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IT Infrastructure Monitoring Buyer's Guide and Reviews October 2020

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Vendor Directory

Anunta Tech	EuVantage	Huawei	Huawei iBMC
AppDynamics	AppDynamics Server Monitoring	Icinga	Icinga
Artica Soluciones Tecnologicas	Pandora FMS	IDERA	IDERA SQL BI Manager
Aurea	Aurea CX Monitor	IDERA	IDERA Uptime Infrastructure Monitor
Avantra	Avantra	InfluxData	InfluxData
BigPanda	BigPanda	Instana	Instana Infrastructure Monitoring
Blue Medora	SelectStar	ITRS	ITRS Geneos
BMC	BMC TrueSight Operations Management	ITRS	OP5 Monitor
Broadcom	DX Infrastructure Manager	Ixia	Ixia Hawkeye
Broadcom	DX Spectrum	Lenovo	Lenovo XClarity Orchestrator
Broadcom	CA Unified Communications Monitor	LiveAction	LiveAction LiveNX
Centerity Systems	Centerity Monitor	LogicMonitor	LogicMonitor
Centreon	Centreon	ManageEngine	ManageEngine IT360
Cisco	Cisco UCS Manager	Moogsoft	Moogsoft
Cisco	Cisco Intersight	Nagios	Nagios XI
ControlUp	ControlUp Real-time	Nagios	Nagios Core
Datadog	Datadog	Nagios	Nagios Fusion
Dell EMC	Dell EMC CloudIQ	Netwall	Netwall MonitorIT
Dotcom-Monitor	Dotcom-Monitor ServerView Monitoring	Neustar	Neustar WebMetrics
Dotcom-Monitor	Dotcom-Monitor MetricsView Monitoring	New Relic	New Relic Servers
Dotcom-Monitor	Dotcom-Monitor BrowserView Monitoring	OpServices	OpServices OpMon
eg Innovations	eG Enterprise	OpsRamp	OpsRamp
Equinix	Equinix IBX SmartView	Opsview	Opsview Monitor
Evanios	Evanios	Oracle	Oracle Infrastructure Monitoring Cloud Service
EverestIMS	Everest IMS	Paessler AG	PRTG Network Monitor
GAVS Technology	ZIF	Parker Consulting	Parker NexGen Platform
Goliath Technologies	Goliath Performance Monitor	Power Admin	Power Admin PA Server Monitor
GroundWork	GroundWork	Progress Software	WhatsUp Gold
HelpSystems	HelpSystems Network Server Suite	Pulseway	Pulseway
Hewlett Packard Enterprise	HPE OneView	Quest Software	Foglight Evolve Monitor
Huawei	Huawei eSight	Quest Software	Foglight Evolve Operate

Vendor Directory

Rackspace	Cloudkick	Splunk	Splunk IT Service Intelligence (ITSI)
ScienceLogic	ScienceLogic	Stackify	Stackify
Sematext	Sematext Infrastructure Monitoring	StackPath	StackPath Monitoring
ServiceNow	Loom Systems	StackState	StackState
ServiceNow	ServiceNow IT Operations Management	StrataCloud	StrataCloud
SignalFx	SignalFx	Turbonomic	SevOne
SolarWinds	Librato	Virtual Instruments	VirtualWisdom
SolarWinds	SolarWinds NPM	VMware	vRealize Network Insight
SolarWinds	SolarWinds AppOptics	VMware	VMware Tanzu Observability by Wavefront
Spiceworks	Spiceworks	Zabbix	Zabbix
Splunk	Splunk Insights for Infrastructure	Zenoss	Zenoss Service Dynamics

Top IT Infrastructure Monitoring Solutions

Over 439,457 professionals have used IT Central Station 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 IT Central Station	Average words per review on IT Central Station	Average rating based on reviews

Bar length

The total ranking of a product, represented by the bar length, is based on a weighted aggregate score. The score is calculated as follows:

For each of **Reviews**, **Views**, and **Comparisons**, the product with the highest count in each area gets a maximum 18 points.

Every other product gets assigned points based on its total in proportion to the #1 product in that area.

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 $18 * 80\% = 14.4$.

Both **Average Rating** and **Words/Review** are awarded on a fixed linear scale.

For Average Rating, the maximum score is 28 points awarded linearly between 6-10 (e.g. 6 or below=0 points; 7.5=10.5 points; 9.0=21 points; 10=28 points).

For Words/Review, the maximum score is 18 points awarded linearly between 0-900 words (e.g. 600 words = 12 points; 750 words = 15 points; 900 or more words = 18 points).

If a product has fewer than ten reviews, the point contribution for Average 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.

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.

1 PRTG Network Monitor



2 Zabbix



3 SolarWinds NPM



4 LogicMonitor



5 Datadog



6 Centreon



7 Pandora FMS



8 Nagios XI



9 BMC TrueSight Operations Management



10 ITRS Geneos



Top Solutions by Ranking Factor

Views

		VIEWS
1	Zabbix	44,854
2	SolarWinds NPM	30,837
3	Datadog	30,471
4	Nagios XI	22,424
5	PRTG Network Monitor	21,533

Reviews

		REVIEWS
1	PRTG Network Monitor	26
2	LogicMonitor	19
3	SolarWinds NPM	19
4	Pandora FMS	15
5	Zabbix	13

Words / Review

		WORDS / REVIEW
1	BMC TrueSight Operations Management	2,925
2	LogicMonitor	1,783
3	ITRS Geneos	1,667
4	OP5 Monitor	1,395
5	Centreon	1,299


PRTG Network Monitor
[See 28 reviews >>](#)

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

SolarWinds NPM vs. PRTG Network Monitor ... Compared 20% of the time [\[See comparison\]](#)

Zabbix vs. PRTG Network Monitor ... Compared 14% of the time [\[See comparison\]](#)

Nagios XI vs. PRTG Network Monitor ... Compared 12% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 36%
Comms Service Provider ... 14%
Government ... 7%
Media Company ... 6%

COMPANY SIZE

1-200 Employees ... 20%
201-1000 Employees ... 28%
1001+ Employees ... 52%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 12%
Financial Services Firm ... 12%
Construction Company ... 8%
Health, Wellness And Fitness Company ... 4%

COMPANY SIZE

1-200 Employees ... 32%
201-1000 Employees ... 30%
1001+ Employees ... 38%

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



Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Anton James

One of its valuable features is the fact that it handles multiple operating systems. I've started moving over to Linux and away from Microsoft. Having the guys try to catch up on their Linux skills, it has been good to have a backup to make sure that we're not missing anything. It's definitely helped us a few times to make sure that stuff hasn't fallen over. And I like the fact that it tells me when things are about to fall over, which means I can preempt it and not have to wake up at three in the morning to fix it. The Desktop app is good, although... [\[Full Review\]](#)



Anthony Grant-Marston

The product is easy to use. The web interface is fantastic. It is very easy to create a user, giving it to someone with little explanation of how to use it. That is its biggest strength. It is very colorful. We have used it in quite an open office environment. We have screens on maps that we've made, which is great when customers come in. It gives them a clean visual. There is a great variety of sensors. We use the custom SNMP sensors quite a lot, where you can import MIB files. The sensors has some cool little tools, as well, which you can use for ... [\[Full Review\]](#)



