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# IT Infrastructure Monitoring Buyer's Guide and Reviews July 2021

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# Vendor Directory

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

# Vendor Directory

<b>Quest Software</b>	Foglight Evolve Monitor
<b>Quest Software</b>	Foglight Evolve Operate
<b>ScienceLogic</b>	ScienceLogic
<b>Sematext</b>	Sematext Infrastructure Monitoring
<b>ServiceNow</b>	Loom Systems
<b>ServiceNow</b>	ServiceNow IT Operations Management
<b>SevOne</b>	SevOne Network Data Platform
<b>SolarWinds</b>	SolarWinds NPM
<b>SolarWinds</b>	SolarWinds AppOptics
<b>Spiceworks</b>	Spiceworks
<b>Splunk</b>	SignalFx

<b>Splunk</b>	Splunk Insights for Infrastructure
<b>Splunk</b>	Splunk IT Service Intelligence (ITSI)
<b>Stackify</b>	Stackify
<b>StackPath</b>	StackPath Monitoring
<b>StackState</b>	StackState
<b>StrataCloud</b>	StrataCloud
<b>Virtana</b>	VirtualWisdom
<b>VMware</b>	vRealize Network Insight
<b>VMware</b>	VMware Tanzu Observability by Wavefront
<b>Zabbix</b>	Zabbix
<b>Zenoss</b>	Zenoss Service Dynamics

# Top IT Infrastructure Monitoring Solutions

Over 517,307 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

<div><div></div><div>Views</div></div>	<div><div></div><div>Comparisons</div></div>	<div><div></div><div>Reviews</div></div>	<div><div></div><div>Words/Review</div></div>	<div><div></div><div>Average Rating</div></div>
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 ranking factor of **Reviews**, **Views**, and **Comparisons**, the product with the highest count in each ranking factor gets a maximum 18 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 18 \* 80% = 14.4.

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

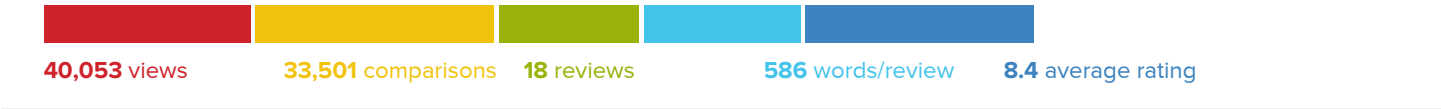
Reviews that are more than 24 months old, as well as those written by resellers, are completely excluded from the ranking algorithm.

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

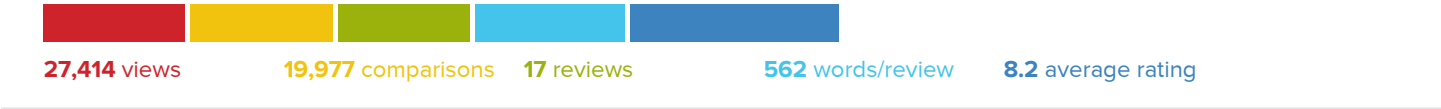
### 1 Zabbix



### 2 Datadog



### 3 SolarWinds NPM



#### 4 LogicMonitor



#### 5 PRTG Network Monitor



#### 6 Pandora FMS



#### 7 SevOne Network Data Platform



#### 8 Centreon



#### 9 ITRS Geneos



#### 10 DX Spectrum



## Top Solutions by Ranking Factor

### Views

		VIEWS
1	<a href="#">Zabbix</a>	46,489
2	<a href="#">Datadog</a>	40,053
3	<a href="#">SolarWinds NPM</a>	27,414
4	<a href="#">PRTG Network Monitor</a>	19,763
5	<a href="#">Nagios XI</a>	18,289

### Reviews

		REVIEWS
1	<a href="#">Zabbix</a>	31
2	<a href="#">Datadog</a>	18
3	<a href="#">LogicMonitor</a>	18
4	<a href="#">SolarWinds NPM</a>	17
5	<a href="#">PRTG Network Monitor</a>	17

### Words / Review

		WORDS / REVIEW
1	<a href="#">BMC TrueSight Operations Management</a>	2,721
2	<a href="#">LogicMonitor</a>	2,177
3	<a href="#">SevOne Network Data Platform</a>	2,092
4	<a href="#">Auvik</a>	1,747
5	<a href="#">ITRS Geneos</a>	1,626



**ZABBIX Zabbix**[See 33 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 18% of the time [\[See comparison\]](#)

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

Icinga vs. Zabbix ... Compared 7% of the time [\[See comparison\]](#)

### REVIEWERS \*

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#### TOP INDUSTRIES

Comms Service Provider ... 30%  
Computer Software Company ... 25%  
Government ... 6%  
Financial Services Firm ... 5%

#### COMPANY SIZE

1-200 Employees ... 17%  
201-1000 Employees ... 32%  
1001+ Employees ... 51%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Computer Software Company ... 19%  
Comms Service Provider ... 11%  
Energy/Utilities Company ... 7%  
Financial Services Firm ... 7%

#### COMPANY SIZE

1-200 Employees ... 49%  
201-1000 Employees ... 18%  
1001+ Employees ... 33%

\* 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

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



Julian Lewis

I like being able to use proxy servers for different locations. The agents are pretty cool. They're easy to roll out. The standard out-of-the-box templates are also pretty easy to use. The integration with other learning products is also good. I have, in the past, used Slack, but we've integrated it with Microsoft Teams. We also use it for SMS with a service called Redcoat. It is very flexible. It does what I need it to do, and my manager is very happy because it doesn't cost anything. We are nearing 4,000 hosts inside Zabbix, and we've got another ... [\[Full Review\]](#)



