



IM

IT Infrastructure Monitoring

A Peek Into What Real Users Think

April 2017

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Spiceworks	26 - 28
ITRS Geneos	29 - 31
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Vendor Directory

AppDynamics	AppDynamics Server Monitoring	ITRS	ITRS Geneos
BigPanda	BigPanda	Ixia	Ixia Hawkeye
BMC	BMC TrueSight Intelligence	Kaseya	Kaseya VSA
BMC	BMC TrueSight Pulse	LogicMonitor	LogicMonitor
BMC	BMC TrueSight Operations Management	ManageEngine	ManageEngine IT360
CA Technologies	CA Unified Infrastructure Management	Moogsoft	Moogsoft
CA Technologies	CA Spectrum	Nagios	Nagios XI
CA Technologies	CA Performance Management	Nagios	Nagios Core
CA Technologies	CA eHealth	Netwall	Netwall MonitorIT
CA Technologies	CA Unified Communications Monitor	Neustar	Neustar WebMetrics
Centerity Systems	Centerity Monitor	New Relic	New Relic Servers
Centreon	Centreon	Numerify	Numerify
Cisco	Cisco UCS Manager	OpServices	OpServices OpMon
ConnectWise	ConnectWise Automate for Corporate IT Departments	Opsview	Opsview Enterprise
Datadog	Datadog	PagerDuty	PagerDuty
Dotcom-Monitor	Dotcom-Monitor ServerView Monitoring	Power Admin	Power Admin PA Server Monitor
Dotcom-Monitor	Dotcom-Monitor MetricsView Monitoring	Pulseway	Pulseway
Dotcom-Monitor	Dotcom-Monitor BrowserView Monitoring	Rackspace	Cloudkick
Evanios	Evanios	Rocana	Rocana
Everbridge	Everbridge IT Alerting	ScienceLogic	ScienceLogic
Evident.io	Evident.io	Scout	Scout
Goliath Technologies	Goliath Performance Monitor	Server Density	Server Density
GroundWork	GroundWork	SevOne	SevOne
Hewlett Packard Enterprise	HPE OpenView [EOL]	SignalFx	SignalFx
Hewlett Packard Enterprise	HPE OneView	SmartBear Software	AlertSite
Icinga	Icinga	SolarWinds	Librato
Idera	Idera Uptime Cloud Monitor	SolarWinds	SolarWinds NPM
Idera	Idera SQL Business Intelligence Manager	Spiceworks	Spiceworks
Idera	Idera Uptime Infrastructure Monitor	Stackify	Stackify
InfluxData	InfluxData	StrataCloud	StrataCloud
Ipswitch	WhatsUp Gold	syslink	syslink Xandria

Vendor Directory

Tintri	Tintri Global Center	VictorOps	VictorOps
		VMware	vRealize Network Insight
		Wavefront	Wavefront
		Zenoss	Zenoss Service Dynamics

Top IT Infrastructure Monitoring Solutions

Over 127,030 professionals have used IT Central Station research on enterprise tech. 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	● Followers	● Average Rating
Number of views	Number of times compared to another product	Total number of reviews on IT Central Station	Number of followers on IT Central Station	Average rating based on reviews

Bar length

The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of that product's Views (weighting factor = 17.5%), Comparisons (17.5%), Reviews (17.5%), Followers (17.5%), and Average Rating (30%). Reviews and ratings by resellers are excluded from the rankings. For each ranking factor, the score (i.e. bar segment length) is calculated as a product of the weighting factor and its position for that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews in its category, then the product's bar length for reviews would be 17.5% (weighting factor) * 80%.

1 Nagios XI



2 CA Unified Infrastructure Management



3 SevOne



4 SolarWinds NPM



5 CA Spectrum



6 Opsview Enterprise



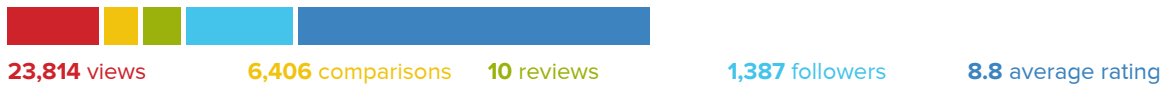
7 Spiceworks



8 ITRS Geneos



9 ScienceLogic



10 BMC TrueSight Operations Management



Top 5 Solutions by Ranking Factor

Views

SOLUTION		VIEWS
1	Nagios XI	60,784
2	CA Unified Infrastructure Management	54,935
3	SevOne	46,542
4	SolarWinds NPM	40,530
5	CA Spectrum	26,040

Reviews

SOLUTION		REVIEWS
1	CA Unified Infrastructure Management	62
2	CA Spectrum	51
3	Spiceworks	32
4	ITRS Geneos	31
5	SolarWinds NPM	25

Followers

SOLUTION		FOLLOWERS
1	Nagios XI	3,033
2	Opsview Enterprise	2,989
3	SevOne	2,938
4	CA Unified Infrastructure Management	2,851
5	Numerify	2,490

Nagios[®] Nagios XI

Overview

Nagios XI provides monitoring of all mission-critical infrastructure components including applications, services, operating systems, network protocols, systems metrics, and network infrastructure. 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 13% of the time

PRTG vs. Nagios XI ... Compared 7% of the time

SolarWinds NPM vs. Nagios XI ... Compared 6% of the time

REVIEWERS *

TOP INDUSTRIES

Comms Service Provider ... 15%

Financial Services Firm ... 15%

Manufacturing Company ... 9%

Retailer ... 7%

COMPANY SIZE

1-200 Employees ... 24%

201-1000 Employees ... 26%

1001+ ... 50%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 27%

University ... 18%

Financial Services Firm ... 18%

Cloud Provider ... 9%

COMPANY SIZE

1-200 Employees ... 28%

201-1000 Employees ... 52%

1001+ ... 20%

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

Nagios® Nagios XI

Continued from previous page

Top Reviews by Topic

**VALUABLE FEATURES**Paolo
Daniele

I think that the most important feature of Nagios is that you can write your own plugin, so you are able to create your monitoring system based on what you need. For example, I'm using a backup system that writes in a file when it's done. If this file is empty it means that the backup fails: well i've written a Nagios plugin to check this so i can be sure if a backup is ok or not. [\[Full Review\]](#)



EricAnderson

The product for which Nagios was used to monitor was: * Brightmail back-end 7/24 Operation * Brightmail heuristics engine and development infrastructure The ability to write your own plugins is the most valuable feature, but also it's nice that you can rudimentary monitoring primarily for Linux systems right out of the box. [\[Full Review\]](#)

Ahmed
Abdo

In my experience with Nagios, I've found that the most valuable features are the scalability and extensibility through using scripts. It's easy to customize, and Nagios makes it easy to use languages you're already familiar with such as Bash/Python [\[Full Review\]](#)



