**IT Infrastructure Monitoring**

# Buyer's Guide & Reviews

November 2023

**PeerSpot**

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| **Atatus** | Atatus Server Monitoring | | **Fractalia** | Fractalia |
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| **Broadcom** | DX Spectrum | | **Huawei** | Huawei iBMC |
| **Broadcom** | CA Unified Communications Monitor | | **IBM** | IBM SevOne Network Performance Management (NPM) |
| **Centerity Systems** | Centerity Monitor | | **IBM** | IBM Cloud Monitoring |
| **Centreon** | Centreon | | **Icinga** | Icinga |
| **Checkmk** | Checkmk | | **IDERA** | IDERA Uptime Infrastructure Monitor |
| **Chronosphere** | Chronosphere | | **InfluxData** | InfluxDB |
| **Cisco** | Cisco UCS Manager | | **Instana** | Instana Infrastructure Monitoring |
| **Cisco** | Cisco Intersight | | **ITRS** | Opsview |
| **Cloudian** | Cloudian HyperIQ | | **ITRS** | ITRS Geneos |
| **ControlUp** | ControlUp | | **ITRS** | OP5 Monitor |
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| **Equinix** | Equinix IBX SmartView | | **Motadata** | Motadata Network Management System |

# Vendor Directory

| | | | | |
|---|---|---|---|---|
| **Nagios** | Nagios XI | | **Riverbed** | Alluvio NetIM |
| **Nagios** | Nagios Core | | **ScienceLogic** | ScienceLogic |
| **Nagios** | Nagios Fusion | | **Sematext** | Sematext Infrastructure Monitoring |
| **NetApp** | NetApp Cloud Insights | | **Sentry Software** | Hardware Sentry |
| **Netdata** | Netdata | | **ServiceNow** | Loom Systems |
| **Netreo** | Netreo | | **ServiceNow** | ServiceNow IT Operations Management |
| **Netwall** | Netwall MonitoraIT | | **SolarWinds** | SolarWinds NPM |
| **Neustar** | Neustar WebMetrics | | **SolarWinds** | SolarWinds AppOptics |
| **New Relic** | New Relic | | **Spiceworks** | Spiceworks |
| **OpServices** | OpServices OpMon | | **Splunk** | Splunk Infrastructure Monitoring |
| **OpsRamp** | OpsRamp | | **Splunk** | Splunk ITSI (IT Service Intelligence) |
| **Oracle** | Oracle Infrastructure Monitoring Cloud Service | | **Stackify** | Stackify |
| **Paessler AG** | PRTG Network Monitor | | **StackPath** | StackPath Monitoring |
| **Pandora FMS** | Pandora FMS | | **StackState** | StackState |
| **Parkar Consulting** | Parkar NexGen Platform | | **StrataCloud** | StrataCloud |
| **Power Admin** | Power Admin PA Server Monitor | | **Virtana** | VirtualWisdom |
| **Progress Software** | WhatsUp Gold | | **Visual Storage Intelligence** | Visual Storage Intelligence |
| **QOMPLX, Inc.** | QOMPLX | | **VMware** | vRealize Network Insight |
| **Qualys** | Qualys Cloud Platform | | **VMware** | VMware Tanzu Observability by Wavefront |
| **Quest Software** | Foglight Evolve Monitor | | **Zabbix** | Zabbix |
| **Quest Software** | Foglight Evolve Operate | | **Zenoss** | Zenoss Service Dynamics |
| **Radware** | APSolute Vision | | **Zenoss** | Zenoss |
| **Redgate** | SQL Monitor | | **ZIF.AI** | Zero Incident Framework (ZIF) |

# Top IT Infrastructure Monitoring Solutions

Over 741,611 professionals have used PeerSpot research. Here are the top IT Infrastructure Monitoring vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

## Chart Key

| ● Views | ● Comparisons | ● Reviews | ● Words/Review | ● Average Rating |
|---|---|---|---|---|
| Number of views | Number of times compared to another product | Total number of reviews on PeerSpot | Average words per review on PeerSpot | Average rating based on reviews |

**Bar length**

The total ranking of a product in a category, represented by the bar length, is based on a weighted aggregate score. The score is calculated using the following factors:

ul>

li>**Comparisons Views**: the product with the highest number of comparisons with other products-in-the-category gets a maximum of **25 points**. Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor. For example, if a product has 80% of the number of comparison views compared to the product with the most reviews then the product's points for reviews would be 25 * 80%./li>

li>**Views**: We calculate the number of Views based on the percentage of category comparisons out of the total comparisons of the product./li>

ul>

li>For example, if a product has 100 Comparisons with other products in the category and a total of 1,000 Comparisons, the product will be assigned 10% of the total number of Views. If the product has a total of 2,000 Views, it will be assigned 200 Views for this ranking factor./li>

li>The product with the highest number of views gets a maximum of **25 points**. Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor./li>

li>For example, if a product has 100 Comparisons with other products in the category and a total of 1,000 Comparisons, the product will be assigned 10% of the total number of Views. If the product has a total of 2,000 Views, it will be assigned 200 Views for this ranking factor./li>

/ul>

li>**Reviews**: the product with the highest number of reviews gets a maximum of **15 points**. Every other product gets assigned points based on its total in proportion to the #1 product in that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews then the product's points for reviews would be 15 * 80%./li>

li>**Rating**: the maximum score is **25 points** awarded linearly between 6-10/li>

ul>

li>e.g. 6 or below=0 points; 7.5=7.5 points; 9.0=18 points; 10=25 points./li>

/ul>

li>**Words/Review**: the maximum score is **10 points** awarded linearly between 0-900 words/li>

ul>

li>e.g. 600 words = 4 points; 750 words = 7 points; 900 or more words = 10 points./li>

li>If a product has fewer than ten reviews, the point contribution for Rating and Words/Review is reduced: 1/3 reduction in points for products with 5-9 reviews, two-thirds reduction for products with fewer than five reviews./li>

/ul>

/ul>

Reviews that are more than 24 months old, as well as those written by resellers, are completely excluded from the ranking algorithm.

All products with 50+ points are designated as a Leader in their category.

Rankings for June 2023 and earlier used our previous ranking methodology. Learn more here.

## 1   Zabbix

**29,379** views          **23,256** comparisons          **33** reviews          **485** words/review          **8.6** average rating

## 2   Datadog

**18,571** views          **11,188** comparisons          **100** reviews          **433** words/review          **8.6** average rating

To read more reviews about IT Infrastructure Monitoring, please visit: https://www.peerspot.com/categories/it-infrastructure-monitoring

## 3   Auvik

**5,275** views          **1,772** comparisons          **83** reviews          **1,472** words/review          **8.7** average rating

## 4    SolarWinds NPM

**13,003** views          **7,651** comparisons          **35** reviews                    **465** words/review          **8.1** average rating

## 5    PRTG Network Monitor

**12,880** views          **9,134** comparisons          **33** reviews                    **474** words/review          **7.9** average rating

## 6    Nagios XI

**12,836** views          **10,230** comparisons          **12** reviews                    **322** words/review          **8.1** average rating

## 7    New Relic

**9,287** views          **7,329** comparisons          **34** reviews                    **513** words/review          **8.1** average rating

## 8    Nagios Core

**9,091** views          **6,593** comparisons          **15** reviews                    **389** words/review          **8.2** average rating

## 9    Centreon

**9,939** views          **6,356** comparisons          **7** reviews                    **1,063** words/review          **8.3** average rating

## 10    ServiceNow IT Operations Management

**5,108** views          **3,865** comparisons          **28** reviews                    **457** words/review          **8.3** average rating

# Top Solutions by Ranking Factor

## 🔴 Views

| | | VIEWS |
|---|---|---|
| 1 | Zabbix | 29,379 |
| 2 | Datadog | 18,571 |
| 3 | SolarWinds NPM | 13,003 |
| 4 | PRTG Network Monitor | 12,880 |
| 5 | Nagios XI | 12,836 |

## 🟢 Reviews

| | | REVIEWS |
|---|---|---|
| 1 | Datadog | 100 |
| 2 | Auvik | 83 |
| 3 | SolarWinds NPM | 35 |
| 4 | New Relic | 34 |
| 5 | Zabbix | 33 |

## 🔵 Words / Review

| | | WORDS / REVIEW |
|---|---|---|
| 1 | ITRS Geneos | 1,486 |
| 2 | Auvik | 1,472 |
| 3 | Stackify | 1,453 |
| 4 | IBM SevOne Network Performance Management (NPM) | 1,264 |
| 5 | Centreon | 1,063 |

**ZABBIX Zabbix**

# Overview

Zabbix is a free software tool traditionally used for monitoring your organization's IT infrastructure, including networks, servers, virtual machines, and cloud services. Zabbix makes it possible for you to maintain control of your infrastructure by collecting any metric from any source. The solution also offers agentless monitoring, synthetic monitoring, custom collection methods, and data transformation.

