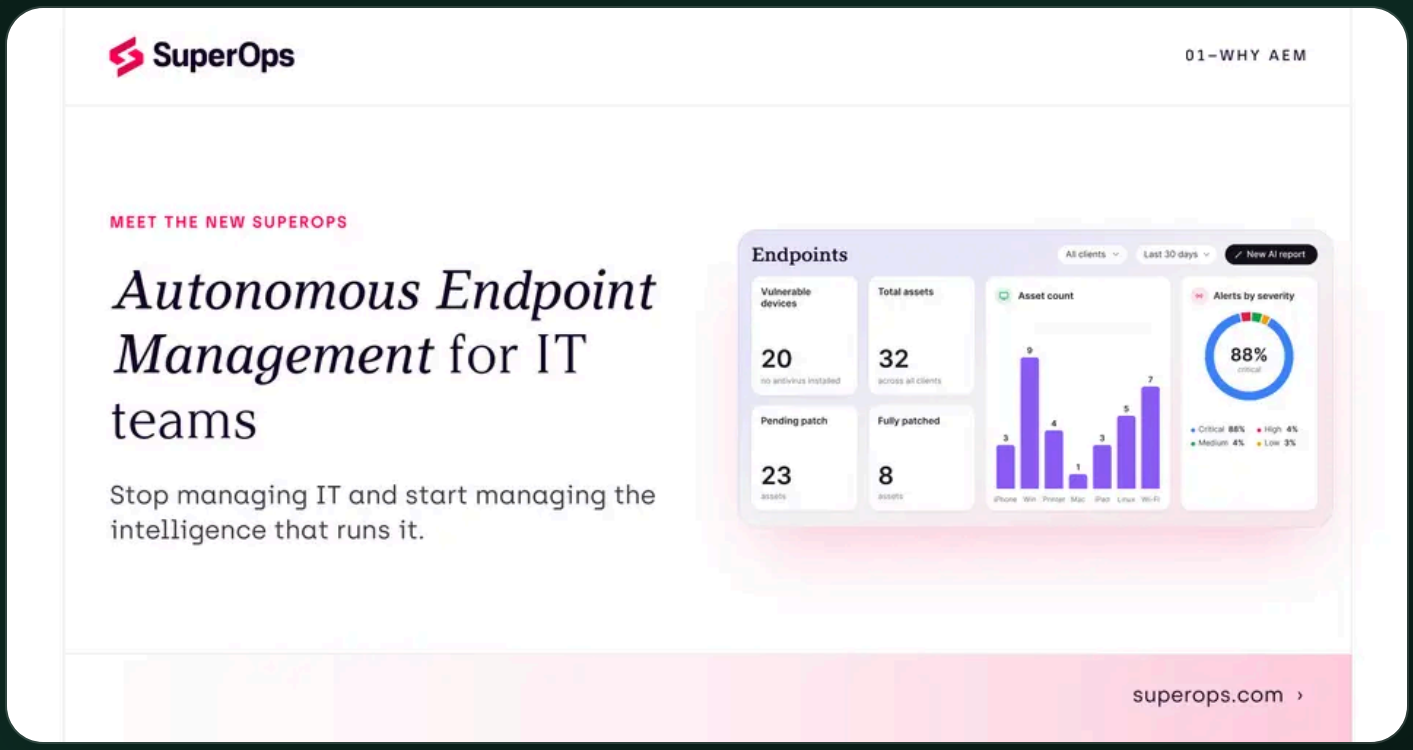
ToolGPA

NOVEMBER 2026

# SuperOps

## The Insider's Guide

Endpoint management with built-in ticketing, sold per endpoint




**Every plan, grade, refund rule and rival among remote desktop apps, read from SuperOps's own pages.**

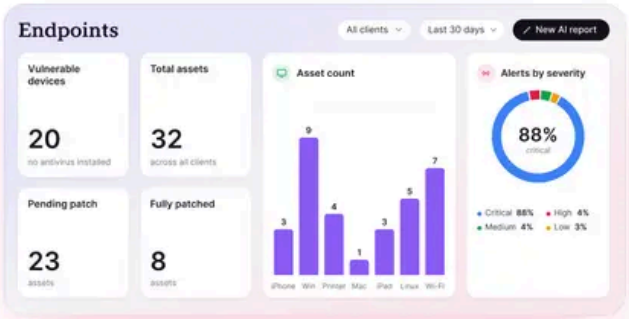
Made by SuperOps Inc. · checked Nov 13, 2026 · toolgpa.com

2.2
GPA

MEET THE NEW SUPEROPS

# *Autonomous Endpoint Management* for IT teams

Stop managing IT and start managing the intelligence that runs it.