MicroAccess

* Monitoring Engine gives an in-depth dashboard of all the systems configured for monitoring * Capacity Planning shows the capacity trends of all the systems which enables you to plan appropriately for your needs * It has a good reporting tool and alert system [\[Full Review\]](#)

**IMPROVEMENTS TO MY ORGANIZATION**Paolo
Daniele

We're managing servers and services that needs constantly monitoring so I've implemented a monitoring system Nagios-based to alert me when something bad happens. For example, if a server goes down this system sends me a notification When a service becomes critical, it notifies me so i can check. This improve our time to handle problems and can make us proactive to customers. [\[Full Review\]](#)



EricAnderson

We spend less time verifying that everything is up and running as Nagios does that for us leaving us time to do the other things. When something does break Nagios directed you quickly to the cause. With Nagios enabled, disruptions were less frequent and attended to more quickly. [\[Full Review\]](#)

Rodrigue
Chakode

Starting from proprietary monitoring systems, it becomes possible to customize the monitoring system to our specific needs thanks to custom developments and community contributions. [\[Full Review\]](#)

Nagios® Nagios XI

Continued from previous page

**ROOM FOR IMPROVEMENT**Paolo
Daniele

I think that the community needs to concentrate development to get a standard GUI (Adagios is a side project) and gives the user a better notification system. For my system, I've developed the notifications because it basically just sends you an email. [\[Full Review\]](#)

EricAnderson
n

Scaling Nagios to cover multiple regions or data-centers is challenging. It requires another tool which I never incorporated. Due to this gap I used a dedicated Nagios servers within each specific operation. [\[Full Review\]](#)

Rodrigue
Chakode

Business services monitoring is still really basic. With the growth of IT environments, IT monitoring needs to be attached to the services organizations provide to customers. Also, it needs external automation tools may be helpful and there's no web API before Nagios 4. [\[Full Review\]](#)

Brendan
O'Farrell

While the UI is functional, I have always thought there was room for improvement here. It is at times assumptive for the not so technical, rather than informative. [\[Full Review\]](#)

**SCALABILITY ISSUES**

InfraMgr621

Clear instructions are provided on how to expand the disk capacity of the appliance and the solution can be scaled to allow several distributed Nagios monitoring instances to work together. [\[Full Review\]](#)



CA Unified Infrastructure Management

Overview

CA UIM provides a single, unified platform that allows you to monitor your entire IT environment, both inside and outside the data center. It offers the ease-of-use and simplicity associated with point IT monitoring tools, featuring a unique powerful architecture with a lightweight footprint. At the same time, it delivers enterprise scalability and multi-tenancy that power some of the most complex infrastructures.

SAMPLE CUSTOMERS

CBNCloud, IJ Global Singapore, AT&S, AXSOS, Aozora Bank, HCL Technologies, IntelliNet, Securex

TOP COMPARISONS

Nagios XI vs. CA Unified Infrastructure Management ... Compared 11% of the time

SolarWinds NPM vs. CA Unified Infrastructure Management ... Compared 5% of the time

SCOM vs. CA Unified Infrastructure Management ... Compared 4% of the time

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 15%
Comms Service Provider ... 14%
Manufacturing Company ... 7%
Insurance Company ... 7%

COMPANY SIZE

1-200 Employees ... 15%
201-1000 Employees ... 24%
1001+ ... 61%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 26%
Comms Service Provider ... 12%
University ... 10%
Leisure / Travel Company ... 7%

COMPANY SIZE

1-200 Employees ... 18%
201-1000 Employees ... 21%
1001+ ... 61%

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



Top Reviews by Topic



VALUABLE FEATURES



Fernando
Baldin

Their concept of probes, where you have a lot of predefined items that you collect. Also, their baseline thresholds that speed up a lot the implementation, and the evolution of the monitoring system. For example, once you have applied the SQL Server Probe, it collects all sorts of data -- from the log size to the time that each query is taken to execute on the database -- with the same click. In terms of features, it is easy to use and implement, and CA provide solid support. [\[Full Review\]](#)



Daniel
Blanco

* Base set of probes cdm, ntsservices, and ntevl processes * NAS feature which handles all alarm processing * Hub which handles all the inner message traffic of the product * UMP which provides ability to visually see what we are monitoring. [\[Full Review\]](#)



Reba Gaines

* Ease of setup - install is quick and easy. For small environments, all components can be installed on a single server. Even larger, more-distributed environments are easy to install, given all required network ports are open. * Automated robot deployment makes it easy to select targets for performance management. * Justifiably, local and remote options are available for agent-based and touchless monitoring. * Most probe configurations are OOTB best practices. The probe GUI is easy to navigate. * A new feature, MCS, allows for monitoring policies t... [\[Full Review\]](#)



Zafir Yousaf

The most valuable feature for us are the way it brings silo products together that we've invested in over the years, and it allows us to consolidate our views for our customers. We started off with standard infrastructure -- networks, switches (<https://www.itcentralstation.com/categories/ethernet-switches>), routers (<https://www.itcentralstation.com/categories>), firewalls (<https://www.itcentralstation.com/categories/firewalls>) -- but as we've grown, our proposition has been able to expand to the cloud, internet of things, and big data. Although w... [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Fernando
Baldin

In the past we would spend months in meetings with a new customer, defining what they wanted to monitor, and most of the time we would come back home to see if that was possible to do. However, with CA UIM, we can provide our clients with a predefined menu of items to collect, and we can select those faster and more efficiently. We have been able to automate the Active Directory user provisioning integrated with the HR systems. This means that we can provide users with a self-service password reset tool. Also, it has given us Log Management for our... [\[Full Review\]](#)



Daniel
Blanco

It gives a good baseline as to how we go about monitoring our clients, as each one is different but can fall into a specific category of infrastructure monitoring. Our organization knows how to get started with each and every client. [\[Full Review\]](#)



Reba Gaines

We are a managed services organization. Knowing about performance issues before our customers is key. To have reports ready at the beginning of the day is even better. Report scheduling is priceless. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



Fernando
Baldin

They need to improve in their mobile interface to enable access to the dashboards through that channel. Their application requires a lot of servers to run, so that architecture is also something that requires attention. A module for keyboard and mouse actions would be very interesting, for actions that cannot be performed differently. Also, it would be interesting for them to enable SAP integration in the future. [\[Full Review\]](#)



Reba Gaines

I would like to see enhancements to core probes for bulk uploads. Some probes have the capability to monitor multiple targets. You either must enter them one by one or use scripting to bulk load the targets. I would like to see that functionality built into the probes. [\[Full Review\]](#)



Zafir Yousaf

I would like to see further consolidation of the tools from a deployment point of view. Make it more modular; drag and drop; being able to have a commercial model that also lends itself well with what we're trying to achieve for our customers. It's not only about features and gimmicks. It's about making sure the features and products align to our customers' outcomes. [\[Full Review\]](#)



Luis Miguel
Goetz Mora

I would like to see improvements in the maintenance mode area. I would like to set only a probe from a robot or group in maintenance or place profiles from probes in maintenance. Making a GUI with criteria such as selection by robot/hub/probe etc. [\[Full Review\]](#)