Zabbix offers:

Network monitoring

Server monitoring

Cloud monitoring

Application monitoring

Service monitoring

Zabbix Features

Zabbix has many valuable key features, including:

Action Log, Anomaly Detection, Auditing, Automated Actions, Availability Reports, Capacity Planning, Custom Scripts, Custom Templates, Data Retrieval, Dril… [Read More]

**SAMPLE CUSTOMERS**

Bodybuilding.com, LLC., ITtelligent Consulting Services,Eltele AS, Total Server Solutions, LLC., ChinaNetCloud

**TOP COMPARISONS**

Checkmk vs. Zabbix … Compared 7% of the time [See comparison]
Centreon vs. Zabbix … Compared 6% of the time [See comparison]
Nagios XI vs. Zabbix … Compared 5% of the time [See comparison]

**REVIEWERS ***

**TOP INDUSTRIES**

Educational Organization … 31%
Computer Software Company … 13%
Comms Service Provider … 7%
Government … 7%

**COMPANY SIZE**

1-200 Employees  … 18%
201-1000 Employees  … 39%
1001+ Employees  … 42%

**VISITORS READING REVIEWS ***

**TOP INDUSTRIES**

Computer Software Company … 26%
Financial Services Firm … 9%
Aerospace/Defense Firm … 6%
Energy/Utilities Company … 6%

**COMPANY SIZE**

1-200 Employees  … 51%
201-1000 Employees  … 15%
1001+ Employees  … 34%

**ZABBIX Zabbix**

# Top Reviews by Topic

## VALUABLE FEATURES

**Shibu Babuchandran**

The monitoring capabilities of the product are excellent. The solution is quite mature and very stable. The solution is very easy to scale. The product is open-source, meaning there aren't any licensing costs associated with it. * Action Log * Agentless Monitoring * Anomaly Detection * Auditing * Automated Actions * Availability Reports * Built-in Java Application Server Monitoring * Capacity Planning * Custom Scripts * Custom Templates * Data Retrieval * Dependencies * Distributed Monitoring * Drill-Down Reports * Encryption * Event Correlation * H... [Full Review]

**David Collier**

The ability to take data from multiple sources. The Zabbix agent is probably the most lightweight monitoring agent available. The agent itself is extensible providing simple expansion capabilities to support new use cases. Alongside the built-in agentless monitoring via SNMP, SSH, WMI and others, this means we have a solution that has no limits as to the data that can be ingested and alerted on. [Full Review]

**Uwe Wächter**

The Zabbix agent is one of the highlights. It's easy to deploy and self-registering into the system. This is very helpful. Using the template and the discovery, it's very easy to find examples from the community and make some changes if you need to, and deploy it and roll out. While the discovery is very easy, all the important things when getting connected is pretty straightforward. The initial setup is very easy. There is less computing power needed for scaling. The solution is stable. It is open-source. One of the real benefits is the API. You ca... [Full Review]

**Shibu Babuchandran**

Because Zabbix is an open-source tool, it makes it much easier for us to provide the customizations that customers want nowadays. The best thing about Zabbix is the integration and the speed of the included APIs, that's the beauty of this product. It's an enterprise-level tool that allows you to monitor it with a number of devices and hosts. The integration capabilities and APIs are the best part. [Full Review]

## ROOM FOR IMPROVEMENT

**Shibu Babuchandran**

Zabbix isn't very good at automation just yet. It's something we are working on. The extent of automation and the scripts that we have in ManageEngine are much more than what Zabbix gives out. For Zabbix, what we are doing is, we are creating scripts and trying to run them, however, that's not always the right way to frame it. It would be much better if there was a tool within the solution itself. The reporting is quite limited on the product. As an organization, what we did is we started utilizing a couple of connectors for the reporting. For examp... [Full Review]

**David Collier**

If anything could be improved, it would be some of the terminology that is used in the documentation. The documentation is good, but it's been translated into English and occasionally suffers from terminology issues. There are additional features that the commercial software has that Zabbix doesn't. Full AIOps isn't cheap, things like machine learning and artificial intelligence attract a massive price premium and are rarely implemented properly. But they are major, major features. [Full Review]

**Uwe Wächter**

The service module started with version six. There is room for improvement, due to the fact that this first step looks nice, yet it can be improved here for a better combination with the services and the dashboard. The event correlation could be better. From day one, we're using the API to create tickets for our operations, however, the correlation is not good, not there. A lot of the time, in that case, we are opening a few tickets for one problem, and then the correlation functionality is very, very limited. The reporting is lacking. It is there, ... [Full Review]

**ZABBIX** **Zabbix**

**Shibu Babuchandran**

Currently, we're looking for more AI and ML related capabilities, which is missing from Zabbix at this point in time. There are tools out there with plenty of AI and ML capabilities and this is something that Zabbix needs to come out with. That would make this a great solution to sell. Essentially, they are trying to achieve automation by introducing external RP bots. If Zabbix could fix this issue, it would be a fabulous solution for us to sell and for companies to use. [Full Review]

## PRICING, SETUP COST AND LICENSING

See more Pricing, Setup Cost And Licensing >>

**David Collier**

The software itself is open source, it can be easily downloaded, and use it with no limitations. Be very careful about using the "appliance" configuration in a production environment. It is only suitable for evaluation or very small environments. Invest in support, training and consultancy from Zabbix or from third parties. Architecting a robust, resilient and secure monitoring platform from day 1 will save time and money at a later stage. Zabbix and 3rd parties offer far more than a traditional support contract. No other organisation in my experien... [Full Review]

**Uwe Wächter**

The solution is an open-source product. We are using that version and have yet to purchase a license, which we may do further down the line - maybe a year for now. [Full Review]

**Wim Coenen**

We buy the solution yearly. I'm not very aware of what the actual pricing and the licensing are, however, I know that for extra features, there is a possibility to buy a little bit more. [Full Review]

**Adama Mariko**

Zabbix and Grafana are both open source products, we only needed to go to their website and download the application and we began to use them. The solutions are free. [Full Review]

**Datadog**   <u>See 100 reviews >></u>

# Overview

Datadog is a cloud monitoring solution that is designed to assist administrators, IT teams, and other members of an organization who are charged with keeping a close eye on their networks. Administrators can use Datadog to set real-time alerts and schedule automated report generation. They can deal with issues as they arise and keep up to date with the overall health of their network while still being able to focus on other tasks. Users can also track the historical performance of their networks and ensure that they operate at the highest possible level.

Datadog Benefits

Some of the ways that organizations can benefit by deploying Datadog include:

Gain an integrated view of the services and programs that IT teams are employing across... [Read More]

**SAMPLE CUSTOMERS**

Adobe, Samsung, facebook, HP Cloud Services, Electronic Arts, salesforce, Stanford University, CiTRIX, Chef, zendesk, Hearst Magazines, Spotify, mercardo libre, Slashdot, Ziff Davis, PBS, MLS, The Motley Fool, Politico, Barneby's

**TOP COMPARISONS**

Dynatrace vs. Datadog ... Compared 21% of the time [See comparison]
Azure Monitor vs. Datadog ... Compared 13% of the time [See comparison]
New Relic vs. Datadog ... Compared 10% of the time [See comparison]

| **REVIEWERS ***  | **VISITORS READING REVIEWS *** |
|---|---|
| **TOP INDUSTRIES** | **TOP INDUSTRIES** |
| Educational Organization ... 29% | Financial Services Firm ... 24% |
| Computer Software Company ... 12% | Computer Software Company ... 16% |
| Financial Services Firm ... 11% | Comms Service Provider ... 7% |
| Manufacturing Company ... 6% | Insurance Company ... 6% |
| **COMPANY SIZE** | **COMPANY SIZE** |
| 1-200 Employees  ... 17% | 1-200 Employees  ... 37% |
| 201-1000 Employees  ... 37% | 201-1000 Employees  ... 21% |
| 1001+ Employees  ... 46% | 1001+ Employees  ... 42% |

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**Datadog**

# Top Reviews by Topic

## 💡 VALUABLE FEATURES

See more Valuable Features >>

**Nuno Rosa**

The UI, basically, is the most valuable aspect of the solution. I really like the look and feel of the solution. It's not very distinctive now since other players have caught up, however, they were the first in the market to present such an effective UI. The many dozens of integrations that the solution brings out of the box are excellent. It's easy to set up. [Full Review]

**Lu Wang**

We use structure logging a lot to triage production issues. The querying, attributes and tags manipulation, and customization have been very helpful in isolating and filtering environments. The integration with Winston logger has also been a breeze. First and foremost, was that structured logging, tags, and attributes have not only allowed us to narrow down to a problem quickly in production, they have also let us create dashboards from these logs to understand more user behaviors, such as how many users stop and leave our application before an uplo... [Full Review]