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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from SuperOps's own pages, its app-store listings and our grades. Every fact in it is on SuperOps's page too, where it is kept up to date. Checked Nov 13, 2026.

# Welcome

What it is, who it suits, its grades and the ten things to know first

**2.2**

GPA, above 21 of the 85 other remote desktop apps we grade

SuperOps is a cloud platform for IT teams and managed service providers that combines endpoint management, remote troubleshooting, patching and ticketing in one product. Endpoints are managed through an installed agent on Windows, macOS and Linux, and a higher plan adds management of iOS and Android devices. Prices are quoted by sales.

To get you started, here are **8 things to know about SuperOps**, taken from its own pages and our grades.

> **An agent has to be rolled out to every endpoint and the runbooks and ticket rules set up before it earns its keep.**
>
> From our grade for ease of use

**1** **Best for endpoint management with a built-in service desk**

SuperOps puts endpoint management, patching and a ticket queue in one product for IT teams and MSPs.

**2** **You can try it first**

Free trial offered; its length is not stated on the pricing page.

**3** **It runs on 4 platforms**

Web, Windows, macOS and Linux.

**4** **Endpoint management**

Discovers devices on a network and shows their live state. Remote troubleshooting and alerting are included in the Prime plan.

**5** **Patch management**

Deploys operating-system and third-party patches automatically, with staged rollouts and maintenance windows.

**6** **Ticketing and service desk**

A built-in ticket queue with a knowledge base, project management and chat, plus Slack and Microsoft Teams integration.

**7** **A 2.2 GPA, above 21 of 85**

That is against the other remote desktop apps we grade, on value, the free plan, features, ease of use and platforms.

**8** **Keep it**

To replace SuperOps you would be making a fast, secure link to another computer through any network. That is not a weekend's work, with an AI app builder or without one.

### SuperOps at a glance

| | |
|---|---|
| PRICING<br>Free trial | FREE PLAN<br>No |
| FREE TRIAL<br>Free trial offered; its length is not stated on the pricing page. | RUNS ON<br>Web, macOS, Windows, Linux |
| MADE BY<br>SuperOps Inc., since 2020 | CATEGORY<br>Remote Desktop |
| OUR GRADE<br>2.2 GPA, fair | |

## The report card

### Best for endpoint management with a built-in service desk

SuperOps puts endpoint management, patching and a ticket queue in one product for IT teams and MSPs. No prices are published, each plan starts at 150 endpoints, and phone and tablet management sits on the higher plan only, so small shops will find it a poor match.

TOOLGPA REPORT CARD

**SuperOps**

Graded Nov 13, 2026

| SUBJECT | GRADE | COMMENT |
|---|---|---|
| **Value for money** | C | No price is published: the pricing page asks for a quote, so it can't be judged against the category's $8.33 middle. That puts it at C by default. |
| **Free plan and trial** | D | A free trial is offered, but the pricing page doesn't give its length or say whether a card is needed, and there is no free plan. |
| **Features** | B | Endpoint management, patching, ticketing, runbooks, reports and a knowledge base are all in the listing, which covers the core of an RMM plus service desk. |
| **Ease of use** | C | No store rating on record. An agent has to be rolled out to every endpoint and the runbooks and ticket rules set up before it earns its keep. |
| **Platforms and integrations** | B | Agents for Windows, macOS and Linux, a web console, and phone management on Prime Plus, with Slack, Teams, Okta and Entra ID hooks. No standalone phone or desktop app for technicians is listed. |

**Grade point average** — Fair, out of 4.0 **2.2**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

## Who SuperOps is for

- ✓ Fits if you run IT for a company or MSP with at least 150 endpoints and want tickets and device management together
- ✓ Works for teams that also manage iPhones, iPads and Android devices, since Prime Plus covers them

## Who it is not for

- ✗ Skip it if you manage fewer than 150 endpoints, as each plan has that minimum
- ✗ Tight if you want a price before talking to sales, as none is published
- ✗ Pricey if you need phone management, because it is Prime Plus only and Prime leaves it out
- ✗ Watch out: the pricing page says AI agents will be add-ons with pricing still to be announced
- ✗ Watch out: the trial's length isn't stated, so you can't plan an evaluation around it

# Good to know

## Good for

- ✓ IT teams that want endpoint management and a service desk in one product
- ✓ MSPs that prefer unlimited technicians with pricing per endpoint
- ✓ Organizations that also manage iPhones, iPads and Android devices

## Worth knowing

- ⓘ No prices are published: the pricing page asks for a quote, and per-endpoint pricing is described only as lower for larger fleets.
- ⓘ Each plan has a minimum of 150 endpoints, according to the pricing page FAQ.
- ⓘ Mobile device management, Apple Business Manager and Android remote control are in Prime Plus only, not Prime.
- ⓘ The pricing page says AI agents will be sold as add-ons and that their pricing is to be announced.