Lewis Stonier

* It's really easy to use. * You can see as soon as there is a problem and you can track it down pretty quickly. * You don't have to go through loads of options to find when something goes wrong. It's very easy to manage when you've got time to do some work on it: things like adding devices, adding groups, adding sensor clusters, and being able to clone and move stuff around. I really like the Desktop app. I'm not a big fan of the web app because I've had some browser issues with it. Since finding the desktop app, I have used that exclusively. Think... [\[Full Review\]](#)



Callum Williams

The nitty-gritty that you can get down to in terms of monitoring individual things. While seeing if the service or hard drives have halfway fallen out is fine, being able to monitor stuff with custom scripts (such as SQL scripts) and know whether your data warehouse is built in the morning, this is something which ticks all the boxes for us. The sensors work as they should. There are hundreds of thousands of them with custom scripts that you can put out there to do different things, like file counts, monitoring SQL Server databases, and specific ent... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


Anton James

It would be good if there were better graphical interfaces when you have it on multiple monitors. The way I use it is on multiple monitors so the department can see what's actually going on with the different geographies. It would make it an easier, visually, when they're working on emails or something else, to quickly work out if something is going on, without having an alarm saying that something needs doing. That's the one thing that is - I wouldn't say lacking - but the illustrations could be better for the different geographies. Because we have... [\[Full Review\]](#)



Anthony Grant-Marston

The desktop app is terrible. If I had to pick any flaw with the product, that is it. It seems like they haven't updated it. It has been six months since I last used it, and while they may have done something since, it was somewhat clunky. We use 4K resolutions on our laptops, and it didn't work properly. So, we had a few problems with the desktop app. I would like to see improvements on the desktop app and mobile app. We use the mobile app a bit. However, since we try to keep our data centers really fenced and secure, we don't use it extensively, ju... [\[Full Review\]](#)



Lewis Stonier

It has to be installed on a Windows machine. We'd prefer it if we could install the actual control panel on a Linux. In addition, I wouldn't mind better categories for the sensors. When I go to add a new sensor for a new device, there are some categories in there already, and they can be filtered out, but there's quite a large pool of sensors. That's one thing that I always struggle with. When I want to go in and find something quite specific, I have got to scroll down and scroll down to find what I'm actually looking for, if I want something that I... [\[Full Review\]](#)



Callum
Williams

I would like a live chat solution. This would be useful and handy, especially with the ability to provide logs and an overview of what we are doing at that moment in time to get answers to our questions. The setup aspect of it and getting devices working needs improvement. The reliance between different devices, so if one device goes down on Ping, the whole network will go down if the roots goes down. So, the time it takes to set that up is a bit more than I would have liked and is a bit cumbersome to actually go through. That's the only side that I... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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



Lewis
Stonier

One thing I like is that when you buy sensors, it's a perpetual license, so once you buy 2,000 sensors, you've got 2,000 sensors; it's not a recurring cost. With some products, it's a subscription model where you pay every year. [\[Full Review\]](#)



Daniel
Cattigan

In my company now, we are using the free version. In previous companies, we have had unlimited licenses and going beyond 10,000 sensors with 50 different branch offices. [\[Full Review\]](#)



Andy
Shephard

We've got the unlimited package. I don't know the licensing situation today, but I believe it was around the £15,000 per year mark. It's probably about a couple of grand per month, at most. [\[Full Review\]](#)



Shirwan
Khan

Cost was a factor when selecting this solution, but it just did everything we wanted it to do. The key thing was having it agentless, so we didn't have to maintain the local nodes. Our licensing costs are 10,000 euros over three years. We've a three year contract with that, then we will just maintain it on a yearly basis. [\[Full Review\]](#)

ZABBIX Zabbix[See 13 reviews >>](#)

Overview

Zabbix is the ultimate enterprise-level software designed for real-time monitoring of millions of metrics collected from tens of thousands of servers, virtual machines and network devices. Zabbix is Open Source and comes at no cost.

SAMPLE CUSTOMERS

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

TOP COMPARISONS

Nagios XI vs. Zabbix ... Compared 20% of the time [\[See comparison\]](#)

Centreon vs. Zabbix ... Compared 9% of the time [\[See comparison\]](#)

Icinga vs. Zabbix ... Compared 8% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 36%

Comms Service Provider ... 17%

Media Company ... 8%

Government ... 5%

COMPANY SIZE

1-200 Employees ... 19%

201-1000 Employees ... 17%

1001+ Employees ... 63%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 15%

Computer Software Company ... 15%

Comms Service Provider ... 8%

Aerospace/Defense Firm ... 8%

COMPANY SIZE

1-200 Employees ... 45%

201-1000 Employees ... 20%

1001+ Employees ... 35%

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

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)

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. [\[Full Review\]](#)



Ronald
Rood

The most valuable features are the low-level discovery, auto registration, host discovery, integration with other tools, and the zbxdb plugin for database monitoring [\[Full Review\]](#)



D6B8

The feature which I like the most would have to be the GUI. At first, I was put off, as I felt it was too complex or busy. Upon using it to setup devices, I found it was well laid out and has come a long way. The agents are also very easy to install and manage, making this more of a turnkey solution for most. [\[Full Review\]](#)



Mark Dayton

The flexible licensing model is one of the solution's most valuable aspects. It really allows for great flexibility for companies. The initial setup is very straightforward. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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

Dror Mor

There are a lot of things that can use improvement which is why we are seeking a new solution. Network monitoring is a problem. It gives too many false positives. For example, it notifies us that a server is down while I'm using that server — the server it claims is down — to do the search. A moment after the search is complete, everything is OK again. It's called flapping. It has some flapping control, but it's not as good as other products. I used to use Icinga and it is a better product in that respect. [\[Full Review\]](#)



reviewer134
0520

The main problem with Zabbix is that you have to spend time writing templates for all of the products that you have. It would work great if I had the time to do it, but considering that I have all kinds of different devices, I don't want to spend the time doing it. If they included more prebuilt templates of devices that are in use today, then it would be very helpful. For example, they have a template for a SonicWall 3600, but they don't have one for a SonicWall Tz300. They do have some base templates but they are not customized for these specific ... [\[Full Review\]](#)



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. [\[Full Review\]](#)

ZABBIX Zabbix

Continued from previous page



Ronald
Rood

I would like to see a more flexible mobile client, and better HA out of the box. It would also be very interesting to have a GUI on the proxy server[s] [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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



Ronald
Rood

Make a POC, start simple and let it grow. The servers are created with good performance by design. Memory for the caching, both on the database as on the zabbix server are important. As database backend choose postgres with timescaleDB. This save many hours housekeeping processing. For proxies, sqlite will do nicely. [\[Full Review\]](#)

**SolarWinds NPM**[See 19 reviews >>](#)

Overview

Check the health and performance of your entire network for easier troubleshooting and faster results using SolarWinds Network Performance Monitor. NPM lets you quickly detect, diagnose, and resolve network performance problems and outages. Now with built-in deep packet inspection and analysis you can immediately determine the impact of network or application latency on user experience.