**Ramon Snir**

The most valuable features include: * Integrated observability data ingestions: All data that Datadog collects is connected. This allows easily connected logs with failed requests, and slow database questions with services and requests. * Broad integrations allow us to monitor our entire production environment in a single place, not just cloud resources. Since all parts stream metrics, logs, and events to Datadog, we can have unified dashboards and manage monitors and incidents all from the same page. * A high level of configuration. We can configur... [Full Review]

**Brian Hanuska**

The most valuable aspects of the product include the APM and profiler. These two have given us insights into things that are very difficult to track down given the standard OS (Linux) tools. The native memory tracking is super difficult to see exactly where it comes from. I attended a course (continuous profiling), and it showed me the potentially very important capabilities. If you add these details to a standard dashboard, or a sub-dashboard for techy people, or even just a notebook, it would be easy to identify issues before they occur. Combining... [Full Review]

## 📊 ROOM FOR IMPROVEMENT

See more Room For Improvement >>

**Nuno Rosa**

Deploying the agents is still very manual. Network monitoring could be better or rolled into this solution so that you do not have to buy a different product. Customization of the tool itself should be taken into account. At the moment, although what they provide out of the box is good, they don't offer many customization possibilities. I know it's difficult, however, it's something that they would need to look at. When the customer gets some customization, they want customized requirements. We cannot do it. [Full Review]

**Lu Wang**

Definitely, documentation could use improvement. As I navigated and try to find instrumentation and implementation details, I discovered inconsistency among SDKs based on languages. There are also places where highlighting can be improved. I once created an issue on GitHub, and it was resolved right away by an engineer. He pointed out that it was actually in the documentation. I looked again and found it was not very obvious. We were stuck on the problem for days. Auto instrumentation on tracing has not been very easy to find in the documentation. W... [Full Review]

**Ramon Snir**

Since the Datadog platform has so many separate features, solving so many use cases, there are often inconsistencies in feature availability and interoperability between products. Older, more mature products tend to be complete (many features, customization, broad integrations, etc.), while newer products will often be at a "just above minimum viable product" phase for a long time, doing what's intended yet missing valuable customizations and integrations. [Full Review]

# Datadog

**Brian Hanuska**

I have done every training offered (and in a short period of time: two days for 20 courses). I find the training great. That said, it is set for the LCD (lowest common denominator). Of course, this is very helpful to sell the product, yet, to really utilize the product, you need to get more detailed. If I did the training as it is written and I cut/paste a bunch of stuff and see the cut/paste work, I didn't really learn anything. Later sessions (I quit using the editor and switched to VI) stopped cutting and pasting, and learned much more. [Full Review]

## PRICING, SETUP COST AND LICENSING

See more Pricing, Setup Cost And Licensing >>

**Nuno Rosa**

The licensing is a bit complicated. When you pay for it on a note basis, that's perfectly fine. However, when you put log analytics on top of it, it's based on traffic. This is actually an issue. It gets complicated. [Full Review]

**Lu Wang**

We started with on-demand pricing as we were re-writing our product, and we weren't sure about the total usage. After we went into production and released the product, we experienced a price surge. Fortunately, our Datadog account manager reached out to us and suggested a monthly subscription, which is what we'll be switching to. I'd advise keeping an eye on the usage and possibly setting up some monitoring on price. We didn't have much of a setup cost; we started with a free trial and continued with on-demand after the trial ended. [Full Review]

**Brian Hanuska**

Pricing and licensing is fairly complicated. A GB for .1 sounds great, however, once you put all 16 or so prices together, it adds up fast. A cost model sheet on the main site would be very helpful. [Full Review]

**Julian Lewis**

Datadog would've cost around $850 a month based on the loads we were doing, and you could estimate roughly what you would be paying monthly. I liked their pricing model. It was flexible, so you only paid for what you used. I rate Datadog pricing eight out of 10. [Full Review]

**Auvik**

# Overview

Auvik is cloud-based software that simplifies and automates network monitoring and management to give you complete network visibility and control.

Try Auvik for free, no credit card required. Start trial now >

Designed to deploy in minutes, you'll resolve problems faster than ever with real-time network mapping and inventory, powerful troubleshooting features, deep network traffic insights, automated config backups and restore, and more.

**SAMPLE CUSTOMERS**

**TOP COMPARISONS**

PRTG Network Monitor vs. Auvik ... Compared 15% of the time [See comparison]
LogicMonitor vs. Auvik ... Compared 12% of the time [See comparison]
Meraki Dashboard vs. Auvik ... Compared 10% of the time [See comparison]

**REVIEWERS \***

**TOP INDUSTRIES**

Computer Software Company ... 19%
Construction Company ... 12%
Educational Organization ... 8%
Government ... 7%

**COMPANY SIZE**

1-200 Employees  ... 43%
201-1000 Employees  ... 13%
1001+ Employees  ... 44%

**VISITORS READING REVIEWS \***

**TOP INDUSTRIES**

Computer Software Company ... 39%
Manufacturing Company ... 9%
Energy/Utilities Company ... 6%
Media Company ... 4%

**COMPANY SIZE**

1-200 Employees  ... 75%
201-1000 Employees  ... 15%
1001+ Employees  ... 10%

\* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**Auvik**

# Top Reviews by Topic

## VALUABLE FEATURES

**Jonathon Marshall**

They allow for integrations into their platform via API with PSA tools like ConnectWise Manage and ConnectWise Automate. They have a lot of add-on integration and plug-ins for a lot of the big names and IT RMM stacks commonly used in my industry space. These integrations are absolutely valuable. With the integrations into ConnectWise, we are able to automatically create and close tickets across systems. As alerts and new information comes into Auvik, when an issue or a trigger that was alarmed has been resolved, and it detects that it has gone away,... [Full Review]

**Jason Conkling**

My favorite feature so far is the alerts section. We've got our main company at the top, and then all of our customers are underneath that. We can either filter by a single customer or one of their sites specifically, or look at it from the top down and see the whole picture. It's an easy way for me to be able to have a high-level overview. I can see the status of all of our sites simultaneously without having to really dig in and get super granular unless I want to. It gives that ability too, which is cool. [Full Review]

**Nathan Brejt**

The network map is fantastic. The backup of configs is also valuable. It does SSH into each network device and retains a copy of the configs on the machines as well as the change logs. So, when something suddenly stops, you can compare the configs to see what happened. You can do a side-by-side comparison of the configs to see exactly what changed. That's fantastic. The alerting is great. We get email alerts from them. Those are my favorite features. It's incredibly easy considering the power and the capabilities that it has. For a tool that can do ... [Full Review]

**Iain McMullen**

Auvik is phenomenal for network monitoring as well as for other functionalities such as remote access or backups. A really cool feature that it has is that it takes a backup of all of the configurations automatically. Auvik periodically, most probably on a daily basis, logs into all the switches and firewalls that you have on-site to see if there is a change, and when there is a change, it does a new backup of the device. It logs changes for you. If you start experiencing some issues, you can go back to those logs to say, "Oh, there is a change made... [Full Review]

## ROOM FOR IMPROVEMENT

**Jonathon Marshall**

The monitoring and management functions or the out-of-the-box functions are fairly easy to use. When you need to tailor an onboarding for a customer who wants different triggers and conditions for alerts that don't come out of the box in their default alert set for certain device types, you can make it happen and create those, but doing so isn't that easy. Luckily, Auvik support is usually the best. They respond very quickly. You can message them right on a chat. You always get someone who knows what they're talking about, and then, they get you in ... [Full Review]

**Jason Conkling**

The functionality on a PC is definitely better than in a mobile environment. If you are logging in to Auvik on your phone or on a tablet, it's a little janky at times, but on a PC, it's fantastic. If I could make a wish list of things that I would like to see from Auvik, I would definitely love to see more vendor integration with specific manufacturers. They've got that integration with Cisco, but it would be awesome to also have that with other major brands, such as HP, Dell, and Lenovo. It should have integration with more vendors, and in general,... [Full Review]

**Nathan Brejt**

I didn't find the UI, especially for the network maps, to be so intuitive. Navigating the network map was not so intuitive. It has been awesome for visualizing the network mapping/topology, but it took me a little bit of time to get a hang of how to use their network filter interface. It's not complex. It's just a user interface issue where you realize, "Oh, okay. That's where that button is." It took me a little bit of time to get the hang of that, but that was years ago. It's not complicated. It's just that I wasn't expecting a couple of UI items ... [Full Review]

**Auvik**

Iain
McMullen

It is amazing in keeping device inventories up-to-date. It mostly keeps them up to date as things change. There were a couple of hiccups where a device would get replaced and the mapping would break, and we'd have to go in and fix the mapping. It was with devices that Auvik couldn't fully discover or devices that would change frequently, such as cell phones or other devices on the network that are dynamic and change all the time. The integration would just show up with an IP address and a MAC address. There was no other information in them, which wa... [Full Review]