# What it costs

Every plan, the free plan, ways to pay less and how prices have moved

SuperOps's current pricing could not be confirmed from its own site.

> **A free trial is offered, but the pricing page doesn't give its length or say whether a card is needed, and there is no free plan.**
>
> From our grade for free plan and trial

We could not confirm SuperOps's current prices from its own site, so this guide lists no plans. superops.com has them.

# What it does

Its main features, where it runs, what it works with and who makes it

**4**

Places it runs: Web, macOS, Windows and Linux

Endpoint management with built-in ticketing, sold per endpoint. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, reports, help desk, remote desktop.

> **Agents for Windows, macOS and Linux, a web console, and phone management on Prime Plus, with Slack, Teams, Okta and Entra ID hooks.**
>
> From our grade for platforms and integrations

### Endpoint management

Discovers devices on a network and shows their live state. Remote troubleshooting and alerting are included in the Prime plan.

### Patch management

Deploys operating-system and third-party patches automatically, with staged rollouts and maintenance windows.

### Ticketing and service desk

A built-in ticket queue with a knowledge base, project management and chat, plus Slack and Microsoft Teams integration.

### Automations and scripting

Runbooks with event and time triggers, a ticket scheduler and scripting, with AI script generation listed in the plan comparison.

## Mobile device management

The Prime Plus plan adds Apple and Android device management, zero-touch deployment, lost mode and remote actions.

## Reports and dashboards

Default and custom dashboards, PDF reports, and reports that can be shared and scheduled.

### Where it runs

Web · macOS · Windows · Linux

### What it works with

Splashtop · TeamViewer · ConnectWise Control · Microsoft Entra ID · Okta · Bitdefender · SentinelOne · Slack

SuperOps is made by SuperOps Inc., and has been around since 2020.

PART 04 · STANDING

# Where it stands

Its grades against its category, and whether to keep it or make your own

**21**/85

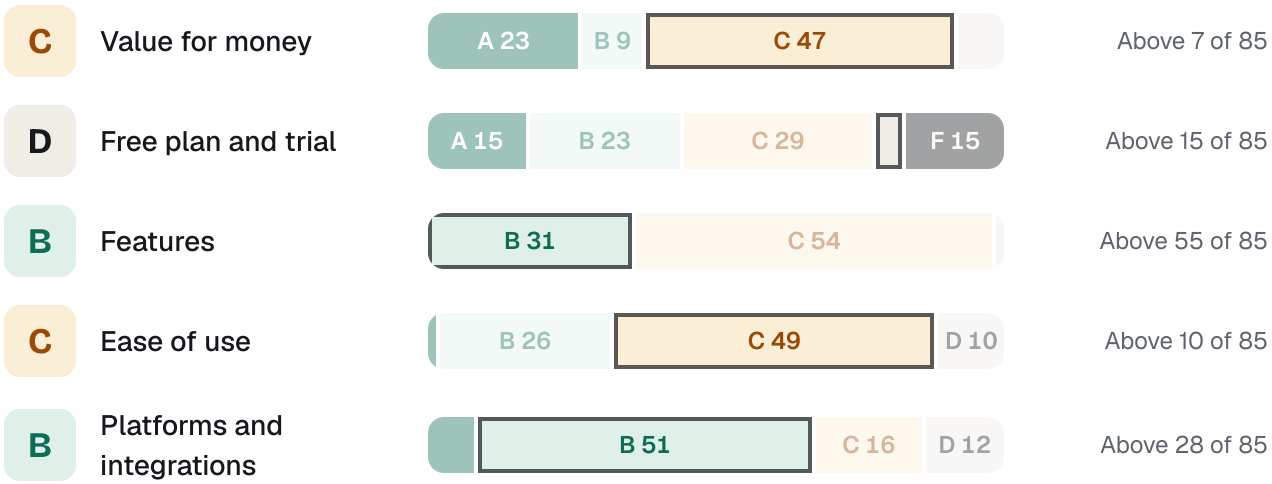
Other remote desktop apps it is graded above

SuperOps's GPA of 2.2 is higher than 21 of the 85 other remote desktop apps we grade, and level with 13.

It stands best on features (B, above 55 of 85) and worst on free plan and trial (D, above 15).