Faycal  
Noushi

Its overall flexibility is most valuable. When our customers have some custom applications that are not necessarily covered by the community or a standard monitoring tool, we use Zabbix to build our own modules with our own templates. This feature has been useful in using Zabbix for infrastructure and IT monitoring. It has also been useful for industrial equipment monitoring. Zabbix is very lightweight. It is efficient in terms of performance because it doesn't use a lot of resources. [\[Full Review\]](#)



Faustine  
Chisasa

Zabbix is highly customizable and flexible, which makes it easy to have all our monitoring needs accommodated. Many elements like auto-discovery, dashboards, templates, graphs, maps, metrics, SLA's can easily be customized to fit specific needs Zabbix has a powerful API that support integration with third party software, automation and creating new applications. It can be easily integrated with other tools as a data ingest, processing or visualization platform. The API allows for utilizing better software in specific areas that Zabbix may be lacking... [\[Full Review\]](#)



### ROOM FOR IMPROVEMENT

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



Julian Lewis

The APM monitoring has room for improvement, although I hear that the new 5.2 version has some improvements in that area, and I'd like to give that a go. I would like to see a few more templates out there for different styles of monitoring. I use the Grafana interface for reporting. I would also like it to have an out-of-the-box ability to email reports. You can create reports, but to be able to email those reports would be really helpful. I've got users who are not interested in logging in and generating a report. They want it all pre-canned and se... [\[Full Review\]](#)



Faycal  
Noushi

Its UI should be improved. They did some improvements in version 5, but it could benefit from some more work. Its integrations should also be improved. They've been active for one year, and they seem to have noticed that. It has new integrations, but it could benefit from more integrations. As far as I know, there is no model to push statistics, metrics, or events towards Zabbix. This type of API isn't yet there, whereas some other tools provide an API for this. [\[Full Review\]](#)

**ZABBIX Zabbix**

Continued from previous page

Faustine  
Chisasa

Although Zabbix is great, the documentation is a bit lacking. The documentation gets a bit messy between versions and is not too detailed, the learning curve is steep and can be difficult for first-timers, especially when they run into issues. Zabbix depends on other open-source projects, so it would be a good idea to add more information on fine-tuning a Zabbix instance especially the essential details when working with specific choices of OS, database, webserver etc. I had to do most of the things with limited resources in the fine-tuning of the d... [\[Full Review\]](#)

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

It is open source. If you want to have a subscription or official support, you can pay for it. They have different plans, which are not that expensive. The plans are based on per monitoring server, not per monitored equipment. So, it is not at all expensive, and you can also live without the support if you want a cheaper option. [\[Full Review\]](#)

Faustine  
Chisasa

Zabbix is open-source so if one wishes to implement it in-house, they must have qualified professionals to set up and optimize databases, Linux/Unix OS, PHP, Apache, and depending on what is monitored, a full-stack network and systems administrator may be needed. Zabbix provides support although we have not subscribed to the support. We implemented the instances on our own and we also operate and maintain them on our own. [\[Full Review\]](#)



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

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. Involve a dba for the database setup. [\[Full Review\]](#)

**Datadog**[See 19 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 16% of the time [\[See comparison\]](#)

Dynatrace vs. Datadog ... Compared 15% of the time [\[See comparison\]](#)

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Computer Software Company ... 30%  
Comms Service Provider ... 18%  
Financial Services Firm ... 8%  
Media Company ... 6%

#### COMPANY SIZE

1-200 Employees ... 36%  
201-1000 Employees ... 12%  
1001+ Employees ... 52%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Computer Software Company ... 21%  
Financial Services Firm ... 16%  
Comms Service Provider ... 11%  
Educational Organization ... 11%

#### COMPANY SIZE

1-200 Employees ... 44%  
201-1000 Employees ... 28%  
1001+ Employees ... 28%

\* 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 >>](#)reviewer149  
4894

We started with Log analytics in the beginning stages of our monitoring journey. Those were very insightful, but obviously only as useful as we made them with good logging practices. The dashboards we created are core indicators of the health of our system, and it is one of the most reliable sources we have turned to, especially as we have seen APM metrics impacted several times lately. We can usually rely on logs to tell us what the apps are doing. APM and Traces have been crucial to understanding how users are actually using the app. That drives a... [\[Full Review\]](#)



BrianHeisler

I like that you can build out a dashboard pretty quickly. There are some things that come out of the box that you don't really need to do, which is great because they're default settings. Once you install the agent on the machine, they pick up a lot of metrics for you that are going to be 70 or more percent of what you need. Out of the box, it's pretty good. [\[Full Review\]](#)

reviewer147  
9957

Metric graphing and Dashboards are the most valuable features because they give us good observability into our system and work well to alert us when interesting things happen. We use this functionality daily. We value the monitoring capability since it allows us to be pushed alerts, rather than have to observe graphs continually. The integrations with Slack and PagerDuty enable us to be interrupted appropriately and keep a running tab on the system without bothering us unnecessarily. The online process monitoring has been extremely helpful, as it gi... [\[Full Review\]](#)

reviewer147  
6039

The most valuable feature is the dashboards that are provided out of the box, as well as ones we were able to configure. Specific Dashboards that were provided that made things easier were EC2, RDS, Kubernetes dashboards. We also use the logging tool, which makes searching for specific error logs easier to do. Datadog Logging provides the capability for us to use AWS logs such as VPC Flow Logs, ELB, EC2, RDS, and other logs that provide lots of relevant operational data but are not actionable. Datadog provides a tool that can provide us analytics an... [\[Full Review\]](#)