## PRICING, SETUP COST AND LICENSING

See more Pricing, Setup Cost And Licensing >>

Jonathon
Marshall

The prices change based on your partnership with them and based on the bulk amount that you buy and the account rep you're talking to. It depends on negotiations and the number of customers you have. It's absolutely worth the money. I would probably charge more if I were them. They don't charge you for anything that's not a router, switch, or firewall controller, or a network device. So, you can throw anything like servers and ESX hosts. You can throw network storage and all that stuff in there, and they have functionality in there for you to build ... [Full Review]

Jason
Conkling

To someone comparing network monitoring solutions but concerned about price, I would say that it's the cost of doing business. It's just the fact that it's going to cost something. The amount of money that you're spending on these tools is a fraction of what you would be paying for an individual to be doing the same thing live as a person. I believe that our bill is somewhere around the $600 range per month. We're monitoring about 63 machines. Most of them are servers. So, $10 to monitor it for an entire month is amazing. You couldn't get somebody i... [Full Review]

Nathan Brejt

It was worth every penny that we paid for it. It's not necessarily the cheapest. I don't know what its current price is. I haven't been involved in the pricing part of it for a couple of years. I know that a couple of years ago, it was a bit pricey, but it saved us many times over the cost that we were paying for it. To someone comparing network monitoring solutions but concerned about pricing, I would say that I understand the initial concern, but just look into it and do the math on how much money this can save you. It's a drop in the bucket. [Full Review]

Iain
McMullen

Auvik is definitely one of the more expensive platforms. It is not cheap at all. If cost is an issue, Auvik isn't on the table at all, but they do have a fantastic solution for the cost. If budget isn't a concern, they are probably the market leader. We migrated away from it to a competitor called Domotz because of pricing. Auvik bills per what they call a billable device, which is a firewall, a switch, and a controller. All of those count as billable devices. Domotz, as an alternative, bills per site. It's a flat fee for the whole site. So, whether... [Full Review]

**SolarWinds NPM**    See 37 reviews >>

# Overview

SolarWinds NPM is a network monitoring solution that enables you to detect, diagnose, and resolve network performance issues and outages quickly and efficiently. The solution is a powerful tool that can help you increase service levels, reduce downtime with multi vendor network monitoring, simplify the management of complex network devices, improve operational efficiency, and much more.

SolarWinds NPM Features

SolarWinds NPM has many valuable key features. Some of the most useful ones include:

Increased scalability

Fault, performance, and availability monitoring

Dynamic network discovery and mapping

Cross-stack network data correlation

Customizable topology

Dependency-aware intelligent alerts

Intelligent maps

Automated capacity forec... [Read More]

**SAMPLE CUSTOMERS**

Microsoft, Federal Express, Hewlett-Packard, and MasterCard

**TOP COMPARISONS**

Zabbix vs. SolarWinds NPM ... Compared 13% of the time [See comparison]
PRTG Network Monitor vs. SolarWinds NPM ... Compared 6% of the time [See comparison]
ManageEngine OpManager vs. SolarWinds NPM ... Compared 5% of the time [See comparison]

**REVIEWERS \***

**TOP INDUSTRIES**

Educational Organization ... 47%
Computer Software Company ... 8%
Government ... 6%
Manufacturing Company ... 4%

**COMPANY SIZE**

1-200 Employees  ... 14%
201-1000 Employees  ... 53%
1001+ Employees  ... 34%

**VISITORS READING REVIEWS \***

**TOP INDUSTRIES**

Financial Services Firm ... 12%
Computer Software Company ... 11%
Healthcare Company ... 9%
Comms Service Provider ... 8%

**COMPANY SIZE**

1-200 Employees  ... 33%
201-1000 Employees  ... 18%
1001+ Employees  ... 50%

To read more reviews about IT Infrastructure Monitoring, please visit: https://www.peerspot.com/categories/it-infrastructure-monitoring

To read more reviews about IT Infrastructure Monitoring, please visit: https://www.peerspot.com/categories/it-infrastructure-monitoring

**SolarWinds NPM**

# Top Reviews by Topic

## VALUABLE FEATURES

Chris Palmer

I find the NetPath to be very valuable. It visualizes that traceroute that you can share with anyone in the business. For example, when they say, "Hey, what's going on? The network's slow because my application or my server's having issues" you can show them this nice graph that visualizes where there may be congestion or if there isn't any congestion at all. Its initial setup is simple. [Full Review]

Satyam Kumar

The solution is very good. Previously, in the solution, there was no more option for customizing the reports and the alerts. However, they've improved. Now, in the last two years, since 2021, they have had a new release, a new version, and there are a lot of options for customization of the dashboard, alerts, and reports. Over the last couple of years, they have introduced features like NetPath and PerfStack. That is very helpful for any of the admins to troubleshoot issues to know precisely what is going on in nodes. [Full Review]

Nishant Shrivastava

Though in SolarWinds NPM, there is no need to go into other interfaces and set up some settings with other parameters, SolarWinds NCM allows you to do so more easily. We just put the configuration and execute the particular IP, or you can just put the Excel sheet, where once the import is done, it shows all the IPs there, and so you just need to do the configuration and execute the IPs. The solution provides you with real-time data, including details like how many devices are completed, how many are left, and how many are getting errors. [Full Review]

Angela Bustamante

I like that SolarWinds NPM is a strong tool for monitoring network devices, switches, and routers. It's also a user-friendly tool. My team also likes how scalable it is. [Full Review]

## ROOM FOR IMPROVEMENT

Chris Palmer

So far, it's been pretty good, however, due to the whole solar flare thing that happened two years ago, a lot of cybersecurity and leadership's kind of looking to replace it with something else. We're currently just trying to find other info or anybody else who's comparable in terms of other network monitoring solutions. Wireless monitoring needs improvement. We need to get a little bit more information from the thin clients or wireless LAN controllers than we already do. It's very minimal at this point and getting more information would be pretty v... [Full Review]

Satyam Kumar

If we go for the NT license, then we have to purchase the NPM, Network Performance Monitor. That is a dependency. In all of the SolarWinds products now, there are only these products. For example, Net Traffic Analyzer is a product. If we go for the licensing, then we have to purchase a Network Performance Monitor. There's dependency there. If they could combine everything into one product, that would be very helpful. The NT is the enhanced version of the NPM. They have not put a license on the different monitors of the NT. However, they have to incl... [Full Review]

Nishant Shrivastava

The dashboard of the solution is an area with certain shortcomings that need improvement. Having all the features and parameters under a single tab in the solution would be good. For knowledge-related purposes, SolarWinds needs to consider adding documentation to its portal to provide users with the upgrade command if they want to upgrade the solution and how to carry out the onboarding procedure. I would like to see real-time visualization and monitoring, especially when attempting to connect globally where one router is in the USA and the other is... [Full Review]

**SolarWinds NPM**

Angela
Bustamante

There are some areas for improvement in SolarWinds NPM. One is that their dashboard needs to be friendlier. We want them to take their dashboard to another level. For example: with our databases, we develop services and we want to put those on the dashboard, while making them more visual. This would be good to improve in the tool. The integration of SolarWinds NPM with other tools is also another area for improvement. For example, we'd like to have the ability to manage the unit with other tools, because we need to have better control to manage the ... [Full Review]

## PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)

Satyam
Kumar

I'm only a technical person. I don't have access to the pricing. Extra costs come under support and maintenance. Obviously, we always consider support and maintenance under the same licensing cost. They'll only provide one year of support and maintenance. [Full Review]

Angela
Bustamante

We pay for SolarWinds NPM yearly. We buy it and then we renew it, but it's not subscription-based. I don't remember the value exactly, because it's my manager who manages pricing, but we pay $60,000 per year for all the solutions. Pricing will also depend on the number of devices. We have a lot of devices. [Full Review]

Reena
Pandey

Though I don't remember the price for SolarWinds NPM, its price is somewhat okay when you compare it with other tools in the market. The price isn't too high and isn't too low, so it's okay. [Full Review]

Suresh
Hungenahall
y

You've got the annual license, and then you've got a perpetual license as well. The pricing is very affordable. There is no extra cost beyond the licensing. [Full Review]

**PAESSLER**
THE MONITORING EXPERTS

## PRTG Network Monitor     <u>See 36 reviews >></u>

# Overview

PRTG Network Monitor runs on a Windows machine within your network, collecting various statistics from the machines, software, and devices which you designate. PRTG comes with an easy-to-use web interface with point-and-click configuration. You can easily share data from it with non-technical colleagues and customers, including via live graphs and custom reports. This will let you plan for network expansion, see what applications are using most of your connection, and make sure that no one is hogging the entire network just to torrent videos.