SCALABILITY ISSUES



Zafir Yousaf

I would say it is scalable. We use it in a multi-context environment. What I mean by that is, as a service provider, naturally we have customers who scale horizontally. So, for us, we've got a template-driven approach now. With the advent of virtualization and cloud, that's also allowed us to scale out much quicker. [\[Full Review\]](#)



Gary Garcia

We've been able to scale it across 20 platforms in 3 different data centers. It doesn't mean it's simple, but once you've got your thresholds down and your methodology, your strategy of what you want to monitor, it works pretty well. [\[Full Review\]](#)



Dan Hobbs

Only in database configuration. It needs a lot of planning before the initial install, and our database is over 2TB in size, and was not installed correctly, although this was my fault, and not that of CA. [\[Full Review\]](#)



Overview

SevOne provides the only digital infrastructure performance monitoring solution engineered for Speed at Scale for the world's most demanding service-delivery environments. The patented SevOne Cluster™ architecture leverages distributed computing to monitor any device in the service-delivery path, integrating performance metrics, flows and logs at scale, and providing answers in seconds to prevent performance-impacting outages. SevOne's global customer base includes 5 of the 7 top global investment services companies, enterprises, CSPs, MSPs and MSOs. SevOne is backed by Bain Capital Ventures and was named a Visionary in Gartner's 2015 Magic Quadrant for Network Performance Monitoring and Diagnostics. More information can be found at www.sevone.com [\[Read More\]](#)

SAMPLE CUSTOMERS

Aflac, Comcast, Credit Suisse, CSC, eBay, Electronic Arts, Lockheed Martin, NASDAQ, Telstra, Time Warner and Verizon.

TOP COMPARISONS

Nagios XI vs. SevOne ... Compared 5% of the time

CA Unified Infrastructure Management vs. SevOne ... Compared 4% of the time

SolarWinds NPM vs. SevOne ... Compared 4% of the time

REVIEWERS *

TOP INDUSTRIES

Comms Service Provider ... 23%

Financial Services Firm ... 18%

Media Company ... 7%

Manufacturing Company ... 5%

COMPANY SIZE

1-200 Employees ... 19%

201-1000 Employees ... 32%

1001+ ... 48%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 60%

University ... 10%

Government ... 10%

Health, Wellness And Fitness Company ... 5%

COMPANY SIZE

201-1000 Employees ... 21%

1001+ ... 79%

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



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Top Reviews by Topic



VALUABLE FEATURES



Tools&Auto
mationMngr
916

The most valuable feature for us is its flexibility to handle different systems and different functions. We use it for networking, service systems, PDU's, and anything that's available for SO&P. [\[Full Review\]](#)



Eric
Sharpsten

The fact that it's agentless. With agents, you only see what you instrument and what you tell it to look at. With SevOne, I have complete infrastructure visibility and can see anything on the network. [\[Full Review\]](#)



LeadDataN
wkEng159

Instant graphs, high frequency polling and the ability to create reports (<https://www.itcentralstation.com/categories/reporting-tools>) on the fly are the most valuable features we currently use. [\[Full Review\]](#)



Abdul-Bari
Khan

It has several features, but the ones most valuable to us are-- * Basic Network monitoring; * Reporting (performance metrics, third-party data, status maps, device configuration, etc.); * Scalability (monitor devices and metrics, and maintain speed); and * It's Linux-based. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Tools&Auto
mationMngr
916

We had multiple systems when I first got here. We use SevOne to stabilize our system and standardize our operations around it. It's simple enough for me to hire administrative-level employees who can function in a capable manner. And I save money, too, because I can hire less-expensive employees who don't need to have high levels of education and a lot of training. We've also been able to move away from having a dozen systems, databases and collections station. I've got a distributed architecture now based on an appliance. I also have less things to... [\[Full Review\]](#)



Eric
Sharpsten

In 2002, my company was using Tivoli and I was totally frustrated in our inability to see anything. The first thing we fixed was storage and only got around to monitoring in 2008, which was a mess. We had trouble keeping our agents running and had 5 actions for every 125. Now, we have about 125 actions as opposed to 125 phone calls of issues, increasing our proactive measures hundred-fold. We also began providing rich detailed data to our customer on system performance to the point that they had to change their processes and level of transparency. W... [\[Full Review\]](#)



Amarnath
Palaniswam
y

Given the ease of access to the information in a few clicks, the user base of the product has increased tremendously. As the word of mouth spread, the increased reachability of this for the performance reporting space within our organisation increased. [\[Full Review\]](#)



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ROOM FOR IMPROVEMENT



Tools&Auto
mationMngr
916

The way they handle their data migration while upgrading the system needs to be simplified and standardized. I don't want to have to bring out professional services to help me when I upgrade to a new server. Every upgrade we've done -- and we've done them all -- have been highly disruptive and extraordinarily difficult. Upgrades of new systems should not be this complex. I have 125 appliances in my environment. The migration really needs to be performed in the most non-disruptive manner as possible. I can't afford anything less. I've also found a ho... [\[Full Review\]](#)



Eric
Sharpsten

I think that the downstream suppression could be improved. Suppression must all be done manually, but this improvement is on SevOne's roadmap, I believe. [\[Full Review\]](#)



Akash Tyagi

This is my favorite part of a review, so I am providing many ways to improve the product: * Application session tracking * Improve virtual appliance scalability * Dashboard and report delivery * Integration with service management (ServiceNow, Remedy) should be an out-of-the-box API [\[Full Review\]](#)



Abdul-Bari
Khan

It needs a platform to add portals. Some of the low-level features and how they work could use some improvements. A cause-and-effect kind of pattern would be helpful. [\[Full Review\]](#)



SCALABILITY ISSUES



Eric
Sharpsten

No issues with scalability – that's what's sweet about this product, unlike Tivoli with which he did have scalability issues. SevOne is peer-to-peer so you just add another PAS to the cluster. It's like lots of hands making light work – no problems scaling. [\[Full Review\]](#)



Ken
O'Connor

One of the key benefits of the product is its ability to scale. There were no issues with regards to scalability. You can add more licenses or more SevOne appliances into your cluster as needed. [\[Full Review\]](#)



Carlos
Reyes

It's very scaleable, as you just add an appliance and it's immediately available to users. Also, its integration with other appliances is very quick and transparent to end users. We started with only one, and have grown over time to more than 15 appliances very quickly. [\[Full Review\]](#)



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 vs. SolarWinds NPM ... Compared 13% of the time

Nagios XI vs. SolarWinds NPM ... Compared 10% of the time

ManageEngine OpManager vs. SolarWinds NPM ... Compared 8% of the time

REVIEWERS *

TOP INDUSTRIES

Comms Service Provider ... 20%
Financial Services Firm ... 12%
Healthcare Company ... 7%
University ... 7%