### ROOM FOR IMPROVEMENT

[See more Room For Improvement >>](#)reviewer149  
4894

Continued improvement around cost and pricing model is needed. It is pretty complex and takes a fair amount of intimate knowledge to know exactly how turning on a single function is going to impact your bill, especially when you don't see the metrics for a day or two. We have recently had a number of issues with stability and delays on logging, monitoring, metric evaluation, and alerts. More often than not in the past month, it seems that we get the banner across the top of our dashboards that some service is impacted. They don't always show up on th... [\[Full Review\]](#)

reviewer147  
9957

Their logging solution is expensive for our use case. They do have the capability to rehydrate old or incomplete logs, and it works, but I would rather not have to think about that operation. Datadog has a lot of documentation, but a lot of that documentation assumes you know how the service works, which can lead to confusion. Positive note is that they do have lots of documentation, it just needs better curation. Their APM solution still needs some work, but they are actively developing it. I would also like to see more database-specific applicatio... [\[Full Review\]](#)

reviewer147  
6039

More pre-configured "Monitor Alerts" would be helpful. Datadog's knowledge of its customers and what they are looking for in terms of monitoring and alerting could be taken advantage of with pre-canned alerts. They have started this with "Recommended Monitors". That feature was very helpful when configuring our Kubernetes alerts. More would be even better. Datadog tech support is very good. One area that could be more helpful is actually talking to someone or sharing your screen to help troubleshoot issues that arise. For new cloud engineers just co... [\[Full Review\]](#)

**Datadog**

Continued from previous page

reviewer147  
7686

Please add PHP profiling; you already have it for other popular programming languages such as Python and Java, which is great because we have a little bit of those, but our main app is powered by PHP and we don't have profiling for this yet. I guess it's only a matter of time for this to be added, so in the meanwhile, you can consider this review as a vote for the PHP profiling support. The pricing model could be simplified as it feels a bit outdated, especially when you look at the billing model of compute instances vs the containers instances. [\[Full Review\]](#)

**PRICING, SETUP COST AND LICENSING**[See more Pricing, Setup Cost And Licensing >>](#)reviewer149  
4894

My advice is to really keep an eye on your overage costs, as they can spiral really fast. We turned on some additional span measures and didn't realize until it was too late that it had generated a ton. Frankly, we love the visibility it gives us into our applications, but it is a bit cumbersome to ensure we are paying for the right stuff. Overall, the cost is worth it, as it helps us keep system-critical applications up and running, and reduces our detection and correction times significantly. [\[Full Review\]](#)

reviewer147  
9957

My advice is to understand what number of hosts and data you want to commit to. Beware that usage-based billing is both a blessing and a curse. It is easy to run up a large bill, so become familiar with the cost of each piece of your bill and use the metrics they supply to estimate and monitor your bill. I have had good luck with their support team helping us to figure out the correct commit levels. Their account support is excellent in this regard. I have heard their sales team can be aggressive, but I have not experienced it personally. [\[Full Review\]](#)

reviewer147  
6039

Pricing seemed easy until the bill came in and some things were not accounted for. The issue may have been that we didn't realize what was being accounted for, such as the number of servers and the number of logs being ingested. Datadog had really good pre-sale reps that work with us but need to make sure all the details are covered. [\[Full Review\]](#)

reviewer147  
7686

Pricing is somewhat affordable compared to other solutions but in order to really lower the costs of other products you need to plan very carefully your resources usage, otherwise, it can get expensive real quick. [\[Full Review\]](#)

**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 13% of the time [\[See comparison\]](#)

Nagios XI vs. SolarWinds NPM ... Compared 11% of the time [\[See comparison\]](#)

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Computer Software Company ... 26%  
Comms Service Provider ... 20%  
Government ... 9%  
Financial Services Firm ... 5%

#### COMPANY SIZE

1-200 Employees ... 26%  
201-1000 Employees ... 23%  
1001+ Employees ... 51%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Healthcare Company ... 14%  
Comms Service Provider ... 12%  
Financial Services Firm ... 11%  
Manufacturing Company ... 6%

#### COMPANY SIZE

1-200 Employees ... 30%  
201-1000 Employees ... 19%  
1001+ Employees ... 51%

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



Donald Bakels

What is good about this product is that the customers get real insights into the behavior of their network. They can see what is flowing over it. They will know what kind of data it is, like whether it is YouTube movies or if it is application information. This allows them to get an exact picture of how their network is being used. [\[Full Review\]](#)



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



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



Donald Bakels

I see a tendency in the industry that a lot of software is going into the cloud. Customers now have to install it on-premises or they could install on-premises software in the cloud. That is also possible. So I see a tendency that software is becoming more cloud-related and I think that it is valuable for customers. SolarWinds should continue in this direction. As far as areas that can be improved, we already have NetPath functionality. Maybe that can be improved even more to add more options for visualization. [\[Full Review\]](#)



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





## SolarWinds NPM

Continued from previous page



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



### PRICING, SETUP COST AND LICENSING

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



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



reviewer129  
1851

It's expensive and there are costs in addition to the standard licensing. They have additional modules, for instance. They have a device tracking software that is an extra module. It tells you which device is connected to which port on your switch. It's a module that you have to pay extra for, at about \$2,000.00 to \$3,000.00. It becomes expensive when you add all of these modules, just trying to do work with basic network tools. [\[Full Review\]](#)



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 19 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

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

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

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Computer Software Company ... 33%  
Comms Service Provider ... 17%  
Financial Services Firm ... 5%  
Manufacturing Company ... 5%

#### COMPANY SIZE

1-200 Employees ... 22%  
201-1000 Employees ... 18%  
1001+ Employees ... 61%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Comms Service Provider ... 18%  
Computer Software Company ... 18%  
University ... 18%  
Manufacturing Company ... 12%

#### COMPANY SIZE

1-200 Employees ... 44%  
201-1000 Employees ... 33%  
1001+ Employees ... 23%

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



David  
Azzopardi

The most valuable feature is the visualization of the data that it is collecting. I have used many products in the past and they tend to roll up the data. So, if you're looking at data over long periods of time, they start averaging the data, which can skew the figures that you're looking at. With LogicMonitor, they have the raw data there for two years, if you are an enterprise customer. If you are looking at that long duration of data, you're seeing exactly what happened during that time. I have probably two types of favorite dashboards: \* Dashboa... [\[Full Review\]](#)