To monitor a large IT environment, it's important to be able to scale PRTG up. Paessler PRTG Enterprise Monitor includes all the proven capabilities of PRTG Network Monitor, which are enhanced by excl... [Read More]

**SAMPLE CUSTOMERS**

Jameson Bank, Sidnix, RungeICT, MedicalAnimal, Truck-lite, GamingGrids, The Covell Group, Forsythn County Schools, NetMass, Musgrove Park Hospital, Lanes Health, Columbia Southern University, Vodafone, Intrust Bank

**TOP COMPARISONS**

Zabbix vs. PRTG Network Monitor ... Compared 10% of the time [See comparison]
Nagios XI vs. PRTG Network Monitor ... Compared 9% of the time [See comparison]
Centreon vs. PRTG Network Monitor ... Compared 7% of the time [See comparison]

**REVIEWERS ***

**TOP INDUSTRIES**

Educational Organization ... 42%
Computer Software Company ... 10%
Government ... 7%
Comms Service Provider ... 4%

**COMPANY SIZE**

1-200 Employees  ... 19%
201-1000 Employees  ... 50%
1001+ Employees  ... 31%

**VISITORS READING REVIEWS ***

**TOP INDUSTRIES**

Financial Services Firm ... 11%
Construction Company ... 9%
Manufacturing Company ... 9%
Educational Organization ... 9%

**COMPANY SIZE**

1-200 Employees  ... 42%
201-1000 Employees  ... 19%
1001+ Employees  ... 40%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**PAESSLER** **PRTG Network Monitor**
THE MONITORING EXPERTS

# Top Reviews by Topic

## 💡 VALUABLE FEATURES

**Rakesh Chandra**

I like that PRTG Network Monitor is evolving as a product. For example, it's releasing new sensors on the OT, Modbus, and MQTT side, but its most valuable feature is the remote probe. Other OEMs in the market will charge you after some time if you have multiple sites distributed within a particular region. Suppose you have four or five locations and deployed the agent; other solutions will charge you extra or add commercial charges to your invoice. Still, PRTG Network Monitor allows up to sixty or eighty remote probes for one server, particularly wh... [Full Review]

**Rajesh Vishwakarma a**

There was only one feature I liked about PRTG Network Monitor a lot, and that was bandwidth monitoring, though, in the newer versions of the tool, that feature is now a bit lacking. Pricing for PRTG Network Monitor is also not as expensive. It's a good tool, even for beginners. [Full Review]

**Moshiur Rahman Khan**

We prefer to use the PRTG because it has a low price. We provide solutions to the customer, and customers always prefer to pay less for the best output and quality. In addition, the solution allows customers to monitor anything within their network. For example, they can monitor their servers, application levels and virtualization instances. [Full Review]

**Shankar HN**

PRTG is simple to manage. First, you can create a template for a device, then apply it to hundreds of similar devices. That's a great advantage. Secondly, I can use the 80-20 functional rule for any devices I need to monitor. For infrastructure monitoring, 80 percent of parameters are monitored every minute or so. I can define all of them at the highest level, and those definitions are inherited at the lowest level. Then you need to customize the setup for the remaining 20 percent. You can deploy them in various groups and do a group-level setup, wh... [Full Review]

## 📊 ROOM FOR IMPROVEMENT

**Rakesh Chandra**

Here's an area for improvement in PRTG Network Monitor: my company needs to perform SNMPv3 monitoring, and by default, SNMPv2 is there. From a security point of view, SNMPv3 monitoring needs to be stronger. Otherwise, it'll reduce performance when you need to monitor it at the server level. It'll impact performance, including the PRTG Network Monitor performance. If my company does a large number of SNMPv3 queries, that will reduce server performance, so PRTG recommends not scanning or monitoring a massive amount of SNMPv3. If PRTG Network Monitor c... [Full Review]

**Rajesh Vishwakarma a**

A room for improvement in PRTG Network Monitor is its sensors. Its application technology sensor, such as the IAS, .NET, etc., needs some improvement because it doesn't work as expected. For example, the IAS sensor doesn't give immediate information, and the information you get from it isn't of good value. The web GUI of PRTG Network Monitor also needs improvement because errors keep popping up if it's not been updated to the latest version. What I'd like to see in the next release of the tool is end-to-end topology mapping for the business model, a... [Full Review]

**Moshiur Rahman Khan**

The technical support service should be improved and is not as good as Cisco. However, PRTG support is better than before as they now have remote and TeamViewer support. Before, it was only based on mail communications and forum discussions. Irrespective of this improvement, the technical support response time is still prolonged, and the reservation can be better. I rate the response times a six out of ten. We've had very good experiences with Check Point, Juniper, and Cisco technical support. Regarding additional features, currently, the default da... [Full Review]

## PRTG Network Monitor

**Shankar HN**

There's always room for improvement. The high availability feature is good, but it's an area that PRTG could marginally improve. For example, in PRTG, both servers have a different IP, but it would make things a lot easier if they were bound by a single IP. I'm not necessarily trying to say PRTG should imitate other products. I'm saying it should be like a typical HA solution should be. It is a fail-safe feature, and the HA component should act like one. In PRTG, it is in an active-active mode, not active-passive. Now, the customers don't need to kn... [Full Review]

## PRICING, SETUP COST AND LICENSING

See more Pricing, Setup Cost And Licensing >>

**Rakesh Chandra**

Pricing for PRTG Network Monitor is a nine out of ten. It meets my company's budget and monitoring requirements. My company is on a perpetual license, particularly a basic license that doesn't require purchasing an additional license. Regarding PRTG Network Monitor support, my company pays for it annually compared to other vendors, and the support cost is lower. You need to renew support annually for the tool. My company has an annual maintenance contract with PRTG. [Full Review]

**Rajesh Vishwakarma**

PRTG Network Monitor is not that expensive, so I like it cost-wise. There's no additional cost apart from the standard licensing fees. On a scale of one to five, with one being the cheapest and five being the most expensive, I would rate the cost of PRTG Network Monitor a two. [Full Review]

**Moshiur Rahman Khan**

PRTG Network Monitor is a very affordable solution compared to other solutions. Other solutions cost nearly double or triple the cost. Not only is the pricing reasonable, but the quality is also. The licensing cost depends on the number of interfaces. The details for the enterprise are published on their website, and because we partner with them, we receive a 15% discount. They do not customize their products for specific customers. Other solutions like SolarWinds and Cisco do not provide product customization support, but PRTG Network Monitor inclu... [Full Review]

**Shankar HN**

The price of PRTG is reasonable. PRTG's competitors like SolarWinds and ManageEngine charge more for the same functionality. They are much more expensive at licensing level. What's more, PRTG comes as one bundle. For example, the database is part of the PRTG release, so Paessler takes total responsibility for all components they deliver. With other products, you need a separate database engine and databases, and these NMS companies don't take responsibility. When they put out new releases, what if it doesn't work with the previous release of a datab... [Full Review]

**Nagios** **Nagios XI**

# Overview

Nagios XI provides monitoring of all mission-critical infrastructure components, including applications, services, operating systems, network protocols, systems metrics, and network infrastructure. Third-party add-ons provide tools for monitoring virtually all in-house and external applications, services, and systems.

Nagios XI uses a powerful Core 4 monitoring engine that provides users with the highest levels of server monitoring performance. This high degree of performance enables nearly limitless scalability and monitoring powers.

With Nagios XI, stakeholders can check up on their infrastructure status using the role-based web interface. Sophisticated dashboards enable access to monitoring information and third-party data. Administr... [Read More]

**SAMPLE CUSTOMERS**

Nagios has over one million users globally, including AOL, DHL, McAfee, MCI, MTV, Yahoo!, Universal, Toshiba, Sony, Siemens, and JPMorgan Chase.

**TOP COMPARISONS**

Zabbix vs. Nagios XI ... Compared 18% of the time [See comparison]
PRTG Network Monitor vs. Nagios XI ... Compared 12% of the time [See comparison]
Nagios Core vs. Nagios XI ... Compared 9% of the time [See comparison]

**REVIEWERS \***

**VISITORS READING REVIEWS \***

**TOP INDUSTRIES**

Educational Organization ... 43%
Computer Software Company ... 10%
Government ... 6%
Financial Services Firm ... 5%

**TOP INDUSTRIES**

Comms Service Provider ... 19%
Financial Services Firm ... 19%
Manufacturing Company ... 19%
Retailer ... 13%

**COMPANY SIZE**

1-200 Employees  ... 14%
201-1000 Employees  ... 49%
1001+ Employees  ... 37%

**COMPANY SIZE**

1-200 Employees  ... 40%
201-1000 Employees  ... 28%
1001+ Employees  ... 33%

\* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**Nagios** **Nagios XI**

# Top Reviews by Topic

## 💡 VALUABLE FEATURES

[See more Valuable Features >>](#)

It's got very nice tools. We have notifications via email or short messages via SMS. It's great for monitoring IT services infrastructure. You can monitor all your servers, your database, and server virtualization. I don't have any problem with the Nagios XI. It's the best. [Full Review]

Hattab
Mahdi

The community, Nagios XI is made on Nagios Core base, and the community makes plugins on almost any language of programming. Nagios is not owned by any brand. The second feature is Nagios is very friendly, if you can customize the tool to the specific environment. [Full Review]