COMPANY SIZE

1-200 Employees ... 17%
201-1000 Employees ... 29%
1001+ ... 54%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Healthcare Company ... 20%
Manufacturing Company ... 11%
Comms Service Provider ... 9%
Government ... 7%

COMPANY SIZE

1-200 Employees ... 31%
201-1000 Employees ... 22%
1001+ ... 46%

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

Top Reviews by Topic



VALUABLE FEATURES



informat1719
36

It gives us an insight on what we need to monitor on our network. We get granulated data on where issues are occurring in regards to traffic latency and bandwidth utilization. Also we can monitor the health and functionality of our nodes on the MPLS. Both the NPM and the NTA modules. We are able to track down information in regards what kind of traffic is being generated on our network and also help us determine what applications we can allow and what not to allow. [\[Full Review\]](#)



Christopher
Good

I love the GUI. Almost everything is accessible through the web interface. It is very user-friendly. It is easy to drag and drop resources wherever you want them. NPM also includes additional features that come in handy, such as a web SSH console, SYSLOG and trap collectors, and Wireless Heat Maps. A new feature has now been included called NetPath. This allows you to see the status of a path all the way to an endpoint, even through the internet. This is awesome! I like having the ability to add custom pollers for anything. I also like how SolarWind... [\[Full Review\]](#)



Craig
Norborg

* How easy it is to get good metrics out of it. * How extensible it is. * There are many different ways to customize it to fit your environment. Compared to many products, SolarWinds is very simple to use. When you add a node in NPM, it is easy to get it to start monitoring everything it supports and you very quickly see the results of this in the graphs and such. When you want to get some special things out of a box, let's say the number of connections on a ASA firewall, you can very easily add a UnDP, add it as a graph to your screen, and see the ... [\[Full Review\]](#)



Joshua
Biggley

An easy-to-use interface for both admins and users is key. Adoption of any product can be constrained by a UI that is neither intuitive nor visually engaging. The SolarWinds NPM framework, upon which most of their flagship products are built, empowers a wide variety of admins and users to quickly find value in their installed products. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



informat1719
36

We were able to determine if end users were using the network to do work related stuff or otherwise and reduce bandwidth hogging for non-business related activities on the network. [\[Full Review\]](#)



Christopher
Good

I have been able to customize so many things using SolarWinds. I have set up baseline configurations and quickly remediated devices against them. I am using the SYSLOG and trap functions for my non-priority devices. I have NetPath set up to cloud services, so that I know who is at fault when something is down, such as a website, email services, and SaaS. SolarWinds has also allowed us to be proactive, because now we can spot issues before the user tells us. [\[Full Review\]](#)



Craig
Norborg

Before NPM, we had to spend quite a bit of time using freeware tools, because there wasn't anything that offered the features we needed at a price point we were willing to pay. Most were far too expensive. Because of this, we only monitored some key devices and links. With SolarWinds, it's easy to monitor everything and, with a little setup, everyone can help out. NTA brought things up a notch. Rather than seeing there was too much bandwidth being used and trying to guess what it was through diagnostics on the device and guesswork, we can see what i... [\[Full Review\]](#)



SolarWinds NPM

Continued from previous page



ROOM FOR IMPROVEMENT



Christopher
Good

I think there needs to be more granularity in the permission sets in almost all of the SolarWinds products. I want to be able to specify almost everything that a specific user group can do. I am being a little picky with this, as there are some permissions that can be set. I just want more. The reporting is good, but I want it to be a little easier when creating custom reports. The reports are all on the website now, but it takes some know how to get some to display the way you would like. [\[Full Review\]](#)



Craig
Norborg

The module UIs can have different features based on what module you're in. I'd love to see feature parity between them. Selecting nodes, for instance. In NPM, you can use one criteria for grouping, while in NCM, you can group in multiple levels. More granular permissions! I'd like to see a role-based system where you can granularly apply permissions for administrative tasks and be able to assign these roles to people. Just because you need to edit a node doesn't mean you should have full admin permissions! [\[Full Review\]](#)



Joshua
Biggley

* Real-time analytics is the major weakness of the SolarWinds NPM platform today. They've done a fantastic job enabling the collection of data. Users are now demanding the ability to generate their own graphs, views, and so on; all of this must be done by an admin today. * Scaling to the enterprise level is also an issue. SolarWinds NPM officially supports up to 100K elements (the number is unofficially about 50% higher), but enterprise customers could scale beyond that limit. However, this would only be applicable to environments with extensive int... [\[Full Review\]](#)



A.J.
DiLorenzo

The SolarWinds notification and alerting configuration could be simplified as it would be easier to find if it was within the NPM web application instead of in a separate client application. The SolarWinds Orion/NPM installation comes with a few Windows client application "add-ons" that would be better served if they were built into the SolarWinds NPM web application. Another area for improvement would be better integration between Solarwinds NPM and Solarwinds NCM as it seems that Solarwinds NCM installs a separate version of NPM/Orion console. [\[Full Review\]](#)



SCALABILITY ISSUES



Christopher
Good

I have NOT encountered any scalability issues. I have always speced out at least double of what was required at that time. This has allowed me to add more and more to the SolarWinds architecture. SolarWinds does scale very easily with additional pollers. [\[Full Review\]](#)



Craig
Norborg

We haven't had scalability problems so far. The different jobs I've been in have had very different environments in terms of scale and this solution works at any level. [\[Full Review\]](#)



Joshua
Biggley

SolarWinds NPM officially supports up to 100K elements (the number is unofficially about 50% higher), but enterprise customers could scale beyond that limit. However, this would only be applicable to environments with extensive interface monitoring requirements (every interface is an element) or a node count >10,000. SolarWinds is committed to growing that threshold in the near future, but no official announcements have been made. Virtualization Manager can scale almost infinitely, but we found that it performed best, especially when integrated w... [\[Full Review\]](#)


CA Spectrum

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. CA Spectrum ... Compared 7% of the time

SCOM vs. CA Spectrum ... Compared 7% of the time

IBM Tivoli NetCool vs. CA Spectrum ... Compared 6% of the time

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 25%
Comms Service Provider ... 24%
Retailer ... 12%
Transportation Company ... 5%

COMPANY SIZE

1-200 Employees ... 20%
201-1000 Employees ... 25%
1001+ ... 55%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 19%
Comms Service Provider ... 9%
Healthcare Company ... 9%
Transportation Company ... 9%

COMPANY SIZE

1-200 Employees ... 11%
201-1000 Employees ... 17%
1001+ ... 72%

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

Top Reviews by Topic



VALUABLE FEATURES



frank.tonjes

* REST API: The single most undersold feature of CA Spectrum is the REST API! * Customisation: Very customisable under the hood and using standard features. * Reliable: It just works. I've been using Spectrum for more than five years and it just keeps getting better. The REST API allowed us to automate a lot of the manual work required to add devices into Spectrum. This included: * Installing the product via 'silent installer' based on one config file (installer would look at hostname and find out what role the server was and installed only those co... [\[Full Review\]](#)