SAMPLE CUSTOMERS

Microsoft, Federal Express, Hewlett-Packard, and MasterCard

TOP COMPARISONS

PRTG Network Monitor vs. SolarWinds NPM ... Compared 15% of the time [\[See comparison\]](#)

Nagios XI vs. SolarWinds NPM ... Compared 12% of the time [\[See comparison\]](#)

ManageEngine OpManager vs. SolarWinds NPM ... Compared 9% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 32%
Comms Service Provider ... 14%
Government ... 8%
Media Company ... 5%

COMPANY SIZE

1-200 Employees ... 29%
201-1000 Employees ... 9%
1001+ Employees ... 62%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Healthcare Company ... 15%
Comms Service Provider ... 11%
Financial Services Firm ... 10%
Manufacturing Company ... 6%

COMPANY SIZE

1-200 Employees ... 24%
201-1000 Employees ... 21%
1001+ Employees ... 54%

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

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


reviewer140
3643

We identified the five areas that we wanted to have be our key performers, like memory utilization, CPU utilization, and those core components. Just the basic care and feeding of servers, whether they were physical or virtual. [\[Full Review\]](#)



Andrew
Ntuyo

The "Performance Analyzer" feature is the solution's most valuable aspect. It's able to do the bounded graphs of all the interface stats, from errors to broadcasts and to current traffic. With a click of a button you're able to, in one interface, look at historical data for those items. From the troubleshooting point of view, just having that peace of mind is great. I think it was kind of a neat feature they added. However, it obviously depends on who's using the platform. I use it as a troubleshooting tool mostly for historical data. That's kind of... [\[Full Review\]](#)



Daniel Shine

The alerting and usage tracking is a valuable feature because it alerts us when we're getting near capacity on disk space, network utilization or processor utilization. It helps us manage our capacity and enables us to be proactive. [\[Full Review\]](#)



Demetrio
Chuaasieng

When you buy the product, there's a lot of things. You can configure a lot. There's some variable in the report so you can customize the alert that you get or what triggers you want to generate the alert. It is really very flexible. Reporting is also quite nice. You can write your own SQL. Of course, if you have a small team and you have so many sites to monitor, then the alerts will help you already. Let's say you're monitoring MPRs out there, you know that the neighbor route could go down, so you know the site is already on a secondary link instead... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


reviewer140
3643

We were looking at using DPA (Database Performance Analyzer) which is another component of the NPM and that looks like it takes care of an area we had not really dove into yet. But in talking to the DBA, they like another product that they want to use for the database monitoring. It is an Oracle product called OEM (Oracle Enterprise Manager). In talking to the DBA's, there was a lot of functionality that they were just used to and they had issues because they did not see some things that they thought were important but missing in the DPA product. Th... [\[Full Review\]](#)



Andrew
Ntuyo

The idea that you can automatically trigger alerts from the TRAPS received is still something that still hasn't really taken off or worked properly. We have to manually go into the database and create SQL queries or SQL queries, to be able to match those and trigger those as alerts. On the engine itself, the Orion platform, just being able to receive the TRAP and generate the alert or something like an alert is a manual process. We have all of these other networks that rely heavily on their own vendor protocol for monitoring, and then what the vendo... [\[Full Review\]](#)



Daniel Shine

This is a complex product to set up and I think it's really too detailed and could be simplified. It's a change from their older product which was very easy to set up and manage. The new one is more difficult because it's far more detailed. The solution does everything we ask of it, but it takes a long time to deploy. Additional features and improvements would be to simplify initial data gathering so that we can deploy easily and then refine it over time. Ideally, we'd like to be able to get something up and running in a week and then go through and... [\[Full Review\]](#)



Continued from previous page



Demetrio
Chuasieng

I think it's a great product. It has ease of use. Just add the IP with the correct credentials or SAS and multistring, and you can already collect all that information including you have NTA, then you're going to have NetFlow. Anything that has an IP that you want to monitor up or down, they can monitor it. If you have SNMP support, they can also collect the information for you. Also it supports IP SLAs, so you can have even more information from a remote site. You can monitor something like the performance, like mid-latency and the like. You can cu... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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Andrew
Ntuyo

I no longer work at the company that uses Solar Winds, so I don't have information about what they were paying or what they pay now. The current package I'm using myself is a free package as I do a comparison between PRTG and SolarWinds. [\[Full Review\]](#)



DineshNekk
anti

I don't deal with licensing or pricing, so I wouldn't be able to guess how much we pay for the services or if they are monthly or yearly. I'm not sure what our license agreement looks like. [\[Full Review\]](#)

**LogicMonitor**[See 20 reviews >>](#)

Overview

LogicMonitor is the only fully automated, cloud-based infrastructure monitoring platform for enterprise IT and managed service providers. Gain full-stack visibility for networks, cloud, servers, and more within one unified view. Our monitoring technology enables businesses to see what's coming before it happens. We collaborate closely with our customers to understand their risks and anticipate their needs, providing insights that unlock their vision.

SAMPLE CUSTOMERS

Kayak, Zendesk, Ted Baker, Trulia, Sophos, iVision, TekLinks, Siemens

TOP COMPARISONS

PRTG Network Monitor vs. LogicMonitor ... Compared 10% of the time [\[See comparison\]](#)

ScienceLogic vs. LogicMonitor ... Compared 8% of the time [\[See comparison\]](#)

SolarWinds NPM vs. LogicMonitor ... Compared 8% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 45%
Comms Service Provider ... 10%
Media Company ... 5%
K 12 Educational Company Or School ... 5%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Computer Software Company ... 25%
University ... 19%
Comms Service Provider ... 13%
Manufacturing Company ... 13%

COMPANY SIZE

1-200 Employees ... 40%
201-1000 Employees ... 35%
1001+ Employees ... 25%

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

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Subbarao
Punnamaraju

Tuning is one of the main components. We like to make sure that only the right alerts are escalated, and that alerts are being sent to the right members, as opposed to every alert being broadcast to everybody. The main thing is the escalation chains. We feel that is a very good thing, rather than sending all the information to everybody at each level. Having the ability to make those sorts of changes doesn't require you to do too much, out-of-the-box. You just need to create the basic entities, like who are the different people, who are the contacts... [\[Full Review\]](#)



David Dietz

It's an alerting system, so one of the most valuable features is the ability to get meaningful data from our stuff, quickly. It lets us know when we're having a situation. One of the things that I really like about the LogicMonitor solution is that it has a whole bunch of things, data points, that it can monitor. They're called DataSources, and it has an amazing amount of devices it can monitor that are pre-built into the system. You can customize them if you need to. You can change the thresholds and a whole bunch of different things with them. You ... [\[Full Review\]](#)



Jason Fant

The dashboards are the big seller for us. When our customers can see those graphs and are able to interact with the data, that is valuable. They can easily adjust time ranges and the graphs display the data fast. We've used other tools in the past, where you'd say, "Hey, I want the last three months of data on a graph," and it would just sit there and crunch for five minutes before you'd actually see the data. With LogicMonitor, the fast reliability of those dashboards is huge. Allowing our customers and nontechnical people to see what is happening ... [\[Full Review\]](#)



reviewer136
9572

The flexibility to be able to build a custom monitor is its most valuable feature. Because it's just a general CPU or memory, it doesn't always give you a full picture, but we can dig into it, and say, "These services are using this much, and if these services are using more than 50 percent of the CPU, then alert us." We can put those type of customizations in rather than use the generic out-of-the-box things with maybe a few flags. It's been very nice to be able to customize it to what we need. We can also put in timings if we know there are services ... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