Dario Leon

The most valuable features of Nagios XI are you can customize it based on your use case and requirements. It is flexible and easy to integrate with our systems. You can customize the solution by adding additional features using code. [Full Review]

Aman Ehsan

The most valuable feature of Nagios XI is customization. We can customize based on our requirements. We can do modifications and implement a lot of scripts. Additionally, it is easy to use. [Full Review]

Sumanth
Arshanapall
y

## 📊 ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)

I would like them to have better public cloud discovery. I would like to be able to extend it to all of our data centers, whether they are in the cloud or not. It would be helpful if I could connect everywhere. [Full Review]

David Pratt

For some, it may be difficult to deploy. The process could be simplified. We'd like to see more integration capabilities. There's a bit of complexity in the product in general. It could be simplified overall. [Full Review]

Hattab
Mahdi

If you want the best security: Log Server is better. If you need in-depth networking, I recommend Network Analyzer. If you want any other implementation of Nagios, the best is Nagios Fusion. [Full Review]

Dario Leon

**Nagios XI**

Fakhruddin
Lokhandwal
a

Nagios XI doesn't provide scripting. For example, if we have built up multiple IPX tunnels from a base location to a data center location and want to monitor or trigger an alert if the tunnel goes down, Nagios XI does not automatically send alerts notifying us that the tunnel is down. This is a feature we want, and in the past, Nagios completed scripting for us, but it didn't work out well. In addition, Nagios XI doesn't have a feature where we can push the configuration from the server to all our devices. For example, if there are 500 devices in ou... [Full Review]

## PRICING, SETUP COST AND LICENSING

David Pratt

Licensing costs are reasonable. It's approximately $6,000.00. It's good value for the money. There were no additional fees in addition to the standard licensing fee. We used the enterprise version; we started with the pay-as-you-go version, but the real one is much better. [Full Review]

**New Relic**

# Overview

New Relic is a versatile tool that can be customized to fit the needs of different organizations. Its primary use cases include performance monitoring, time series analysis, infrastructure monitoring, synthetic monitoring of APIs, and providing insight into UI performance. New Relic APM is a popular application monitoring tool that provides in-depth observability of an application's performance, including database queries, website response times, and page load times.

The solution provides clear information and a complete picture of what is happening in the organization's system, allowing for easy monitoring of servers and providing value in code detection and resolution and user experience metrics.

**SAMPLE CUSTOMERS**

World Fuel Services, Verizon, FootLocker, McDonald's, Trainline, Mondia Media, Confused, Costa Coffee, Ryanair, Marks & Spencer, William Hill, Delivery Hero, Skyscanner, BASF, DAZN, Veygo, Virtuo, movingimage, talabat, Australia Post, Tokopedia, Seven Network, Virgin Australia, Zomato, BigBasket, Mercado Libre, Lending Club

**TOP COMPARISONS**

Dynatrace vs. New Relic ... Compared 19% of the time [See comparison]
Datadog vs. New Relic ... Compared 14% of the time [See comparison]
Azure Monitor vs. New Relic ... Compared 7% of the time [See comparison]

| REVIEWERS * | VISITORS READING REVIEWS * |
|---|---|
| **TOP INDUSTRIES** | **TOP INDUSTRIES** |
| Educational Organization ... 29% | Financial Services Firm ... 25% |
| Financial Services Firm ... 14% | Computer Software Company ... 18% |
| Computer Software Company ... 11% | Media Company ... 10% |
| Manufacturing Company ... 5% | Retailer ... 8% |
| **COMPANY SIZE** | **COMPANY SIZE** |
| 1-200 Employees  ... 14% | 1-200 Employees  ... 40% |
| 201-1000 Employees  ... 36% | 201-1000 Employees  ... 25% |
| 1001+ Employees  ... 50% | 1001+ Employees  ... 35% |

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**New Relic**

# Top Reviews by Topic

## VALUABLE FEATURES

**Praveen Tammineni**

The alert mechanism is quite accurate when something goes wrong in your system. For example, if you have hundreds of APIs on your server, and any of the APIs is not performing well, you get an alert. When there is a drop or change in the threshold value, the beauty of New Relic is that within a fraction of seconds, all the stakeholders who are configured in the New Relic system will get an alert. That's one good thing. There is a dashboard where you can view API-wise performance. When you click specific APIs, you can get detailed statistics for the … [Full Review]

**Rabindra Maharana**

The synthetic alert is the most valuable feature in New Relic APM. I also like the time travel feature and find traceability useful in the solution. New Relic APM also has good response times. In the pro licensing model of the solution, my company used the data analysis feature more and took care of more complex workloads that my team could easily track. Data analysis is another feature of New Relic APM which I found helpful. [Full Review]

**Parthiban Santhanakrishnan**

It's a build-down feature, so you have the option to drill down when a call is being received. It further drills down the method level and shows which particular method or hit is actually causing the performance issue. It's a common feature for all APM tools. That is the key benefit of any APM tool - it helps you to understand and get to the bottom of the issue or the root cause at the earliest possible time. The solution offers good documentation. It's pretty easy to set up. [Full Review]

**Iqbal Khowaja**

What I like best about New Relic APM is its user interface because it's simple. The tool lets us view what caused issues, especially in the cloud, where so many things could go wrong. The most valuable feature of New Relic APM is end-to-end monitoring. [Full Review]

## ROOM FOR IMPROVEMENT

**Praveen Tammineni**

One thing that we noticed was that historical information was only for a limited period, which was not helpful in certain scenarios. For example, if I want to size my system for an event for New Year or Christmas season based on the historical data, I won't be able to find the historical data. Currently, the data is limited to three months. It would be helpful if they can provide historical data for a longer duration so that we can plan our system accordingly. [Full Review]

**Rabindra Maharana**

The UX/UI design of New Relic APM could be improved. The solution currently has some slow pages in terms of loading and viewing the pages, for example, the reports. The reports and other pages take a long time to load, so if that area could be improved, especially when looking for data, it would enhance New Relic APM. [Full Review]

**Parthiban Santhanakrishnan**

Real-user monitoring would be helpful as it would help me to really understand the client-side performance of the application. Maybe for whatever reason, we have not got to explore a similar kind of feature in New Relic. [Full Review]

## New Relic

**Devendra Tiwari**

It offers transactions, but it does not offer an endpoint-level insight at the URL level. When we get a request, we want to know what the life cycle of that service is, and where the cycle is. This is what I am trying to locate with most of the solutions now. I am trying to research how to find a cycle per endpoint and not at the service level. It is very difficult to award the service level cycles at an endpoint level. It is important for us to get new insights to create better hygiene around the business use cases. At the endpoint level, the visib... [Full Review]

## PRICING, SETUP COST AND LICENSING

**Praveen Tammineni**

If I remember it correctly, the pricing was based on the core, and the monthly subscription used to cost us $1,500 or $2,000. We had pre-prod and production services. Costing was different for pre-prod and production. For pre-prod, it was 40% less than the production service cost. It was a combined package. With our licensing, we could only query three months of data from the New Relic system. When we wanted to have the historical information, they said that it is going to be an additional licensing at an additional cost. [Full Review]

**Rabindra Maharana**

The IT department handles New Relic APM licensing, but the solution is priced reasonably. I'm actively using the mobile monitoring function of New Relic APM, and it's one of the best products for me because it's economical, so anyone can easily pick it over other solutions and use it. It has basic features. My company went for the New Relic APM sixty-day free trial, so there was a limitation to the number of people that could use the product. It only allowed twenty-one users maximum. New Relic presented New Relic APM pricing and packages very well. ... [Full Review]

**Shuaib Gill**

As far as pricing goes, I heard that they charge per user ID. If we have ten people with ten IDs right now, if we want to add another five more, they'll charge us for each ID, so that is something that is maybe a concern. I actually heard this from one of their competitors. I've heard Dynatrace say that New Relic's pricing model was very expensive, so that would be a concern. I'm not sure of the exact price of each user ID. [Full Review]

**Pradeep Ravichandran**

We feel it's a little bit pricey compared to Splunk. We haven't explored Dynatrace because we have invested so much in New Relic. New Relic changed its pricing model. Initially, we planned to put it into all the systems, but with all the pricing and strategy, we decided to refrain from monitoring. It costs about 600k to 700K per year. [Full Review]

**Nagios** **Nagios Core**     See 16 reviews >>

# Overview

This is IT infrastructure monitoring's industry-standard, open-source core. Free without professional support services.