Joao Evangelista

The product is rich in features, so a lot of them are valuable. Network Configuration Manager - Backup network device configuration, enforce policies, enforce configuration and correlate configuration changes with network status. Also has an approval workflow for changes on devices. Certification - You can certify devices in several levels. The most complex ones give you great results for your efforts, such as a certification using a Model Type Editor for a customized model type along with Event Admin to receive alerts from another source and redire... [\[Full Review\]](#)



Jaideep Singh Sra

There are a number of features that make this product to stand out from other competing products: * Easy implementation with scalable architecture * Seamless HA capabilities with no issues * Integrations with other products including both north/south bound capabilities * NCM - Network Configuration Manager for Device level configurations * Expert CA support for the product. [\[Full Review\]](#)



Saad Syed

A valuable feature is the topology view. You can view the topology. Other valuable features are the host configuration, the NCM feature, the policy manager that it has and the scalability. That's one of the biggest ones. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Luis Miguel Goetz Mora

Using event rules and procedures, we improved our event management process. CA Spectrum is very useful for event handling and offers a robust manager of managers console. [\[Full Review\]](#)



frank.tonjes

The REST API work has allowed us to fully automate our deployment process, user creation, exception reporting, and much more. The device support is very comprehensive and vendor agnostic. Device certifications are added almost quarterly or more frequently. This allows us to use Spectrum to manage new devices. CA Spectrum is a good for network management (CMDB). While not a CMDB in its own right, it is a good tool to use as the source of data for what is being monitored. Once Spectrum has the devices discovered, you get a lot of additional informati... [\[Full Review\]](#)



Joao Evangelista

It allowed us to move from an open-source solution using six servers to an enterprise solution using two servers to monitor the same number of elements. Also, of course, the product offered a lot of features ready to use that we didn't have before. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



Luis Miguel
Goetz Mora

Like SpectroSERVER's fault tolerance (FT) functionality, the OneClick console should have a native HA or FT functionality. Actually, the only way to get this is by using a load balancer. [\[Full Review\]](#)



frank.tonjes

CABI was a major issue for us, but the newly added Jaspersoft is a better-suited reporting toolset, so this has already been addressed. The OneClick UI is a little dated, but still very functional. They are also addressing this with the new web client. It's not quite where it can be, but it shows promise and looks pretty good for their first attempt at it. One thing I would like to see is that all the IM products look similar in terms of UI design/widgets, etc. We are an MSP and would like our customers to have a seamless experience and not be able ... [\[Full Review\]](#)



Joao
Evangelista

The Systems Performance Agent is powerful, but, for example, if you want to run a sql query and set a threshold against the returned value, you can't directly. You need a script with the threshold set in the script and an exit different than zero (0) to generate an alarm. This is something that almost every monitoring solution on the market has built-in. CA UIM (<https://www.itcentralstation.com/products/ca-unified-infrastructure-management>), for instance, does that really well. What you have ready to use is the ability to execute the query and get... [\[Full Review\]](#)



Jaideep
Singh Sra

The only area which I found that can be improved is that sometimes issues come up with alert clearing i.e. alerts don't clear when triggered and clear events occur too fast. CA should come up with ways where the alert is not valid, Spectrum should be able to re-verify and take action accordingly. [\[Full Review\]](#)



SCALABILITY ISSUES



frank.tonjes

I have not encountered any scalability issues. Since 64-bit capability was added in Spectrum 10.x, we can add a lot more devices. However, we only populate up to about 60%, as we do quite a bit on the servers. [\[Full Review\]](#)



Jaideep
Singh Sra

Never faced any issues with scalability. As the network infrastructure grows, to add new Spectrum servers is very straight forward with almost zero defects in existing architecture. [\[Full Review\]](#)



Lee Mullican

Spectrum is very scalable. We presently have three landscapes and a number of alarm filters running on Spectrum. We are probably a mid-range sized customer. There are some customers that have 50,000 nodes on the network. [\[Full Review\]](#)


Opsview Enterprise

Overview

Opsview Monitor makes it easier for sysadmins to do their jobs. Its comprehensive and customizable systems monitoring platform enables sysadmins to easily monitor IT environments and critical business services. Opsview Monitor is trusted by hundreds of businesses, government organizations and managed services providers globally, including MIT, Sky, Cisco, IBM, Telefónica, Paypal, Norfolk Southern, British Telecom, Fujitsu and AXA. Visit www.opsview.com.

SAMPLE CUSTOMERS

IBM, Cisco, Harvard, Massachusetts Institute of Technology, AXA, Sky Media, Telefonica, Norfolk Southern, Cambridge University Press, Cornell University, Paypal, OST, Vision Critical

TOP COMPARISONS

Nagios XI vs. Opsview Enterprise ... Compared 6% of the time

Zabbix vs. Opsview Enterprise ... Compared 5% of the time

PRTG vs. Opsview Enterprise ... Compared 2% of the time

REVIEWERS *

TOP INDUSTRIES

Comms Service Provider ... 17%

Media Company ... 12%

Financial Services Firm ... 12%

Manufacturing Company ... 9%

COMPANY SIZE

1-200 Employees ... 22%

201-1000 Employees ... 39%

1001+ ... 40%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Comms Service Provider ... 36%

Financial Services Firm ... 18%

University ... 9%

Transportation Company ... 9%

COMPANY SIZE

1-200 Employees ... 29%

201-1000 Employees ... 24%

1001+ ... 47%

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



Top Reviews by Topic



VALUABLE FEATURES



Raffaello
Poltronieri

I like its scalability thanks to slaves. You can add as many slave as you want, which also allows you to reach and monitor devices running on the network that are not accessible by the master. It also has good roles management which is very useful for a service provided to customers. Lastly, it also has a nice GUI. [\[Full Review\]](#)



SystemAdmi
381

There are several valuable features for us, including ease of configuration of monitoring of new hosts/services, worker redundancy and load balancing, and the fact that it's compatible with the plethora of existing Nagios plugins available on the web. [\[Full Review\]](#)



Noah
Guttman

The most important feature is the distributed, highly-available monitoring clusters available in the enterprise editions. As we run multiple sites around the world and every second of service disruption costs us money, this feature is critical. The second most valuable feature for us is the extendability of the service checks and event handling (auto-correction). The third most important feature was the single point of configuration. [\[Full Review\]](#)



Designer00
6

The most valuable feature for us is the flexible alert framework, which allows us to use a variety of alert methods, some custom to my employer. Also important to us is the ability to use the Nagios community to supply monitoring plugins for a wide variety of software and situations, freeing us from having to create them ourselves. Also, the API allows us to control Opsview as a part of other business processes. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Noah
Guttman

The fully-extensible event handling has enabled us to reduce on-call incidents by more than 90%. Setting up monitoring of a new site now takes a few hours, when it used to take days. [\[Full Review\]](#)