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

David  
Azzopardi

The topology mapping is all based on the dynamic discovery of devices that could talk to each other. There is no real manual way that you can set up a join between two devices to say, "This is how this network is actually set up." For example, if you have a device, and you're only pinging that device for availability and not getting any real intelligent information from it, then it can't show you which devices are actually connected to it. Before the topology mapping was released, I was working with product management and did raise this issue at the... [\[Full Review\]](#)



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

David  
Azzopardi

The licensing side of things with LogicMonitor, is quite simple. It is one license per device. LMCloud and LMConfig is slightly different but still a simple model. The standard license it's very straightforward versus my previous vendor where there was like six different tiers of licensing on the devices that you're monitoring based on the number of metrics they were getting per device. From what I understand, they are bringing out a number of new features, where there will be a different licensing model for those features. So, it will be interestin... [\[Full Review\]](#)



Daniel Gavin

As a managed services provider, the licensing model that LogicMonitor provides us is excellent. We are able to scale up and scale down as needed. The pricing is reasonable for the amount of features and support that they provide. As a managed service provider, we have the highest level of licensing that they offer, so we don't have any extra fees. I believe there are some add-ons for some of the lower tiers of LogicMonitor service, but that's not something that we use with our agreement. [\[Full Review\]](#)


**PRTG Network Monitor**
[See 19 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 19% of the time [\[See comparison\]](#)

Zabbix vs. PRTG Network Monitor ... Compared 13% of the time [\[See comparison\]](#)

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Computer Software Company ... 31%  
Comms Service Provider ... 21%  
Government ... 7%  
Media Company ... 5%

#### COMPANY SIZE

1-200 Employees ... 24%  
201-1000 Employees ... 29%  
1001+ Employees ... 47%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Construction Company ... 12%  
Comms Service Provider ... 12%  
Financial Services Firm ... 9%  
Manufacturing Company ... 9%

#### COMPANY SIZE

1-200 Employees ... 38%  
201-1000 Employees ... 26%  
1001+ Employees ... 36%

\* 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 >>](#)


reviewer904428

PRTG Enterprise Monitor comes with built-in analytics capability. This means that if there is an incident, it not only tells you that there is an incident, it will also tell you the root cause. For large networks, this is beneficial as the network team can easily home onto the problem directly without spending time searching for the root cause, which allows them to attend to the problem as the alerts come in. Having an Alliance program is very valuable. The Paessler Uptime Alliance Program focuses on making the core network product, which is PRTG, p... [\[Full Review\]](#)



Shirwan Khan

It is a central solution in terms of how to actually use it. It has a very easy dashboard. Everything is concise. We are able to create custom sensors. For different parts of the business, we have many products across many environments, and it works for everything. It is very broad in regards to what it can actually cover. We look after corporate environments for websites and SQL Server, and it's just a one stop solution for us. It also works well out-of-the-box. The remote probes are great because they lessen the load across to the main server. The... [\[Full Review\]](#)



Andrew Wrigth1

One of the things I like is the fact that I can use it on my mobile phone. I use the mobile app and it alerts me if there is a problem. Obviously if I'm not in the office or available to get in. I can monitor it externally and am able to deploy resources to sort things out quickly. The fact that I can use custom MIB files to customize my sensors for the things that are not there as a default is a good feature as well. I use the Desktop app all the time, it's constantly on my taskbar so that I can monitor things. If there is a problem, it flashes up ... [\[Full Review\]](#)



Rajesh Vishwakarma

Overall it is a very good tool to use. The bandwidth monitoring is a very attractive feature, it can tell you the bandwidth utilization while it is attempting to connect to the host for feedback. It has the capability to discover a lot of information over the networks automatically. [\[Full Review\]](#)



### ROOM FOR IMPROVEMENT

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


reviewer904428

I don't believe there is much need for improvement. The product is constantly improving. I used to think that the reporting could be quicker, but presently, there is a solution for that, thanks to the SLA plug-in from CORP-IT. The basic reason why PRTG reportings were slow is due to the fact that the reporting engine is built-in as a functionality in the PRTG application. The application does a lot of things, like monitoring and managing the database and it updates your dashboard in real-time. The last priority goes to the reports. Typically, report... [\[Full Review\]](#)



Shirwan Khan

Sensors are out-of-the-box and provide some good coverage, but we have a lot of custom sensors, as well. With custom sensors, there is a lot of work which needs to be done in the background, just for it to be tailor-made for the specific thing that we are actually monitoring. We take a lot of time with the custom sensors. I would like to see the customer sensor be more robust and a bit more varied. [\[Full Review\]](#)



Andrew Wrigth1

The remote probes are okay. I think that there could be more sensors available, especially with newer technologies coming along. It has been a bit stagnant. Unfortunately, it uses an almost "external workforce" through its forums to create new sensors. Also, I have an issue with DFS, distributed file services. Currently, although there is a forum post with regards to the issue of PRTG and the DFS monitoring, there isn't one by default. I think it is quite a necessity that they make one, one that's actually easily integratable. Taking into account th... [\[Full Review\]](#)



## PRTG Network Monitor

Continued from previous page



Rajesh  
Vishwakarma

Network monitoring is not the strongest area of the solution which should be improved. It is not the best tool of the application but if someone has to start from the beginning and reach a moderate level of abilities for monitoring, then PRTG still serves that purpose. For experts, it is not the application monitoring tool they would choose. This tool is more suited for beginners and intermediate users. The solution has to evolve as an end-to-end monitoring solution. It has to do better at understanding the application at the deepest level. The perf... [\[Full Review\]](#)



### PRICING, SETUP COST AND LICENSING

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



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



Thomas  
Michaut

I'm not an expert on pricing, however, I would describe the pricing as pretty cheap. It's not overly expensive. I'm paying something like €1000 per year for the maintenance. I've got unlimited sensors. [\[Full Review\]](#)