**SAMPLE CUSTOMERS**

Airbnb, Cisco, PayPal, FanDuel

**TOP COMPARISONS**

Zabbix vs. Nagios Core ... Compared 31% of the time [See comparison]
Nagios XI vs. Nagios Core ... Compared 17% of the time [See comparison]
Centreon vs. Nagios Core ... Compared 14% of the time [See comparison]

**REVIEWERS ***

**TOP INDUSTRIES**

Computer Software Company ... 15%
Government ... 11%
Financial Services Firm ... 9%
Educational Organization ... 9%

**COMPANY SIZE**

1-200 Employees  ... 24%
201-1000 Employees  ... 15%
1001+ Employees  ... 60%

**VISITORS READING REVIEWS ***

**TOP INDUSTRIES**

Computer Software Company ... 24%
Financial Services Firm ... 19%
Manufacturing Company ... 10%
Retailer ... 10%

**COMPANY SIZE**

1-200 Employees  ... 37%
201-1000 Employees  ... 22%
1001+ Employees  ... 41%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**Nagios** **Nagios Core**

# Top Reviews by Topic

## VALUABLE FEATURES

**Nishith Vyas**

I started working with Nagios Core when RHEL 5 was there & since then it is still in functioning mode various types of hosts and services have been configured such as the IBM AIX, Linux, Microsoft Windows, Cisco Routers, WLCs, Switches & certain gateway level firewalls. (Fortigate, Juniper Netscreen, Checkpoint, Radware AppDirector Load Balancer) As my knowledge gains, I've started deploying additional plug-ins (as stated above) to have a productive monitoring environment. Please Note: Nagios Exchange is a great source of plug-ins for testing purpos... [Full Review]

**Mangesh Jadhav**

The features of Nagios Core that we find most valuable are the plugins we use, we can check the uptime and see how many servers and routers and create groups accordingly. From these groups, we can check how many servers and routers go down. We also like the alerting features. One of the dashboards they provide monitor total assets and how many are up and how many are down. [Full Review]

**Azam Sheikh**

The value of the solution is that we get timely notifications if there are any issues and they can be solved immediately. Nagios provides all the plugins required. [Full Review]

**Rizwan Shabbir**

The most valuable feature of Nagios Core is the ability to check the availability of the server for network connectivity. Additionally, the interface is good. [Full Review]

## ROOM FOR IMPROVEMENT

**Leslie Ensor-Dean**

We're using the free version, which limits us in terms of the things that we can do. If we had the paid version, a lot of our issues would probably go away. For example, we can't isolate instances that are being built or updated with the production ones. When they're being built, on Nagios, they're showing in red. It'd be nice to be able to partition those off until they're all green, and then we can bring them into the environment. This is probably because we've got the free version and not the paid version. If we went for the paid version, it woul... [Full Review]

**Mangesh Jadhav**

If we need to process quicker, we use third party plugins to avoid downtime. Nagios Core would benefit from aggregations if a particular server goes down. Comparing Nagios UI and Nagios Core, in Nagios Core we need to do some coding while Nagios XI has everything in UI. If you go with Nagios XI the developer task is minimized because they help provide the UI. With Nagios Core, we need to log into the Linux servers and we need to change that particular directory. We need to write a code for each and every server. [Full Review]

**Gary Dunbar**

There is room for improvement in the graphics. Another are of improvement is the ability to host and service by other web interfaces rather than configuration files. [Full Review]

**Nagios®** **Nagios Core**

Datadog provides the compatibility to integrate with these big data platforms like Cloudera and others. These services are very efficient and they provide customer support with it. In this case, I believe Nagios Core will need to provide an option for big data platforms in the future. [Full Review]

Fahad
Siddiqui

## PRICING, SETUP COST AND LICENSING

As Nagios Core is an open source product, you cannot earn money as a product. However, you can earn for Nagios Installation, Configuration & Ongoing Support. In other words, setup cost for end-client & regular o&m support. Other side, you can convert Nagios Core into Nagios XI by contacting nagios.com [Full Review]

Nishith Vyas

The product is open source so it's completely free. It's deployed on an Amazon server so we pay a small amount, maybe $30 per month, for the AWS hosting. [Full Review]

Azam
Sheikh

When we look at pricing version eleven requires purchasing a license. With version seven no license was required since it was open source. When you upgraded to the licensed version only then did you pay for a license [Full Review]

Fahad
Siddiqui

**Centreon**     See 7 reviews >>

# Overview

Centreon is an all-in-one IT monitoring solution that is a network, system, applicative supervision, and monitoring tool. It is free and open source, and one of the most flexible and powerful monitoring softwares on the market.

Centreon Features

Centreon has many valuable key features. Some of the most useful ones include:

Supervision of hybrid infrastructures, from one end to the other

Open and flexible architecture

Open-source solution, downloadable for free

Filtering capability in GUI interface

Proactive end to end monitoring

Easily configurable and simple to handle

Dedicated dashboard widgets

Scalability

Independent application for monitoring

End to end reporting with actual logs

Centreon Benefits

There are several be... [Read More]

**SAMPLE CUSTOMERS**

Airbus, Bollore, BT, Canal Plus, Kuehne Nagel, Limagrain, LVMH, Oberthur Technologies, Orange, Darty, Addax Petroleum, Plastic Omnium, Auchan, Valeo, Saint Gobin, Clarins, Hugo Boss, JC Decaux, French Government (Defense, Justice, Environment, Agriculture), OptiComm, Thales, Zeiss.

**TOP COMPARISONS**

Zabbix vs. Centreon ... Compared 33% of the time [See comparison]
PRTG Network Monitor vs. Centreon ... Compared 16% of the time [See comparison]
Nagios Core vs. Centreon ... Compared 13% of the time [See comparison]

**REVIEWERS ***

**VISITORS READING REVIEWS ***

**TOP INDUSTRIES**

Computer Software Company ... 18%
Financial Services Firm ... 10%
Government ... 9%
Wholesaler/Distributor ... 7%

**TOP INDUSTRIES**

Computer Software Company ... 38%
Logistics Company ... 25%
Comms Service Provider ... 13%
Financial Services Firm ... 13%

**COMPANY SIZE**

**COMPANY SIZE**

**Centreon**

# Top Reviews by Topic

## VALUABLE FEATURES

**Valentin Bibaud**

For servers and applications, it was very, very efficient. The flexibility and customizability of Centreon's reports, analytics, and dashboards are good. It is of very great value that we can create a graphic map. It gives a good understanding to managers and directors about the importance of monitoring within the company and, as a system engineer, to have a very efficient vision of what is happening when your app is not working. You can be informed before your customers. Afterward as well, you can better communicate with your customers and can let ... [Full Review]

**Florent QUILICHINI**

The most valuable feature is that we can manually configure everything we need. After it comes inside the interface of Centreon, you can display it. Because the interface is quite user-friendly, you can manually configure the configuration very deeply, which is very pleasant and useful because you can monitor and see everything on your service list, dashboard, or MAP. The most useful feature for me is that you can create your own plugin and monitoring query. [Full Review]

**Nicolas De Backer**

The most valuable feature is the ability to build an abstraction of service visualization. You can add services to an entity called Business Activities and you can see the state of these activities. It also provides a nice dashboard, or what's called the Centreon MAP, and you can extract information very well from that for building reports for customers. It gives you a representation of service and business activities. You can access all the information in one place. We also use Centreon Plugin Packs. They help us support Linux servers' operating sy... [Full Review]

**Zaclo Aimé**

The reporting and monitoring features are the most valuable. The monitoring is easy to set up, and the reports are filled with helpful information. You can quickly find and fix the problem when there is an incident. We use out-of-the-box reports instead of customizing them. When we deploy something, it comes with some reporting templates, so we just use those. We use the existing reporting template to get information about the monitoring device. It's easy to apply the template to our reports. We can do it in two to five minutes. Another feature we u... [Full Review]

## ROOM FOR IMPROVEMENT

**Valentin Bibaud**

The problem with the reporting is that you have to configure the report, and after that, you will have the same report every month, every week, and every day. You have to sync it in order to have a great report. For me, the reporting tool is not a strong aspect of the product. [Full Review]

**Florent QUILICHINI**

The solution's customizable reports and dashboards for allowing management to see performance metrics is very well done. However, it is very time-consuming. I am pretty sure we can create a very beautiful report, but I don't really have time to focus on it now. I wasn't using this feature at the start. Now that we got it, I haven't had time to work on it since it is a paid solution that is quite expensive. We also need to dedicate human resources to work on it, because it is not so simple or quick to configure. I would like them to improve their doc... [Full Review]

**Nicolas De Backer**

Centreon is very bad with auto-scanning. It's very monolithic software. It doesn't have microservices and it only has basic clustering. You cannot, for example, have six or seven nodes for Centreon's cloud processes. Another area for improvement is auto-remediation. [Full Review]

## Centreon

Centreon introduced network discovery in the most recent update. However, it doesn't work well. Our previous monitoring tool could discover networking equipment on the network and identify the relationships between the devices. [Full Review]

Zaclo Aimé

### PRICING, SETUP COST AND LICENSING

Valentin Bibaud

The solution was used at its maximum capacity. The solution has a free part and after that threshold, you will need to pay. For example, if you believe you can create an interesting map, most of the time, you will have to pay 10,000 Euros per year for having access to these components. In terms of cost, it's very cheap for the value that it brings to big or small companies. I foresee the company being in the top five to ten of this type of product in the next few years as the licensing is quite good. It's specific and when you understand the logic, ... [Full Review]