Subbarao
Punnamaraju

There are a few things that could have been done better with the reporting. It could have a more graphical interface. The dashboards can be improved. They are good, but there is a pain point. To show things to management, to explain pain points to other customers, to show them exactly where we can do better, the dashboarding could be better. Dashboards need to show the key things. Nobody is going to go into the ample details of Excel sheets or HTML. Automation can also be improved. Finally, while this is a very good tool for monitoring and respondin... [\[Full Review\]](#)



David Dietz

With the email alerts that we get, it would be nice if the subject line were a little bit smaller, and if it showed the system that is out as the first thing. Sometimes you have to open the email to see what that is. [\[Full Review\]](#)



Jason Fant

One thing I would like to see is parent/child relationships and the ability to build a "suppression parent/child." For example, if I know that a top gateway is offline and I can't talk to it anymore, and anything that's connected below it or to it is also going to be offline, there is no need to alarm on those. In that situation it should create one ticket or one alarm for the parent. I know they're working towards that with their mapping technology, but it's not quite to that level where you can build out alarm logic or a correlation logic like tha... [\[Full Review\]](#)

reviewer136
9572

It needs better access for customizing and adding monitoring from the repository. That would be helpful. It seems like you have to search through the forums to figure out what specific pieces you need to get in for specific monitoring, if it's a nonstandard piece of equipment or process. You have to hunt and find certain elements to get them in place. If they could make it a bit easier rather than having to find the right six-digit code to put in so it implements, that would be helpful. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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

David Dietz

Pricing seems to be on par with other solutions. For what we get, I think it's a very fair price. They do it based on devices and they have certain levels of the types of monitoring inside those. I haven't gone back and really looked at the differences there, since what we're subscribed to is working well for us at this point. [\[Full Review\]](#)



Jason Fant

It's affordable. The price we get per license is a lot cheaper than what we were getting with some of the other tools. There are other monitoring tools out there that are cheaper, but what you get with LogicMonitor, out-of-the-box, makes it worth the cost. It works well. [\[Full Review\]](#)

reviewer136
9572

It definitely pays for itself in the amount of time we're not spending with false errors or things that we haven't quite dealt with monitoring. It has been good cost-wise. [\[Full Review\]](#)



Idan Lerer

Aside from the standard licensing of the solution, if you would like to implement other features, like what we did just now with the configuration management, there are extra costs. [\[Full Review\]](#)

**Datadog**[See 11 reviews >>](#)

Overview

Datadog is a monitoring service for IT, Dev and Ops teams who write and run applications at scale, and want to turn the massive amounts of data produced by their apps, tools and services into actionable insight.

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

Splunk vs. Datadog ... Compared 17% of the time [\[See comparison\]](#)

Dynatrace vs. Datadog ... Compared 14% of the time [\[See comparison\]](#)

New Relic APM vs. Datadog ... Compared 10% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 39%

Comms Service Provider ... 11%

Media Company ... 8%

Retailer ... 6%

COMPANY SIZE

1-200 Employees ... 25%

201-1000 Employees ... 11%

1001+ Employees ... 64%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 25%

Financial Services Firm ... 13%

Manufacturing Company ... 13%

Media Company ... 13%

COMPANY SIZE

1-200 Employees ... 53%

201-1000 Employees ... 27%

1001+ Employees ... 20%

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

**Datadog**

Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)

Mark

Their interface is probably one of the easiest things to use because it lets non-developers and non-engineers quickly get access to metrics and pull business value out of them. We could put together dashboards and give it to people who are non-technical, then they can see the state of the world. They have a very good ecosystem for their integrations. They have a lot of different integrations, and we use a lot of them. We have integrations with Amazon for ECS, RDS, and all of the subsystems of Amazon. We also have Docker and Splunk integrations. The ... [\[Full Review\]](#)

Brendan
Buono

Its most valuable feature is the monitoring, such as all the custom metrics that Datadog imports from AWS. In addition, the specific monitoring where you can set up an alert to a bunch of different services. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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

Mark

The way data is represented can be limiting. They have added their own little query language that you can use to manipulate things, so you can graph and relate two different metrics together. This is relatively new this year. When I first tried it out a long time ago, you could graph a metric and another metric, and they'd overlay, but you couldn't take the ratio between the two. However, it looks like this is the direction that they're going, and that's a good direction. I think they should continue adding things that way. I like being able to put ... [\[Full Review\]](#)

Senior Sofca
e

The only thing that they were missing that has throw us from the beginning (they are still missing it) is consistency in the APIs. There are a couple of guys on the automation side who complain rightfully over how hard it is because every new feature which comes out has a new way of interfacing with the API. This was our big, red flag in the beginning, but given the price and other features, it wasn't enough for us to discount. We said "That we would live with this one red flag", but it is still a red flag. Stability of the product has been a concer... [\[Full Review\]](#)

Brendan
Buono

Some of their newer solutions are interesting, like their logging, but they are not fleshed out. They could use more metrics or synthetics, which would be really helpful. I would love to see support for front-end and mobile applications. Right now, it is mostly all back-end stuff. Being able to do some integration with our front-end products would be awesome. [\[Full Review\]](#)

Richard
Chennault

Datadog lacks a deeper application-level insight. Their competitors had eclipsed them in offering ET functionality that was important to us. That's why we stopped using it and switched to New Relic. Datadog's price is also high. [\[Full Review\]](#)

**Datadog**

Continued from previous page

**PRICING, SETUP COST AND LICENSING**[See more Pricing, Setup Cost And Licensing >>](#)

Mark

Pricing and licensing are reasonable for what they give you. You get the first five hosts free, which is fun to play around with. Then it's about four dollars a month per host, which is very affordable for what you get out of it. We have a lot of hosts that we put a lot of custom metrics into, and every host gives you an allowance for the number of custom metrics. We have not had a problem with it.

[\[Full Review\]](#)SeniorSofca
e

The pricing came up a bit compared to their competitors. It is not that the price has risen, but that the competitors have gone down. They keep adding more features that I would have expected to be baked in at a more nominal price. I have been increasingly dissatisfied with the pricing, but not enough to jump ship. It is still pretty good. [\[Full Review\]](#)

Brendan
Buono

The pricing and licensing through AWS Marketplace has been good. It would be nice if it was cheaper, but their pricing is reasonable for what it is. Sometimes, for their newer features, they charge as if it's fully fleshed out, even though it is a newer feature and it may have less stuff than their other items. So, if they would scale the pricing appropriately as they add more stuff to it, that would make sense. The pricing should reflect the abilities of the features. [\[Full Review\]](#)

**Centreon**[See 9 reviews >>](#)

Overview

The Centreon solution, based on a free to download Open Source Platform, monitors all critical IT Infrastructure and Applications with real-time dashboards, analytics and insightful alerts that prevent business-impacting downtimes.

Since 2005, over 200,000 IT professionals from SMBs and Fortune 500 companies rely on Centreon to guarantee their organization operational performance.

