



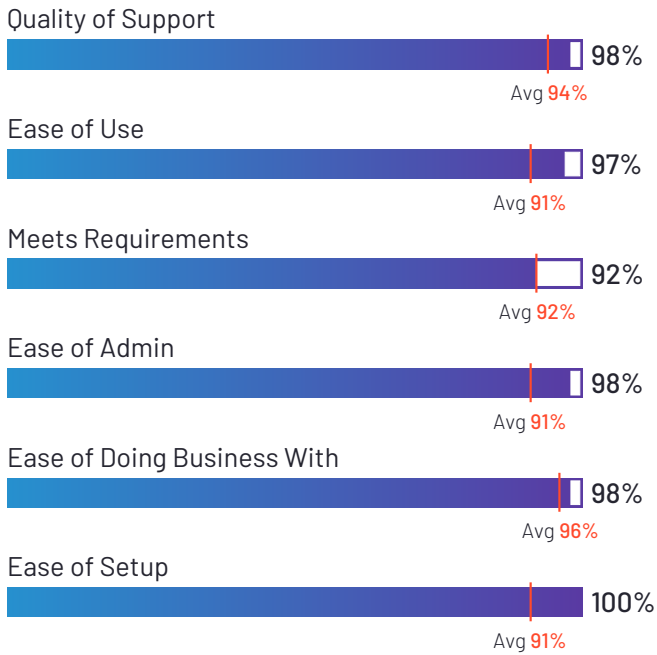
# Arkose Labs

4.9 ★★★★★ (41)

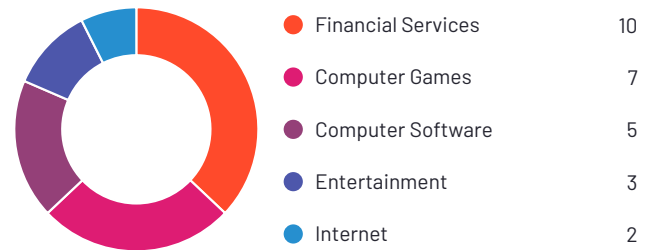


Arkose Labs has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Arkose Labs at a rate of 97%. Arkose Labs is also in the Fraud Detection category.

## Satisfaction Ratings



## Top Industries Represented



**Ownership**  
Arkose Labs



**HQ Location**  
San Mateo, California



**Year Founded**  
2017



**Employees (Listed On LinkedIn)**  
211



**Company Website**  
[arkoselabs.com](https://arkoselabs.com)

# Grid<sup>®</sup> Report for Bot Detection and Mitigation | Winter 2024



## Bot Detection and Mitigation Software

Contenders									Leaders
Niche									High Performers

Satisfaction

Market Presence

G2 Grid<sup>®</sup> Scoring

(Bot Detection and Mitigation Software continues on next page)

# Bot Detection and Mitigation Software (continued)

## Bot Detection and Mitigation Software Definition

Bot detection and mitigation software is used by companies to defend against attacks or other unauthorized activity involving bots. Bots may attempt to take down sites and perform a DDoS attack, scrape data from a website, or perform fraudulent transactions. Bot detection and mitigation products are designed to recognize bot activity, identify malicious bots, and prevent them from engaging with websites, applications, or networks. Companies use these tools to maintain availability during attacks and prevent bots from completing their intended tasks.

These tools may have similar features to [DDoS protection software](#) but bot detection and mitigation solutions defend against a variety of bot-related activities, rather than one type of attack. Similarly, [click fraud software](#) may have similar features to bot detection and mitigation software. However, it's primed solely to detect and safeguard against fraudulent clicks relating to pay-per-click (PPC) advertising, which is again, only one of the many types of attacks that bot detection and mitigation tools defend against.

To qualify for inclusion in the Bot Detection and Mitigation category, a product must:

- ▶ Monitor websites, networks, or applications for bot-related activity
- ▶ Identify malicious bot activity
- ▶ Prevent network access to sources identified as dangerous
- ▶ Prevent DDoS attacks, account takeover (ATO), API and form submission abuse, web scraping, etc.