Oscar
Alberto
Hernández

We've improved greatly. We previously used another monitoring system, and although it was good as we were able to receive statuses on several hosts, our growth has been exponential the past four years. Because we've been able to use our monitoring system, it's helped us to stabilize and make sure that every single network item that we add is properly monitored. Of course, if there's anything wrong with a device, we'll know right away. That's really the main purpose of the monitoring system. It's helped us and our customers to maintain a good little ... [\[Full Review\]](#)



Designer00
6

Using the Opsview API, we can put a server in downtime programmatically as a part of our regular patching schedule, and even restore monitoring after the patching script has determined the target server is once again up and running. [\[Full Review\]](#)



Opsview Enterprise

Continued from previous page



ROOM FOR IMPROVEMENT



SystemAdmi
381

We are starting to hit the limits of how we can scale out. While the UI has always been snappy, it can take about 30 minutes from committing a configuration change to when that change is apparent in the UI, for example adding a service check to a host. [\[Full Review\]](#)



Oscar
Alberto
Hernández

We're already evaluating v5.0 and to tell the truth, there's a couple of things that we found really useful in previous versions that for some reason they have removed. For example, in the current version, it's pretty easy to go into the host detail just by having a simple click into the host, but for some reason this has been removed in the new version. It was really good that you could just click on the name of the host and it took you to a more detailed view of the host itself or the item, and now that feature is gone in v5.0. [\[Full Review\]](#)



Designer00
6

In Opsview 4.6.3, there is no provision for making bulk changes to monitored servers via the GUI, though it is possible to custom-script bulk changes via the API. Some of this has been remedied in Opsview 5, released last Fall. I would also like to see the ability to export charts in graphic format, either PNG or JPG. Finally, the Keyword feature (renamed Hashtag in version 5) would be improved if it did not cascade from Service Check to Server and back--greater granularity would provide even more flexibility in assigning alerts to application owner... [\[Full Review\]](#)



Wayne
Viljoen

Opsview lacks few features. All of the areas we listed for improvement were implemented in version 5. Nonetheless, if it were to become more than a super monitoring tool, I would wish for an integrated CMDB (<https://www.itcentralstation.com/categories/configuration-management-databases>) and call-logging module to create a standalone integrated IT service management (<https://www.itcentralstation.com/categories/it-service-management>) system out of it. It has the potential! [\[Full Review\]](#)



SCALABILITY ISSUES



Scot
Gardner

We have not encountered any scalability issues at all. With the ease in deploying slaves, we are about to add a couple of slaves to take on some heavy interface-laden equipment and I am confident that Opsview can handle all of it without issue. [\[Full Review\]](#)



Joe
Potheary

We've had issues with scalability as we ran out of house. We only had a contract for a certain number and ran out. We upscaled to 650 devices, which was a simple yet expensive process. [\[Full Review\]](#)



Stephen
Lam

Our department's quite small, but from what I can tell, it's definitely scalable both up and out. We have around 200 servers, but the monitoring service uses only one server that's not clustered, although I'm sure clustering wouldn't be difficult with Opsview. [\[Full Review\]](#)



Overview

From network inventory and network monitoring to help desk software, and mobile device management (MDM) to cloud services detection, Spiceworks helps you manage everything about your IT workday from one easy place.

SAMPLE CUSTOMERS

Broward Center for the Performing Arts, Symantec, Webroot, EMC, Pertino

TOP COMPARISONS

Zabbix vs. Spiceworks ... Compared 11% of the time

Nagios XI vs. Spiceworks ... Compared 10% of the time

JIRA Service Desk vs. Spiceworks ... Compared 4% of the time

REVIEWERS *

TOP INDUSTRIES

Manufacturing Company ... 11%

Comms Service Provider ... 10%

Security Firm ... 9%

University ... 7%

COMPANY SIZE

1-200 Employees ... 34%

201-1000 Employees ... 35%

1001+ ... 31%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Manufacturing Company ... 13%

Retailer ... 9%

Construction Company ... 9%

Non Profit ... 9%

COMPANY SIZE

1-200 Employees ... 49%

201-1000 Employees ... 31%

1001+ ... 20%

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



Top Reviews by Topic



VALUABLE FEATURES



ResearchAs
so519

The customization of the service desk. We set it up for use by different departments that had specific tracking needs and were able to meet those needs. [\[Full Review\]](#)



Mark Broge

In addition to being free, it has a simple modular design with a lot of extensibility – although the plug-in format has recently changed and it has been difficult getting information on the new process. [\[Full Review\]](#)



Malik
Looper

The value is in the free IT help-desk and inventory. All IT departments, big or small, even single man, need to keep accurate records of their work, and Spiceworks polished interface and continued development allow you to setup up a server and scanning with minimal configuration. Active directory support ensures you can import all of your users, and easily scan your AD assets. You also have a direct feed to the community right in your help desk. The Spiceworks community is one of, if not the best community of IT professionals. More times than I can ... [\[Full Review\]](#)



Mihai Langa

From what I know, the software has a very vast range of functionalities but what we mainly used it for was for incident/ticket management and network hardware & software inventory (workstations, laptops, licenses, IPs, etc.). [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Joy Fano

During our IT audit, the auditor usually asks if we have logs, and unlike before, where we were having a hard time digging up the log, Spiceworks has helped us a lot. It helps us to monitor our network activity real time, and it shows the actual map. Personally, I have met a lot of IT pros who I can ask for help and advice anytime. [\[Full Review\]](#)



Stephen
Fidler

Once the end users got used to the idea of creating an IT ticket, it has made the process of getting the support to them quicker, plus if they come up with the same problem themselves they can look at fixing it themselves as I leave notes in the ticket for them to follow in the future or they can use the Knowledge Base. [\[Full Review\]](#)



Aaron Krytus

We are a IT consulting firm for several companies and implemented SpiceWorks for a centralized help desk solution. Now each customer can submit a help desk ticket, it then is routed to a technician who then contacts the customer. We copy the customer, lead technician, and the account manager to not only close the communication gaps but to hold everyone responsible. Reporting has been a huge success for our account managers on open tickets, for our IT manager on inventory, time spent on tickets and purchases for our invoicing, and etc. Purchasing has... [\[Full Review\]](#)

**Spiceworks**

Continued from previous page

**ROOM FOR IMPROVEMENT**

SystemsAdmin480

I don't really use anything besides the free stuff so I can't say. It does, however, require help-desk and minor server/firewall config XP experience to set up. [\[Full Review\]](#)



Stephen Fidler

Scanning of the network, being able to remove some of the default actions that are in the drop down menu of the tickets. I think they should create a light version just for tickets as this can be used by many different trades not just IT. [\[Full Review\]](#)



Aaron Krytus

Reporting for any application is a must. Where the reporting is very useful in SpiceWorks, I would like a more powerful reporting tool to better filter what I want and do not want. There are some built in filters, but a simple if-then ability would be incredibly helpful to narrow down my reports. [\[Full Review\]](#)