SAMPLE CUSTOMERS

Airbus, Bolloré, 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 32% of the time [\[See comparison\]](#)

Nagios XI vs. Centreon ... Compared 29% of the time [\[See comparison\]](#)

Icinga vs. Centreon ... Compared 10% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 37%
Comms Service Provider ... 15%
Media Company ... 7%
Government ... 7%

COMPANY SIZE

1-200 Employees ... 33%
201-1000 Employees ... 2%
1001+ Employees ... 66%

VISITORS READING REVIEWS *

COMPANY SIZE

1-200 Employees ... 45%
201-1000 Employees ... 9%
1001+ Employees ... 45%

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



Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Tim Huerter

One good feature is you can see a big picture of your entire infrastructure. If one component is not reachable, this doesn't mean that you have other hosts which are not reachable, and you can see the cause of it. You can see the reason why your servers or program aren't available to the public. Therefore, you can solve the problem and save a lot of time in detecting the problem, so you don't have to search for it. You can see the problem right in the traffic interface. Another thing that is very powerful in Centreon is the possibility to use third... [\[Full Review\]](#)



Matan Moser

When we started using it, our work was based on Nagios completely. What we like about it is that, whereas with Nagios, by design, if you have five or six data centers, you have to open five or six web pages to see what's going on, in Centreon, this is all included in one page, a single site, one dashboard. You don't have to jump from one specific dashboard to the other. I also really like the filtering capabilities of it. You can easily tell what's critical next to what's okay, the state of the services. It's very easy to get the whole picture quick... [\[Full Review\]](#)

Marcilio
Henrique
LAGE
MACHADO

We use almost everything in the product. What is most important are the monitoring, alerting, and the dashboards. If we don't have basic monitoring, we don't have a NOC. It's the basis of the functionality of the system. The dashboards are valuable because they ease troubleshooting and viewing. It becomes easier to locate the source of a problem. We can use BAM for that as well, but we only have it in one of the installations, one that has the Centreon Business edition; the others are using the free version. The dashboards make it easier to communicate... [\[Full Review\]](#)

Massimiliano
Faraon

You can concentrate and orchestrate several other solutions from other vendors. You can consolidate those solutions all in one place, then maintain and monitor from that single point. This creates ease of use. It is a very powerful solution from this point of view. Centreon has some additional modules. Through these modules you can have all kinds of reporting and dashboarding, which are fully customizable, not only from the content point of view, but also from the graphical point of view. You can design, implement, and deploy real maps representing ... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


Tim Huerter

Because the API is available, which is good, Centreon could be more productive if there was better API functionality. Since you can automate some tasks with the API, such as how to add an host or automatically rollout a new host, this is a good area to continuously improve. E.g., the automatic adding of hosts, like LDAP objects or network scans. I think the network scan is a good point, because if you install Centreon as a fresh install, it's pretty easy to make the basic installation. It's very easy because you can download a ready-to-run image from... [\[Full Review\]](#)



Matan Moser

There are improvements that they need to make to their API. When we're using different systems and we want to disable monitoring for a specific server, we still can't do that through the API. That's something that's lacking. We have to be creative and think of other ways. And now that we're looking into switching to the world of containers, which is a different type of monitoring altogether, I hope that they have some sort of scalable solution for it. In a container world, the container is irrelevant. It could just be destroyed and another one can c... [\[Full Review\]](#)

Marcilio
Henrique
LAGE
MACHADO

I would like to see more plugins. That is something it needs. There is also room for improvement through dynamic thresholds, or self-discover thresholds. I would also like to see a discovery feature that could map the whole network environment and automatically suggest things. Finally, NetFlow would be helpful. We have a lot of clients that ask for NetFlow. [\[Full Review\]](#)

**Centreon**

Continued from previous page

Massimiliano
Faraon

Centreon is missing an easy way to create a trendline for the metrics. Actually it is possible to create it, but you need a good knowledge of math, Centreon, and RRD. [\[Full Review\]](#)

**PRICING, SETUP COST AND LICENSING**[See more Pricing, Setup Cost And Licensing >>](#)

Tim Huerter

The pricing starts at around 5000 euro. However, this depends on: * Your environment * The size of your host * How many hosts that you have. * How many remote pollers that you have. * If you want to use the Monitoring Business Intelligence or Centreon MAP functionalities. You purchase a package. You have a support contract (there is also a platinum support contract) and it is per module. That means you have to pay, e.g., for the MBI module or the BAM module. Or, if you want to save a lot of money, you can pay for IMP, which is the complete package. ... [\[Full Review\]](#)

Matan
Moser

I think Centreon's pricing is fair, especially given the criticality of our system. They were cheaper than the other solutions. I understand Centreon is going to North America now. They were smaller when we got it, and the pricing was fair. It took us a while to get in contact with sales, which was a little weird, but once we did and they knew we were serious, the pricing was fair. The licensing terms were pretty straightforward. I believe it was based on the number of hosts. [\[Full Review\]](#)

Marcilio
Henrique
LAGE
MACHADO

If you need basic monitoring without dashboards, just monitoring, the plugins are very useful and really cheap. If you want a more complete solution with dashboards and reporting, the EMS solution is great and it is not that much more expensive. It's a good value. Really good. [\[Full Review\]](#)

Massimiliano
Faraon

The solution is affordable. The price isn't so high compared to other solutions. The price is negotiable, e.g., you can get a very good price at 20,000 devices if you can commit for several years. Centreon is always available to develop new plugins when needed. The most important thing is that their maintenance account yearly subscription fee includes the fact that they will maintain the new plugins that you requested them to deliver. [\[Full Review\]](#)

**Pandora FMS**[See 15 reviews >>](#)

Overview

Pandora FMS Enterprise is the perfect on-premise monitoring software for companies with at least 100 devices.

Stop wasting your time and resources on complex and silo'd monitoring systems that are poorly integrated.

It's an all-in-one package offering modern and flexible IT monitoring, replacing the need for multiple, difficult-to-integrate, and more costly monitoring systems.

SAMPLE CUSTOMERS

Rakuten, Prosegur, Repsol, Telefónica, Allianz, Ottawa Hospital, Hughes

TOP COMPARISONS

Zabbix vs. Pandora FMS ... Compared 45% of the time [\[See comparison\]](#)

Centreon vs. Pandora FMS ... Compared 7% of the time [\[See comparison\]](#)

SolarWinds Server and Application Monitor vs. Pandora FMS ... Compared 7% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Engineering Company ... 56%
 Computer Software Company ... 11%
 Comms Service Provider ... 8%
 Retailer ... 4%

COMPANY SIZE

1-200 Employees ... 98%
 1001+ Employees ... 2%

VISITORS READING REVIEWS *

COMPANY SIZE

1-200 Employees ... 88%
 201-1000 Employees ... 13%

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



Continued from previous page

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


Alexandre
Pérez Jorge

What I value most about Pandora FMS is the simplicity of working with it. The speed of locating problems and to be able to solve them quickly, so that it affects our client's network infrastructure as little as possible, is very valuable. Thanks to Pandora FMS we have everything unified in the same point and it is highly efficient. This software is used to monitor several elements in the network, for example, it can detect if a network interface has been down, if it has received a defacement attack in unaweb, it alerts if there has been a memory los... [\[Full Review\]](#)



reviewer1141
848

We use the alert system a lot, with several actions per configured alert. These include actions like sending a Pushover notification, email, or even start a new EC2 instance. The good thing about this system is the flexibility that provides. There's really no new technology that Pandora can't integrate with. The SLA reports are just outstanding. It provides a clear vision about the KPIs and its evolution in time. The official forum is active enough to answer most of the high-end technical questions that you may have. Besides, the documentation is re... [\[Full Review\]](#)