John  
Goutbeck

To have the additional features costs a lot. It's too much. If it was half the price, we would purchase more. All monitoring systems are close to the same pricing scheme. [\[Full Review\]](#)



reviewer1136  
580

We are using the basic PRTG that we can download for free. For now, we only need to monitor less than 100 devices. For more than 100 devices, we would need to buy a license. PRTG is much cheaper than SolarWinds. [\[Full Review\]](#)

**Pandora FMS**[See 11 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 44% of the time [\[See comparison\]](#)

Nagios Core vs. Pandora FMS ... Compared 8% of the time [\[See comparison\]](#)

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Comms Service Provider ... 31%  
Engineering Company ... 19%  
Computer Software Company ... 13%  
Educational Organization ... 6%

#### COMPANY SIZE

1-200 Employees ... 89%  
201-1000 Employees ... 7%  
1001+ Employees ... 4%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Computer Software Company ... 29%  
Engineering Company ... 14%  
Financial Services Firm ... 14%  
Healthcare Company ... 14%

#### COMPANY SIZE

1-200 Employees ... 78%  
201-1000 Employees ... 22%

\* 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 >>](#)


Marc  
Charbonneau

It is easy to create your own custom modules if you just know a bit of scripting. If you have unique requirements, you can just make your own modules. You can also use checks from other vendors. There are open-source checks for hundreds of metrics. There is a long list of different ones from Nagios. You can just use them, and within seconds, you get yourself a check that is monitoring whatever you need. It is really flexible. I guess that's why they call it Pandora Flexible Monitoring System (FMS). It is reliable. It does the job, and it alerts. It ... [\[Full Review\]](#)



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



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



### ROOM FOR IMPROVEMENT

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


Marc  
Charbonneau

Their support is good, but it is just online communication. It would be great to be able to just call someone and talk to them instead of always writing. It works well for if you're a decent communicator in email, but some people might find it difficult to describe in a written fashion and communicate with them that way. There is a learning curve to the interface, but once you get used to it, it works well. They've made changes so it is getting better. They can refine the upgrade of agents to be easier. They can also do more refinement in end-user u... [\[Full Review\]](#)



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



Continued from previous page

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



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

**SevOne Network Data Platform**[See 14 reviews >>](#)

## Overview

SevOne provides modern monitoring and analytics solutions that organizations need to monitor their networks today, tomorrow and beyond. SevOne simplifies the extraction and enrichment of metric, flow, and streaming telemetry data across multi-vendor networks enabling enterprises, carriers and managed services providers to ensure optimal network operations and performance. SevOne provides SaaS, public cloud and on-prem offerings, including several pre-built solutions specifically designed to solve SD-WAN, SDN, NFV and enterprise Wi-Fi challenges. SevOne helps customers compete and win in the connected world by increasing their business agility and velocity of delivering new applications and services. SevOne is privately held and is headquar... [\[Read More\]](#)

### SAMPLE CUSTOMERS

Adobe, Aflac, BT, Comcast, eBay, EA, Go Daddy, Liberty Global, Telstra, TMobile, Spark, Starhub, SKY, UBS

### TOP COMPARISONS

SolarWinds NPM vs. SevOne Network Data Platform ... Compared 8% of the time [\[See comparison\]](#)

Splunk vs. SevOne Network Data Platform ... Compared 8% of the time [\[See comparison\]](#)

ScienceLogic vs. SevOne Network Data Platform ... Compared 5% of the time [\[See comparison\]](#)

### REVIEWERS \*

#### TOP INDUSTRIES

Computer Software Company ... 29%  
Comms Service Provider ... 21%  
Financial Services Firm ... 6%  
Healthcare Company ... 5%

### VISITORS READING REVIEWS \*

#### TOP INDUSTRIES

Comms Service Provider ... 37%  
Financial Services Firm ... 13%  
Media Company ... 13%  
Government ... 7%

#### COMPANY SIZE

201-1000 Employees ... 14%  
1001+ Employees ... 86%

\* 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 >>](#)

Scott  
McAdam

We find that the reporting is particularly valuable in terms of not only communicating with our peer teams but also with the executives. This is an excellent feature that we didn't have before. The reporting and workflows absolutely help us to understand what is normal and what is abnormal in our network. Out of the box, it's immediately going to highlight things that you didn't know were there. For example, we have a large retail fleet of stores, and they have a network connection, but they also have a backup LTE connection. This means that if they... [\[Full Review\]](#)



Graham  
Prowse

The product just does what it says on the box. We came from two very complicated tools that were hard to get to do the very basics. SevOne does the basics very well. It's a no-fuss solution. It's easy to configure and administer. I have a small team. I don't need a lot of people to run it. It scales very well. It meets performance and collection demands. It just ticks all my boxes and therefore gives me very good SNMP collection capability. The comprehensiveness of this solution's collection of network performance and flow data is one of the basics ... [\[Full Review\]](#)



reviewer155  
2815

The most valuable feature as of late has been the API integration with ServiceNow. Honestly, the biggest bang for the buck I've got out of SevOne has been this development. The bi-directional integration with ServiceNow has saved me a lot of money in man-hours, over the course of the last few years. I don't have an exact figure for how much money I have saved, but I can say that it's hundreds of thousands of dollars. What it comes down to is when you're able to automate the console work with the ticketing system, you're saving people from copying an... [\[Full Review\]](#)



reviewer1571  
181

Data Insight reporting tool is the most valuable feature. They came up with it a couple of years ago. The most pleasing factor is the dark theme. You don't have a white background. It has templates that you can create for all kinds of reports that you can hit on the fly. It has a much better printing of the reports. If you want to send PDFs to people, the reports are actually decent. Whereas for years, the old architecture of the PDFs was rubbish and even our customers said, "We have to manipulate your PDFs because they all have bad margin breaks. S... [\[Full Review\]](#)