Kaleb Stunkard

The folks at Spiceworks are constantly expanding the capabilities of their product by partnering and integrating with other vendors. I would love for this trend to continue until Spiceworks has ability to act as an IDS/IPS system all in one. Alienvault alerts have recently been added that bring this vision closer to reality. I would also love to see performance monitoring (think Zabbix) capabilities as well. [\[Full Review\]](#)

**SCALABILITY ISSUES**

Aaron Krytus

We have taken this from a central location and expanded our reach over 8 different companies with around 1000 devices all reporting to one location. I have had no issues and don't foresee any as we continue to expand and install SpiceWorks at our remaining customers. [\[Full Review\]](#)



Kaleb Stunkard

We had no issues with the scalability. As we've expanded, we've had to add additional resources to the Spiceworks VM. However, the latter is a very typical scenario when business growth causes the demands on a software application to increase. [\[Full Review\]](#)



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

Nagios XI vs. ITRS Geneos ... Compared 8% of the time

Zabbix vs. ITRS Geneos ... Compared 3% of the time

SCOM vs. ITRS Geneos ... Compared 3% of the time

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 60%

Writing And Editing Position ... 13%

Comms Service Provider ... 9%

Non Tech Company ... 5%

COMPANY SIZE

1-200 Employees ... 27%

201-1000 Employees ... 12%

1001+ ... 61%

VISITORS READING REVIEWS *

TOP INDUSTRIES

Financial Services Firm ... 91%

Comms Service Provider ... 5%

Software R&D Company ... 5%

COMPANY SIZE

1-200 Employees ... 14%

201-1000 Employees ... 30%

1001+ ... 57%

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

Top Reviews by Topic



VALUABLE FEATURES



Thomson D
M Thomas

ITRS (<https://www.itcentralstation.com/vendors/itrs>) can define rules to alert when certain parameters that you monitor breach a threshold. Rules can be configured to fire recovery actions automatically to clear the alert. However, if the alert persists for an extended period, then it has the capability to fire multiple levels of escalation email or actions. It also has powerful visualization features to develop dashboards to display in big screens and share it via Webslinger (a web server that allows dashboards to be accessed via web browsers). I... [\[Full Review\]](#)



Naishar
Srivastava

Geneos automatically sends email notifications when any batch job fails, the database is down or the website is down. It is automatically monitoring everything and reduces manual effort. [\[Full Review\]](#)



Andrew
Burns

The following features of the product are the most valuable to me: * Ability to see in real time the state of our server estate. * Ability to monitor logs for potential issues to prevent app outages before problems get a chance to arise. That's invaluable for our teams in a fast-paced trading environment. [\[Full Review\]](#)



Engineer374

Real-time monitoring of market data components on an enterprise environment is the most valuable feature of Active Console and Gateway. The built-in plug-ins allow administrators to easily configure monitoring components for market data systems such as Thomson Reuters Enterprise Platform and SRLabs Wombat (formerly NYSE). The interface is easy to use when interrogating monitored systems, viewing and graphing historical values, and performing Gateway configuration updates. Script generated output can be modularly added to allow greater insight if bui... [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Thomson D
M Thomas

ITRS helps us to identify a lot of production issues proactively. E.g., ITRS alerts for a critical process memory that grows beyond the configured threshold limits. The limits are set to alert before the process crashes. This allows support teams to recover the process in a controlled manner (usually a planned restart before the process crashes). A State of the World dashboard that we built gives a bird's eye view of the entire production environment. These dashboards are displayed on big screens that are monitored by support teams in multiple locat... [\[Full Review\]](#)



Andrew
Burns

When I was a tech support lead, four of our evening pre-batch checks involved stats on our server estate. It took roughly 15 minutes each evening to log into each server, check server disk space, check for particular errors related to market data. Switching over to using a Geneos dashboard, we completely eliminated all manual effort and it was a huge time saver. [\[Full Review\]](#)



Royce Sin

We have automated some manual system checking processes. We have monitoring tools that allow us to view individual systems health and issues on its own. Geneos gives us visibility on all of our systems at once and we can build dashboard views to monitor transactions moving from one system to another. This has greatly assisted with troubleshooting and helped us understand how the system behaves when issues are imminent leading to proactive prevention. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



Thomson D
M Thomas

ITRS has setup XML that holds the entire monitoring configuration. Only the last 10 versions of the setup XML is saved locally on the gateway server. These 10 versions get overwritten quite easily when you are working with a big configuration change. I would like to see ITRS integrate its setup editor with a SVN to check-in setup XML after major changes. [\[Full Review\]](#)



Andrew
Burns

I think there's a very steep learning curve with the product. It's very easy to view and use the dashboards, but difficult to initially set up. I think setting up the dashboards could be more intuitive. I think I (and the rest of my team) could benefit from improved online tutorials. I think it could provide more out of the box - I know many teams here use it to monitor windows infrastructure. We all look at the same things - CPU, disk space, paging stats, service status with RAG status on each. That could be provided straight out, saving significan... [\[Full Review\]](#)



Royce Sin

Backward compatibility with deprecated features and in system documentation on what configuration areas are needed to be updated: There is a bit of this in place already, but it can be improved. I've been trying to update to version 3.5 but the gateway will not start up because my configuration contains deprecated features. The error logs are not very helpful and I've been using a tedious trial-and-error process to find out which part of my configuration is disagreeing with the new version. I could start with a lower version and then work my way up ... [\[Full Review\]](#)



ProjectMgr9
08

The main feature that needs work is the Dashboard designer. Although it has lots of features included we would like these visualization capabilities to be improved. Currently we have to export metrics data in real-time into some other visualization tools in order to get better picture and have a bit more functional dashboard. [\[Full Review\]](#)



SCALABILITY ISSUES



Abiraj
Anpalagan

I was not involved with any of the other processes although I would say from my knowledge and experience it shouldn't be that hard to deploy or scale up though I think depending on the size of scaling you would want to strategize how to handle the workload. [\[Full Review\]](#)



Bernd
Fritzke

No issues. If a gateway has a high load it easy to set up additional gateways to get headroom on each gateway again. If a netprobe has too many servers one can parallelize by running several netprobes per monitored server. Resource footprint of Geneos is generally very small. [\[Full Review\]](#)



Overview

ScienceLogic is the global leader in hybrid IT monitoring for the network of everything. Over 25,000 global service providers, enterprises, and government organizations rely on ScienceLogic to significantly enhance IT efficiency, optimize operations, and ensure business continuity. ScienceLogic is the first monitoring solution to provide a comprehensive view of all IT components through a single pane of glass, whether they reside in a public cloud environment or on-premises. With over 1,500 dynamic management apps and custom dashboarding capabilities, we deliver the scale, resiliency, and automation needed to simplify the constantly evolving task of managing IT resources, services, and applications.

