

aws marketplace

Kandji

Reviews, tips, and advice from real users



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Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 10
- Other Solutions Considered..... 11 - 12
- ROI..... 13 - 15
- Use Case..... 16 - 20
- Setup..... 21
- Customer Service and Support..... 22
- Other Advice..... 23 - 25
- Trends..... 26 - 27
- About PeerSpot..... 28 - 29

Product Recap



Kandji

Kandji Recap

Kandji's automations are a force multiplier. They free your technology team from repetitive tasks, letting you focus energy on more impactful projects. Kandji has purpose-built experiences from setup and app installs to software updates and computer restarts. It's what your teams expect from a company with high standards. From increased efficiency to lower cost of ownership, your bottom line is our top priority.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Kandji has positively impacted our organization by making it so we feel confident in our security structure, and we feel confident that we can pass SOC 2 every year because we know that Kandji is doing what it's doing.”



Cyrus Davis

SysAdmin at a recreational facilities/services company with 11-50 employees

- ✓ “The customer support is the best I have ever seen.”



Tomas Palmlöf

IT Operation Manager at a retailer with 201-500 employees

- ✓ “Kandji has positively impacted our organization by making it easy to manage all of our MacBook devices and applications.”



Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

✔ “The customer support at Kandji is phenomenal and is the best I have experienced from any vendor.”



Steffan Rowe

IT Support Technician at a tech vendor with 10,001+ employees

✔ “I highly recommend Kandji to others looking into using it since I have not seen any game-breaking issues; it is highly reliable, scalable, improves security, and reduces the time individuals need to spend on system configuration for security updates.”



Verified user

Cloud Ops Lead at a tech vendor with 10,001+ employees

✔ “I have seen a return on investment with Kandji, as I save time.”



Ange Louis

Support Engineer at RPPC Industries, LLC

✔ “Kandji has positively impacted my organization because it was very easy to implement and manage all of our devices, especially when we manage with the ISO and SOC 2 certifications that we need for our organization.”



Boris Zazovsky

IT Engineer at Lusha Systems Inc

What users had to say about valuable features:

“Kandji's best features are customer support, good blueprinting, and easy setup. The blueprint feature makes it easy to see everything from an at-a-glance view, and it makes sense when I'm looking at items one by one to see how they fall in the map.

Kandji has positively impacted my organization because it helps us be more secure and enforce compliance. It improves compliance by helping us remove admin accounts on local users..”

Itadmin Nguyen

Itadmin@revivn.com at Revivn

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“Kandji offers excellent features, including the ability to erase devices remotely without needing to be in front of the laptop. I also appreciate the ability to check the specific applications installed on the MacBooks.

Kandji has positively impacted my organization because we are a large company with many people around the world. The remote capability is particularly valuable; for example, someone from Boston and I living in Portugal can complete erase jobs remotely. This capability has created a significant impact for our organization..”

Verified user

IT Systems Support Specialist at a training & coaching company with 51-200 employees

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“Probably the best feature of Kandji is their customer support; that's their best feature.

“My experience with Kandji's customer support has been that it's really easy to get to a human, and they're really knowledgeable, usually just giving you the answer straight up. If I'm looking to do something that they can't do, then they just say it, and if they can, they'll find a way to get it to work for us.

“Kandji has impacted my organization positively..”

Ange Louis

Support Engineer at RPPC Industries, LLC

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“Kandji's user-friendly interface is a valuable feature. In our terms, we can see that you can easily learn how to use Kandji. If you see it on the first day, you can use it fast with very correct results. If I run any script, it shows me the correct process, and then I can also check on the user if it has been successful. These are good features, and we can also monitor all of our devices, including MacBooks.

“Kandji has positively impacted our organization by making it easy to manage all of our MacBook devices and applications. We find it easy to set up devices in about ten minutes. If I need to provide a new MacBook to any user, it is set up in just five to ten minutes, which makes our work easy, and there are no issues with Kandji when we use the device..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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“Kandji offers really easy-to-use features, including a user interface that stands out. I have used Intune in the past for Macs and iOS, and it is so difficult that I would never recommend using it again. The deployment of different applications to devices is really easy, and they actually came out with some updates over the past year and a half that made it even easier.

What makes the user interface of Kandji stand out compared to other solutions I have used is that the graphics are much easier to understand. I appreciate how when I'm creating a blueprint, the way I used to do it in the past had just a whole list of things that I could configure one way or another. However, the way they made it now is based on a graph that goes from left to right, indicating what devices will all get this, and then I can give it an and, if, or statement, and then add more parameters. Additionally, I really appreciate how it has features to help me configure things where it walks me through the process, and it is really easy to get help. If I am ever stuck, I can hit the contact support button, and somebody can see my entire Kandji platform as long as I give them the approval on our system, and they would walk me through everything, making me feel supported even in those times when I don't fully understand how to do something..”