Jimmy
Olano

Enterprise version is for big business (100 devices or more); we use Community version (GNU General Public License) , both versions let us make own "details", always under our responsibility. Another valuable feature is standards for monitoring, where discrete values in generic situations can be applied to anything with very different needs. [\[Full Review\]](#)



Carlos
Nunes

The most valuable features in this solution are: * Large Hispanic community * Self-detection system for host or terminals * System of alarms or notifications * SLA reporting and management system * Geolocation * Monitoring of virtual environments * Agents for different platforms * Administration by CLI * Intuitive interface [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


Alexandre
Pérez Jorge

The free version capable of monitoring more than 10,000 nodes and covers (without limitations) a monitoring network, servers (based on agents or remotely) and applications. With complete functionalities of reports, alerts, integrations with third parties via API, etc. It creates its own architecture from 0, which allows it to scale perfectly in large environments. It has been possible to monitor an environment with more than 100,000 nodes without performance problems (of course, in the Enterprise version). We also highlight its integration with mobi... [\[Full Review\]](#)



Jimmy
Olano

Pandora FMS is currently very focused on monitoring so they have left out the issue of cloud deployment. After discussing it with support and in the forums, I have seen that they are working on improving their cloud side, and with the Discovery feature, which is still limited, I'm sure they will accomplish a lot more in the future. [\[Full Review\]](#)



Carlos
Nunes

I find that this software is resource heavy, and demands a lot of processing capacity. I would like to see it lightened. The somewhat long configuration means that the start of implementation may be slow. Nice features to see would be: * The possibility to make it work without agents. * It would be good if it had a long history of occurrences. * Notifications via hangouts or google chat. [\[Full Review\]](#)



Continued from previous page



Luis (Abe)
Ibrahim
Delgado Plá

When it comes to the definition of local Software Agents for the first time in the open-source version, it can become very tedious. However, when using the Enterprise Version, we will be allowed to centralize the administration and deployment from the web console. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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

reviewer1141
848

We use the Open Source edition, but I've worked with the Enterprise edition in the past. My rule of thumb would be that if you need more than thirty agents, and you lack an automation tool such as Chef or Puppet, you will save a lot of time and money going to the Enterprise edition. [\[Full Review\]](#)



Jimmy
Olano

Growing the solution or migrating to the Enterprise version is easy, and various plans are available -if you have one hundred devices or more-. This is an open-source solution that can be used free of charge (Community edition). Libre Software can be let tasted and tried without compromise, no pressure for buying, and no more worries (we have too many of them). Both case use same core, Enterprise version include additional plug-in's and there is total support for specialized cases. [\[Full Review\]](#)



JaJavi

In terms of money, the Enterprise version is the cheapest that I have found after a market study. The best ratio of quality and price, I want to think. [\[Full Review\]](#)



Verena
Merian

The license part is the best. Only one payment and it includes support, updates, new versions, and access to the complete library of plugins except for SAP and z/OS. I love the simplicity of the license. This makes it easy to work, with no fear of being asked for more money all the time. [\[Full Review\]](#)

Nagios[®] Nagios XI [See 7 reviews >>](#)

Overview

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

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 22% of the time [\[See comparison\]](#)

SolarWinds NPM vs. Nagios XI ... Compared 10% of the time [\[See comparison\]](#)

Centreon vs. Nagios XI ... Compared 9% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 35%
Comms Service Provider ... 17%
Media Company ... 8%
Retailer ... 6%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Manufacturing Company ... 21%
Comms Service Provider ... 14%
Financial Services Firm ... 14%
Cloud Provider ... 7%

COMPANY SIZE

1-200 Employees ... 30%
201-1000 Employees ... 38%
1001+ Employees ... 32%

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

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


KODZOVI
Loïc

The most valuable feature is the setup wizard. The wizard just asks you for simple details and automatically starts collecting logs. It will give you some hints to configure your login on remote devices. [\[Full Review\]](#)



reviewer104
2011

The most valuable feature is the dashboard, where I can have a single screen that provides a summary for hundreds of servers. I get red and green indicators that help me to quickly check for and rectify problems. [\[Full Review\]](#)



Nagios677

The most valuable feature is its support for different types of devices, where it can use all of the equipment that you need. You can find and change your speed in the network topology, and if something goes down then it will be noticed immediately. [\[Full Review\]](#)



D Lezama

All of them, but mainly: * Highly-efficient server performance monitoring engine * Configuration wizards * Infrastructure management * Configuration snapshot. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


KODZOVI
Loïc

For enterprise users, the product would be better if it came with dedicated plugins. It has an online store for plugins and additional features, but most of the plugins we have are mostly open source. These open source plugins do not have a lot of documentation. We have to try to figure out how to use them on our own. They have good documentation for their own products and because of that, we have details to easily use their product as they have a guide. There is no documentation on the plugin site. They need more documentation for the plugins. Besi... [\[Full Review\]](#)



reviewer104
2011

When you monitor a lot of things it creates a lot of events and logs. I would like a much easier GUI so that I can delete events and logs, which will free up a lot of space. I would also like a better GUI for dashboard viewing. A better interface would allow this solution to be used as a single point of monitoring. When the database is in need of repair, perhaps due to corruption caused by an improper shutdown, then it should happen automatically, rather than having to run a command. [\[Full Review\]](#)



Nagios677

I would like to see more customization in the network map because it is a bit tricky to use it. First, when you click on one of the devices on the map, it shows you information about the equipment. Sometimes, there is information that I do not want to show. I would instead like to choose what is shown. Next, I would like to have the ability to show only a subset of equipment on the network map. When you view it, all of the equipment that you have is there, every time. Sometimes, I would like to choose just a group of devices to view. [\[Full Review\]](#)

Nagios[®] Nagios XI

Continued from previous page



Hattab
Mahdi

This solution would be improved with the inclusion of additional services. Monitoring streaming services is an example of something that is not currently supported, so in order to handle this, I would have to write a script. Scripts like this should be included in the next version of the solution. I would like to see support for notification via SMS. [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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



KODZOVI
Loïc

The license and support are very expensive. You pay separately for each and the licensing is a little complicated. With a company like Cisco which may be expensive, the support is included. This product costs more than even Cisco. The support is not as easy to contact. [\[Full Review\]](#)

BMC TrueSight Operations Management [See 10 reviews >>](#)

Overview

TrueSight Operations Management is a broad ITOM solution that delivers performance monitoring, event management, end user experience management, AIOps use cases and automated remediation and ticketing . It deploys machine learning and analytics to dynamically learn behavior, correlate, analyze, and prioritize event data so IT operations teams can predict, find and fix issues faster across complex, hybrid environments. TrueSight Operations Management provides a converged view of application and infrastructure performance across physical, virtual, multi-cloud and container environments. With visibility into web, mobile, and on-premises applications, TrueSight provides the insight IT operations needs to deliver high-quality digital services qu... [\[Read More\]](#)

SAMPLE CUSTOMERS

Ensono
Transamerica
Boston Scientific
Park Place Technologies
inContact
TD Ameritrade
PNC Bank