### ROOM FOR IMPROVEMENT

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

Scott  
McAdam

The reporting of NMS is good, but it could be better. The challenges and deficiencies in the reporting are fixed with the Data Insight overlay. Generally speaking, the NMS reporting is excellent and it's fairly easy to use, but it can get complex as you get deeper into it. [\[Full Review\]](#)



Graham  
Prowse

We need to be thinking about streaming telemetry protocols. They already have the port for enhanced visualization, which they already have through Data Insight. I can't really think of anything else that needs improvement. It's meeting all the needs in those areas for now and the things they're claiming for the future are where we're hitting as well. There are some areas around multi-cloud or hybrid cloud solutions that we need to look at because we do have more of our workloads in the cloud so we need to consider how we can monitor the foreign stat... [\[Full Review\]](#)



reviewer155  
2815

Their virtualization solution is not compatible with our Kubernetes environment, which is one of the reasons we are ending our relationship with them. I didn't spend a lot of time evaluating with them why it was the case. It was simply not a roadmap item for them, so it was a pretty quick conversation. [\[Full Review\]](#)



## SevOne Network Data Platform

Continued from previous page



reviewer1571  
181

There are a lot of pain points. My main problem is that we don't have a high availability system. There are 20 peers. We're going to lose the end-of-life appliances that are old. If we lose a peer and it doesn't come back, we lose all that data. The reason we don't have high availability is because it's double the charge. I wish there was some way that we could just get a snapshot of our system so that if one of our peers failed, we could go through the process and get it back to where it was. If we built another peer, and it took us four days to bu... [\[Full Review\]](#)



### PRICING, SETUP COST AND LICENSING

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



Scott  
McAdam

Although I don't have exact details in terms of cost, my experience has been that SevOne is willing to make a deal with the customer. They are certainly not pricing themselves out of the market. There is lots of room for negotiation in terms of pricing, in terms of components, and things like that. [\[Full Review\]](#)



Graham  
Prowse

As with any vendor tool, having a good commercial contract is part of what makes the tool successful, and we got a lot of value out of it very quickly because we were able to secure a good commercial arrangement. It lived up to everything else that SevOne claimed on the box. So we were able to get the value straight away. Every vendor's licensing model is different. SevOne took quite a bit of exploration to understand the license. But if a customer is looking at it, just to understand what they're getting into in terms of managed objects and what co... [\[Full Review\]](#)



Ai Dow

There are different options available for licensing, with the per-device option being more expensive but more flexible. If the company has a sufficient budget then I would recommend using a per-device license. Although it is more expensive, it is better because it saves time. However, if you already have other servers or solutions in place that perform the same function, and you don't have the requirement on a per-device level, then the per-object license is a better choice, as long as you know the exact number that you need. There is separate licen... [\[Full Review\]](#)



Wilmer Geo  
Velasquez

Many tools price things based on the number of KPIs that you're collecting around a device. In many cases, there could be hundreds of metrics that you need to collect. SevOne provides device-level pricing. That gives us the flexibility to turn on, and expand on, the metrics that we're collecting around those devices, without taking a financial hit. [\[Full Review\]](#)

**Centreon**[See 7 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 33% of the time [\[See comparison\]](#)

Nagios XI vs. Centreon ... Compared 26% of the time [\[See comparison\]](#)

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Computer Software Company ... 29%  
Comms Service Provider ... 28%  
Government ... 8%  
Media Company ... 4%

### VISITORS READING REVIEWS \*

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#### COMPANY SIZE

1-200 Employees ... 50%  
201-1000 Employees ... 14%  
1001+ Employees ... 36%

\* 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 >>](#)


Thor  
Myhrstad

The reports are definitely good, although, to us, the most important thing is that action is taken. When events and things happen, it's important that they're acted upon and dealt with, and that we're notified. Reporting is one of those things that can be used to show a customer that you're doing your job, but the most important thing for us is using it to do our job. The single-pane view provides us a view of all of our network infrastructure, and it is one of the most important tools that we use to see the status of our customers' networks. Being ... [\[Full Review\]](#)



Thomas  
Curutchet

The most valuable feature of the solution is the flexibility, the ability to integrate all kinds of equipment. As long as something has an IP you can monitor it. What we try to achieve all the time is not only saying a company's system is available, but to give additional data on the performance of the equipment. So the flexibility is what matters the most to us, where we can script everything. Centreon has a lot of Plugin Packs, meaning they support, by design, a lot of devices. And on top of that, we have the ability to add our own scripts and do ... [\[Full Review\]](#)



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 >>](#)


Thomas  
Curutchet

There is room for improvement in the basic reporting. They provide reporting in PDF files but you cannot modify these PDFs much at the beginning. It would help if they would simplify the modification of reporting, when starting. A lot of solutions in the market have this issue. [\[Full Review\]](#)



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



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

reviewer145  
5999

One of my pet peeves with Centreon is that it's not easy to determine what the end results are of all of the inheritance from the different hosts and service templates, for example. If there was a way to easily determine, for example, for a specific host, which notification settings or service settings, would be ideal to set. Currently, we have to go through all of the different templates and take a look at how the template is configured, and how specific parameters may change across different templates with different precedents, megatons, etc. It's... [\[Full Review\]](#)



## PRICING, SETUP COST AND LICENSING

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

Thor  
Myhrstad

Looking at this product from a pricing perspective, you need to consider the differences between developing your own solution in-house and buying one. There is always going to be a certain amount of time that you have to spend to customize and get to know a tool, but the fact that you have access to the support is a really big plus because it makes it so that things are done in a more uniform way. The pricing works out well for us, given our environment and where we are. [\[Full Review\]](#)

Thomas  
Curutchet

Their licensing model is really easy. You have one license and you have access to all the features, compared to other tools where you have to purchase add-ons. And since you can track anything in this tool, it's easy to integrate new hosts. It's fairly easy to replace older versions of other monitoring tools and you can save a lot. [\[Full Review\]](#)