Cyrus Davis

SysAdmin at a recreational facilities/services company with 11-50 employees

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“In my experience, one of the best features Kandji offers is remote control assist, allowing me to take control of a user's device without needing any third-party software.

“I value the remote control assist feature because it makes troubleshooting very easy; if a user is working remotely, it helps me to take control and perform troubleshooting.

“Kandji has positively impacted my organization because it is very user-friendly, and among the multiple MDM solutions I have used, such as JumpCloud and Intune, Kandji stands out as one of the best for Mac devices.

“Kandji stands out as one of the best MDM tools for Mac devices primarily because of its user experience, which is more user-friendly compared to JumpCloud and Intune..”

Abhishek-Roy

Tech Support Engineer at Aleph

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Other Solutions Considered

“I did not previously use a different solution before Kandji; my previous organization was already using Kandji for Mac devices and Workspace ONE for Windows devices..”

Abhishek-Roy

Tech Support Engineer at Aleph

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“Before choosing Kandji, I evaluated both Jamf again and looked at Mosyle. The conclusion was that we wanted one system for all devices, and that is why we chose Kandji, and for their support..”

Tomas Palmlöf

IT Operation Manager at a retailer with 201-500 employees

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“Previously, we used Intune, and we switched because they do not want you to use Macs, making it user-unfriendly. Intune does not deliver on many features for Macs. For instance, if I import a Mac and push out a configuration file stating a pin needs to have certain characteristics, it would fail to execute that. There were always different errors when I tried pushing out an app library, and the scripting requirement complicated things for me, which led us to switch to Kandji..”

Cyrus Davis

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SysAdmin at a recreational facilities/services company with 11-50 employees

“Before Kandji, we used ManageEngine and JumpCloud.

“Before using Kandji, it took longer with other tools for Mac such as JumpCloud, where we faced many issues. We had conducted the POC, and it was not easy to use. We needed around forty-five minutes to an hour to set up a new device. With Kandji, we are able to do it in just five to ten minutes, where we only change the name and set it up while Kandji installs all of the necessary applications..”

Krishan Rawat

[Read full review](#) 

TechOps Engineer at a financial services firm with 201-500 employees

ROI

Real user quotes about their ROI:

“Though I cannot give you any facts from memory, I have saved money in time. As I said before, there is approximately an hour a day in work hours savings..”

Tomas Palmlöf

IT Operation Manager at a retailer with 201-500 employees

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“I have seen a return on investment with Kandji, estimating that time saved is at least 20 to 30%, as individuals do not have to figure out which security updates to carry out themselves since the notification is pushed for them to review and install..”

Verified user

Cloud Ops Lead at a tech vendor with 10,001+ employees

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“Our customers have seen a return on investment with Kandji. They reduced their one-time deployment cost and have seen a major difference between Windows and Mac devices..”

Amit-Sarkar

Apple Mobility Service Manager at ZONES PVT LTD

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“Kandji definitely saved time, though I do not have specific metrics to share. I was managing over four hundred devices solo, and it made the task very easy to handle. My experience with Jamf showed that managing the same number of devices would be far more difficult. Thus, we definitely needed fewer employees, saved time due to the automations in Kandji, and avoided the need for additional endpoint management staff..”

Steffan Rowe

IT Support Technician at a tech vendor with 10,001+ employees

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“I have seen a return on investment from using Kandji because it saves time.

“The time saved includes processes such as software installation, as previously we needed to take a user device remotely, but with Kandji, we can initiate software installation from the back end, which is a significant time saver..”

Abhishek-Roy

Tech Support Engineer at Aleph

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“I have seen a return on investment with Kandji since we only need one person for IT support, whereas other companies need a whole fleet. For me, onboarding and offboarding people with their Macs, since we use mainly Macs across our organization and maybe a couple PCs, would require another person if I had to use Intune for all of these tasks. I handle laptop deployments within 20 minutes, and once a month I might spend an hour changing some configurations within Kandji. This definitely helps us to ensure that we only need one IT professional to manage all system administration and IT support, including using Kandji and managing it..”

Cyrus Davis

SysAdmin at a recreational facilities/services company with 11-50 employees


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Use Case

“My main use case for Kandji is securing and controlling the endpoints. A specific example of how I use Kandji for securing and controlling endpoints is that we are trying to be compliant with NIS 2, so we are controlling the endpoints with endpoint security and controlling security. We know what apps we have and possess total control over the devices..”

Tomas Palmlöf

IT Operation Manager at a retailer with 201-500 employees

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“My main use case for Kandji is device enrollment, and in my previous organization, I used Kandji as an MDM solution for managing and securing user devices.

“A quick example of how I used Kandji for device management is by creating security policies, password policies, and managing FileVault encryption for device security..”