TOP COMPARISONS

Dynatrace vs. BMC TrueSight Operations Management ... Compared 10% of the time [\[See comparison\]](#)
AppDynamics vs. BMC TrueSight Operations Management ... Compared 10% of the time [\[See comparison\]](#)
Splunk vs. BMC TrueSight Operations Management ... Compared 8% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 64%
Comms Service Provider ... 10%
Manufacturing Company ... 4%
Financial Services Firm ... 3%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Healthcare Company ... 29%
Manufacturing Company ... 29%
Comms Service Provider ... 14%
Financial Services Firm ... 14%

COMPANY SIZE

1-200 Employees ... 42%
201-1000 Employees ... 8%
1001+ Employees ... 50%

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

Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


John_Rooney

The fact that they have a very integrated relationship with Sentry Software, the Knowledge Module, is valuable. We have one Knowledge Module that we're using today, which is the Sentry KM. We're bringing on the operating system Knowledge Module. The richest feature for us is the number of Knowledge Modules that we can load into the product to add breadth of service to the customer. It enables us to move up the operational stack from hardware, to operating system, to application, and to cloud. It's one presentation layer, one path with these Knowledge... [\[Full Review\]](#)



ServiceDdfe

We have many operational teams, and for any given team their requirements are different. One team is more reliant on infrastructure monitoring, because they are processing-heavy. Another team might be more reliant on endpoint monitoring where we're ensuring that the third-party endpoints they rely on are up and available. Another team may have fairly immature applications, so that they would rely heavily on log monitoring to catch all the errors that may come up. From a consumer-function standpoint, there isn't any feature that stands out. They're a... [\[Full Review\]](#)



Paul Mercina

The ability of this platform to monitor the very diverse assets that we maintain around the world is its most valuable feature. We service over 350,000 data center assets. These assets come in the form of servers, storage arrays, networking devices, etc. We've calculated that we service and support over 36,000 data centers around the world. We're not really tied in with the manufacturers, but we support a vast array of manufacturers' equipment, like HP, IBM, Cisco, Dell, EMC, Hitachi; and I could go down the line. We have a very diverse install base... [\[Full Review\]](#)



Doug Greene

The solution's event management capabilities are fantastic. We do a best-of-breed. If, on the network side, they use a different tool, we pull all that data in so that we have a single console. It's kind of like the monitor of monitors. We're able to aggregate all the different types of data sets, whether it's log data, app data, OS data, infrastructure data, or network data. We're able to aggregate all those events and then correlate and be able to say we're having an event. Just because we have one or two alerts doesn't necessarily mean that we're... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


John_Rooney

Reporting would be an area for improvement in TrueSight. In its purest form, TrueSight is an enterprise product, meaning one company would run it in its internal data centers and internal IT organization. But our company is more of a managed-service provider. We have almost 800 customers today on TrueSight and just under 10,000 assets. We need to be able to give a customer some information. If the customer's product fails, they'll ask us, "Did it have a problem beforehand?" We have all those events and we know all the problems it had beforehand. We ... [\[Full Review\]](#)



Doug Greene

Specifically around application performance monitoring, BMC is definitely not the market leader. The Dynatracers, the New Relics and the like are more of the market leaders in that space. I would like to see them grow that space a little bit more aggressively. It has not really been their bread and butter. They've been highly focused on cloud initiative. I don't know anyone in the industry who has solved how to monitor cloud, SaaS-based systems, because all of those systems are usually linked through other systems. That would be another area where it... [\[Full Review\]](#)



ITManager610z9

I can only speak from my perspective because I don't know if some of the issues that we've had are industry-wide or not. For instance, we've got a lot of Microsoft stuff here, and the SCOM interface is very difficult to use. They don't have support for SCCM and some other things so you have to go directly. The one piece that I would love to see is a general-purpose, configurable agent which would be a framework that you can deploy on anything, whether it be Java or anything else. It would allow you to easily deploy it on a platform that they support... [\[Full Review\]](#)

BMC TrueSight Operations Management

Continued from previous page



Monitori66fb

It's a complex system. The implementation is fairly challenging. They have done a good job lately of getting videos out there. We would like more videos and self-training, though. Right now, you have to go to BMC's training classes to get a good understanding of the product, and those training classes are very expensive. While I understand they are a business and trying to make money, a lot of their competition has training available via YouTube. There is much more accessibility to competitors' training. In a large company of our size, we need multi... [\[Full Review\]](#)



PRICING, SETUP COST AND LICENSING

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


John_Rooney

We pay license fees of between \$150 and \$200 per asset. In terms of the product's pricing, we don't pay per item and it's not crazy. It's cost-effective enough for us to offer it for free on storage, and we've got some 4,000 storage assets using the product every day. We bought a large block of licenses. Interestingly enough, we provide TrueSight for free for our storage customers. We thought it was that important, to give them the licenses for the Knowledge Module and the policy. We do charge for network and we do charge for servers. There is an en... [\[Full Review\]](#)



ServiceDdfe

We're end-of-lifeing it now. Overall, the licensing costs of BMC are a challenge for us in that they're hard costs, whereas open-source monitoring has soft costs, where it's harder to line-item. It's harder to see the cost of implementation for other things. So that change of direction is taking place. It doesn't mean the cost isn't there; it's just soft dollars rather than hard dollars. [\[Full Review\]](#)



Paul Mercina

Pricing is all volume-driven. I think we were paying between \$80 and \$85 per license. That's per unit, for a perpetual license. You pay it one time and then, every year, you pay 20 percent of that for annual maintenance and support. But now that we've grown, we've purchased tens of thousands of licenses and the cost per license has gone down to something like less than \$30. I wouldn't call it an agent cost because the way they price it is based on the number of things you have connected. You can connect hundreds of things to a single agent but you'r... [\[Full Review\]](#)



ITManager610z9

The only possible additional cost that I can mention, that you might not be aware of, is that it uses Oracle partitioning, if you use Oracle. There are Oracle partitioning fees that go with that. [\[Full Review\]](#)

**ITRS Geneos**[See 5 reviews >>](#)

Overview

ITRS Geneos is a real-time monitoring tool for managing increasingly complex and interconnected IT estates. Built for financial services and trading organisations, it collects a multitude of data relating to the performance of servers, infrastructure, connectivity and applications, analyses it to provide fresh information, and presents it in relevant, intuitive visualisations. For more information, please visit: <https://www.itrsgroup.com/>

SAMPLE CUSTOMERS

ITRS Geneos is used by over 170 financial institutions, including JPMorgan, HSBC, RBS, Deutsche Bank and Goldman Sachs. Clients range from investment banks to exchanges and brokers.

