

**Best Usability**

**Leader**

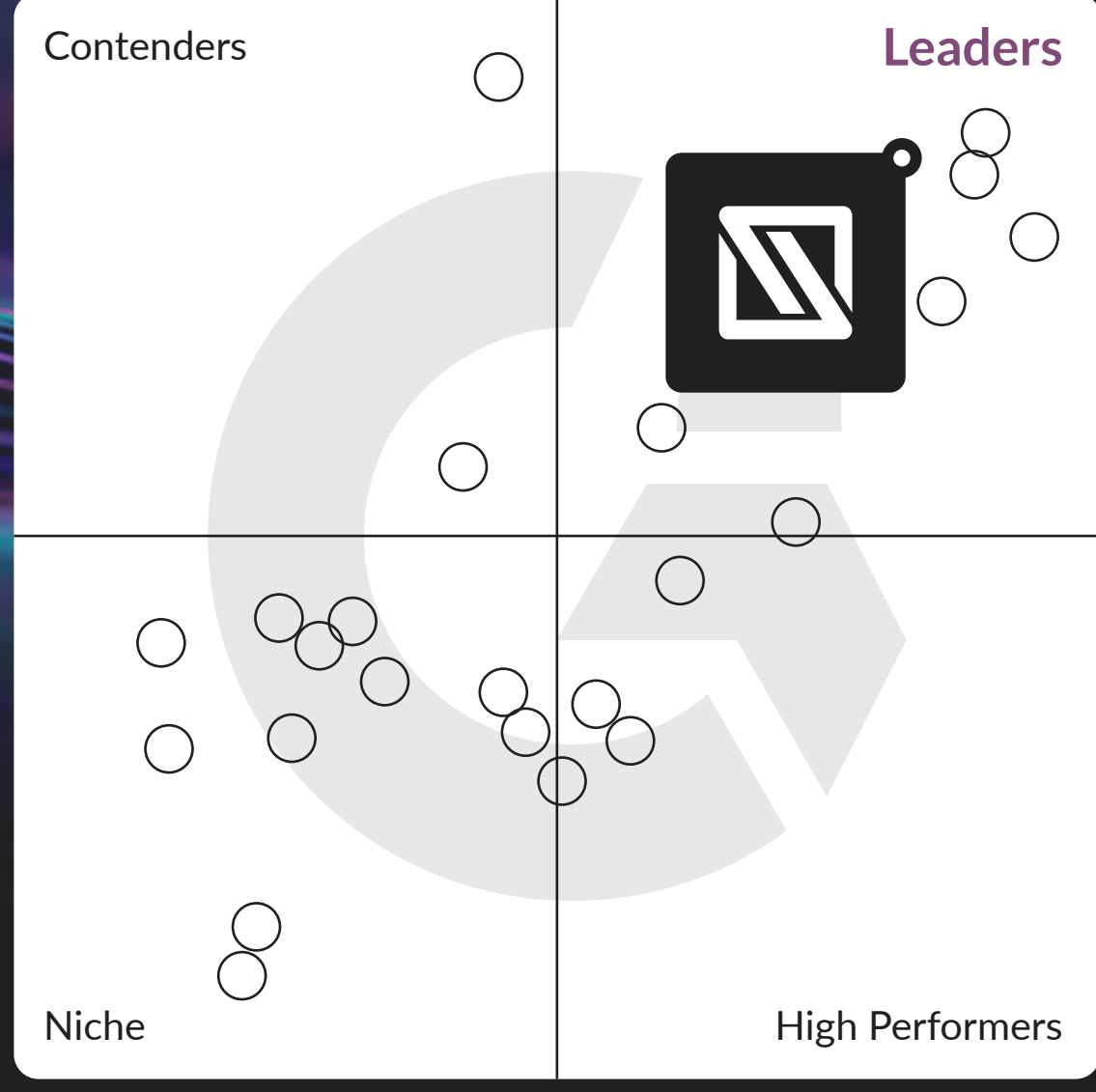
# The gold standard of IT documentation

Powered by customer reviews.  
Highlighted by G2.

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## Grid® Report for Standard Operating Procedures | Fall 2025

Grid® Report for Standard Operating Procedures | Fall 2025 is based off of scores calculated using the G2 Grid® algorithms from reviews collected by August 12, 2025.



**94%**

Likely to recommend



"Best IT Documentation!"

- G2 Reviewer

**98%**

of users rated IT Glue with 4 or more stars



"Been using for 11 years best on the market."

- G2 Reviewer

**94%** IT Glue meets their requirements

92% G2 Average



"The platform is incredibly user-friendly, making it so easy to store, organize, and access all of our IT documentation in one place."

- G2 Reviewer



"The speed of the platform is awesome and helps my team access data quickly to get our customers fixed up and working fast."

- G2 Reviewer

**93%** Satisfaction with ease of use



"IT Glue is quick and super simple to use."

- G2 Reviewer



"IT Glue keeps us more secure and organized!"

- G2 Reviewer

IT Glue scores **91%** for quality of support



"I have used it for 10+ years. Customer Support is quick to respond and very knowledgeable on the issue."

- G2 Reviewer



"Kaseya support is another amazing thing to work with and great chat support as well."

- G2 Reviewer



IT Glue, a Kaseya solution, is the award-winning, industry-standard documentation platform trusted by thousands of MSPs and IT professionals worldwide. Purpose-built to streamline IT processes and increase efficiency, IT Glue centralizes your most critical assets and knowledge — passwords, SOPs, hardware, licenses and more — into a single, interconnected and secure hub. With AI-driven automations and deep integrations across other Kaseya products as well as third-party tools like Microsoft 365, Active Directory, Jamf and more, IT Glue empowers IT teams to reduce resolution times and drive operational excellence.

Founded with the vision to eliminate wasted time and simplify the day-to-day of IT professionals, IT Glue supports your team's success with powerful workflows, intelligent search and role-based access controls — ensuring the right information is always at your fingertips.

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Data was sourced from the Fall 2025 Grid® Report for Standard Operating Procedures

G2 is the world's largest and most trusted software marketplace. More than 100 million people annually — including employees at all Fortune 500 companies — use G2 to make smarter software decisions based on authentic peer reviews. Thousands of software and services companies of all sizes partner with G2 to build their reputation and grow their business — including Salesforce, HubSpot, Zoom, and Adobe. To learn more about where you go for software, visit [www.g2.com](https://www.g2.com) and follow us on [LinkedIn](https://www.linkedin.com/company/g2).