Florent QUILICHINI

We buy the Centreon solution and licenses for many projects and monitoring hosts. It is perfect and very cheap if you are a little company or startup. After that, it is quite expensive for a big company. It is a business choice from Centreon to fix the price, so a big company can afford this license or policy. What I am facing right now is that we are short licenses, and they only sell packages of 500 hosts, which is quite a lot. We have a 500 limit for now, and we want to have a quotation for 100 or 200 more. They told us, "No, the next step is onl... [Full Review]

Nicolas De Backer

The price is not too high. Licensing is driven by how many hosts you monitor, but because you can run the agentless version, you don't have to declare every host to Centreon, one at a time. That means you can drive your infrastructure supervision with a very low number of declared hosts. It's very simple to use Centreon's licensing model. When you know the number of hosts, you know the cost of your license. The price includes everything, there are no additional costs. By comparison, Dynatrace is priced by the number of user agents in the infrastruct... [Full Review]

I don't have a lot of information about the price. A different team handles procurement. However, I know the price is based on the number of devices monitored, and you get a discount for a larger number. [Full Review]

Zaclo Aimé

**ServiceNow IT Operations Management**

# Overview

ServiceNow IT Operations Management (ITOM) is a cloud management and infrastructure tool that facilitates the administrative and development process of creating, planning, and operating digital services, technology, application requirements, and components for organizations. Service Now ensures effectiveness, performance, and availability throughout an organization's processes and services.

ServiceNow ITOM will help organizations facilitate consistent policies with regard to deployment, support, and services to ensure trustworthiness and quality of service (QoS). ServiceNow ITOM will ensure that all applications, services, and infrastructure are consistently available and stable.

ServiceNow IT Operations Management  Features

Help Desk... [Read More]

**SAMPLE CUSTOMERS**

servicenow, TransAlta, NATS, Symantec

**TOP COMPARISONS**

Moogsoft vs. ServiceNow IT Operations Management ... Compared 8% of the time [See comparison]
OpsRamp vs. ServiceNow IT Operations Management ... Compared 8% of the time [See comparison]
BMC TrueSight Operations Management vs. ServiceNow IT Operations Management ... Compared 6% of the time [See comparison]

**REVIEWERS ***

**TOP INDUSTRIES**

Financial Services Firm ... 16%
Computer Software Company ... 14%
Manufacturing Company ... 9%
Energy/Utilities Company ... 8%

**COMPANY SIZE**

1-200 Employees  ... 15%
201-1000 Employees  ... 11%
1001+ Employees  ... 74%

**VISITORS READING REVIEWS ***

**TOP INDUSTRIES**

Computer Software Company ... 27%
Financial Services Firm ... 18%
Consumer Goods Company ... 9%
Energy/Utilities Company ... 9%

**COMPANY SIZE**

1-200 Employees  ... 29%
201-1000 Employees  ... 13%
1001+ Employees  ... 58%

* Data is based on the aggregate profiles of PeerSpot Users reviewing and researching this solution.

**ServiceNow IT Operations Management**

# Top Reviews by Topic

## VALUABLE FEATURES

**Rupesh Jethwa**

With this solution, operational costs will be reduced. Your maintenance cost will be reduced when you use the item model. You will deliver a fast solution to the customers. If something happens on the server-side or router-side, it will be immediately caught. Efficiencies are improved. It's easy to set up. [Full Review]

**Chris Randle**

In terms of features, the main advantage of the application services is the centralization of various types of information. For instance, if you manage a customer-facing business, having a system for managing incidents would be extremely beneficial. Additionally, the service level agreements associated with incidents is another important feature. The built-in dashboards provide helpful out-of-the-box reports and support while monitoring key metrics. Overall, these features have made the solution highly advantageous for our needs. [Full Review]

**Raj Srivastava**

The most valuable feature is the dashboard. The entire algorithm and setup are very user-friendly. In addition, the dashboard maintenance is very good and the tool doesn't get stuck. [Full Review]

**Vishal Savajiani**

The most valuable features of the solution are discovery, cloud governance, event management, and service mapping. ServiceNow Discovery is a very common use case. Event management was a feature we have used with AWS, like how to generate an event using AWS. [Full Review]

## ROOM FOR IMPROVEMENT

**Mohammed Hashim**

There needs to be a focus on AI machine learning production. Their AI ML prediction algorithms have been improving, but we would like to see further enhancements. We don't need both Splunk and ServiceNow IT Operations Management. The problem with ServiceNow is that it allows you to coexist, but we don't want to coexist as partners or end users. We want to be able to replace and save some bugs and money. It should have better integrations with other solutions. For example, rather than out-of-the-box level integrations, it would be good to have tools ... [Full Review]

**Chris Randle**

Regarding ServiceNow, there is room for improvement in terms of customization, particularly in the area of self-customization. Organizing organizational information and building custom dashboards and reports is not as easy or intuitive as we would like. We either need to rely on our technical services team to handle these tasks or seek vendor assistance or professional services to extend the solution's capabilities. Ideally, we would like to build and maintain these customizations in-house, but this is currently not as feasible as we hope. Regarding... [Full Review]

**Raj Srivastava**

The tool can be improved by including more detailed information to assist new users. So when you get different scenarios and create a ticket, there can be a section explaining the issues that usually occur in the tool. That way, a user can review the error and how it was previously resolved without raising a ticket. In addition, it can serve as an FAQ section, which the tool does not currently have. [Full Review]

## ServiceNow IT Operations Management

ServiceNow IT Operations Management is a very mature offering from ServiceNow, so I can't think of anything about the improvement aspect of the solution. The initial setup phase was hard and could be made easier. The solution's scalability and stability have room for improvement. [Full Review]

Vishal
Savajiani

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### PRICING, SETUP COST AND LICENSING

See more Pricing, Setup Cost And Licensing >>

ServiceNow IT Operations Management is very expensive. The list price is around $40 per node per month for the high-end, all-inclusive version. So because it is somewhat expensive, an enterprise customer won't put all their nodes on it and would rather use only the production environment. The solution does not distinguish between production and non-production for the nodes. We spend roughly $250,000 US dollars on this solution a month. I rate the pricing a two out of ten, with ten being competitive and one being expensive. The pricing could be bette... [Full Review]

Mohammed
Hashim

The licensing cost is based on your partnership with ServiceNow. The yearly license cost will be up here. I cannot give an exact figure as its calculation is based on your devices. [Full Review]

Rupesh
Jethwa

The licensing is paid every three years. I'm not sure of the exact pricing. The pricing was negotiated with the senior director. Procurement takes care of the cost, and the senior directors are involved. The managers and individual contributors know what they're signing up for and what features we're getting, however, not actually the cost of the software. [Full Review]

Sathish
Anoor

The price is a controversial question. It was not expensive or cheap. It depends on what the customer needs. Every customer's pricing is customized to their needs. It's not one size fits all pricing. [Full Review]

Pritesh
Jewan

# Answers from the Community

## When evaluating IT Infrastructure Monitoring, what aspect do you think is the most important to look for?

Let the community know what you think. Share your opinions now!

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**MichaelDel zer**

The ability for the solution to correlate data from across the enterprise to remove noise in alerts, and for the alerts to be able to trigger automation to remediate a known problem/incident.

**Dmytro Kutetskyi**

I think you need to look for: 1. Unifications. All aspects of the monitoring should be done by one or multiple tools. As an option, integration between tools should be possible. 2. Plug-in based or open architecture. Open Source will be a huge plus. In this case, you will have community support, and hiring the expert for widely used technology should not be the issue. 3. Tools should have quick support - monitoring could go down when you really need this. Open Source tools allow you to have a big market of engineers with good expertise. 4. Agree with other comments - ROI is very important here.

**Stacy Leidwinger**

1) Ease of deployment and maintenance. The ideal solution will auto-discover your environment and have intelligence built in to tell you what to monitor and how to monitor with built-in alerts that leverage industry best practice thresholds. This way users can anticipate issues and resolve them before users are impacted. 2) Historical, real-time, and discrete data that will show all IT infrastructure elements used to deliver a single end-user experience. The is the only way to monitor and troubleshoot issues is to have full visibility into the true user experience. 3) Document all user activity, behavior, and system performance so that you can share, integrated, and enhance data to collaborate with management, other IT teams, application vendors, and even end-users.

[See all 11 answers >>](#)

# About this report

This report is comprised of a list of enterprise level IT Infrastructure Monitoring vendors. We have also included several real user reviews posted on peerspot.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

## About PeerSpot

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created PeerSpot to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

**PeerSpot helps tech professionals by providing:**

- A list of enterprise level IT Infrastructure Monitoring vendors
- A sample of real user reviews from tech professionals
- Specific information to help you choose the best vendor for your needs

**Use PeerSpot to:**

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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