



Information Security Study: Wave 15

Customer Assessments for Individual Vendors

Summarizing end-user assessments for each of the 17 vendors, this report profiles individual vendors based on spending, vulnerability and ratings on 14 categories. Time series are included. In prior studies, this research appeared in the Vendor Profile series of reports.

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Qualys (QLYS) – Information Security Assessment

OVERALL FINDING: A Leader in Vulnerability Assessment That Must Keep Innovating

Qualys is the leading enterprise vulnerability assessment product, but can the vendor maintain that lead in what is an aggressive and crowded product space? Continued differentiation via innovation, and working in a more closely integrated way with enterprise problem remediation (a la managed services), are avenues Qualys must pursue.

Positive

SPENDING OUTLOOK

- Respondents who are Qualys customers report positive spending intentions going into 2013; 38% expect to increase their spending level.
- The majority of respondents, 67%, are in the less-than-\$100,000 spending tier when it comes to Qualys products.

Positive

CUSTOMER RATINGS

- Qualys performed well in ratings by its respondent customers, reporting no ratings below the study average and coming in ahead of the pack in brand/reputation, competitive positioning, value for the money, delivery as promised, technical support and product reliability.
- This is Qualys' first appearance in customer ratings in recent studies.

Positive

VULNERABILITY

- No respondent customers of Qualys reported that they were considering switching off of their platform.

Positive

TECHNOLOGY ROADMAP

- Qualys reports more than double the 'in use' percentage among interviewed enterprises than its next-highest competitors, which include the use of open source solutions, Rapid7 and Tenable's Nessus.

Positive

“They call me to ask about renewing. Not a lot of interaction. But there doesn't need to be. I would like them to develop some integration with people like Remedy. ServiceNow. Work with all of the ticketing vendors, for help desks, so that all of the issues they identify can feed into and get feedback from people's ticketing systems. Going back to my pain points – that would be a core differentiator between them and every other product on the market. They've got the platform to do it. But whether they've got the vision is the question.” – Large Enterprise, Telecom/Technology [see more quotes at the end of this section]

Small Sample Size: based on fewer than 10 in-depth interviews with the vendor's customers.



Qualys Customer Ratings

	2H '09	2H '10	2H '11	2H '12
Strategic Vision	N/A	N/A	N/A	3.7
Technical Innovation	N/A	N/A	N/A	3.8
Brand/ Reputation	N/A	N/A	N/A	4.8
Competitive Positioning	N/A	N/A	N/A	4.3
Value for Money	N/A	N/A	N/A	4.3
Product Quality	N/A	N/A	N/A	4.2
Delivery as Promised	N/A	N/A	N/A	4.8
Technical Support	N/A	N/A	N/A	4.4
Interoperability	N/A	N/A	N/A	3.8
Features/ Functions	N/A	N/A	N/A	3.9
Product Performance	N/A	N/A	N/A	4.3
Product Reliability	N/A	N/A	N/A	4.7
Sales Force	N/A	N/A	N/A	3.9
Ease of Doing Business	N/A	N/A	N/A	4.1

Raw Scores: Respondents rated vendors using a 1-5 scale, with '1' being poor and '5' being excellent. Red highlighting indicates that the average score is at least .5 standard deviations below the mean ratings and green highlighting indicates that it is at least .5 standard deviations above the mean.



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Each individual report summarizes interesting portions of TheInfoPro's Wave 15 Information Security Study and does not comprehensively review the hundreds of pages of research that form the full study. **For access to TheInfoPro's reports and services, please contact sales@451research.com.** Methodology questions may be addressed to client.services@451research.com.

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