Abhishek-Roy

Tech Support Engineer at Aleph

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“When I use Kandji to erase laptops, I open the browser for Kandji, log in with my account, and figure out the name of the laptop in the Mac browser. I find the Mac and ensure it is connected to the internet. When it is connected to the internet, I click on erase the MacBook, and it performs the task automatically without requiring any additional actions from me.

When I check the specific applications installed on the MacBooks, it does not help me with anything beyond verification. We do not have control or a way to stop things from being installed on laptops, so we simply check when needed. We do not check day by day; we only check if we open a laptop and see something unusual..”

Verified user

IT Systems Support Specialist at a training & coaching company with 51-200 employees

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“My main use case for Kandji is that it is an MDM platform, so I mainly use it for MDM, controlling all of our company organization's devices, ensuring that the proper device gets the proper policy.

“A really quick example of how I use Kandji for device management or policy enforcement in my daily work would be that I don't want certain people to have the ability to download Chrome extensions, so I just create a policy that blocks them from having to do so.

“Another example is that we look through all the apps that people are supposed to have, and then the ones that we want them to have, we just deploy it on Kandji..”

Ange Louis

Support Engineer at RPPC Industries, LLC

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“My main use case for Kandji is to manage our MDM, all of our devices, the softwares that we distribute, and mainly everything regarding the Mac computers in the company.

“A specific example of how I use Kandji for managing my devices is that we created Blueprints first, but then they changed it to assignment map. We created an assignment map for all the MacBook computers, meaning we added the softwares that we want to distribute, all the configurations, all the settings, and everything. When there is an enrollment of the device, Liftoff installs all the basic softwares and settings.

“Kandji is a great tool with great support, and it is a really unique product that works perfectly..”

Boris Zazovsky

IT Engineer at Lusha Systems Inc

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“Kandji is used in our organization to manage all of our Mac devices.

“Kandji is an MDM tool which we use to manage our devices. For example, we set up our devices and directly enroll them in Kandji from the AVN, and then we can manage them from there. We can check the users' applications, redeploy applications on the user's MacBook, reset passwords, lock the MacBook, check disk encryptions, see all of our deployed applications, and deploy any policy or script we can run from a remote device.

“When I see Kandji for the first time and encounter an issue with a user's MacBook, I first go on Kandji to see all applications they have, how their disk encryptions appear, and which OS they are running. I check everything from there, and I also send OS updates from Kandji. If I go deeper into anything, creating a script to run on a device is very easy. The policies we have set up differ for US devices and new devices, as well as VPN connections. We have different teams where specific applications are sent, and this setup is very friendly and easy to use for us, making our work easier.

“We use Kandji in our organization as a public cloud solution..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The pricing, setup cost, and licensing experience are good. It is cheap, and we do not encounter any hassle during setup. They help us initially, and after that, we make improvements one by one until we become Kandji experts..”

Krishan Rawat

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TechOps Engineer at a financial services firm with 201-500 employees

“My experience with Kandji's pricing, setup cost, and licensing was really good. Since we're a small startup, they offered us some really good pricing, likely because they think that when we become a big company, we will still be using them. The whole process was really easy, and the people were down to earth, which I enjoyed..”

Cyrus Davis

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SysAdmin at a recreational facilities/services company with 11-50 employees

Customer Service and Support

“Customer support is very easy. You just go to the help section and can chat directly to get instant support. You can share screenshots of the problems you are facing..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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“The customer support at Kandji is phenomenal and is the best I have experienced from any vendor. The instant chat with engineers is an amazing feature. I rate the customer support a ten..”

Steffan Rowe

IT Support Technician at a tech vendor with 10,001+ employees

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Other Advice

“I will advise others looking into using Kandji that it is very easy and good for you. Once you use it, you will feel the difference. I would rate this product nine out of ten..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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“My advice for others looking into using Kandji is that it is the best tool for securing Mac devices, creating policies, and managing devices; you can also manage your assets effectively in terms of quantity. I would rate this product a 10 out of 10..”

Abhishek-Roy

Tech Support Engineer at Aleph

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“The advice I would give to others looking into using Kandji is to make sure that you create a very good migration plan for your organization so that data will not be impacted. I would rate my overall experience with Kandji as a 9 out of 10..”

Boris Zazovsky

IT Engineer at Lusha Systems Inc

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“My advice for others looking into using Kandji is to do a demo. Ask Kandji to do a demo for a couple of weeks, try it out, and compare it with the others. That is enough. I think Kandji has found a spot where you can do 90 to 92% of what is possible in an automated way and made it easy. I think that is the bottom line of what Kandji does. I didn't find Kandji; they found me, and I think that was good. I would rate this review a 9 out of 10..”