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



**ITRS Geneos**[See 6 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 14% of the time [\[See comparison\]](#)

Splunk vs. ITRS Geneos ... Compared 13% of the time [\[See comparison\]](#)

### REVIEWERS \*

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#### TOP INDUSTRIES

Financial Services Firm ... 61%  
 Computer Software Company ... 16%  
 Comms Service Provider ... 7%  
 Insurance Company ... 2%

#### COMPANY SIZE

1-200 Employees ... 54%  
 201-1000 Employees ... 28%  
 1001+ Employees ... 18%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Financial Services Firm ... 96%  
 Computer Software Company ... 4%

#### COMPANY SIZE

1-200 Employees ... 11%  
 201-1000 Employees ... 22%  
 1001+ Employees ... 67%

\* 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 >>](#)


reviewer153  
3456

The flexibility of the console is probably the biggest value. It is the ease in which you can pull the data together onto a screen. You can pivot the screen to however you choose to look at it. So, you can take a simple approach, and it can show business flow. Then, you can give it to a manager or business user who can see their flow and it quickly helps with the flow. Therefore, you create more of a technical view and look at more of the environment through a construction or routine lens. The second biggest value is the ease of being able to config... [\[Full Review\]](#)



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



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 >>](#)


reviewer153  
3456

Mobile phone integration is probably not as rich as it could be. Another area where I would like to see some improvement is around visualising the environment. At the moment, drawing the estate within Geneos is a very manual process, so it would be better if there was a reusable database behind it that can link the environment to the configuration. For example, read a CMDB to provide the view of how it works together. Or, if not feasible to read the CMDB, put the effort into creating your diagram and generating a CMDB from it. This would be very val... [\[Full Review\]](#)



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



reviewer150  
2316

One area where there is room for improvement is the log file. I would like to be able to do a pre-run on the log files. When you are testing log files for regular expressions, it would be good to be able to do a quick check up front on that side of things before you release that into production. And more generally, there is room for improvement with the Netprobe agent performance and understanding when you need to deploy a second Netprobe versus a single Netprobe. [\[Full Review\]](#)



## PRICING, SETUP COST AND LICENSING

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



reviewer153  
3456

When I first came in, their pricing was very high. ITRS had a high expectation of what their price should be based on perceived value. I think they have been realizing, more recently, that there are other competitors, so their pricing is a lot better. Licensing for on-premise is okay, however I feel there is quite some work to be done for cloud and containers. We're still working with them to try and work out what that pricing should look like. In terms of value, you have to negotiate with them to get a good deal for the product, but that is no diff... [\[Full Review\]](#)



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



reviewer150  
2316

It is expensive. They have to look at the model around when we move to cloud and how that's going to work. The licensing cost does pay off because of the improvements in support to our business. [\[Full Review\]](#)

**DX Spectrum**[See 10 reviews >>](#)

## Overview

CA Spectrum can enable your organization to discover, optimize and improve its infrastructure and the business services running on top of it. By delivering large-enterprise scalability, robust features and superior root cause analysis, this solution can help your organization effectively manage its dynamic, complex IT infrastructure including physical, virtual and cloud environments as well as network virtualization.

### SAMPLE CUSTOMERS

National Informatics Centre India, Banese, Olympus, AlphaServe Technologies, Sicredi

### TOP COMPARISONS

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

DX Infrastructure Manager vs. DX Spectrum ... Compared 9% of the time [\[See comparison\]](#)

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

### REVIEWERS \*

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#### TOP INDUSTRIES

Computer Software Company ... 31%  
Comms Service Provider ... 18%  
Government ... 9%  
Financial Services Firm ... 7%

#### COMPANY SIZE

1-200 Employees ... 22%  
1001+ Employees ... 78%

### VISITORS READING REVIEWS \*

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#### TOP INDUSTRIES

Financial Services Firm ... 14%  
Healthcare Company ... 14%  
Insurance Company ... 10%  
Comms Service Provider ... 10%

#### COMPANY SIZE

1-200 Employees ... 15%  
201-1000 Employees ... 15%  
1001+ Employees ... 71%

\* 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 >>](#)


itarchit4899  
81

The topology correlation for layers one, two, three, and four significantly reduces the number of false positives (>98% ratio). By using Spectrum, we did not need to configure the network knowledge about redundancy. Rather, it learns the latest correlation between the monitored elements automatically. By adding the alerting from the Broadcom performance management tools, a comprehensive list of alerts is created. As a service provider, we added views for our customers to inspect their sub-domain in our whole network, which reinforces a high level of... [\[Full Review\]](#)



Greg Plante

The containerization of different objects was very helpful in building an org structure. Being able to separately manage your MSP clients with separate visibility was also helpful. Scalability is a highly rated feature of this solution. It is better than some of the other tools that I've used in terms of scalability. We scaled it to tens of thousands of devices. The granular access control that it provided so that you could only see devices that were related to what you were working on was great. I couldn't see the entire inventory of devices. I cou... [\[Full Review\]](#)



reviewer147  
0438

The most valuable feature is the availability to put health checks in place not only for the infrastructure but for some of the services that are on top of the infrastructure. This allows us to identify the performance of the infrastructure. [\[Full Review\]](#)



itarchit4899  
81

I have found the cross-analysis feature to be the most valuable. The many alerts you get have an impact on the connectivity, so you need a very good correlation for layer 1, layer 2, layer 3, and layer 4, layered at the understanding of the technology, which locates the spectrum. It's really unique in this type of solution. [\[Full Review\]](#)



### ROOM FOR IMPROVEMENT

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


itarchit4899  
81

This solution is missing the in-depth SDN correlation due to the late arrival of Spectrum VNA features and supported SDN networks. The various setups of the SDN networks are not always supported (yet) by the Spectrum VNA engine. Integration with non-Broadcom AIOps solutions is a known area. We want to make our own choice for the AIOps solution and do not want to be forced to use the Broadcom OI solution by default. For our size, a redundant based docker platform should be supported for large scale environments with more than 80,000 devices. This wil... [\[Full Review\]](#)