## Bot Detection and Mitigation Grid® Scoring Description

Products shown on the Grid® for Bot Detection and Mitigation have received a minimum of 10 reviews/ratings in data gathered by November 21, 2023. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [DataDome](#), [HUMAN Bot Defender](#), [CHEQ Essentials](#), and [Arkose Labs](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [CHEQ Paradome](#), [AppTrana](#), and [Reblaze](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: [Cloudflare Bot Management](#), [F5 Distributed Cloud Bot Defense](#), and [Radware Bot Manager](#)
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [Cequence Security](#), [Imperva Advanced Bot Protection](#), and [Netacea Bot Detection and Bot Management](#)



# Grid® Scores for Bot Detection and Mitigation Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Leaders

	# of Reviews	Satisfaction	Market Presence	G2 Score
<a href="#">DataDome</a>	124	97	74	85
<a href="#">HUMAN Bot Defender</a>	85	81	89	85
<a href="#">CHEQ Essentials</a>	57	64	56	60
<a href="#">Arkose Labs</a>	34	52	56	54

## High Performers

<a href="#">CHEQ Paradome</a>	36	67	48	58
<a href="#">AppTrana</a>	15	52	28	40
<a href="#">Reblaze</a>	19	54	6	30

## Contenders

<a href="#">Cloudflare Bot Management</a>	22	49	94	72
<a href="#">F5 Distributed Cloud Bot Defense</a>	13	9	80	44
<a href="#">Radware Bot Manager</a>	12	18	57	37

## Niche

<a href="#">Cequence Security</a>	13	44	34	39
<a href="#">Imperva Bot Management (formerly Distil Networks)</a>	10	17	44	30
<a href="#">Netacea Bot Detection and Bot Management</a>	17	36	18	27

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



# Grid® Methodology

## Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Bot Detection and Mitigation category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

## Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for Bot Detection and Mitigation | Winter 2024 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through November 21, 2023. To view the Bot Detection and Mitigation Grid® with the most recent data, please visit the [Bot Detection and Mitigation](#) page. For more details on Grid® Scoring, please view the [G2 Scoring Methodology](#) here.

## Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid® have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

## Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through November 21, 2023. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

*(Grid® Methodology continues on next page)*

\*\* Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

# Grid® Methodology (continued)

## Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.

## Grid® Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Bot Detection and Mitigation category](#).

## Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.



# Satisfaction Ratings for Bot Detection and Mitigation

G2 reviewers rated software sellers ability to satisfy their needs as shown in the table below.

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
<b>DataDome</b>	95%	90%	94%	94%	95%	97%	93%	95%	87
<b>HUMAN Bot Defender</b>	90%	99%	91%	89%	95%	94%	82%	89%	70
<b>CHEQ Essentials</b>	90%	77%	91%	93%	91%	92%	93%	91%	68
<b>Arkose Labs</b>	97%	100%	92%	98%	98%	98%	100%	97%	91
<b>CHEQ Paradome</b>	98%	100%	98%	91%	100%	99%	90%	94%	97
<b>AppTrana</b>	93%	92%	95%	91%	95%	100%	89%	92%	86
<b>Reblaze</b>	94%	100%	96%	86%	97%	97%	90%	92%	78
<b>Cloudflare Bot Management</b>	92%	75%	94%	91%	92%	93%	99%	95%	72
<b>F5 Distributed Cloud Bot Defense</b>	92%	N/A	79%	N/A	N/A	83%	N/A	81%	69
<b>Radware Bot Manager</b>	93%	75%	90%	N/A	N/A	92%	N/A	92%	83
<b>Cequence Security</b>	92%	100%	91%	84%	98%	95%	90%	88%	69
<b>Imperva Bot Management (formerly Distil Networks)</b>	85%	88%	96%	N/A	N/A	91%	N/A	89%	30
<b>Netacea Bot Detection and Bot Management</b>	92%	100%	94%	90%	98%	95%	88%	88%	88
<b>Average</b>	92%	91%	92%	91%	96%	94%	91%	91%	76

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100