SAMPLE CUSTOMERS

Kellogg Company, Booz Allen, Cisco, Red Bull, Fidelus, Telstra, Comcast, CSC, Peak 10, HughesNet, Hosting, Datapipe, US Army, Equinix, Rite Aid, Carbonite, Sybase, Carpathia, AT&T, ePlus, Dimension Data, Virtustream, Boeing, Honeywell

TOP COMPARISONS

Nagios XI vs. ScienceLogic ... Compared 5% of the time

CA Unified Infrastructure Management vs. ScienceLogic ... Compared 4% of the time

SevOne vs. ScienceLogic ... Compared 3% of the time

REVIEWERS *

TOP INDUSTRIES

Comms Service Provider ... 20%
 Manufacturing Company ... 11%
 Financial Services Firm ... 10%
 Marketing Services Firm ... 8%

COMPANY SIZE

1-200 Employees ... 28%
 201-1000 Employees ... 23%
 1001+ ... 49%

VISITORS READING REVIEWS *

COMPANY SIZE

1-200 Employees ... 38%
 201-1000 Employees ... 38%
 1001+ ... 25%

* 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



Jason Keck

There are a large number of very valuable features within ScienceLogic, the most impressive feature is the event management capabilities. With the ability to create custom events administrators can dial in monitoring and really customize events for specific devices or applications that help ensure you are on top of issues and stabilizing your environment. [\[Full Review\]](#)



Arthur Panos

Event creation, device relation building, and customization are excellent aspects of ScienceLogic for infrastructure and application monitoring. Dashboards are another excellent feature as that provides a visual representation to application owners and support teams. [\[Full Review\]](#)



Darrell Hyde

The most valuable features of any kind of monitoring system go to its core functionality. I have to know when my customers are down, I have to be able to report back to them on SLAs, I need to be able to also report back to them on capacity. It's no longer just a question of being up or down but how up or down something is in terms of its available capacity and our ability to react to that in a timely manner. HOSTING's vision of the unified cloud is one in which customers don't have to tightly couple the services that they want from us with a platfo... [\[Full Review\]](#)



Jason Backley

The Power Packs that are available are amazing. It took me ~10 minutes to fully configure multiple Pure disk arrays. The Cisco UCS power pack was even faster. Literally pointed it at the IP of the UCS and it did all the work. [\[Full Review\]](#)



IMPROVEMENTS TO MY ORGANIZATION



Jason Keck

ScienceLogic has helped our organization in numerous ways, these include capacity planning in our network, virtual environments and applications. Along with the ability to view the health of applications which have instances located around the globe. ScienceLogic allows us to test connectivity between locations and structure the product to fit our needs. [\[Full Review\]](#)



Arthur Panos

ScienceLogic has helped us to create a structural view of our infrastructure and applications that also details trending usage. Correlating the usage with logged events is useful in troubleshooting and knowledge creation. [\[Full Review\]](#)



Darrell Hyde

The two main benefits are, one, integration with their API in our customer portal has allowed us to create some really interesting visuals. It's allowed us to create some really engaging capacity monitoring interfaces. The other side, too, is they're dashboard-ing and reporting, which through Single Sign-on, we've been able to integrate directly into our portal, so we can expose their dashboard-ing capabilities directly to our customers. The job of an MSP these days has really changed from just being a hoster to really being an aggregator and a trus... [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



Jason Keck

In many different areas of the product there are terminology inconsistencies, these inconsistencies are within the product and also within the IT world, these are definite area's that need improvement; however with a little use they become second nature. [\[Full Review\]](#)



Arthur Panos

One of the main areas for improvement would be the reporting section of ScienceLogic. There is a lot of great information that ScienceLogic collects but the current reporting option are very limited without extensive customization. [\[Full Review\]](#)



Darrell Hyde

Things that are key for me are really good turnkey integration with external platforms. I'm seeing a lot of interest in lately from our customers is synthetic transaction monitoring. Introducing that into their continuous monitoring practice, so seeing them integrate with folks like Ghost Inspector or AlertSite that do synthetic transaction monitoring, as a service, as a platform, and being able to ingest data from their APIs the same way they do with AWS and other platforms would really be key in giving a true 360 view of a customer's application h... [\[Full Review\]](#)



Jason Backley

The UI takes a bit to learn but once you get past that it gets the job done. Creating dashboards is also complex but that is because of the sheer number of options. [\[Full Review\]](#)



SCALABILITY ISSUES



Jason Keck

Yes, however our issues were due to not understanding the size of our environment and the group that originally sized the product was providing bad information. As we have increased the amount of devices and the range of those devices we have run in to scaling issues which will most likely cause us to stand up a brand new instance of ScienceLogic to meet our needs. This is not a solution we are excited about but it is a solution none the less [\[Full Review\]](#)



Arthur Panos

There was a few issue involving the quantity of devices to be monitored, including the interfaces, versus the amount of collectors required. Larger quantities of interfaces was the biggest issue but just required recalculating how many devices per collectors were necessary. [\[Full Review\]](#)



Darrell Hyde

Scalability is key. One of the biggest challenges that you have with monitoring systems is just simply dealing with what I call the signal-to-noise ratio. There is a tremendous amount of data coming in and the system needs to be able not only to scale to address the full install base that we need it to, but it also needs to be able to ingest all of that data and bubble it up to our monitoring teams in a way that is understandable and actionable so that we are really able, as I said, to separate the signal from the noise. Their platform really enable... [\[Full Review\]](#)

BMC TrueSight Operations Management

Overview

The BMCProactiveNet Performance Management Suite is made up of a number of essential components that will allow end-users to proactively manage their physical,virtual and cloud environments.

By combining capacity and performance analytics, ProactiveNet aligns IT enterprise and cloud systems to business demands, ultimately creating more intelligent and proactive business processes. ProactiveNet allows business needs and demands to be the driver of the IT system, and not the other way round, with the result being optimized resources, reduced risks and costs, and higher performance levels within the business.

SAMPLE CUSTOMERS

Bank of East Asia and China E-Port.

TOP COMPARISONS

IBM Tivoli NetCool OMNIBus vs. BMC TrueSight Operations Management ... Compared 5% of the time

SCOM vs. BMC TrueSight Operations Management ... Compared 5% of the time

AppDynamics APM vs. BMC TrueSight Operations Management ... Compared 5% of the time

REVIEWERS *

TOP INDUSTRIES

Financial Services Firm ... 32%

Insurance Company ... 14%

Manufacturing Company ... 9%

Comms Service Provider ... 9%

COMPANY SIZE

1-200 Employees ... 20%

201-1000 Employees ... 4%

1001+ ... 76%

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

Top Reviews by Topic



IMPROVEMENTS TO MY ORGANIZATION



Stefan
Timmerman

We do work as independent consultants, but mainly the focus is on a crisp and reliable base layer for Service Level and Business Service Management with a working CMDB. In order to map the data and events correctly, you have to have a solid foundation. [\[Full Review\]](#)



ROOM FOR IMPROVEMENT



Stefan
Timmerman

The sizing (which is difficult), the maintenance of it and the upgrade paths. This is a difficult area which is not easy to cover, as every client has a different approach of implementing the product. [\[Full Review\]](#)

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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