TOP COMPARISONS

AppDynamics vs. ITRS Geneos ... Compared 18% of the time [\[See comparison\]](#)

Nagios XI vs. ITRS Geneos ... Compared 15% of the time [\[See comparison\]](#)

Splunk vs. ITRS Geneos ... Compared 12% of the time [\[See comparison\]](#)

REVIEWERS *

TOP INDUSTRIES

Computer Software Company ... 36%

Financial Services Firm ... 35%

Comms Service Provider ... 12%

Media Company ... 3%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 96%

Computer Software Company ... 4%

COMPANY SIZE

1-200 Employees ... 12%

201-1000 Employees ... 23%

1001+ Employees ... 65%

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



Top Reviews by Topic



VALUABLE FEATURES

[See more Valuable Features >>](#)


reviewer134
8830

The log file monitoring is probably what we use most extensively, especially the FKM sampler. That would be the one we utilize the most for scraping log files and looking for our messages. In terms of the solution's real-time data, it's great. I can't say enough about it. I've evaluated many other products, including Nagios, because everyone wants to use stuff that's cheap — ITRS is very expensive — as well as Check_MK and some stuff from HPE, and nothing provides a solution like ITRS does. It's definitely the best solution that I've used, as far as... [\[Full Review\]](#)



Sanket
Wartikar

It enables us to monitor application processes, to do log-monitoring on a 24/7 basis, to do server-level monitoring - all the hardware parameters - as well as monitor connectivity across applications to the interfaces. The ITRS dashboards monitor real-time data. There are two processes. One is that it reads from files via netprobes that are installed on all the servers. They read the respective online files which are updated every two seconds and then display the online data. The second process is that the dashboards are updated through scripts. ITR... [\[Full Review\]](#)



Caleb Bond

The customizability and the speed, those are the two best things about it. You really just can't customize and fine tune many monitoring tools to get the degree of specificity that you want from the metrics. That's one area where Geneos has excelled. And it's just really fast. Also, the Netprobe is so lightweight compared to the agents that most monitoring tools use. It's really superior to the competition. The agent that is used by almost every competitive tool takes a lot more system resources. It's slower and it requires a greater effort and more... [\[Full Review\]](#)



Sanchit
Pathak

One thing we're utilizing in Geneos is the Gateway-SQL. That's really helpful for us. Using Gateway-SQL, we are able to merge two different views into one. Suppose we have to check something in the log and that we have to check something in the database and do a comparison before publishing a result. We can achieve that using Gateway-SQL. Another valuable feature in Geneos is the FIX Analyser, because in our automation we are dealing with a lot of FIX messages. On top of that we use the dashboards which are very good for presenting everything in one... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT

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


Sanket
Wartikar

We have introduced many of the monitoring processes in the past five to six months, for the trading dashboards and the business team. We have segmented gateway servers doing the monitoring. Sometimes, if there is a lot of data coming onto the servers, we have observed a little bit of slowness on the gateway servers which are doing the ITRS dashboard monitoring. I believe the plan is that the tooling team will divide the gateway servers into two, with half of the application trading servers monitored by one gateway server and the other half monitored... [\[Full Review\]](#)



Caleb Bond

Some aspects of dashboarding are very proprietary and it makes it difficult, at times, to replicate your work easily. That is one area where it could really be improved. Other suggestions we have made to ITRS include: * Breadcrumb navigation within web dashboards * The addition of a nickname feature: Allow us to easily nickname any metric and then use that nickname anywhere that metric appears * Add a ticker control: Define a region of the dashboard which scrolls or flashes between a designer-determined list of metrics * Carousel and index navigatio... [\[Full Review\]](#)



Sanchit
Pathak

We explored the database logging feature of Geneos ITRS and we are not using that much as of now. We are using it for a reporting type of function. We collect the trends — how many alerts we are getting — and we probably review it once in a month. But I would really like to see something from the Geneos side to set up automated reporting from ITRS. We have to send reporting to management every day. To do that we have to check the dashboard and then we have to report whether everything is fine or not. In the future, I want something, some reporting k... [\[Full Review\]](#)

**ITRS Geneos**

Continued from previous page

SeniorPrc25
d

The ITA, the post-incident analytics, could be improved. They know that. I'm sure they're working on it. That encompasses a whole facet, a whole dimension, of the product. [\[Full Review\]](#)

**PRICING, SETUP COST AND LICENSING**[See more Pricing, Setup Cost And Licensing >>](#)reviewer134
8830

Pricing is the touchy subject, even here. Upper management always wants us to find a cheaper solution. But we have so much integrated with ITRS. For example, in one of our environments we have extensive client notifications, so if a client session goes down, they immediately get an email. It's automated. We don't have to do anything. That's a feature that our clients really like. It's expensive, but it does its job very well. And you set it and go. [\[Full Review\]](#)



Caleb Bond

The licensing cost may seem expensive upfront. However, the service is outstanding, the tool does things that no other tools can do, and the customizability more than makes up for the cost of licensing. [\[Full Review\]](#)

Answers from the Community

What is ITOM (IT Operations Management)?

How does it differ from ITSM? Which products would you recommend to make up a fully defined ITOM suite?



Donald Bakels

IT operations management (ITOM) software is intended to represent all the tools needed to manage the provisioning, capacity, performance and availability of computing, networking and application resources — as well as the overall quality, efficiency and experience of their delivery, I would recommend at least the following products Application & underlying infrastructure monitoring, ITSM Servicedesk & Security management software.

[See all 1 answers >>](#)

Answers from the Community

What is the best tool for SQL monitoring in a large enterprise?

What tools do you recommend for SQL server monitoring for an enterprise-level business?



Donald Bakels

I highly recommend 2 products from the SolarWinds ITOM Suite; 1 Server Application Monitor Check link: <https://www.solarwinds.com/server-application-monitor> 1 Database Performance Analyzer for SQLServer <https://www.solarwinds.com/database-performance-analyzer-sql-server> Both products are integrated



Morne O'Kennedy

I personally believe in SCOM (Operations Manager) since it contains all the required tools to monitor and manage SQL operationally. Majority of enterprises already have the Microsoft EA in place so the System Center licensing is already available along with SQL. ... in summary



Usman Malik

You can use Solawind or BMC

[See all 8 answers >>](#)

Answers from the Community

What is the difference between SNMP polls and SNMP traps?

Help other users in the community to learn more about SNMP.



Raymond
De Rooij

SNMP polls are used to poll data from a system or application via SNMP get command. SNMP traps are events that are sent from a system to a trap receiver. E.g. in case a CPU is at 100% utilization an SNMP TRAP is sent to a TRAP receiver to indicate an event. SNMP traps are used for monitoring systems like Netcool, Tivoli, etc. to alert system engineers on an event. SNMP GET is normally used to get statistics on a certain interval e.g. to check the CPU usage on a 5-minute interval or to get the memory usage from a system or application. A monitor system sends an SNMP Get command to a system to get the metrics.



reviewer13
48830

SNMP polls are queries sent from a monitoring application to a device using the available MIBs for the related devices. These are usually on a schedule say every 5 minutes. Traps are notifications sent from a device to a monitoring application trap receiver. As an example an interface goes down on a device a trap is sent from the device telling the monitoring application an interface just disconnected. To have a thorough monitoring deployment it is important that the monitoring application supports both.



Faycal
Noushi

SNMP polls are by default based on port 161 UDP. Though, both port and protocol can be changed. In this case, the monitored element acts as a server, therefore opening that port. The monitoring solution acts as a client and polls performance metrics or configuration data by targeting OIDs in a MIB. Authentication is made through a community (~ password) or through more secured mechanisms in SNMP v3. In addition, this method can be used to do SNMP SET instead of GET to change OID values instead of just reading them. In the case of SNMP traps, the monitoring solution acts as a server by listening on port 162 in UDP and the monitored elements send traps to it. Traps normally serve as a way to notify in real-time about events. Though, one major shortcoming is that for older versions, there is no ACK sent from the server. therefore, it's...

[See all 5 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 ITCentralStation.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 IT Central Station

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 IT Central Station 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.

IT Central Station 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 IT Central Station to:

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