reviews, merit increases, bonuses and sales incentive plans with budget controls.
Recruitment, AI-powered autonomous applicant tracking supporting high-volume, bulk and evergreen hiring.

Employee Onboarding, automated documentation, policy sign-offs, background verification and handoff into Core HR and payroll.
Performance Management, skills-based continuous goal setting and objective reviews including 360-degree feedback.
Talent Development, skills-led growth platform with a built-in AI skills ontology.
Succession Planning, identification of successors for critical roles using integrated talent insights.
Skills Management, enterprise skills intelligence embedded across hiring, development, mobility and succession.
Payroll, enterprise payroll engine consuming Core HR, attendance and benefits data with statutory reporting and audit controls.
Native country payroll, dedicated editions for India, the Philippines, Thailand and the Gulf Cooperation Council states.
Unified Payroll, multi-country orchestration across native payroll and partners such as ADP, Paycor and SAP.
Global Payroll Connector, Neeyamo integration unifying HR and payroll across more than 160 countries.
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Workforce Management, shift planning, demand-based rostering, attendance and overtime management.
Time and Attendance, mobile-first capture using facial recognition, geo-fencing and biometric integrations.
Travel and Expense, travel requests, bookings, advances and claims with AI-powered receipt scanning and real-time policy checks.
People Analytics (Atlas and AtlasAssist), real-time dashboards, predictive trends and a natural-language query assistant.
HR Service Management, embedded Employee Support Agent with integrated helpdesk that can also act on external systems such as Jira and HubSpot.
Employee Helpdesk, centralised ticket intake, routing and resolution.
Journeys, guided role-based employee journeys for onboarding, role changes, engagement and offboarding.
Engage, pulse surveys, lifecycle feedback, sentiment analysis and action planning.
VibeX, enterprise social network for updates, recognition and communities.
Darwinbox Sense, embedded and agentic AI across the employee lifecycle, including payroll anomaly detection.
Darwinbox Super Agent, enterprise AI agent that navigates, executes and orchestrates complex HR workflows across systems.
Extensibility Suite (Studio and Amplify), integration manager with over 300 pre-built connectors plus low-code custom fields, forms, workflows and logic.
Mobile HRMS, mobile app covering core HR, time, leave, payroll, journeys and approvals with offline access for key actions.
Darwinbox on Microsoft Teams, HR features and workflows accessible directly inside Teams.
Multilingual framework, platform navigation and communications in employees' preferred languages.
Industry solutions, tailored offerings for financial services, IT and IT-enabled services, manufacturing and retail.
Darwinbox Academy and Ask Darwin, training and certification programmes plus a customer support and knowledge portal.
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DarwinBox Review

On Gartner Peer Insights, **Darwinbox holds** a 4.7 out of 5 rating from 631 reviews in the Cloud HCM Suites for 1,000+ Employee Enterprises market, and was named a Customers' Choice in both the 2024 and 2025 Voice of the Customer reports for that market. Forrester also named it a Strong Performer in its Q4 2025 HCM Wave, awarding top possible scores for AI, reporting and analytics, platform maturity, HR service delivery, security and frontline worker flexibility.

Darwinbox rates 4.4 out of 5 on G2 across 187 reviews, where users value the all-in-one platform for attendance and leave management, its speed, and highly customisable workflows. Reviewers give it 9.4 for product direction, 9.0 for mobile benefits access and 8.5 for interview scheduling, and Gartner reviewers highlight AI resume screening that speeds up hiring and smooth integration with payroll and training data.

DarwinBox Gartner Reviews

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