Tomas Palmlöf

IT Operation Manager at a retailer with 201-500 employees

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“My advice for others considering Kandji is to embrace the blueprint model to the best of your ability. The more you stay within blueprints, the more reliable your experience and the less complexity you introduce into your organization, making management easier with a smaller team. While smart groups exist for when customization is necessary, blueprints are the easiest way to manage a fleet of devices. I rate this product a ten..”

Steffan Rowe

IT Support Technician at a tech vendor with 10,001+ employees

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“Since switching to Kandji, I save at least three hours a week just for app updates compared to Intune. On Kandji, I can decide whether to automatically push updates for any particular app to all devices and select the date I want that to happen, and it does its thing. In Intune, I would have to go and update the applications, the version numbers, and sometimes delete the application and push a whole new application because I honestly think it's because Intune doesn't want you using Macs and prefers that you use PCs. They have no incentive to make Intune work well with Macs.

My advice to others looking into using Kandji is to definitely give it a try. See if you can get a free demo and maybe a free trial and experience it for yourself, and you won't have any regrets, especially if you're moving from Intune or anything else to Kandji. If you're considering Jamf, it is a lot more expensive, so unless you have very niche reasons needing Jamf over Kandji, I highly recommend saving a bit of money and opting for Kandji. I would rate my overall experience with Kandji a nine..”

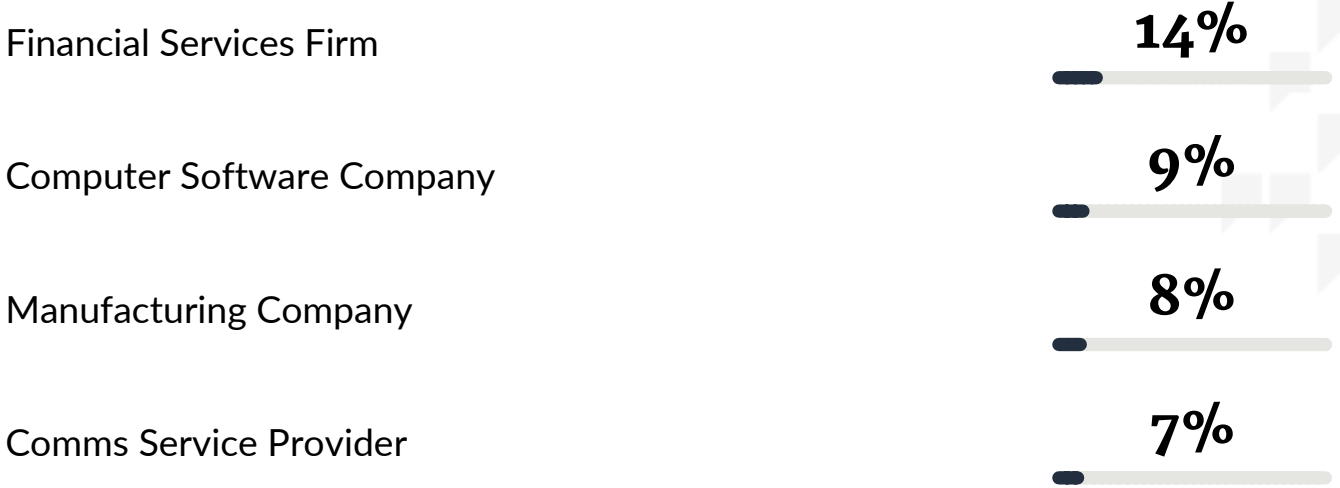
Cyrus Davis

SysAdmin at a recreational facilities/services company with 11-50 employees

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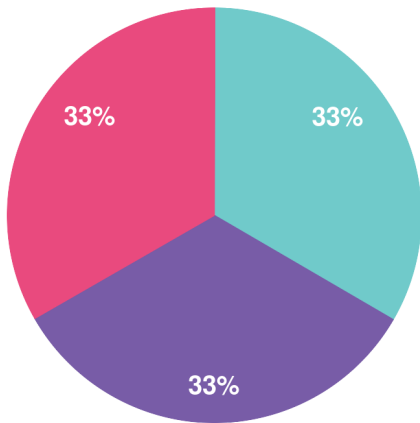
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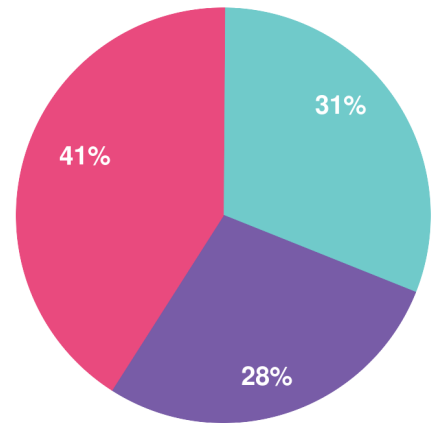


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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PeerSpot helps tech professionals by providing:

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