Greg Plante

For my use case, incident coordination was an area of improvement. The internal software engine for coordinating outages could use improvement because sometimes, we used to get false alerts for unrelated devices. They did a really good job of trying to make sure that you got one major alert and any of the subsequent devices downstream were just additions to that, but occasionally, the engine wouldn't properly catch the right things, and we used to get a flood of alerts. Its visualization can be improved. It doesn't have a very advanced GUI. It is ve... [\[Full Review\]](#)



reviewer139  
5900

IP conflicts cannot be resolved automatically in the case where an IP address changes. This is one of the capabilities that SolarWinds has. There should be a facility to integrate with other monitoring applications that are currently running in the environment. For example, if a customer is already running SolarWinds then it would be helpful if integration between these two was easy to do. [\[Full Review\]](#)



Continued from previous page

Haytham  
Rahmy

I think the management or configuration of devices needs some improvement. The ability to add new device families from different vendors also not easy. It's a bit difficult. I would like to see some historical performance of our devices added to Spectrum. That would be great. It's a live solution, not for historical performance. Reporting is also an area that could be better. The reporting tool they are using is called Jasper and it requires an official license to be able to work well. It would be helpful to have reporting included directly with Spe... [\[Full Review\]](#)



## PRICING, SETUP COST AND LICENSING

[See more Pricing, Setup Cost And Licensing >>](#)itarchit4899  
81

In general, the license cost will be about 30% of the total TCO for this tool (hardware/support team, OS costs, and OS management). It turned out to be cheaper than other solutions, even those in the public domain. [\[Full Review\]](#)

reviewer147  
0438

The price is very high. It makes it very difficult with respect to the business because, with any other product, we have to look at a lower-cost licensing model. It would have to be much lower than this one. It would make sense to have some kind of corporate license with some additional flexibility. [\[Full Review\]](#)

## Answers from the Community

### What is ITOM (IT Operations Management)?

Hi community members,

I have some questions for you:

What is ITOM? 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.



Syed Abu Owais Bin Nasar

One is that ITSM is focused on how services are delivered by IT teams, while ITOM focuses more on event management, performance monitoring, and the processes IT teams use to manage themselves and their internal activities. I will recommend you to use BMC TrueSight Operations Management (TSOM) an ITOM tool. TrueSight Operations Management delivers end-to-end performance monitoring and event management. It uses AIOps to dynamically learn behavior, correlate, analyze, and prioritize event data so IT operations teams can predict, find and fix issues faster. For more details: <https://www.bmc.com/it-solutio...>



Tjeerd Saijoen

ITOM is a range of products integrated together, it contains infrastructure management Network management Application management Firewall Management Configuration management. you have a choice of products from different vendors vendors. (BMC, IBM, Riverbed, ManageEngine etc). ITSM is a set of policies and practices for implementing, delivering and managing IT Services for end users

[See all 6 answers >>](#)

## Answers from the Community

### What are the advantages of using a paid (vs open source) IT Infrastructure Monitoring solution?

There are many open source IT Infrastructure Monitoring solutions on the market. However, large companies often invest in a paid solution. What do paid monitoring solutions offer that make them a better choice than open source?

---



Richard  
Treadway

When you're considering infrastructure monitoring, you certainly have plenty of options to choose from. From free to expensive, from targeted to comprehensive, today's monitoring software presents a confusing assortment of features and claims. How do you make sense of it all and choose a solution that meets your needs and is within your budget? The question "Can you afford it?" might quickly become "Can you afford not to have it?," especially when you consider the cost of poor performance and downtime. We look at ways to frame the problem and decide what's right for you. We start by looking at cloud infrastructure monitoring tools and why they need to be specifically designed to handle new cloud-based applications. Then we'll consider how to measure the value of a monitoring tool and what it's worth to your organization. Read the complete analysis in this eBook *Infrastructure Monitoring Software: Can You Afford It?*...



Faustine  
Chisasa

The main reason large companies invest in paid solutions is the advanced and timely support provided when using paid solutions. And of course those who sell the solutions need to do a good support job to continue selling their products. Using open source solutions means having very skilled personnel to do most if not all of the work on getting things working and continue running which can be more expensive than paying for support by opting a paid solution. For example a monitoring solution for a large enterprise may require experts or separate teams to handle database administration, network and systems administration, web applications, systems security etc. but most of the work will be done by the vendor or supplying partner when it comes to paid solutions. Also paid solutions seem to be more secure and when issues or bugs arise, the supplier/vendor is responsible to quickly get things on track. Paid solutions can easily...



Stacy  
Leidwinger

George Spiers a certified Citrix CTP and technology evangelist has a nice write up talking about how without enough experts to manage the infrastructure you do have to rely on technology to help: <https://www.jgspiers.com/troub...> In relying on software, I think the key difference commercial products can bring is the embedded intelligence and automation that can discover your overall infrastructure along with the what and how to monitor automatically. With open-source, you often have to decide what you want to monitor and what thresholds to set and even create scripts to manage the alert process. With 3rd party tools, it is all there and a core reason for needing help is you don't have enough experts already. Just make sure if you are paying for a product, it is doing a lot of the setup, configuration, and management for you!

[See all 8 answers >>](#)



## Answers from the Community

### Anyone switching from SolarWinds NPM? What is a good alternative?

With the security issues associated with SolarWinds - are people switching to other vendors? Which ones are you switching to?

---



RobertUllman

Thousand Eyes acquired by Cisco, interesting synergies with AppDynamics APM.



chamepica

We've switched from Solarwinds to Centreon even before the issue occurred. It's way cheaper and is a good alternative and very flexible to your needs. You can play with it yourself.



Darryl Theron

Hi Henry, Infosim, Stablenet is a very good alternative. Regards, Darryl Theron

[See all 9 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:

- 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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