## Each grade against the category

Every bar is all 86 remote desktop apps we grade, cut by the letter each got. SuperOps's own letter is outlined.




## Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

## Keep it

To replace SuperOps you would be making a fast, secure link to another computer through any network. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 51 of the 85 other remote desktop apps grade higher.

### What you could make

- Help desk and reports: an app builder makes these well.

### What you could not

- A fast, secure link to another computer through any network.
- Connections to other products, each kept working as those products change.
- Apps for macOS, Windows and Linux that stay in step with each other.
- AI features, unless you pay a model provider for each request yourself.
- The depth: we grade its features B, which means it covers the whole job.

**What this rests on.** SuperOps's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

# The alternatives

The tools it is most often weighed against, side by side



NinjaOne, Level, Datto RMM and Pulseway

The 4 tools SuperOps is most often weighed against, with where each one differs from it.

## NinjaOne

2.4 GPA

Free trial · from $1.50/mo

Endpoint management platform with built-in remote access.

- SuperOps also covers reports and help desk.

SuperOps and NinjaOne compared in full

## Level

2.6 GPA

Free plan · from $2/mo

Remote monitoring and management priced per managed device.

- Level has a free plan. SuperOps does not, though it has a free trial.
- SuperOps also covers reports and help desk.

SuperOps and Level compared in full

## Datto RMM

2.0 GPA

Free trial

Cloud RMM for MSPs and IT departments, with Microsoft 365 tools.

- SuperOps also covers help desk.

SuperOps and Datto RMM compared in full



1.8
GPA

## Pulseway

Paid

RMM with built-in remote control and a mobile app for IT teams.

SuperOps and Pulseway compared in full

PART 06 · QUESTIONS

# Quick answers

The questions people ask about it, each answered in a line or two

**10**

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

### Is SuperOps free?

No, SuperOps is a paid product, but you can try it first. Free trial offered; its length is not stated on the pricing page.

### What platforms does SuperOps work on?

SuperOps is available on Web, Windows, macOS and Linux.

### Does SuperOps have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. SuperOps is listed for Web, Windows, macOS and Linux.

### Does SuperOps have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. SuperOps is listed for Web, Windows, macOS and Linux.

### Is SuperOps open source?

SuperOps is not described as open source on its own site, as read on Nov 13, 2026.

### What does SuperOps integrate with?

SuperOps's listing names Splashtop, TeamViewer, ConnectWise Control, Microsoft Entra ID, Okta, Bitdefender, SentinelOne and Slack.

### Who makes SuperOps?

SuperOps is made by SuperOps Inc. It dates from 2020.

### What are the alternatives to SuperOps?

The closest alternatives to SuperOps in our directory are NinjaOne, Level, Datto RMM and Pulseway.

### How does SuperOps compare with other remote desktop apps?

SuperOps's GPA of 2.2 is higher than 21 of the 85 other remote desktop apps we grade, and level with 13.

### Could I make my own version of SuperOps?

To replace SuperOps you would be making a fast, secure link to another computer through any network.

## Where this guide comes from

The prices, plans, platforms and features were read from SuperOps's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from SuperOps's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by SuperOps Inc. Prices change, so check superops.com before you buy.

superops.com/pricing

superops.com

PART 07 · ABOUT

# About ToolGPA

Who made this guide, what else is on the site, and how to cite it

**7,721**

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at [toolgpa.com](toolgpa.com).

| 7,721 | 95 | 739 | 579 |
|---|---|---|---|
| tools graded | categories | price changes on record | apps priced in 12 countries |

## What else is on toolgpa.com

### SuperOps, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/superops

### How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

### Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

### Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

### Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

### Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

### Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

### Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

**Scan for the live page**

Prices and grades as they are today

### Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

```
ToolGPA, "SuperOps: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/superops
```

### Know someone choosing between remote desktop apps?

Send them this guide:
toolgpa.com/tools/superops/guide

ToolGPA elsewhere: youtube.com/@toolgpa

# See our other guides

The best-graded remote desktop apps after SuperOps, each with an Insider's Guide of its own.

### Remote Desktop Insider's Guide

Every one of the 86 remote desktop apps we grade, compared

### Chrome Remote Desktop Insider's Guide

Google's free remote access to your own computers from a browser

3.2 GPA

### DWService Insider's Guide

Free browser-based remote access to computers via an agent

3.2 GPA

### HopToDesk Insider's Guide

Free open-source remote desktop with a paid device dashboard

3.2 GPA

ToolGPA

## Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what SuperOps's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. SuperOps is a trademark of its owner, and this guide is not made, paid for or approved by SuperOps Inc. Prices and plans change: check superops.com before you buy.